



# Tablero de Control

## Cierre Diciembre 2016

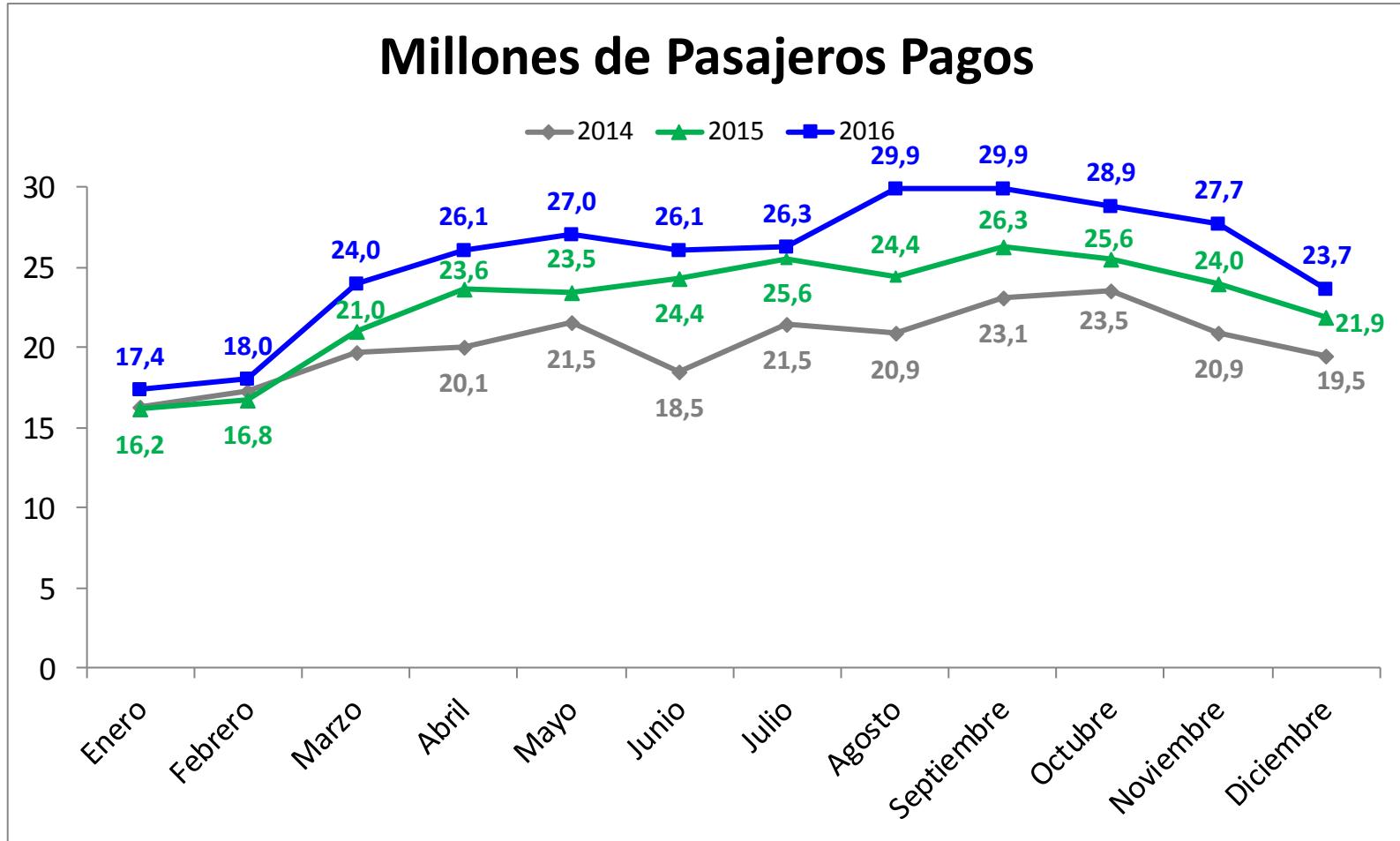
### Subterráneos de Buenos Aires



# KPI'S PASAJEROS



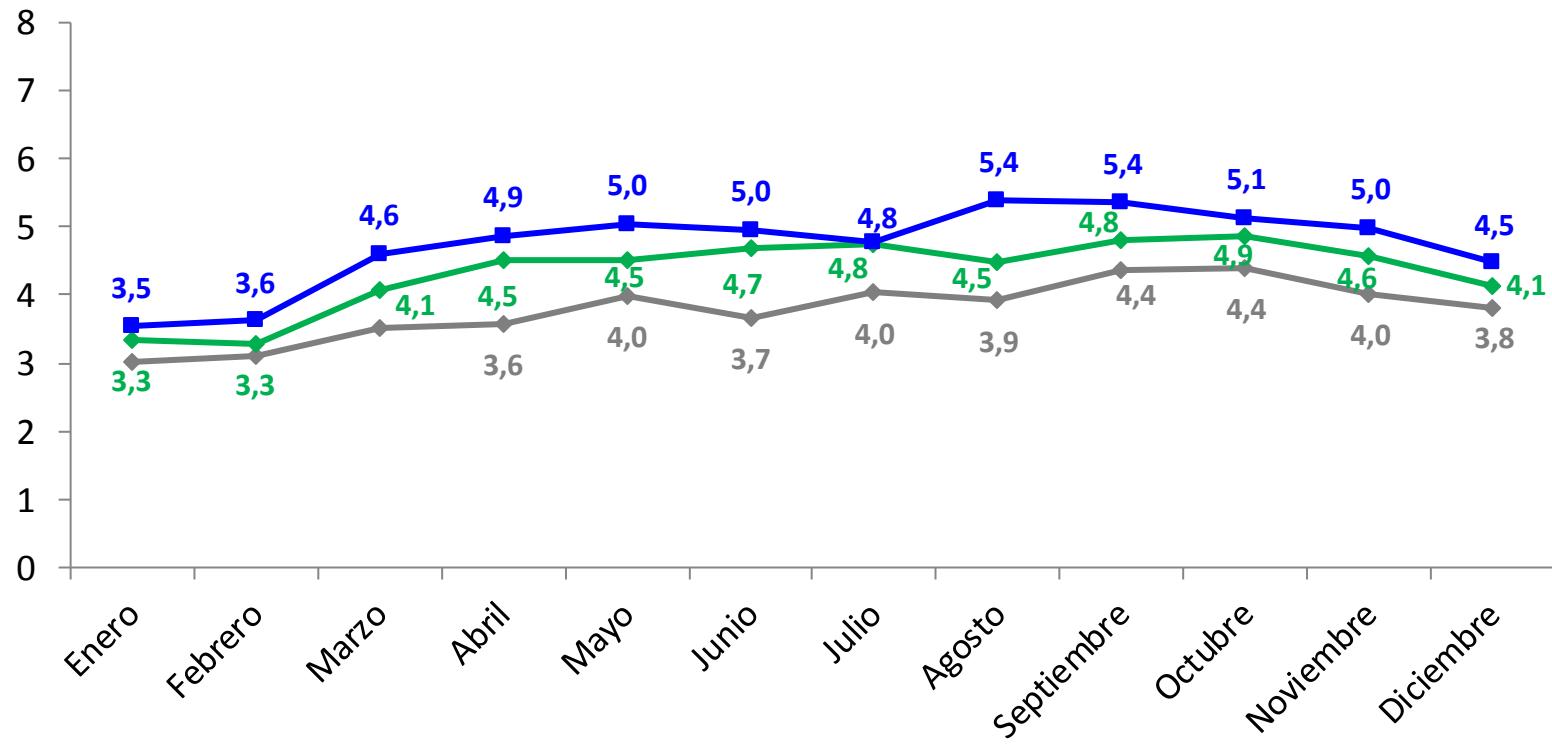
Millones de Pasajeros Pagos	Dic 2016	% Var. vs. 2015	Acum 2016	% Var. vs. 2015
	<b>23,7</b>	<b>8%</b>	<b>304,9</b>	<b>12%</b>
A	<b>4,5</b>	<b>8%</b>	<b>56,8</b>	<b>9%</b>
B	<b>6,5</b>	<b>3%</b>	<b>83,5</b>	<b>7%</b>
C	<b>3,8</b>	<b>3%</b>	<b>45,7</b>	<b>4%</b>
D	<b>5,8</b>	<b>6%</b>	<b>80,8</b>	<b>12%</b>
E	<b>1,5</b>	<b>3%</b>	<b>20,6</b>	<b>12%</b>
H	<b>1,6</b>	<b>86%</b>	<b>17,6</b>	<b>95%</b>





