



FERTAGUS survey shows that the Tagus rail crossing helps beat stress

- It contributed to a daily reduction of around 20,000 vehicles on Lisbon's 25th April Bridge in 2008, which accounts for a drop in CO₂ emissions of around 13,000 tons a year.
- In terms of overall satisfaction, the Fertagus service scored a **very positive 4.34, on a scale of 1 to 5.**

In an annual survey of customer satisfaction and profile, FERTAGUS, the Barraqueiro Group company that manages and operates the North/South rail link that includes the Tagus crossing through the 25th April bridge, found that almost 40% of its customers said that less stress was the main reason they chose to cross the river by train.

The survey showed that rail link customers felt the other main benefits were more free time (35%), greater flexibility (31%), better organisation (20%) and lower cost (12%).

The same survey also led to the conclusion that 26% of customers swapped their cars for the train. This means the FERTAGUS service contributed to a daily reduction of around 20,000 vehicles on the 25th April Bridge, which accounts for a drop in CO₂ emissions of around 13,000 tons a year.

It should be noted that among the twenty items ranked by customers, safety was deemed the most important and at the same time it scored the highest in terms of satisfaction (4.7 on a scale of 1 to 5).

As regards overall satisfaction, the FERTAGUS service recorded excellent performance, **scoring 4.34 on a scale of 1 to 5**, which was in fact even higher than in the 2006 survey. Efficiency, confidence and innovation were the highest ranked items and also those which provided the greatest institutional value.

The socio-demographic profile of FERTAGUS customers shows there has been great stability over the ten years the company has been operating. Nonetheless there was an increase in the number of middle managers and students in 2008, which already made up a significant share of the company's customer base.

As a final note, Coima was the station awarded the highest score by customers, while that of Setúbal was ranked lowest.