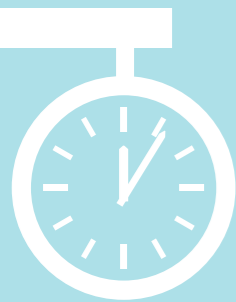
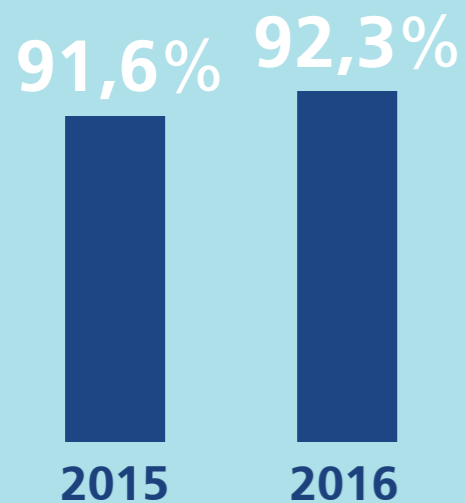


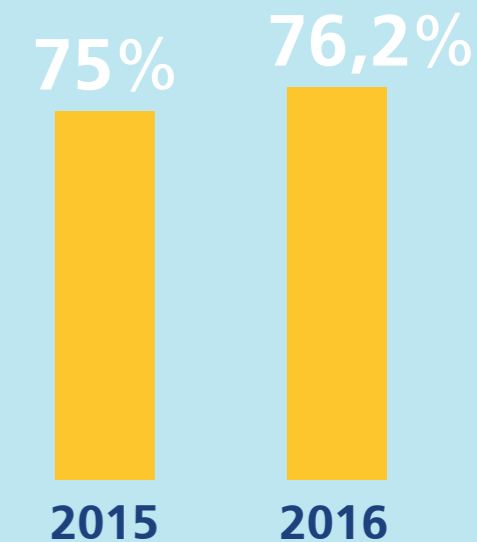
1^e halfjaar 2016



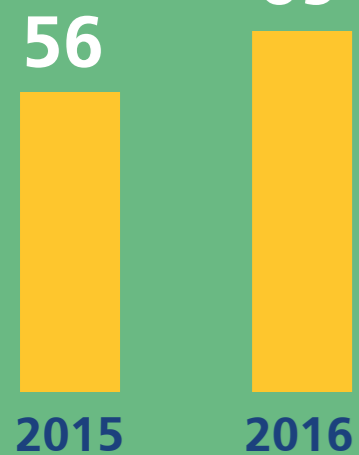
Reizigerspunctualiteit



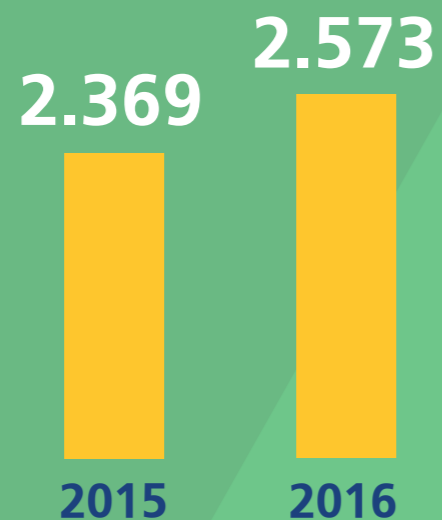
Klanttevredenheid*



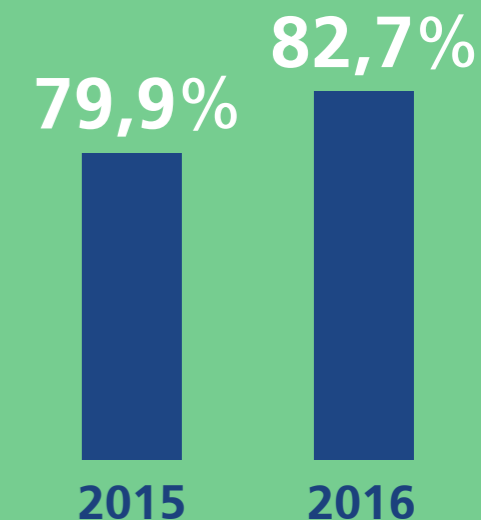
Winst**



Opbrengsten**



Reisinformatie bij ontregelingen in de trein & op het station



*% reizigers dat een 7 of hoger geeft
**in miljoenen euro's