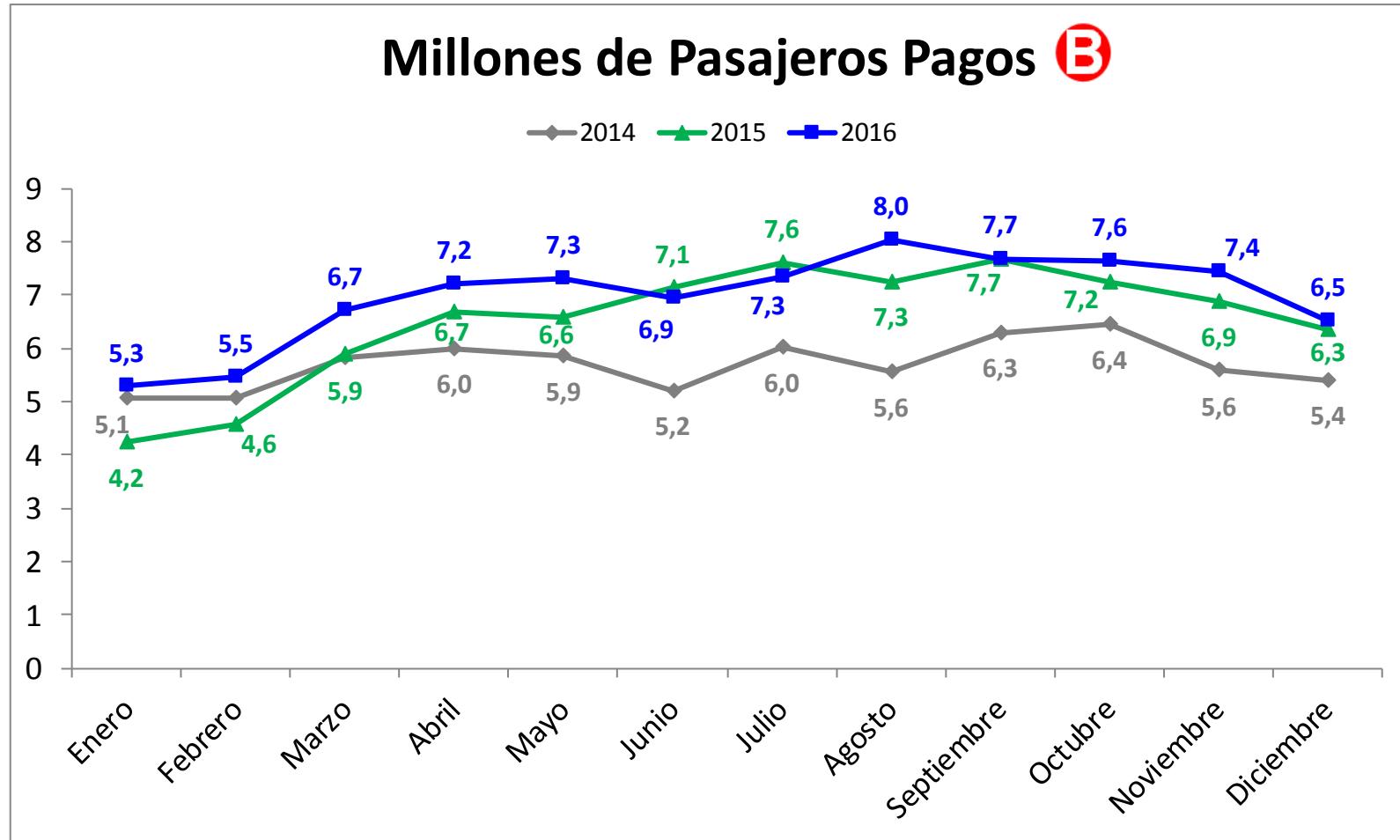
## Millones de Pasajeros Pagos A

—●— 2014   —◆— 2015   —■— 2016





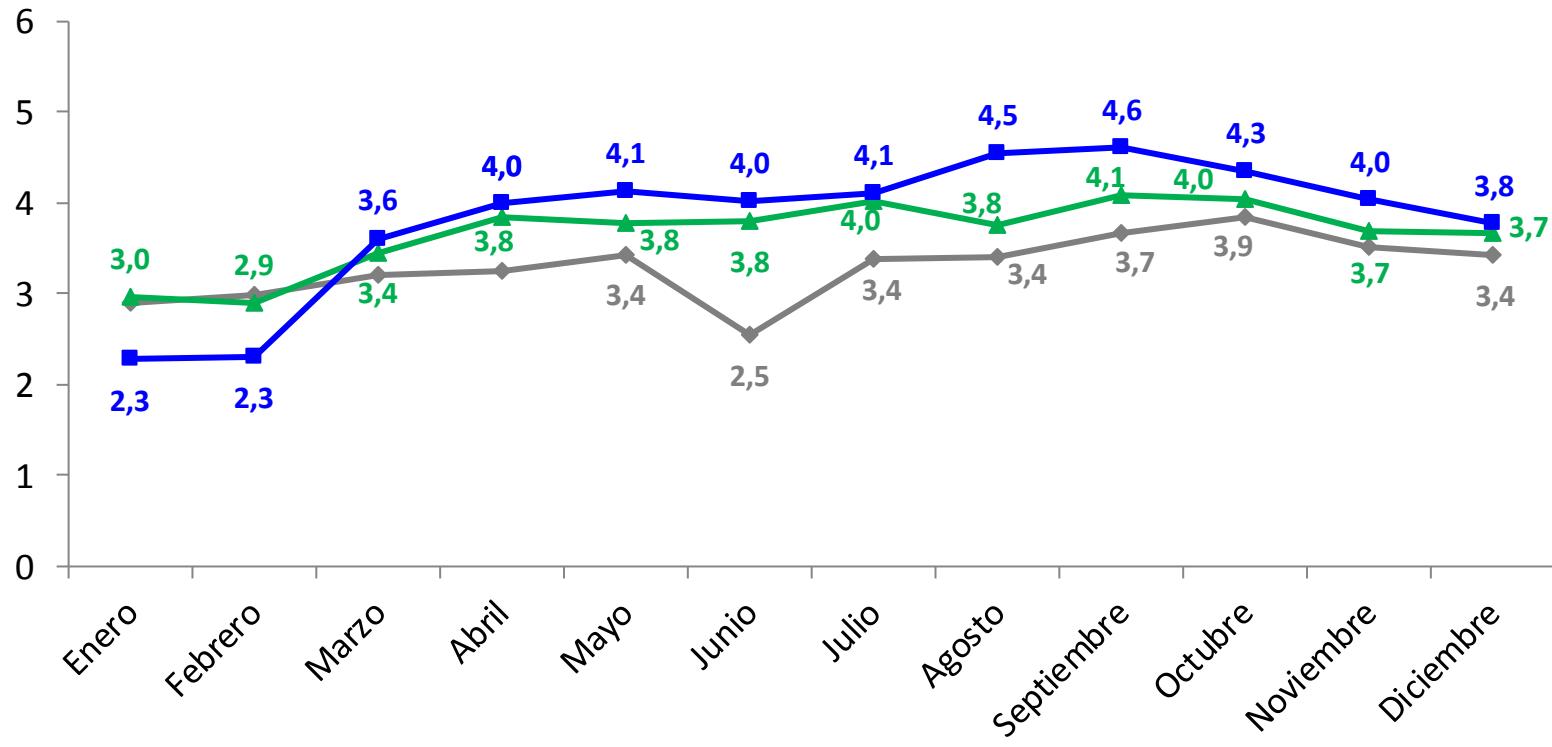
## Millones de Pasajeros Pagos B

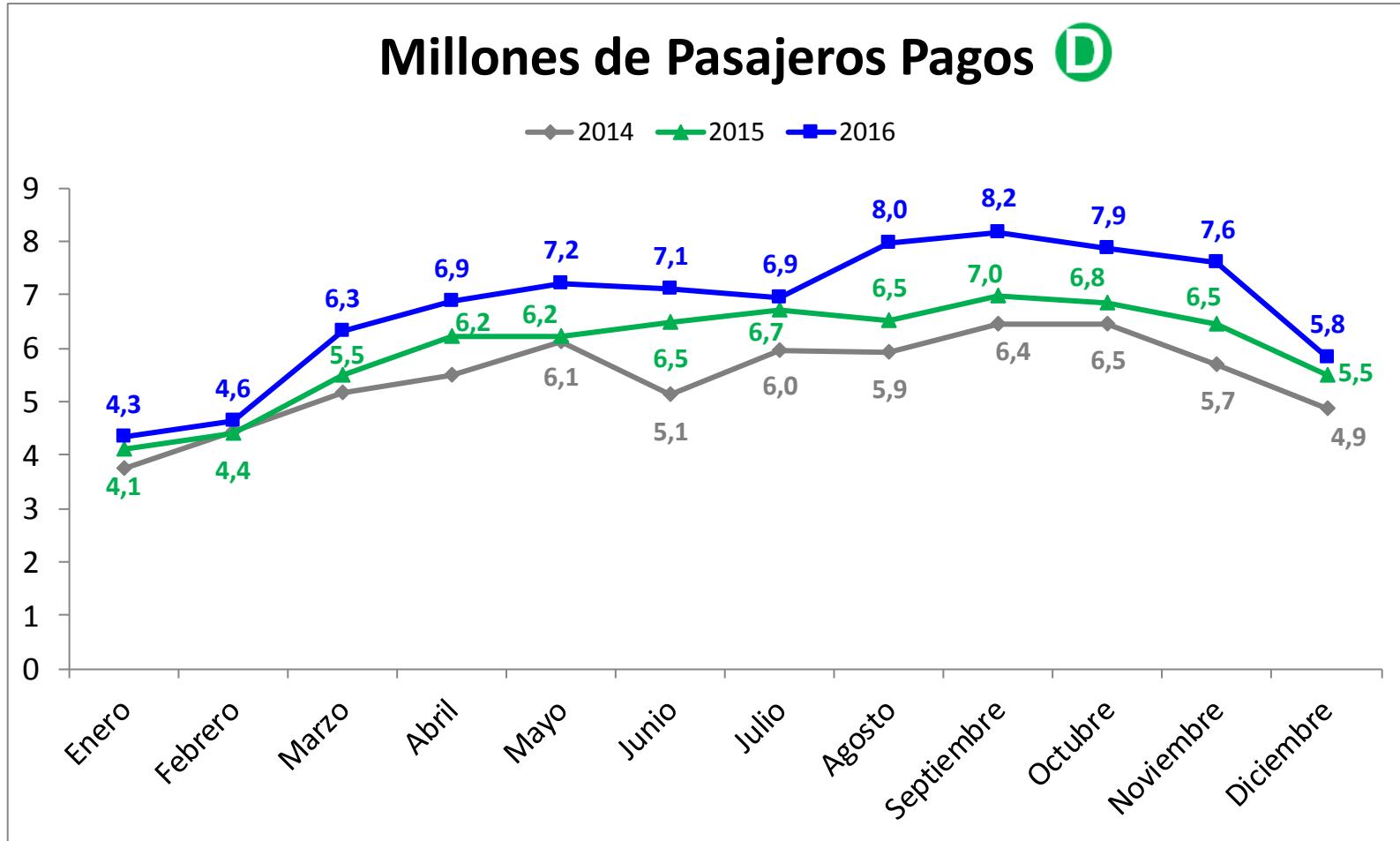


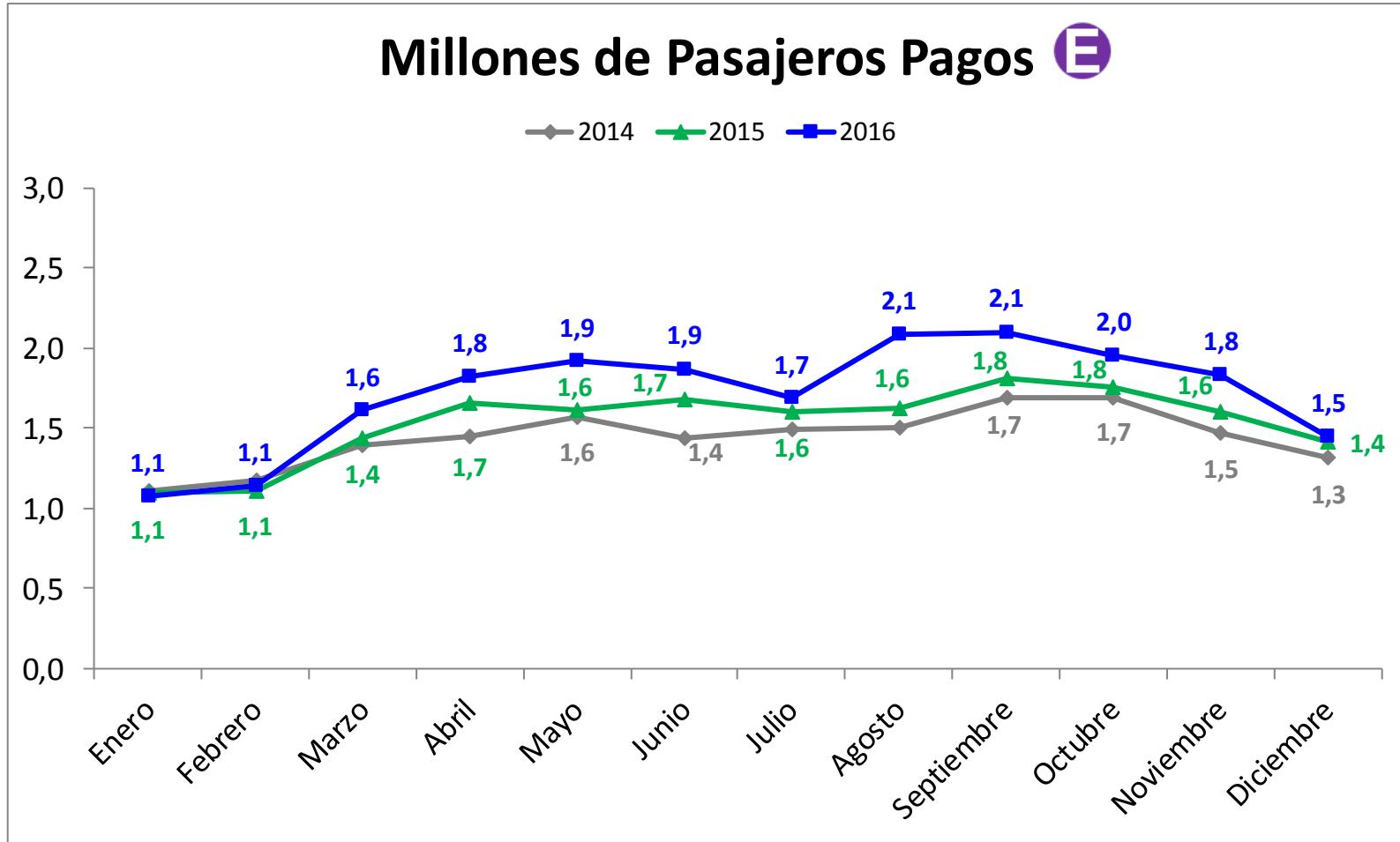


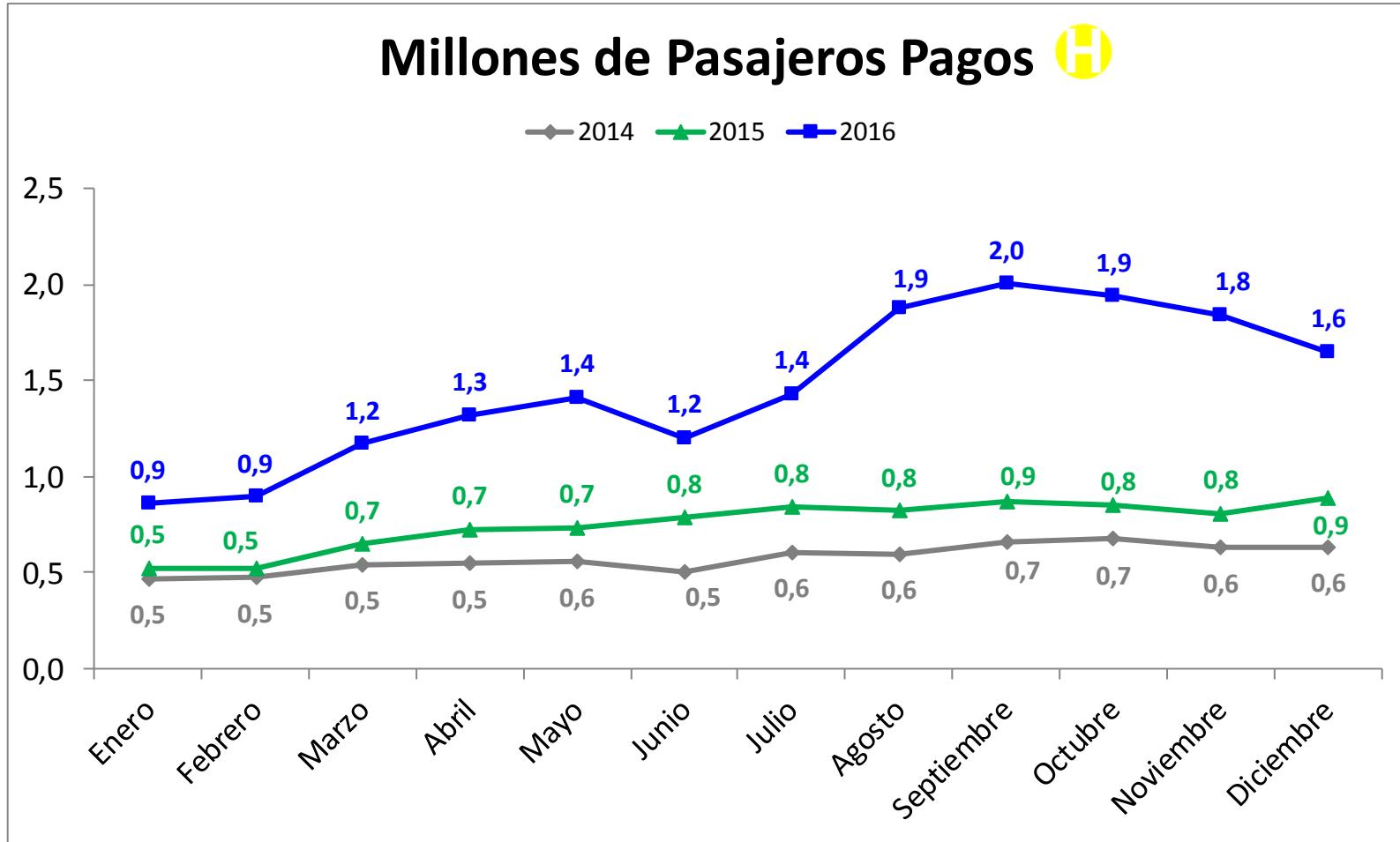
## Millones de Pasajeros Pagos C

—◆— 2014 ■▲■ 2015 ■■■ 2016







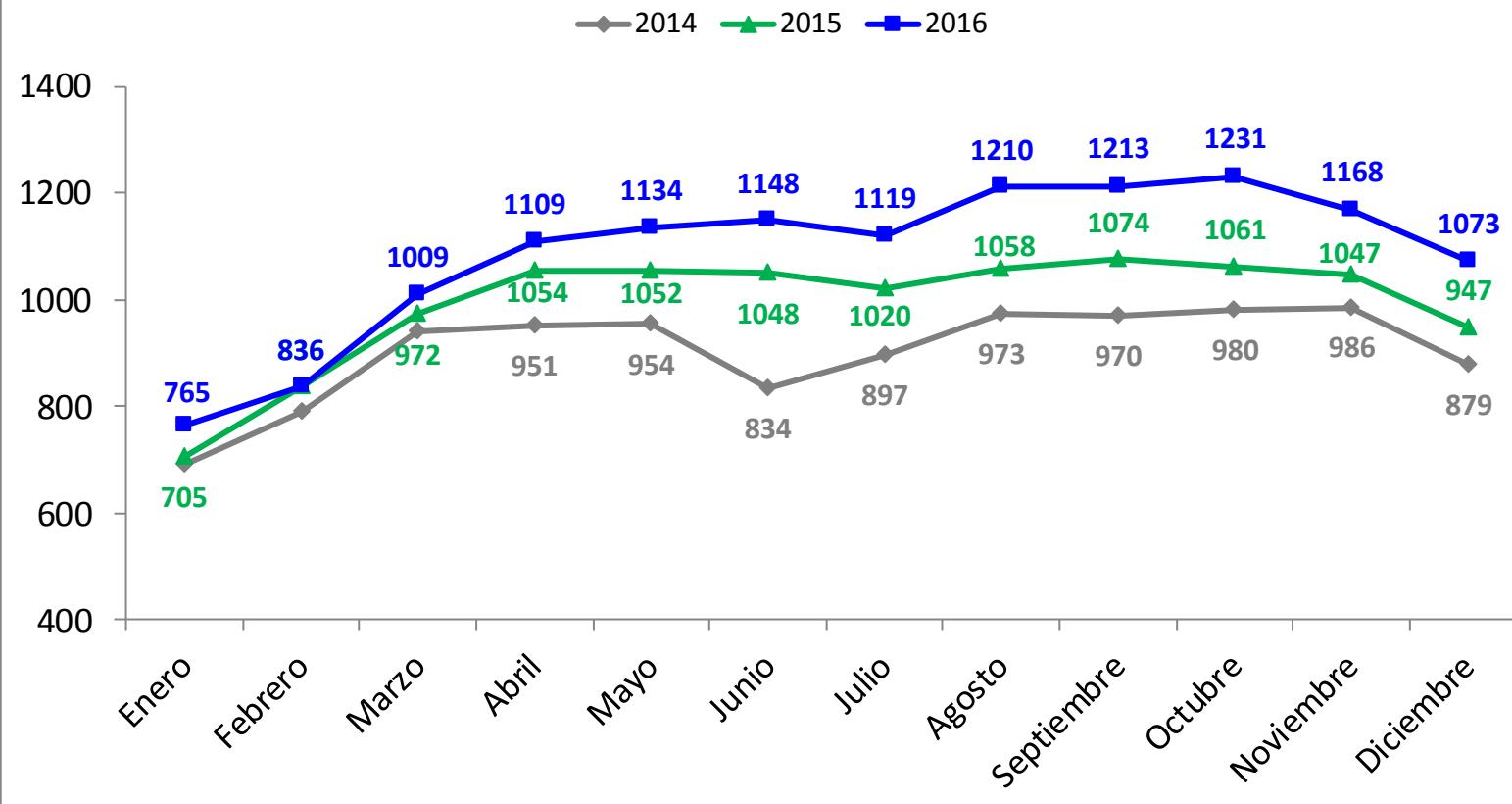




Promedio Miles de Pasajeros Pagos Días Hábiles	Dic 2016	% Var. vs. 2015	Acum 2016	% Var. vs. 2015
<b>A</b>	<b>1.073</b>	<b>9%</b>	<b>1085</b>	<b>9%</b>
<b>B</b>	<b>204</b>	<b>10%</b>	<b>203</b>	<b>7%</b>
<b>C</b>	<b>296</b>	<b>4%</b>	<b>296</b>	<b>3%</b>
<b>D</b>	<b>170</b>	<b>4%</b>	<b>162</b>	<b>2%</b>
<b>E</b>	<b>267</b>	<b>7%</b>	<b>289</b>	<b>10%</b>
<b>F</b>	<b>65</b>	<b>2%</b>	<b>73</b>	<b>8%</b>
<b>G</b>	<b>71</b>	<b>88%</b>	<b>61</b>	<b>94%</b>

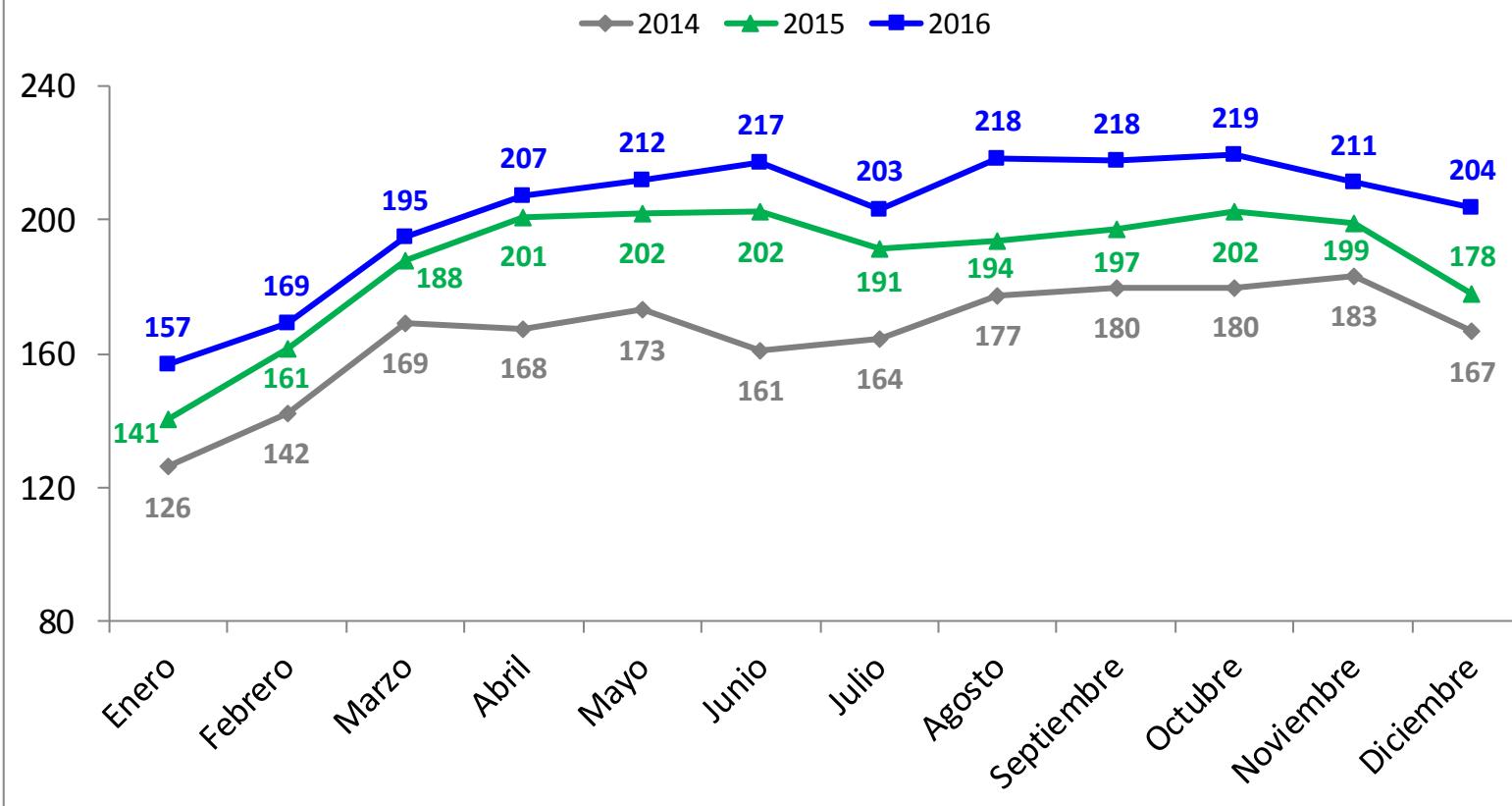


## Promedio Miles Pasajeros Día Habil



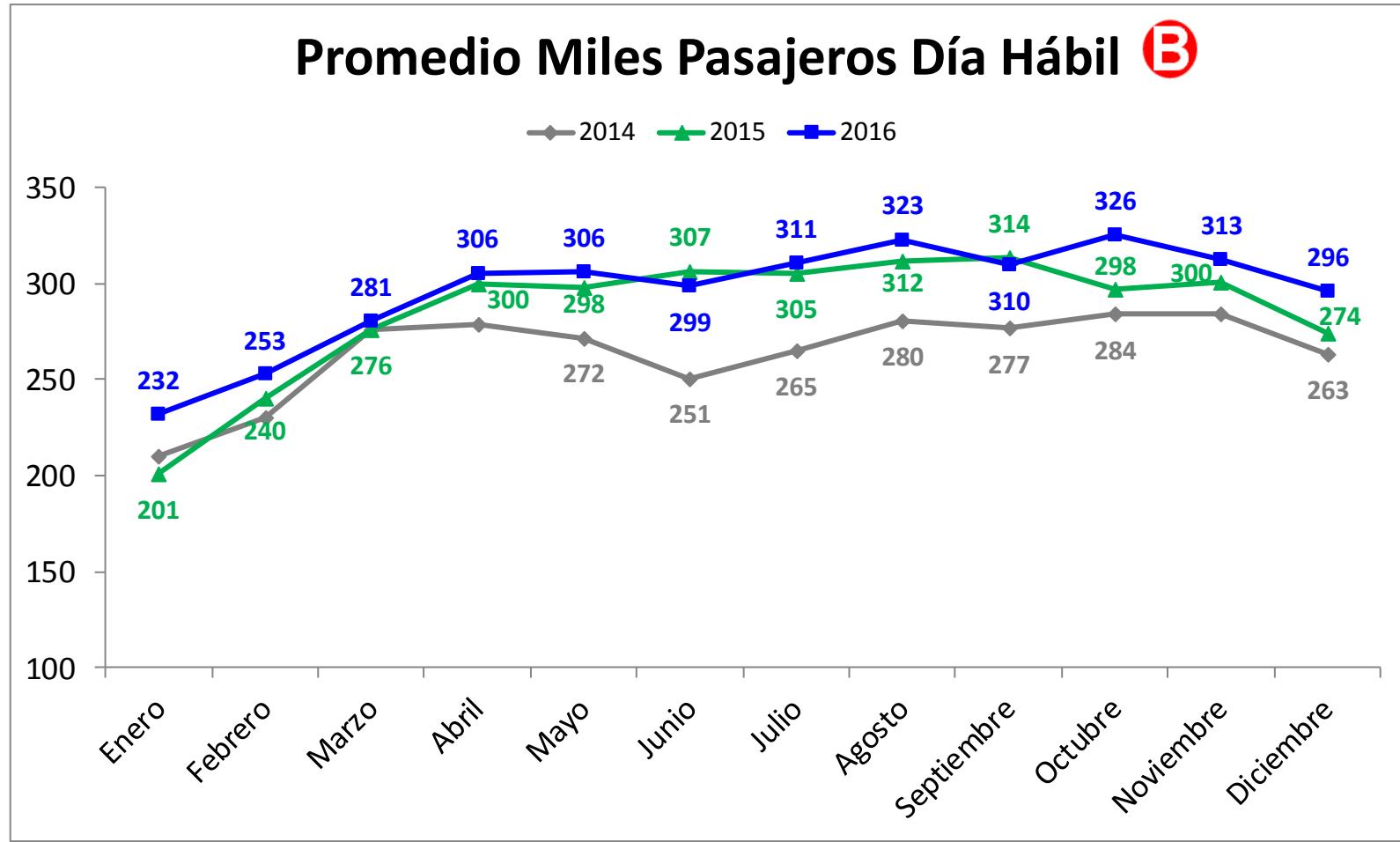


## Promedio Miles Pasajeros Día Habil A



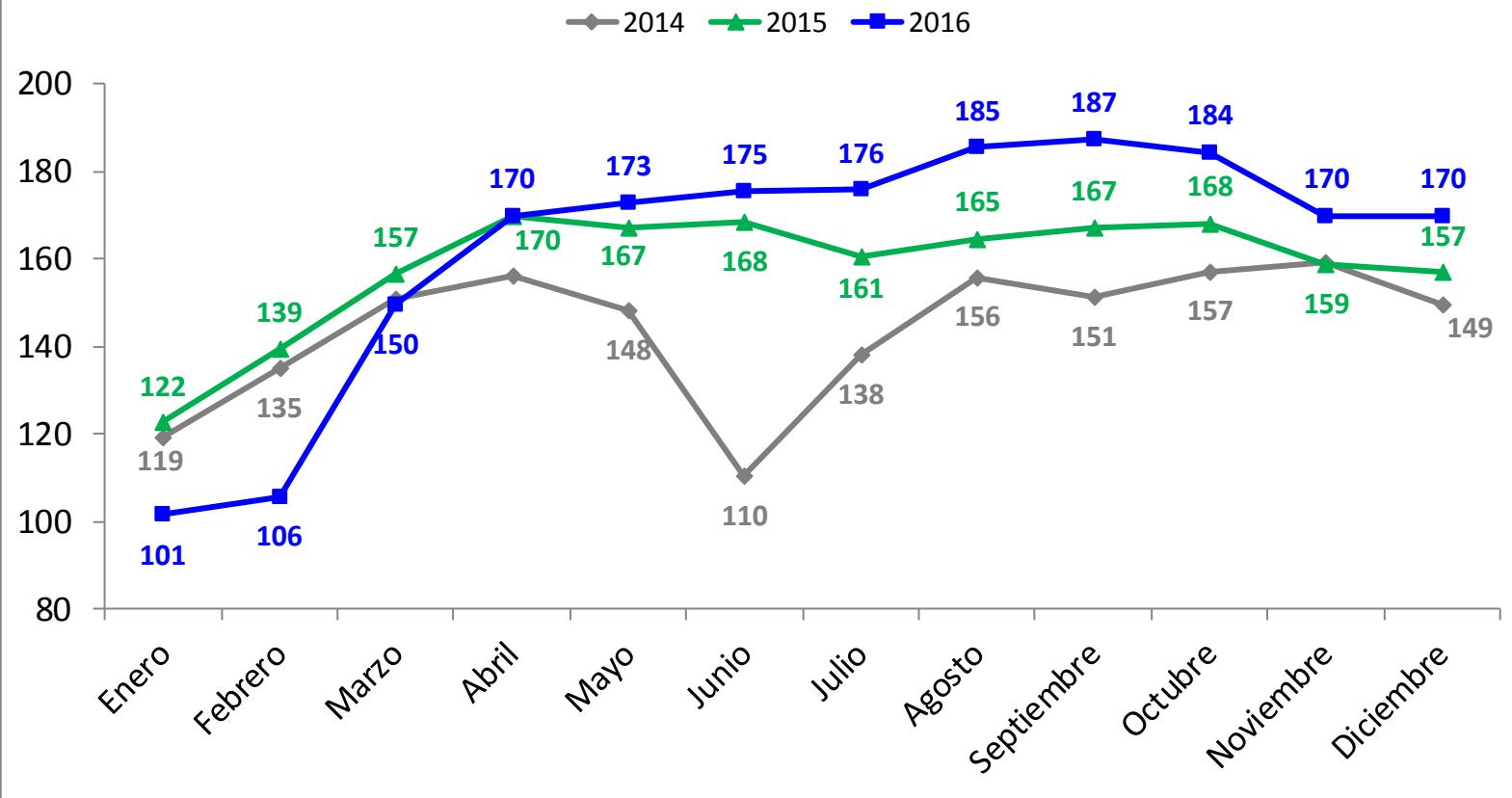


## Promedio Miles Pasajeros Día Habil B



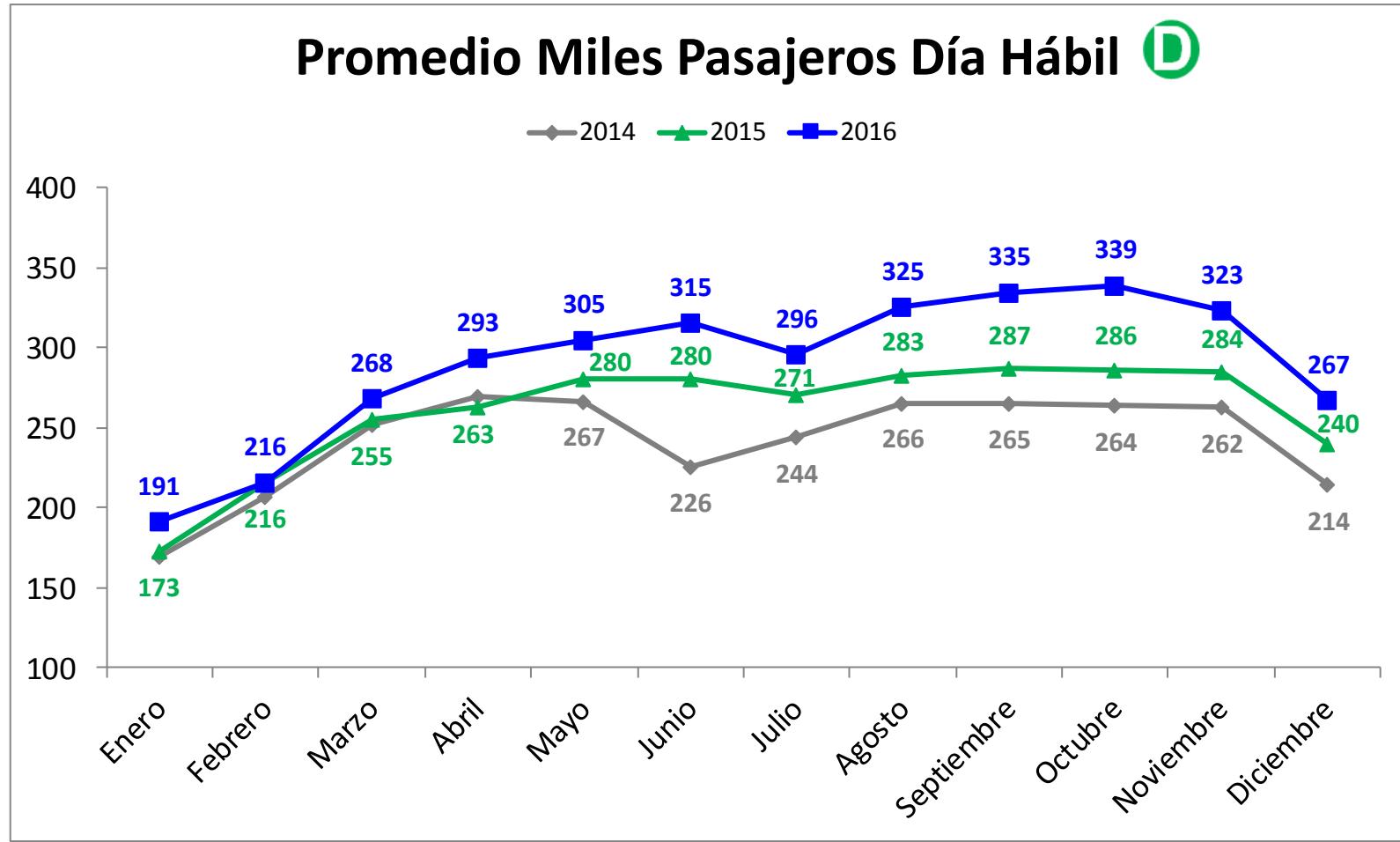


## Promedio Miles Pasajeros Día Habil C



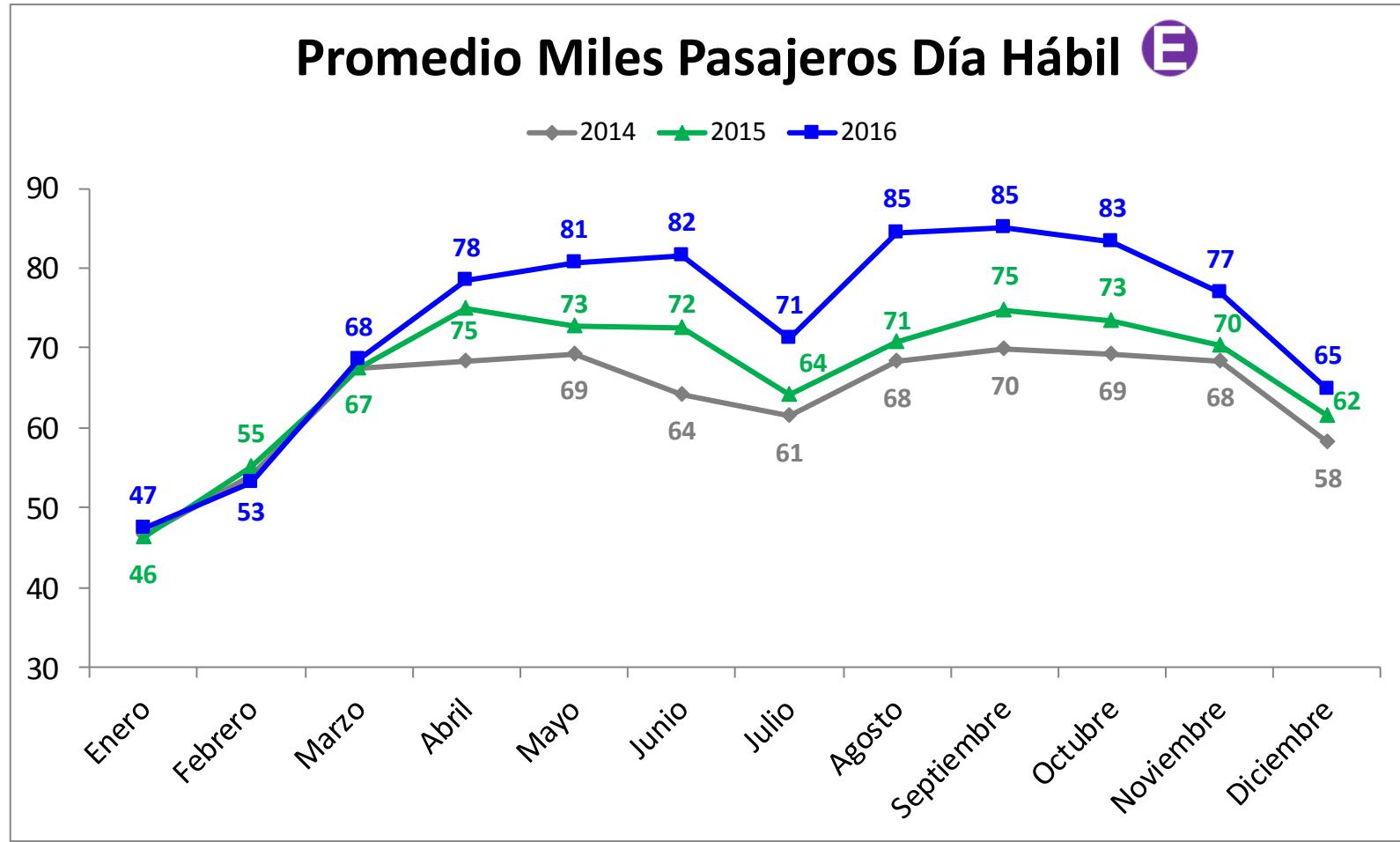


## Promedio Miles Pasajeros Día Habil D



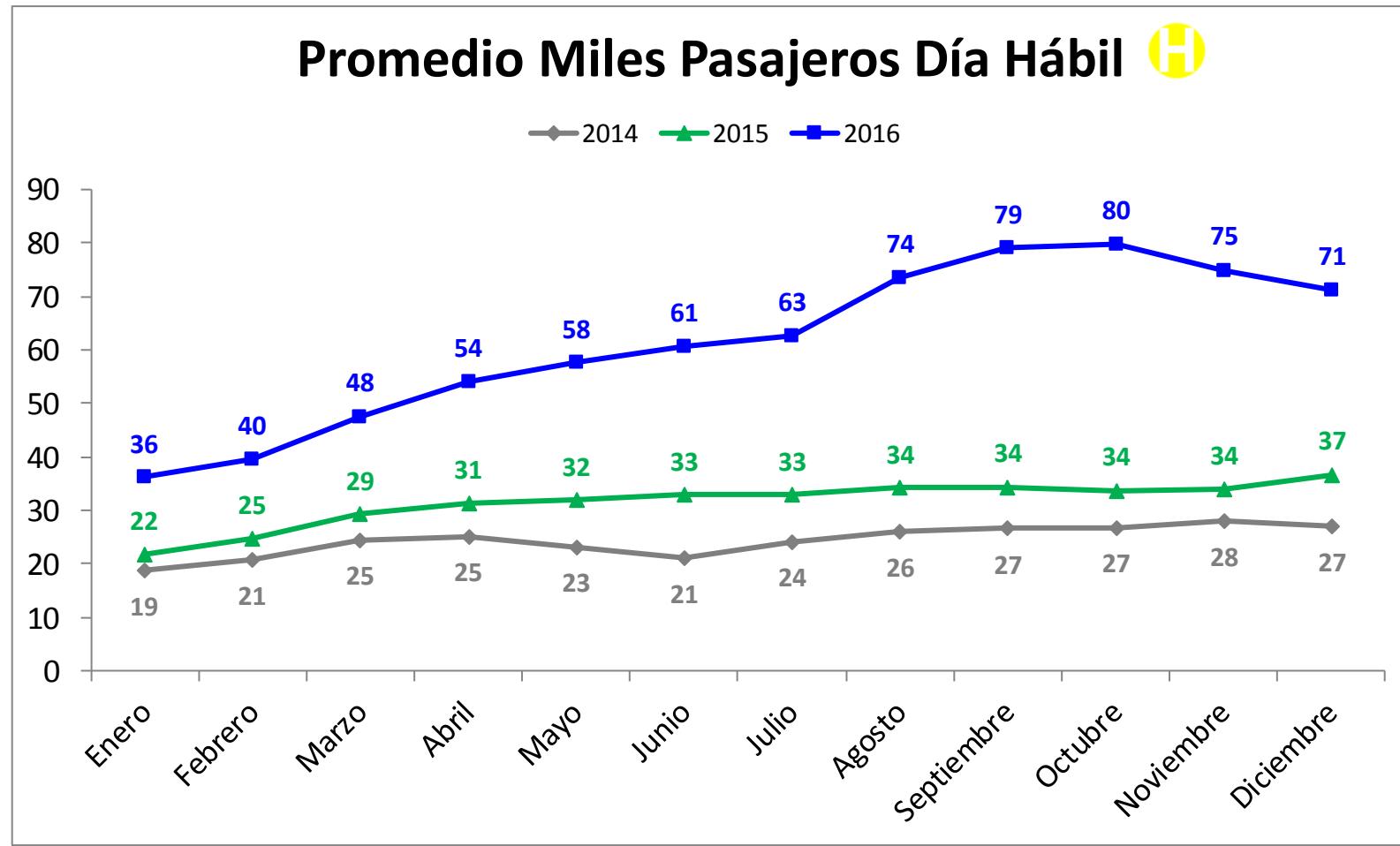


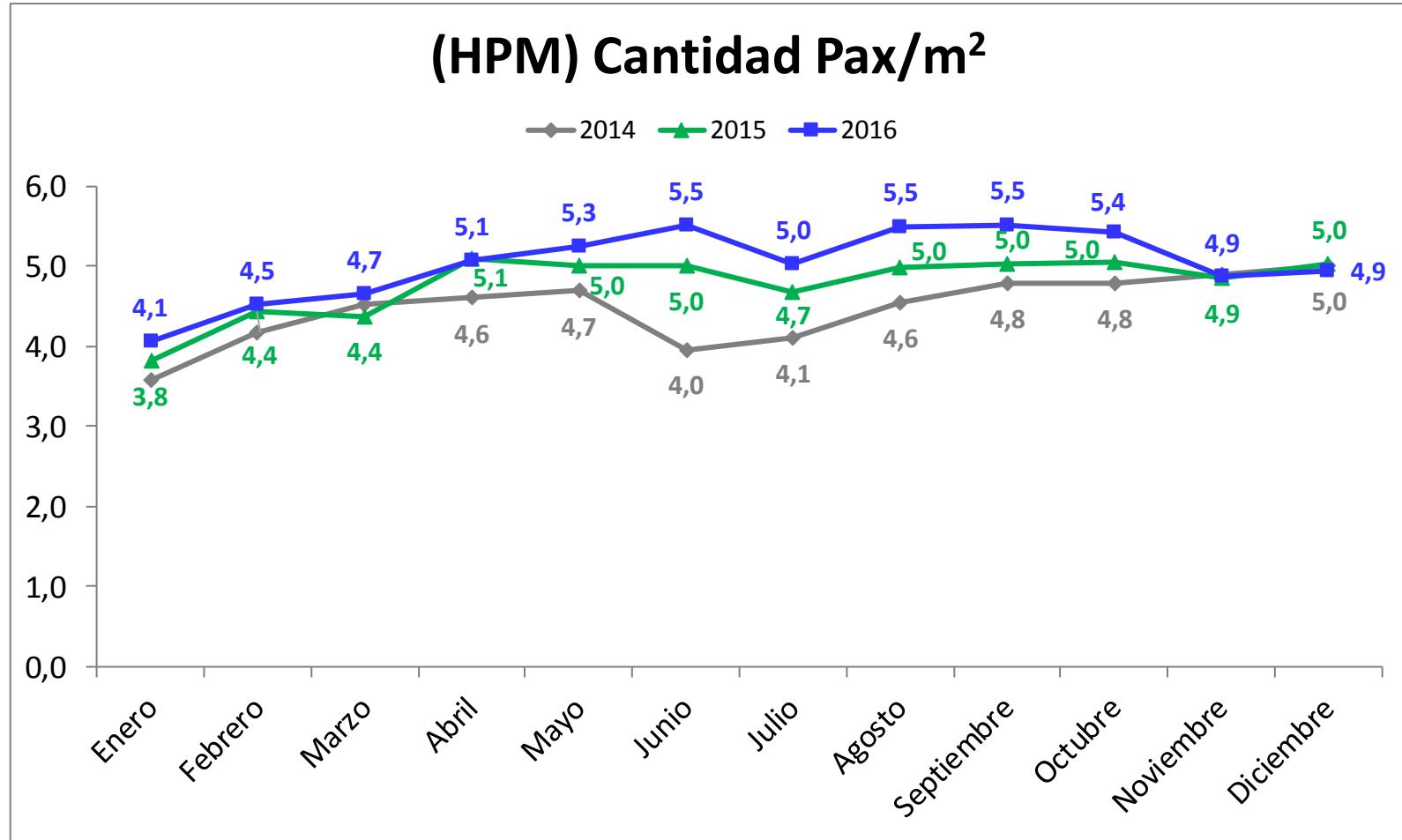
## Promedio Miles Pasajeros Día Hábiles E





## Promedio Miles Pasajeros Día Hábiles





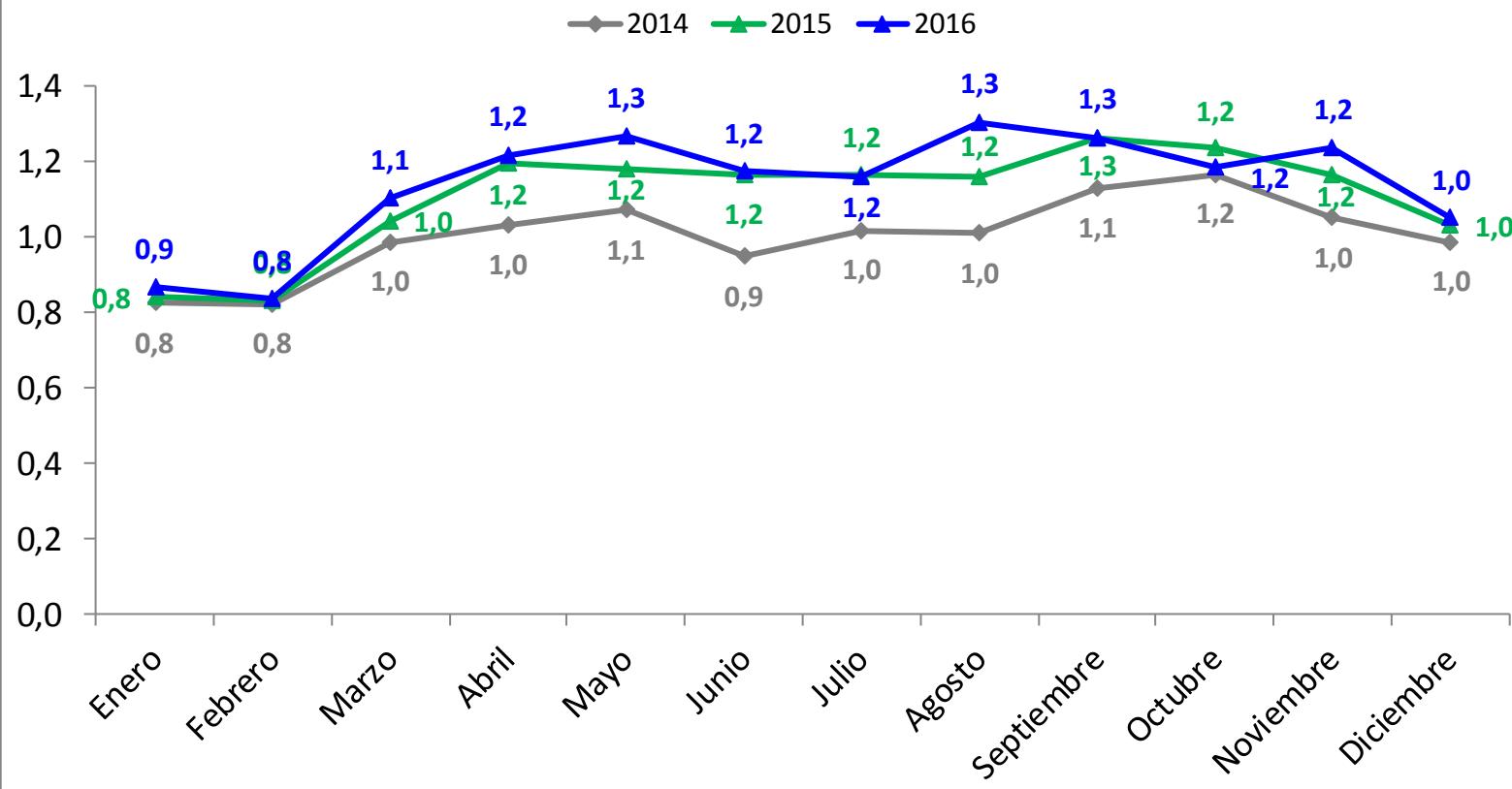
# KPI'S PASAJEROS

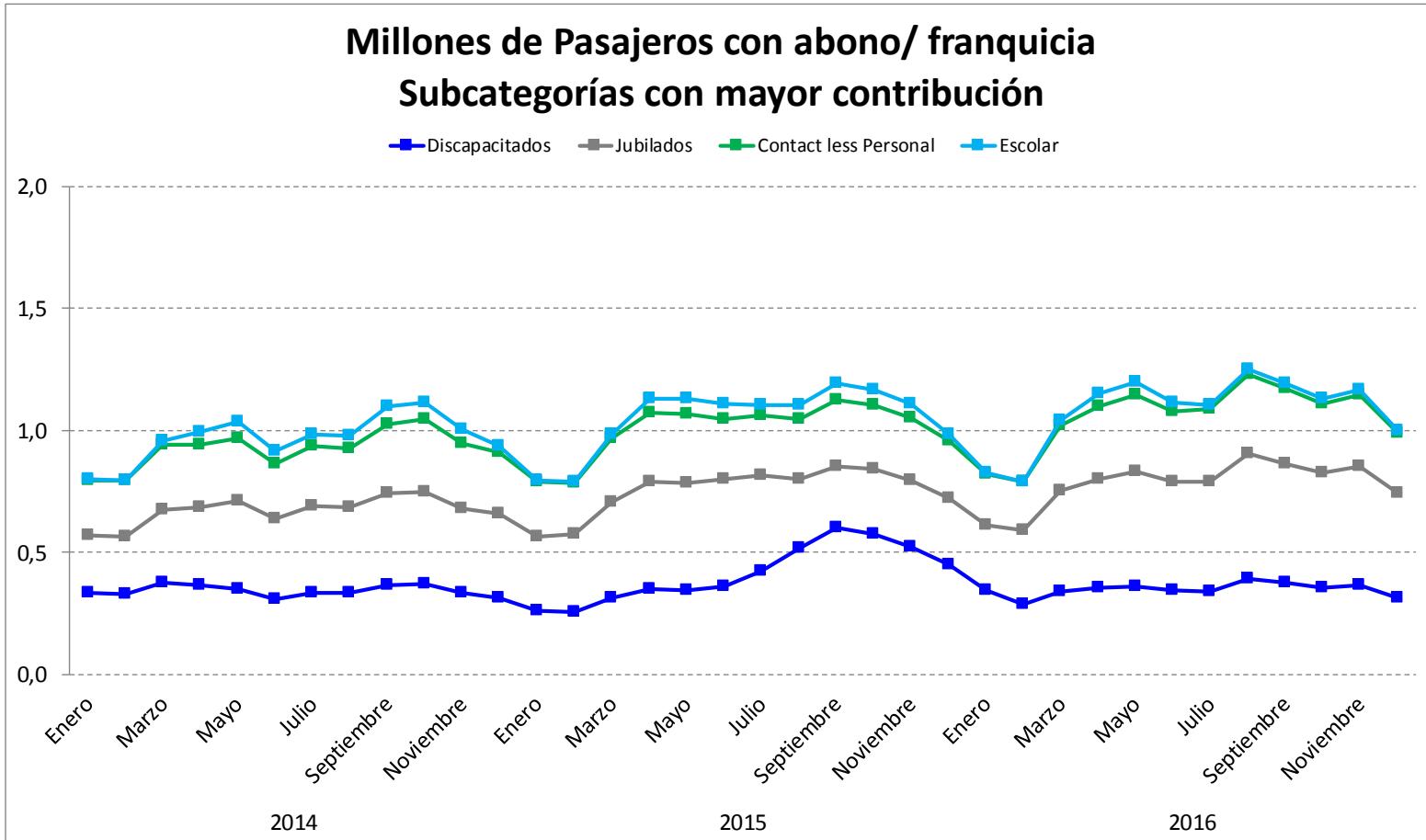


Millones Pasajeros con Abono/ Franquicia	Dic 2016	% Var. vs. 2015	Acum 2016	% Var. vs. 2015
<b>A</b>	<b>1,0</b>	<b>2%</b>	<b>13,6</b>	<b>4%</b>
<b>B</b>	<b>0,2</b>	<b>2%</b>	<b>2,9</b>	<b>1%</b>
<b>C</b>	<b>0,3</b>	<b>-3%</b>	<b>3,8</b>	<b>3%</b>
<b>D</b>	<b>0,1</b>	<b>-4%</b>	<b>1,8</b>	<b>-2%</b>
<b>E</b>	<b>0,2</b>	<b>1%</b>	<b>3,0</b>	<b>4%</b>
<b>F</b>	<b>0,1</b>	<b>7%</b>	<b>1,1</b>	<b>-1%</b>
<b>G</b>	<b>0,1</b>	<b>35%</b>	<b>1,1</b>	<b>42%</b>



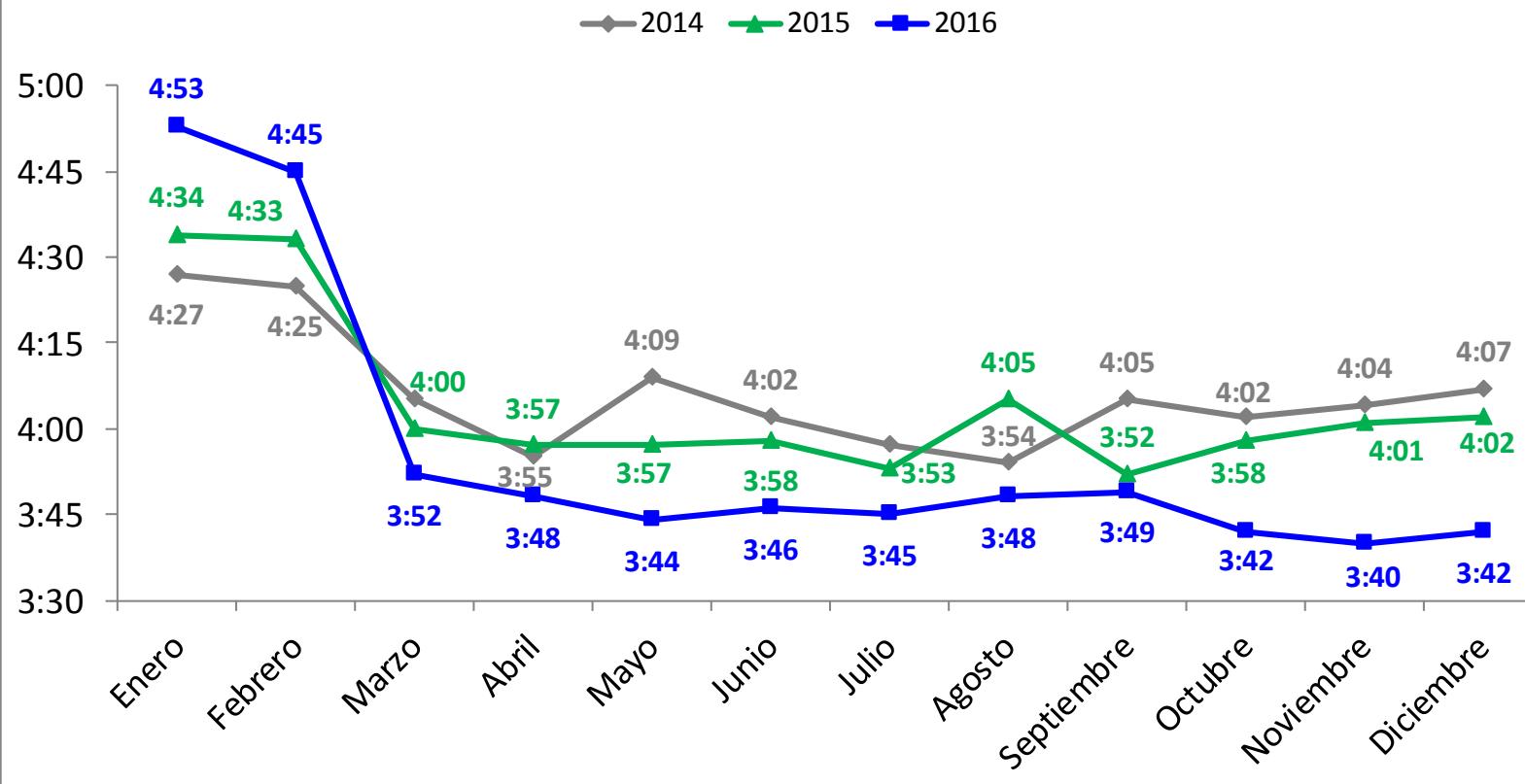
## Millones de Pasajeros con abono/ franquicia







## (HPM) Intervalo Real promedio en minutos



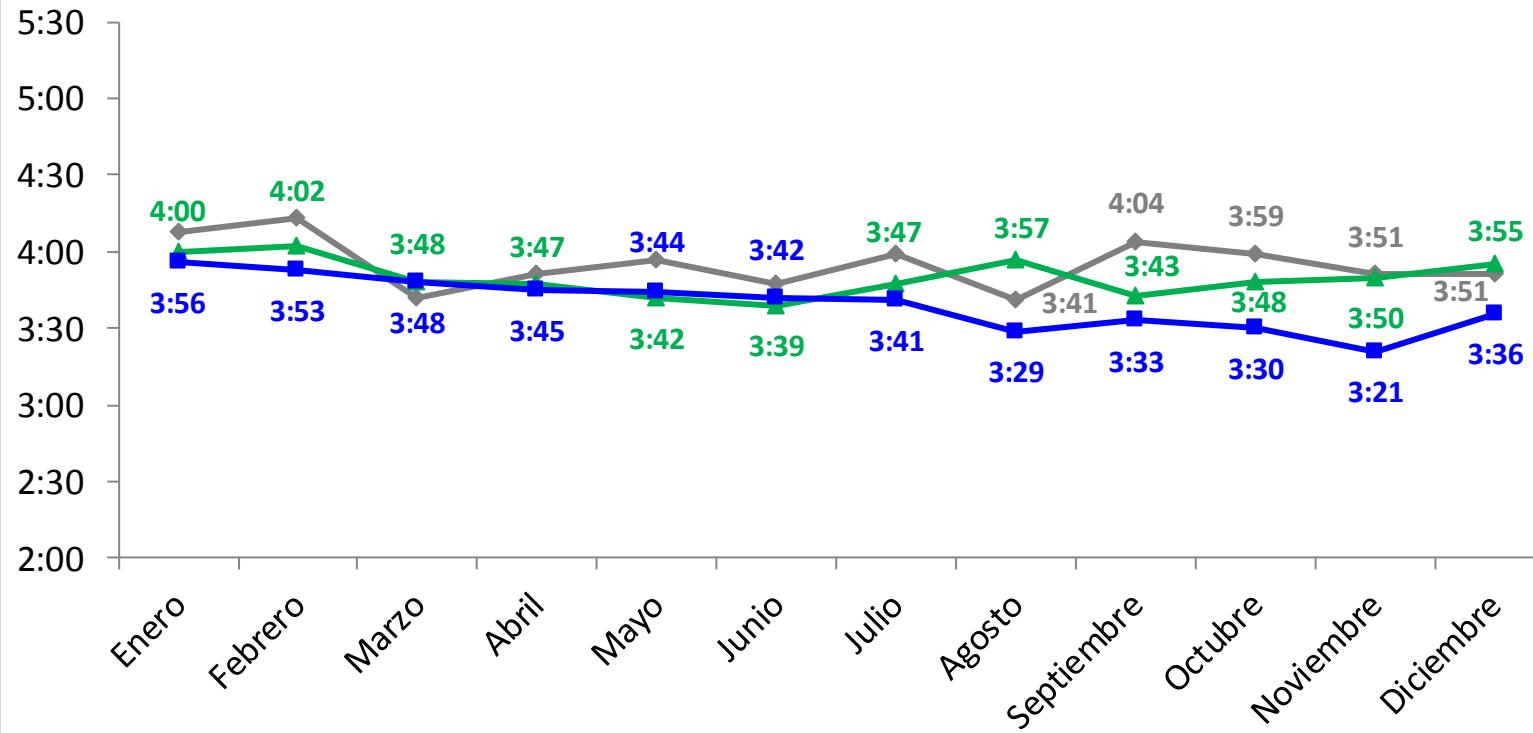
HPM: Hora Pico Mañana (8-9hs)

Intervalo Real Promedio: Promedio del tiempo real de salida entre formaciones en las cabeceras de las líneas



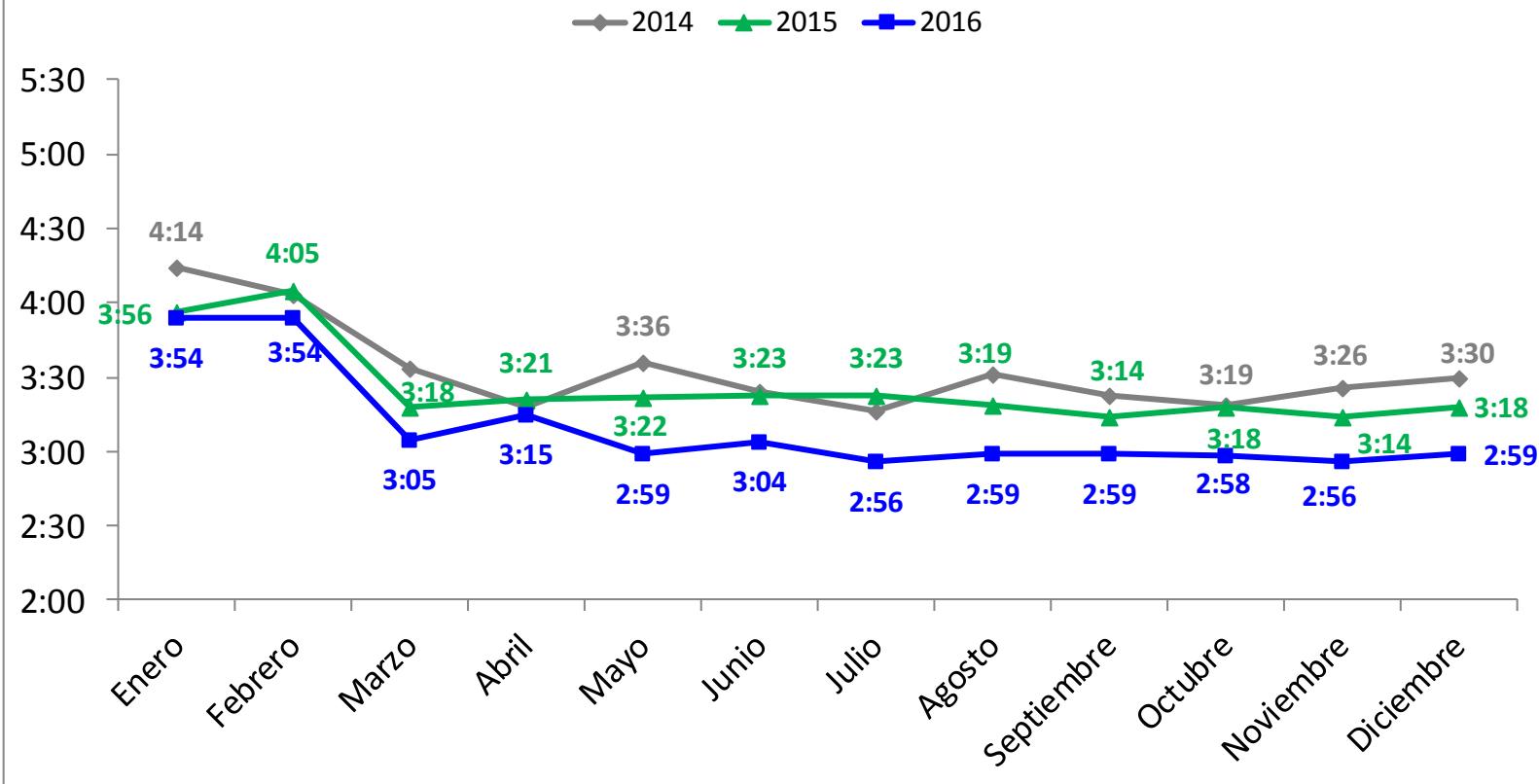
## (HPM) Intervalo Real promedio en minutos A

—◆— 2014 —▲— 2015 —■— 2016



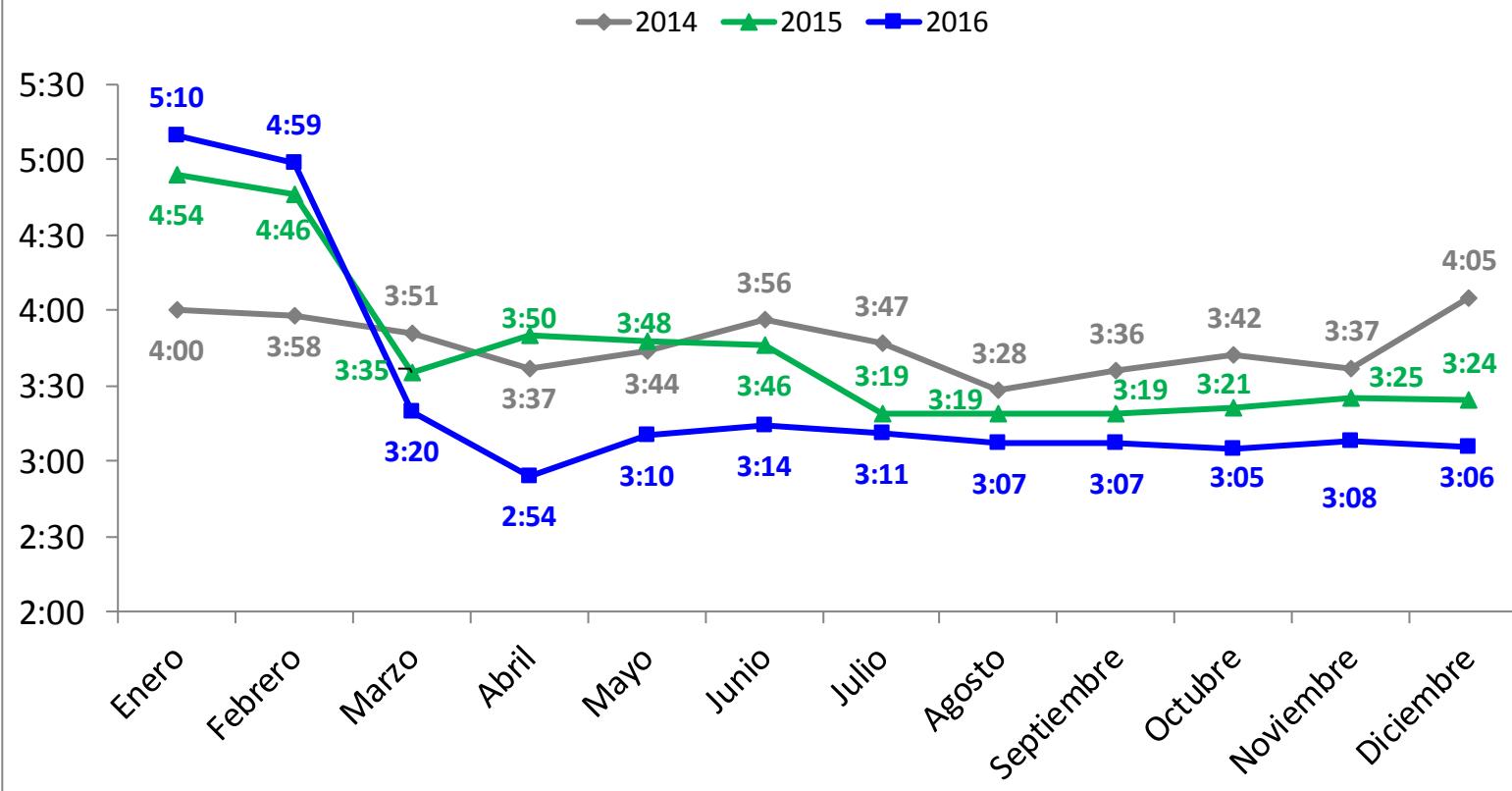


## (HPM) Intervalo Real promedio en minutos B



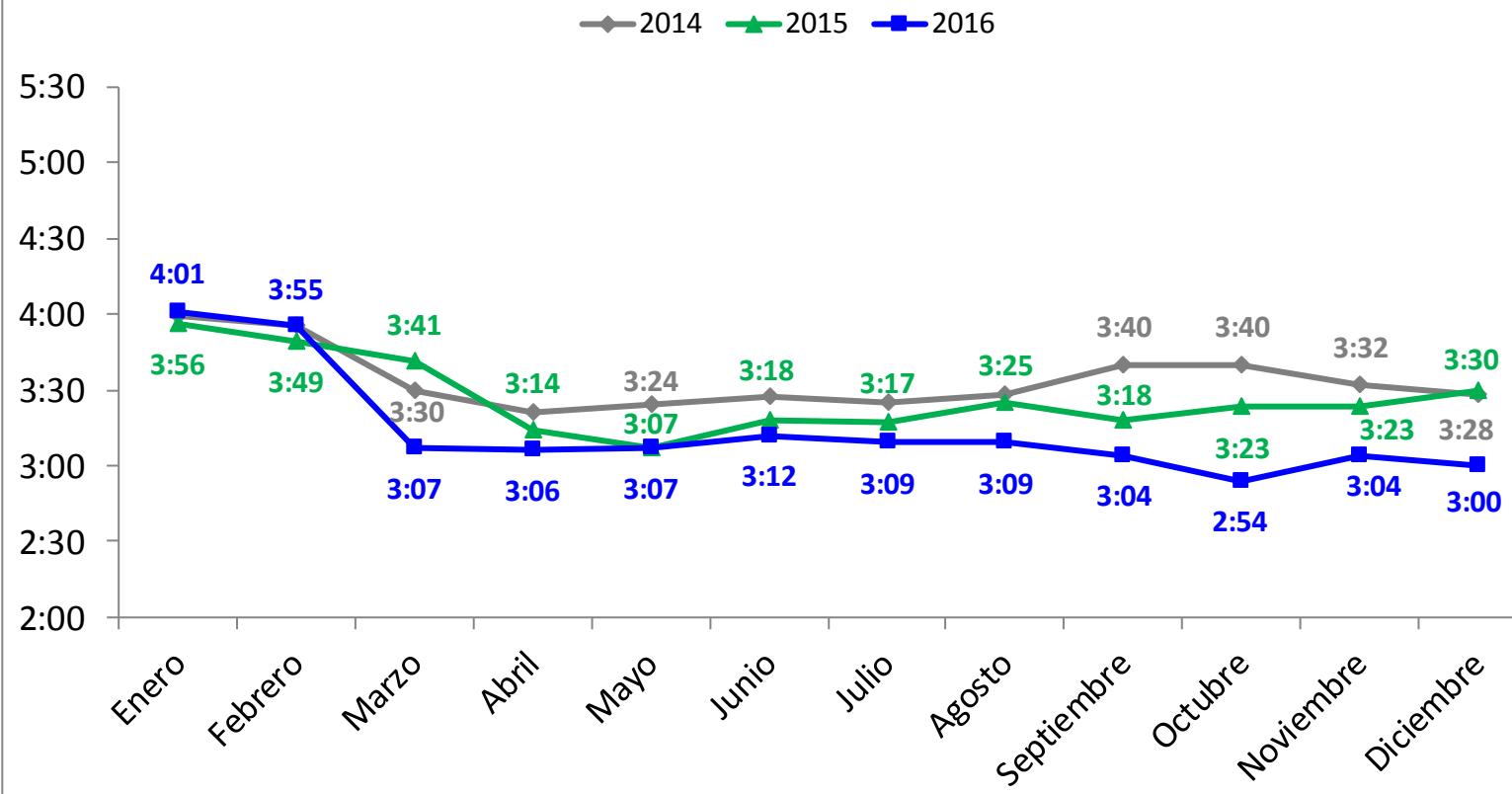


## (HPM) Intervalo Real promedio en minutos C



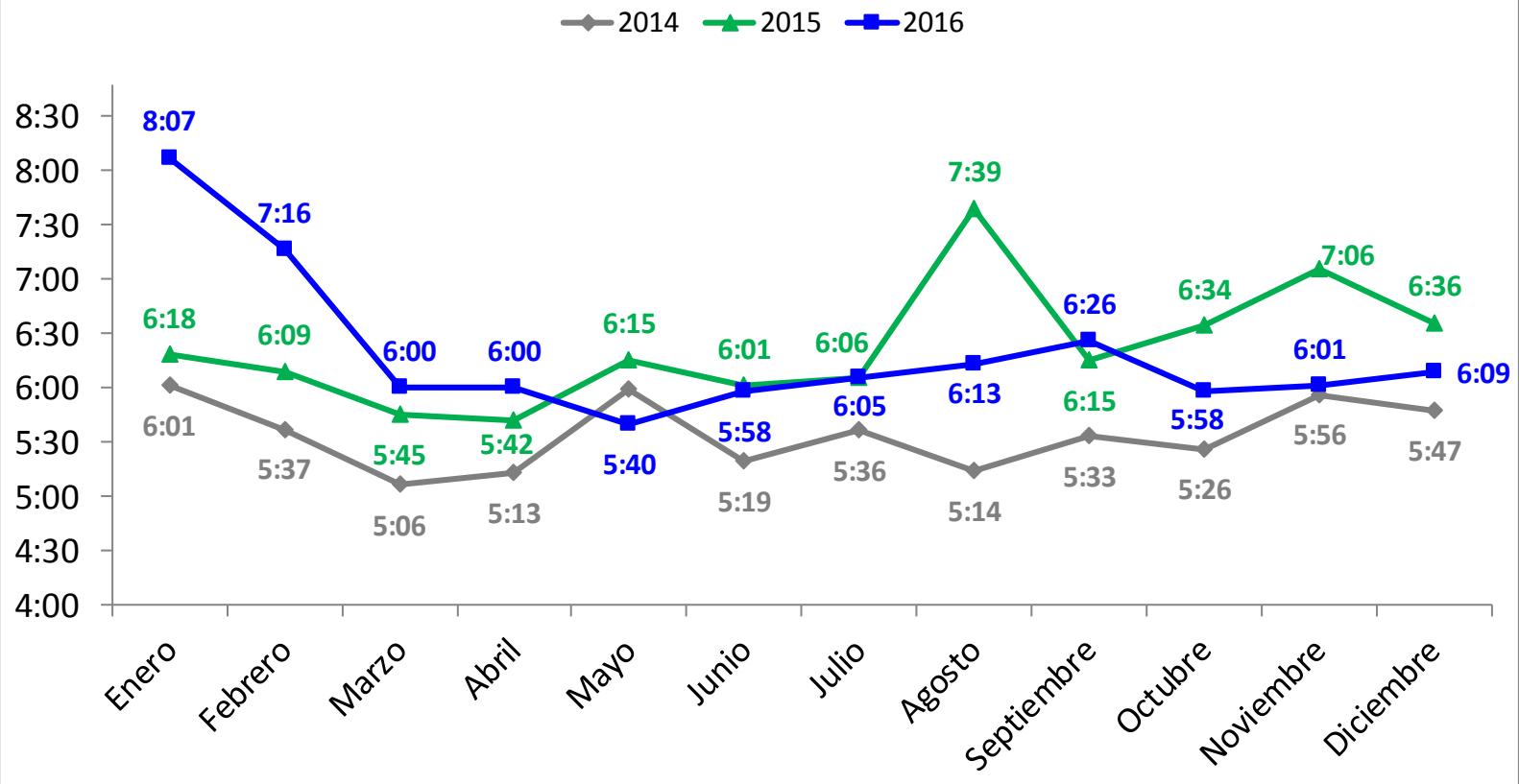


## (HPM) Intervalo Real promedio en minutos D



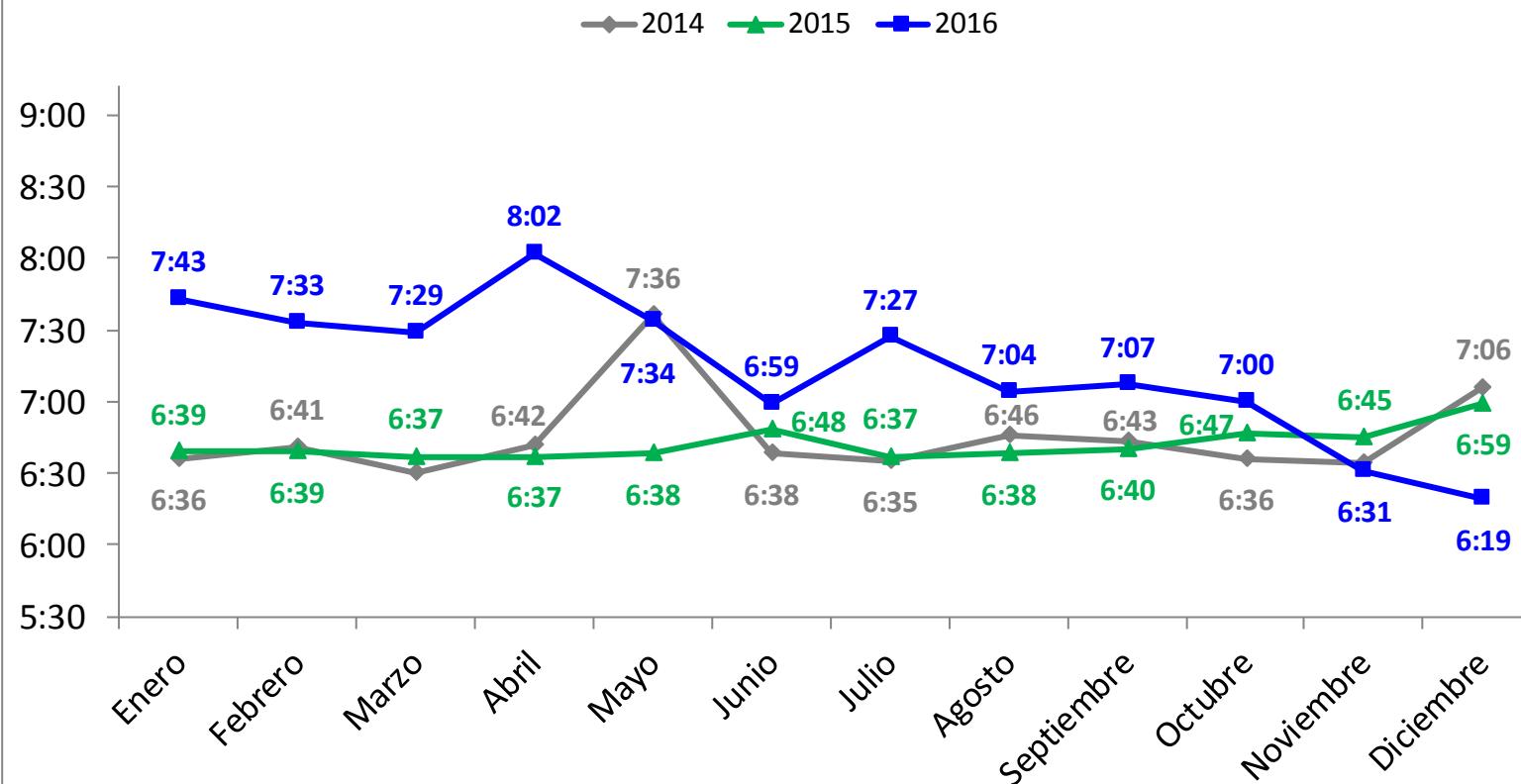


## (HPM) Intervalo Real promedio en minutos E



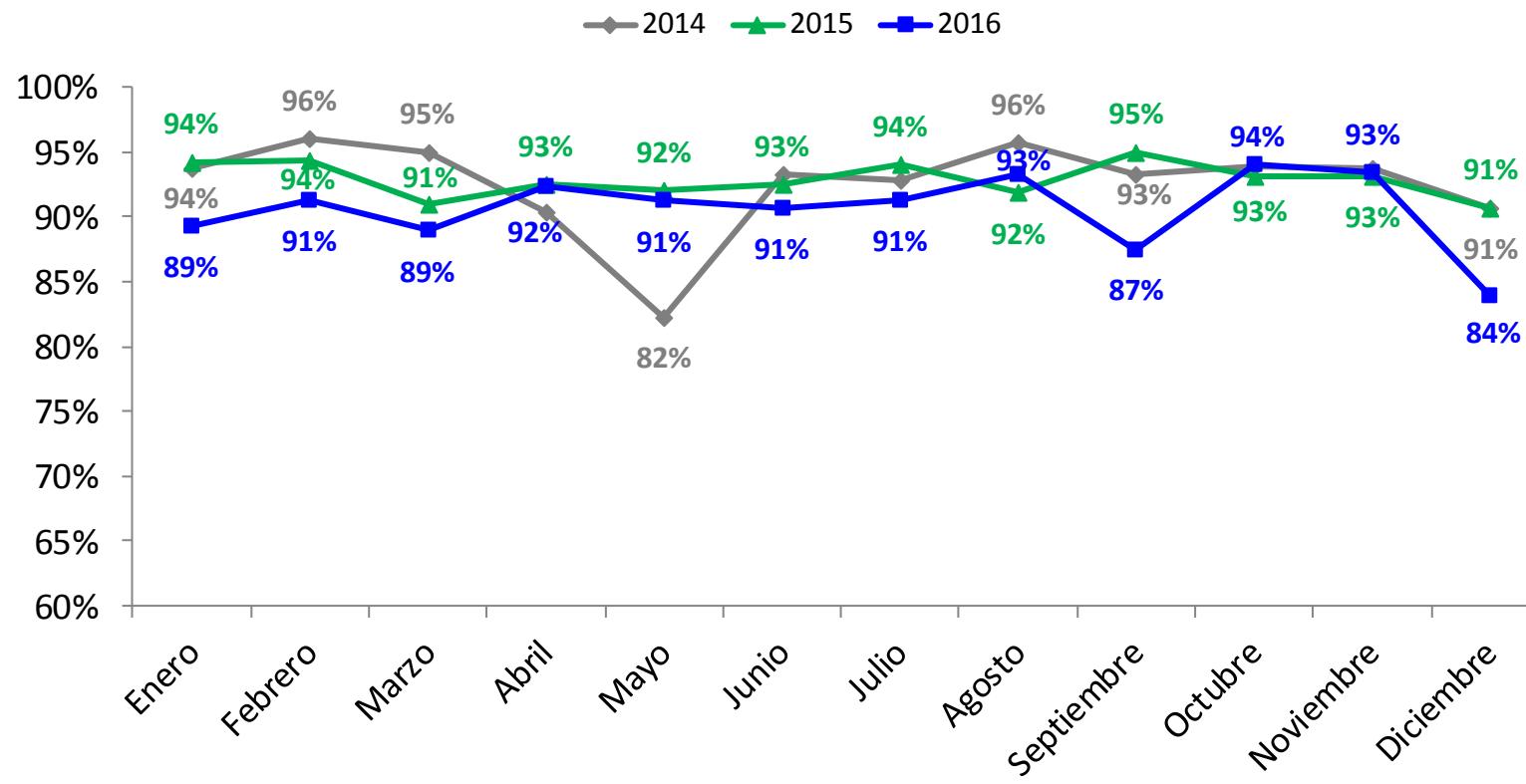


## (HPM) Intervalo Real promedio en minutos



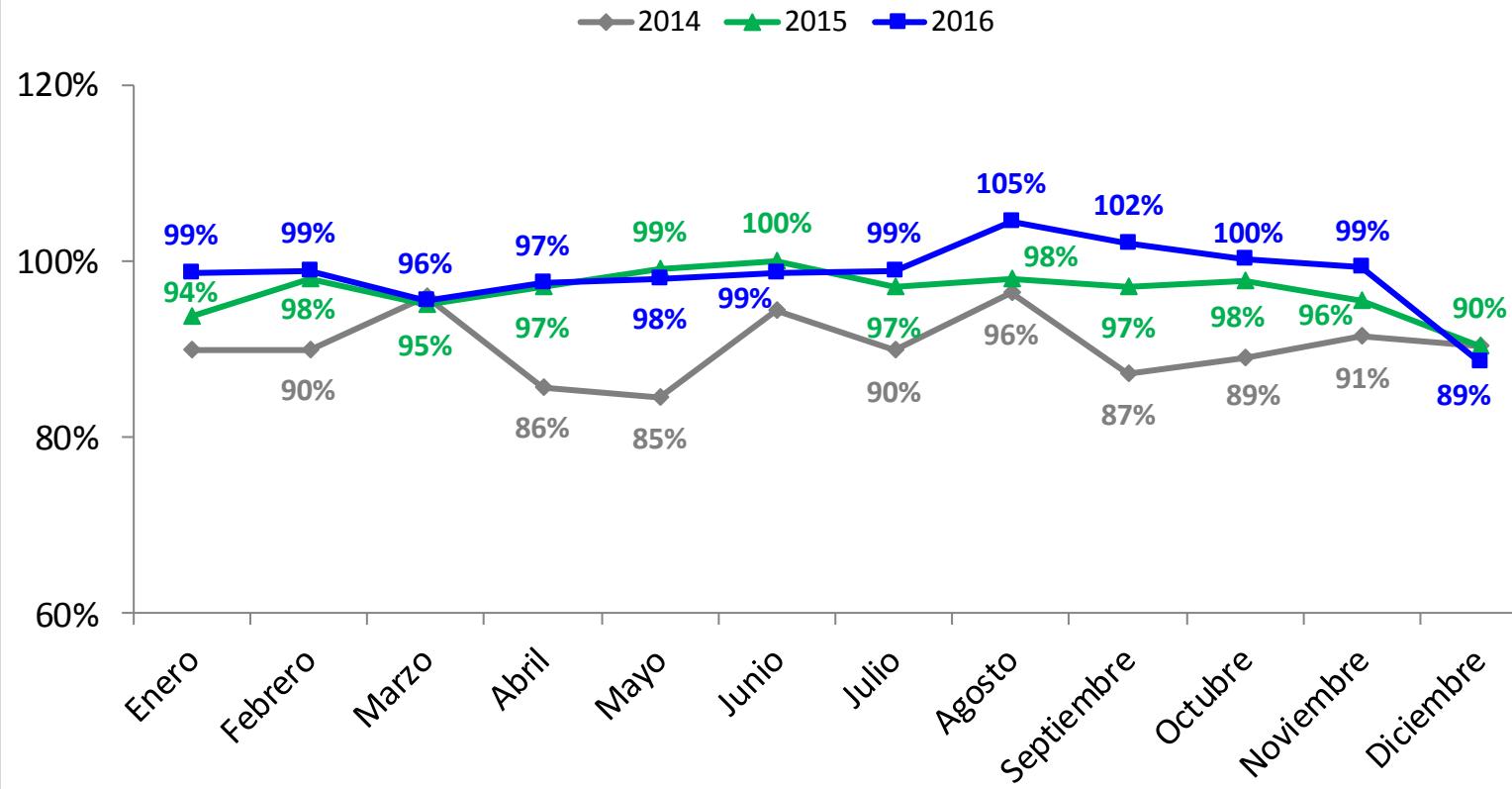


## (HPM) % Coches Despachados / Programados



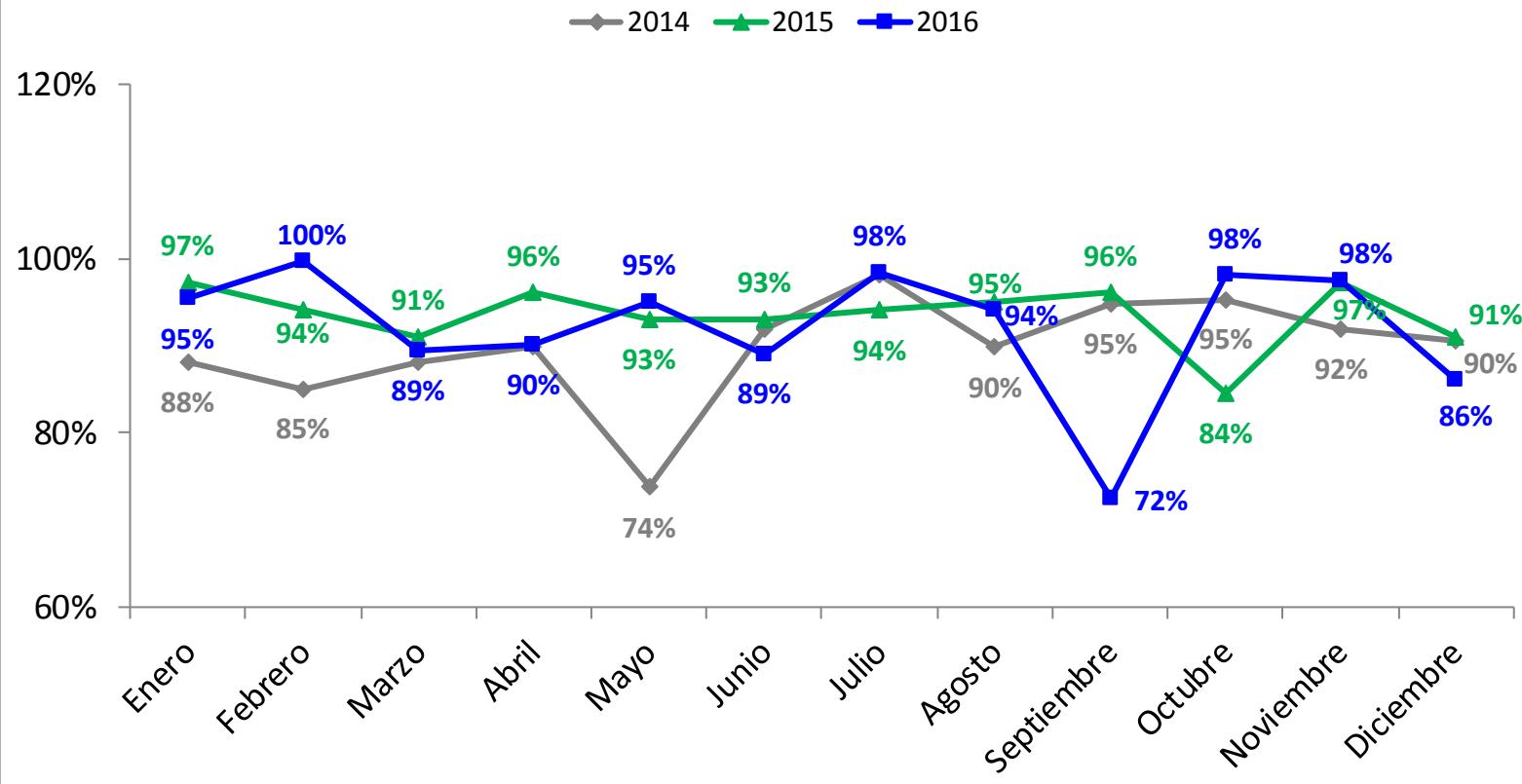


## (HPM) % Coches Despachados / Programados A



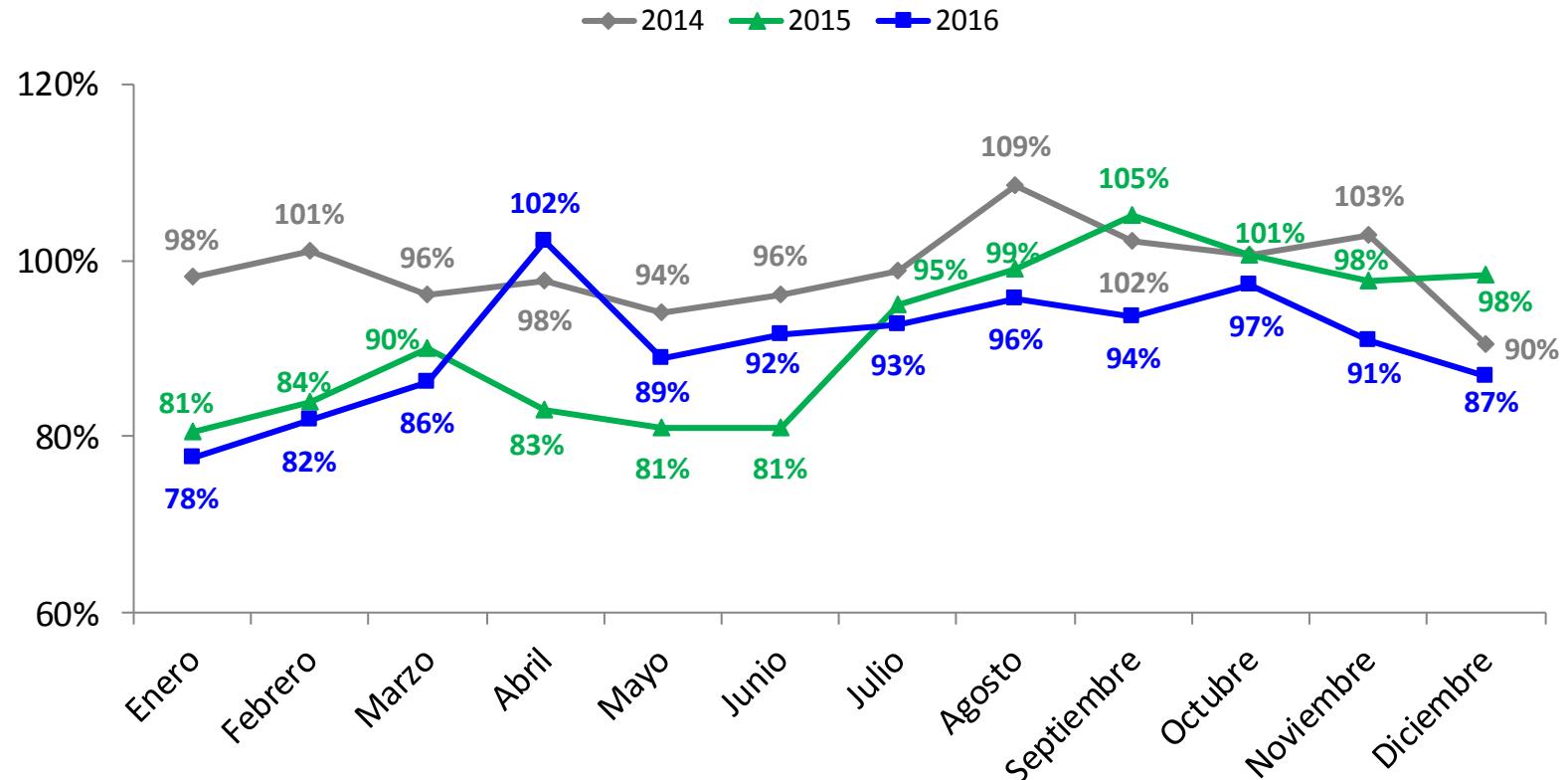


## (HPM) % Coches Despachados / Programados B



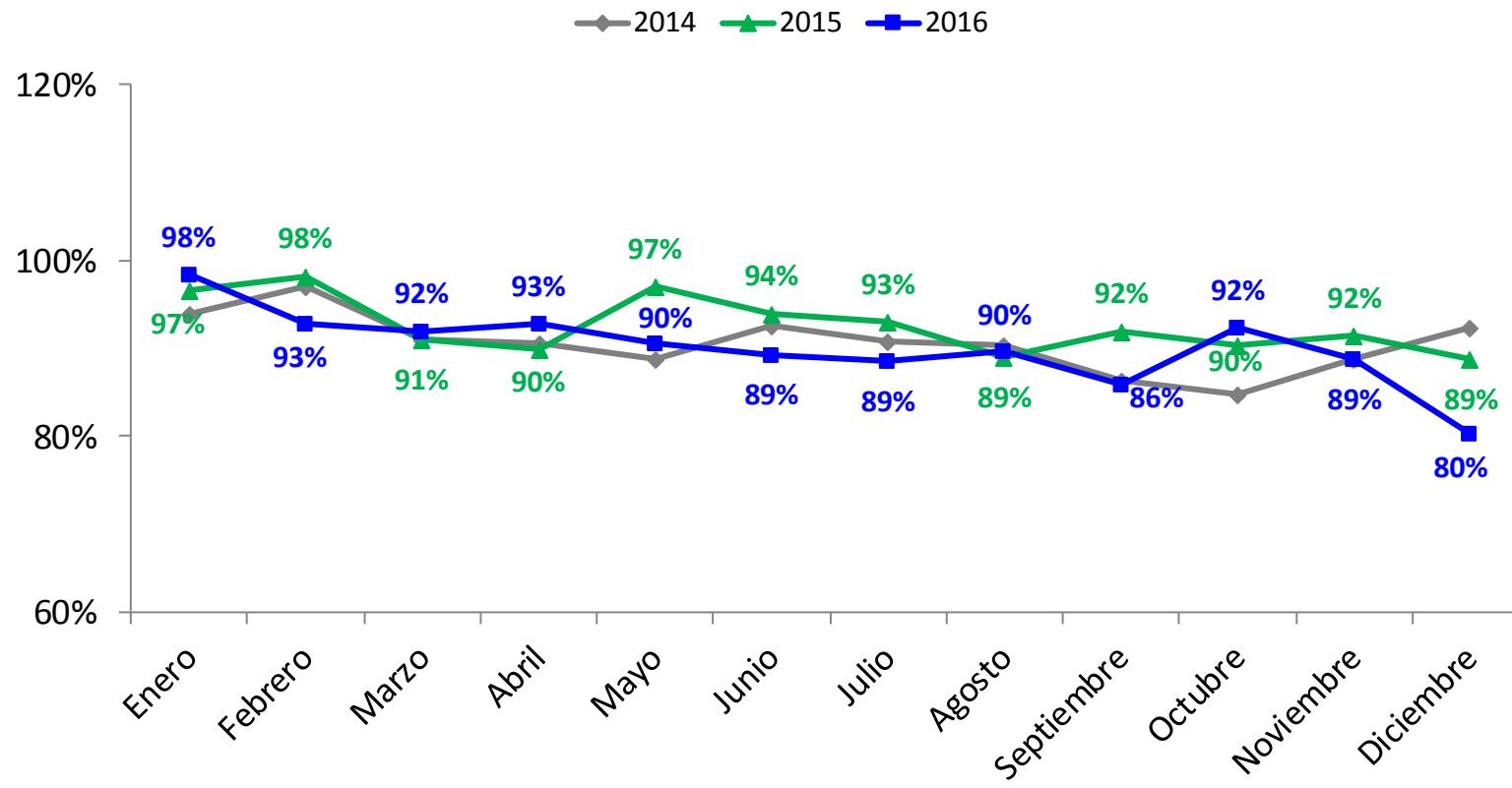


## (HPM) % Coches Despachados / Programados C



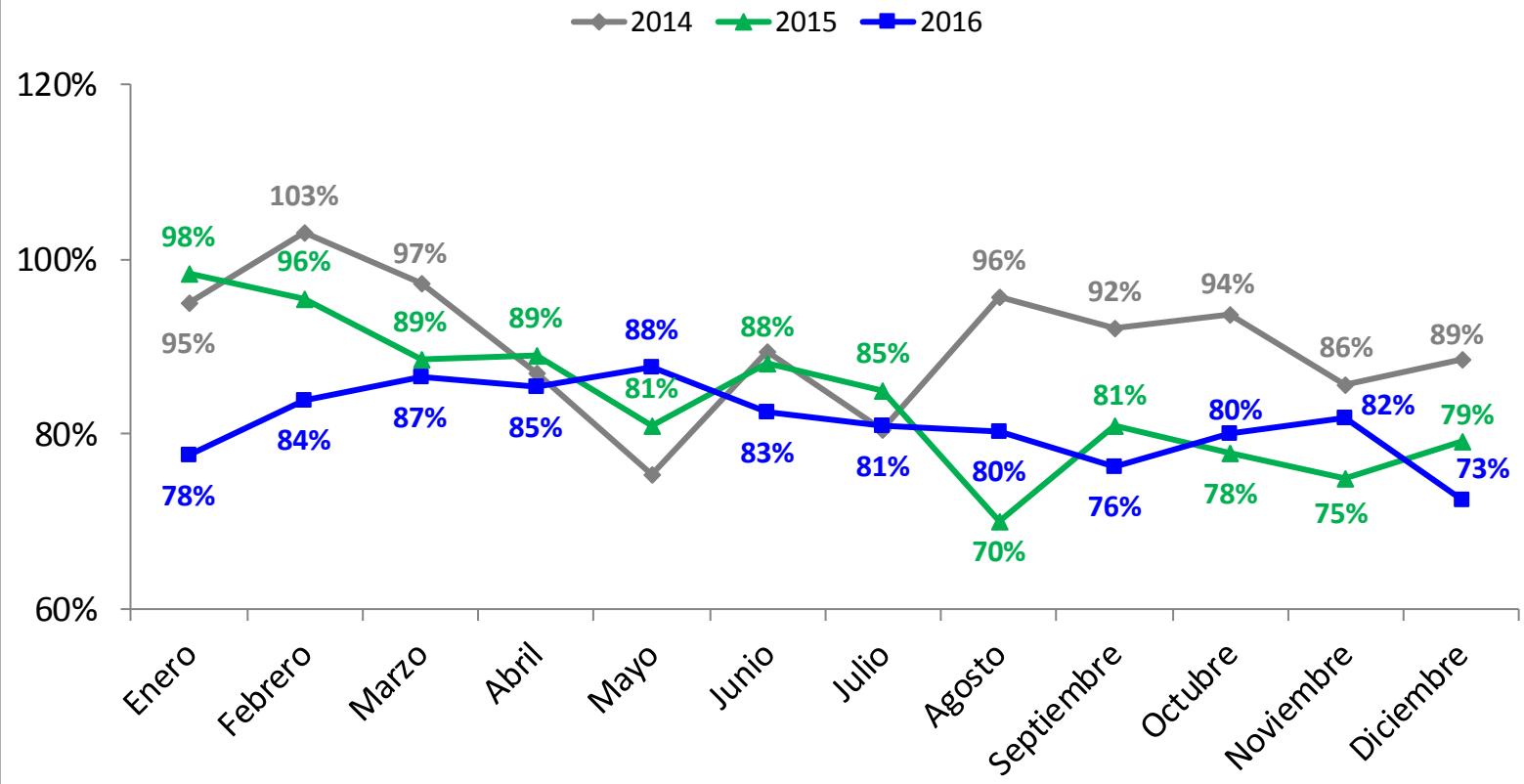


## (HPM) % Coches Despachados / Programados D



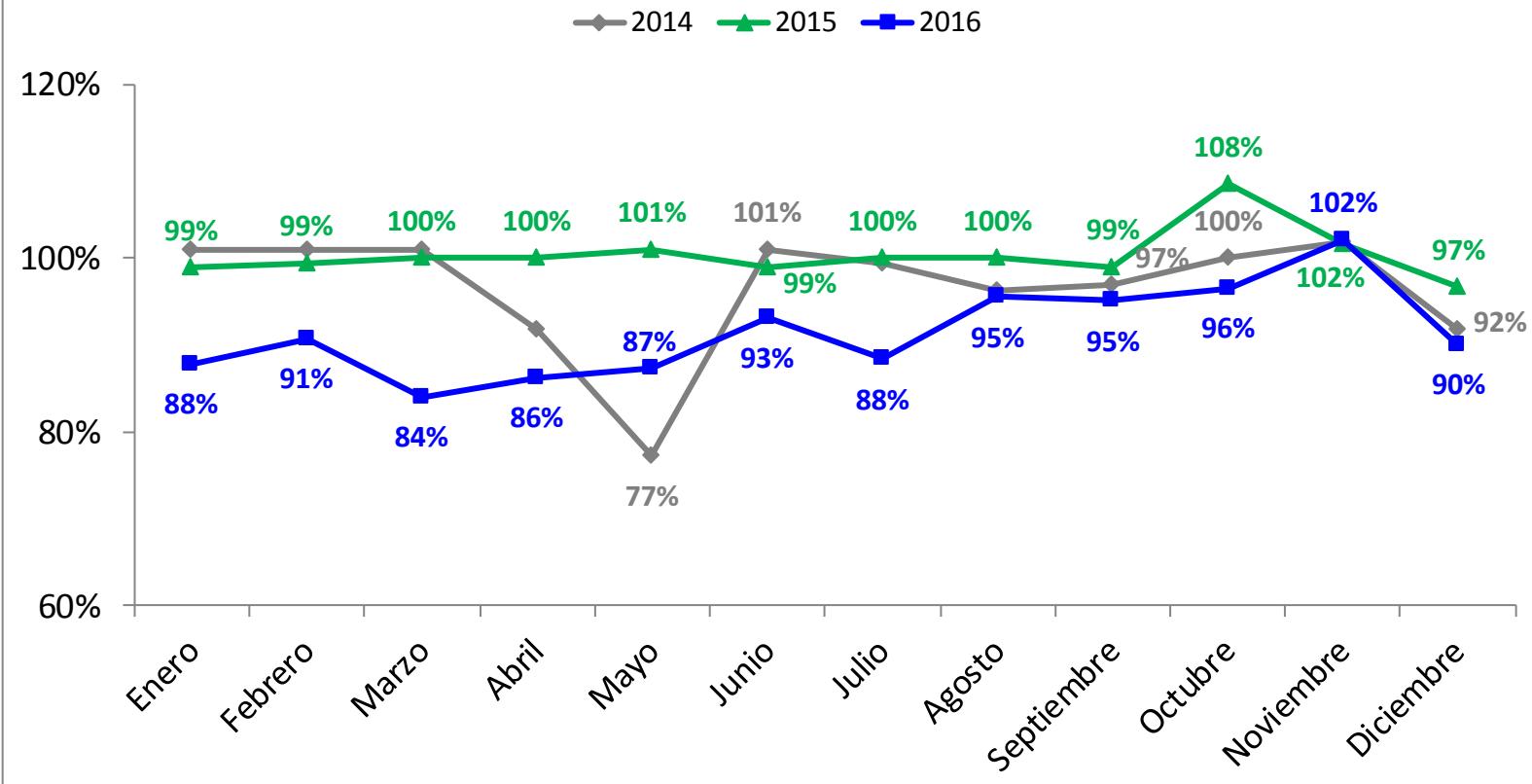


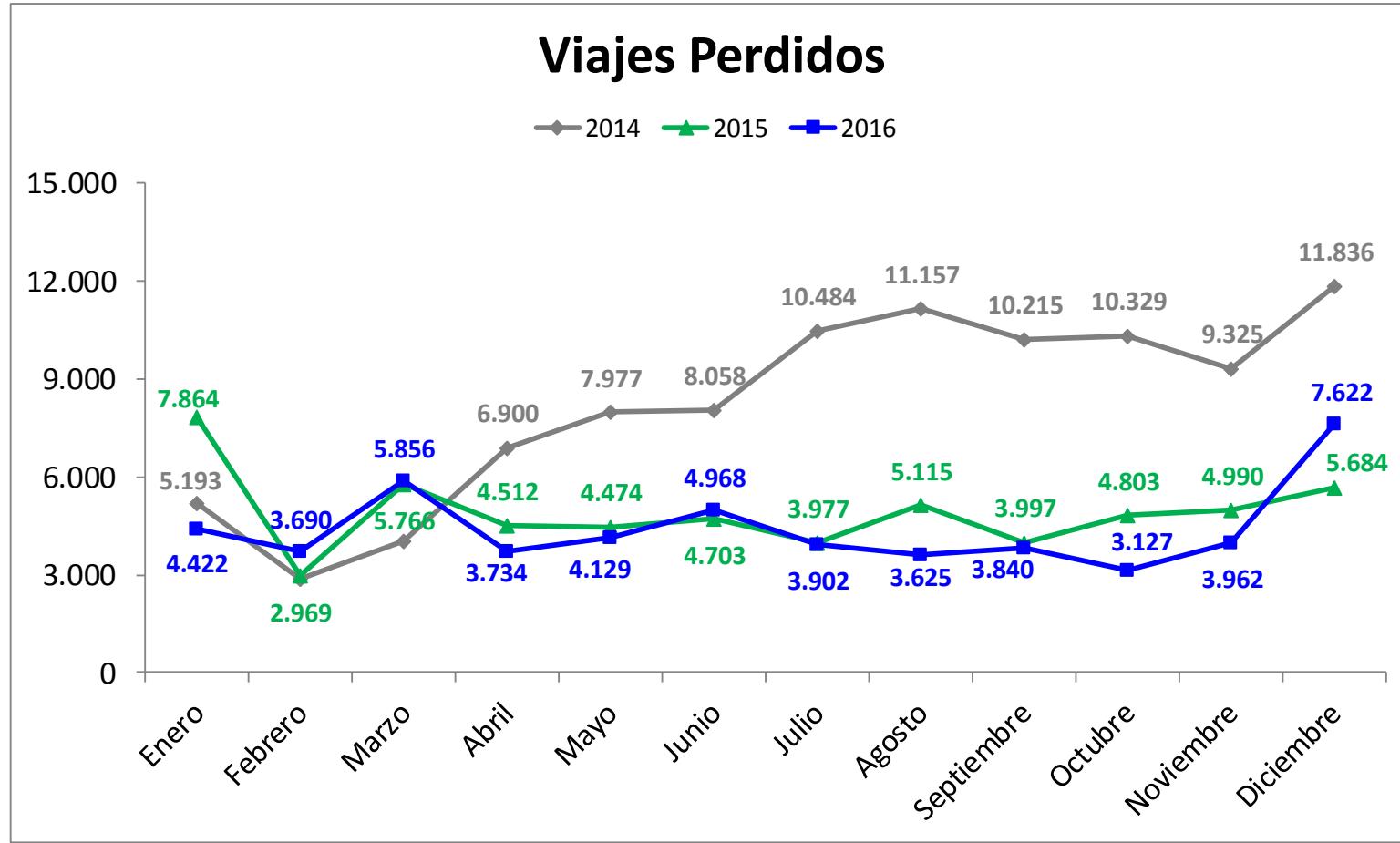
## (HPM) % Coches Despachados / Programados E





## (HPM) % Coches Despachados / Programados H



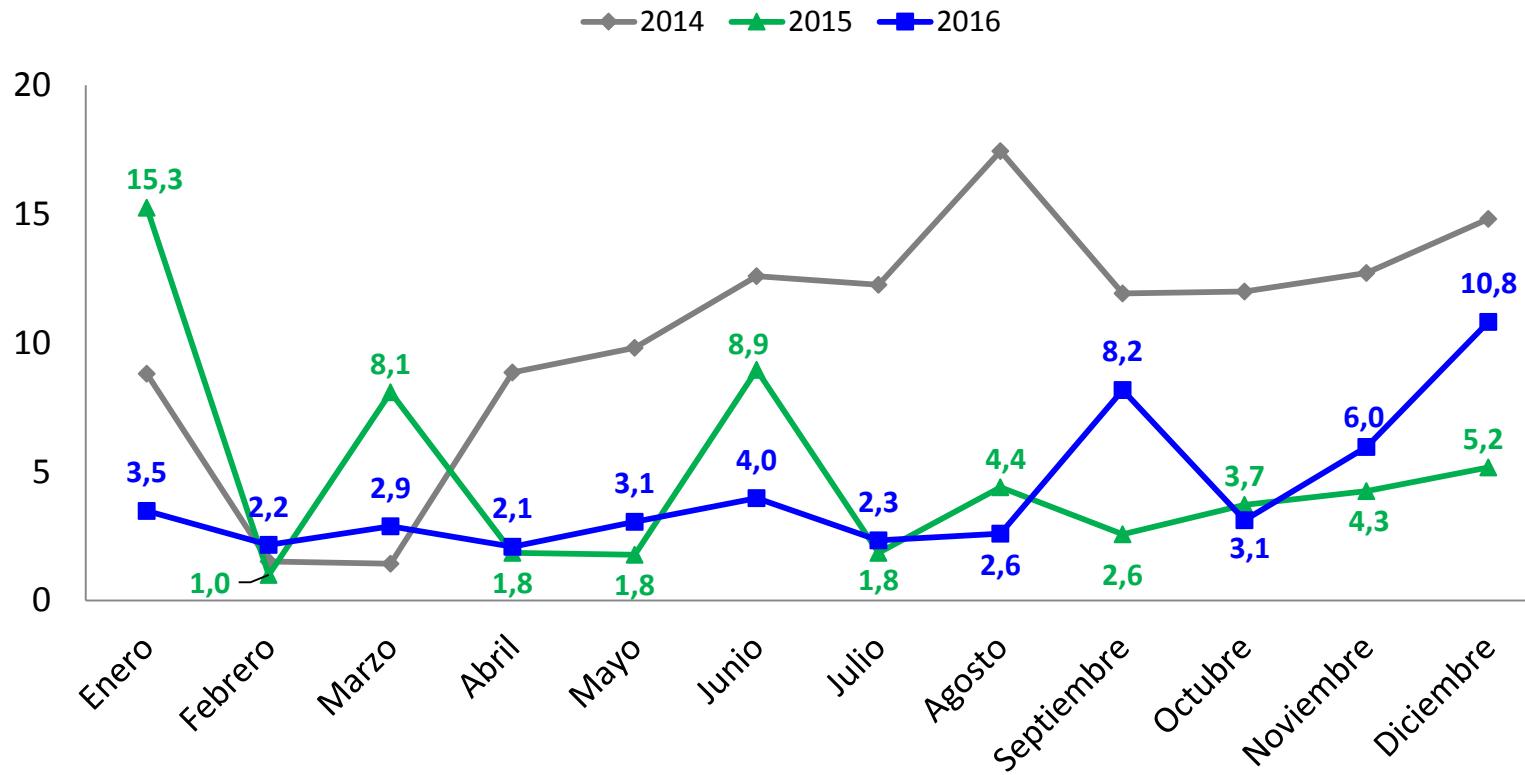




Coches x Km (miles)	Dic 2016	% Var. vs. 2015	Acum 2016	% Var. vs. 2015
	<b>3.364</b>	<b>10%</b>	<b>39.559</b>	<b>9%</b>
<b>A</b>	<b>598</b>	<b>3%</b>	<b>6.799</b>	<b>5%</b>
<b>B</b>	<b>946</b>	<b>12%</b>	<b>11.162</b>	<b>13%</b>
<b>C</b>	<b>369</b>	<b>1%</b>	<b>4.346</b>	<b>4%</b>
<b>D</b>	<b>817</b>	<b>3%</b>	<b>10.024</b>	<b>3%</b>
<b>E</b>	<b>310</b>	<b>0%</b>	<b>3.909</b>	<b>0%</b>
<b>F</b>	<b>325</b>	<b>87%</b>	<b>3.320</b>	<b>52%</b>



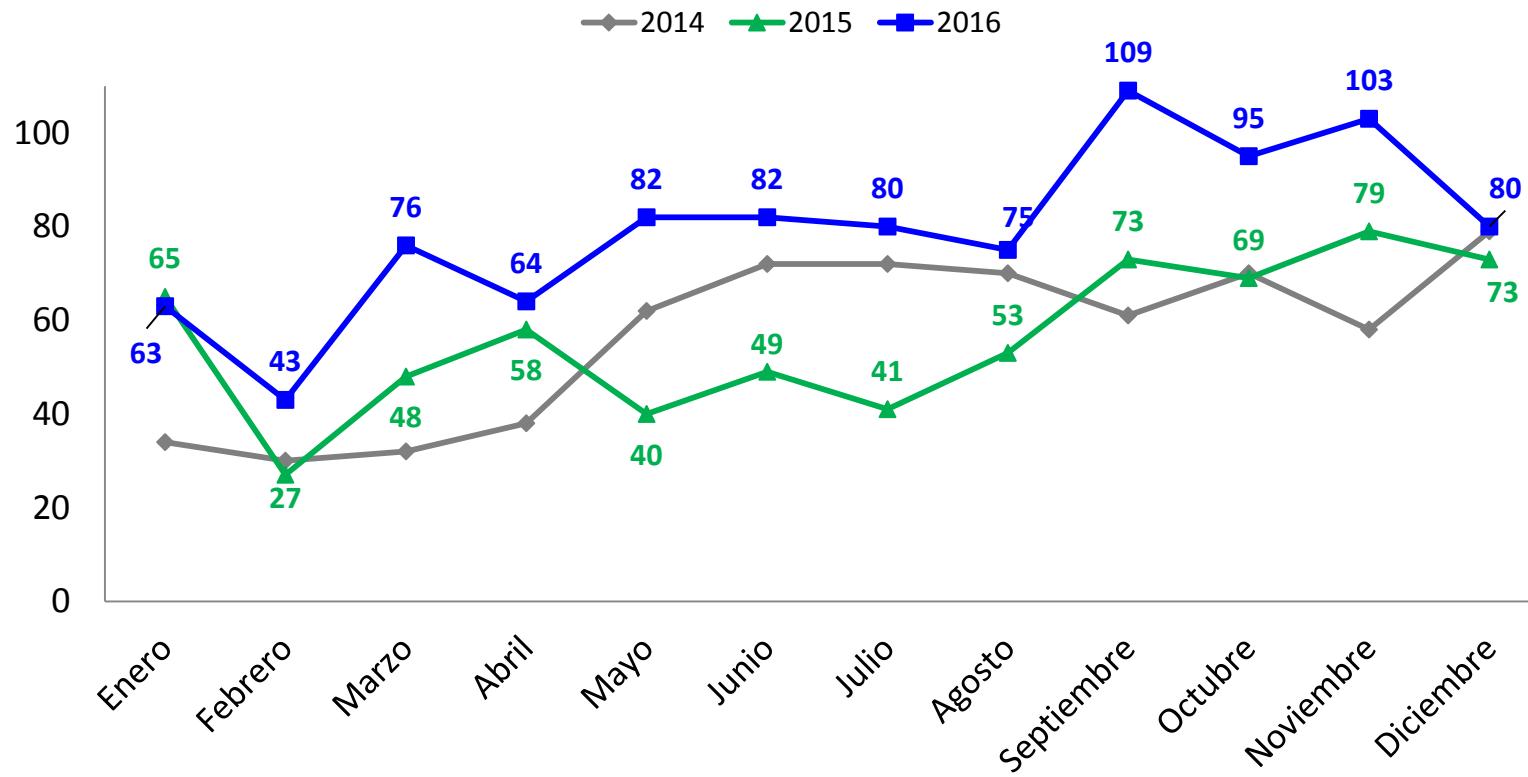
## Miles de Minutos de Interrupciones Totales



- Interrupción en el servicio en algún punto del recorrido de la línea
- Se contabilizan los minutos de aquellas interrupciones que superan dos intervalos programados + 2 minutos
- Totales: Causas propias (Material Rodante + Instalaciones Fijas + Operación + Personal) + Causas No Propias (Factores Externos, Conflicto Gremial, Pasajeros Descompuestos)



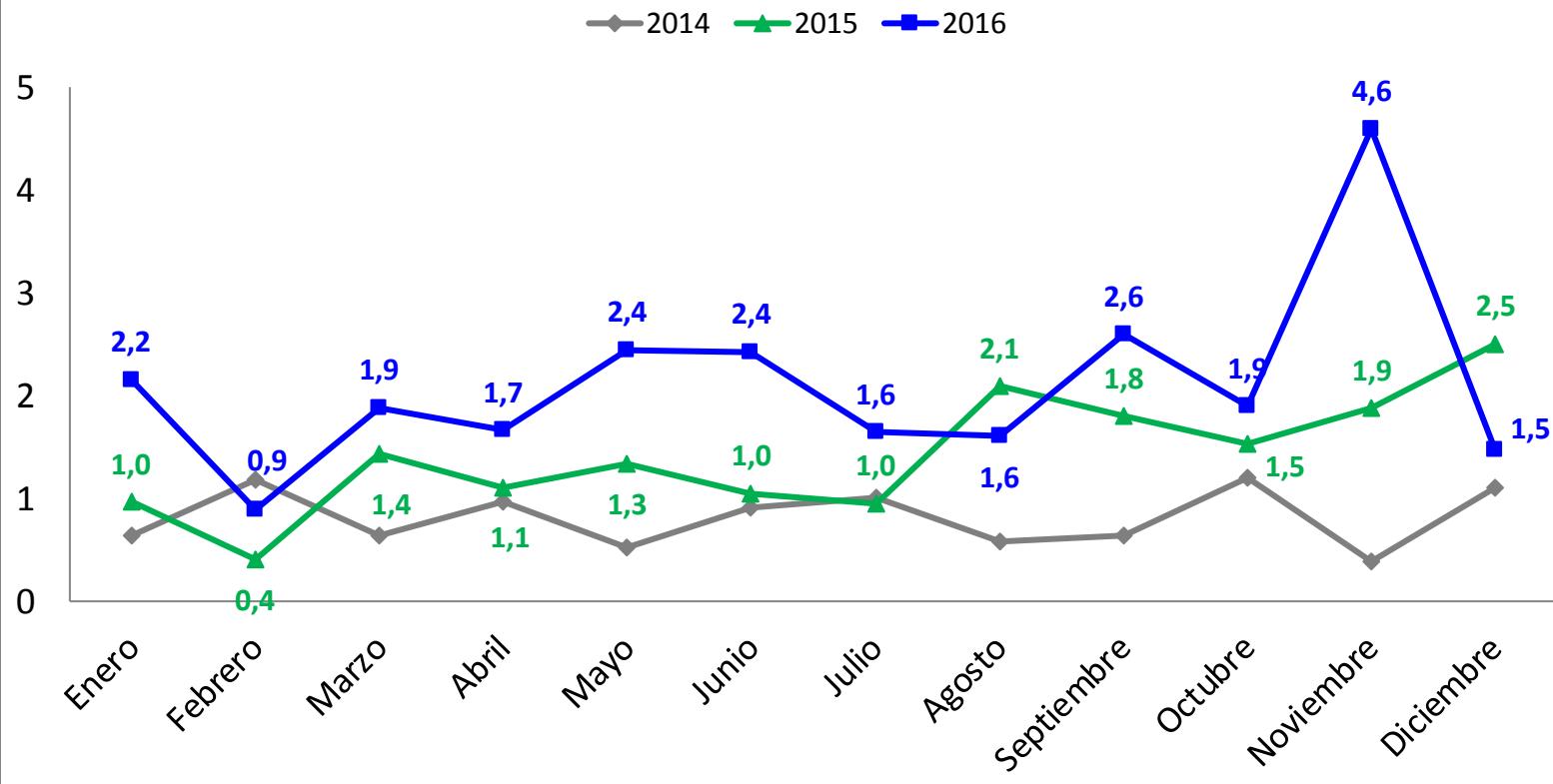
## Eventos de Interrupciones Totales



- Interrupción en el servicio en algún punto del recorrido de la línea
- Se contabilizan la cantidad de interrupciones que superan dos intervalos programados + 2 minutos
- Totales: Causas propias (Material Rodante + Instalaciones Fijas + Operación + Personal) + Causas No Propias (Factores Externos, Conflicto Gremial, Pasajeros Descompuestos)



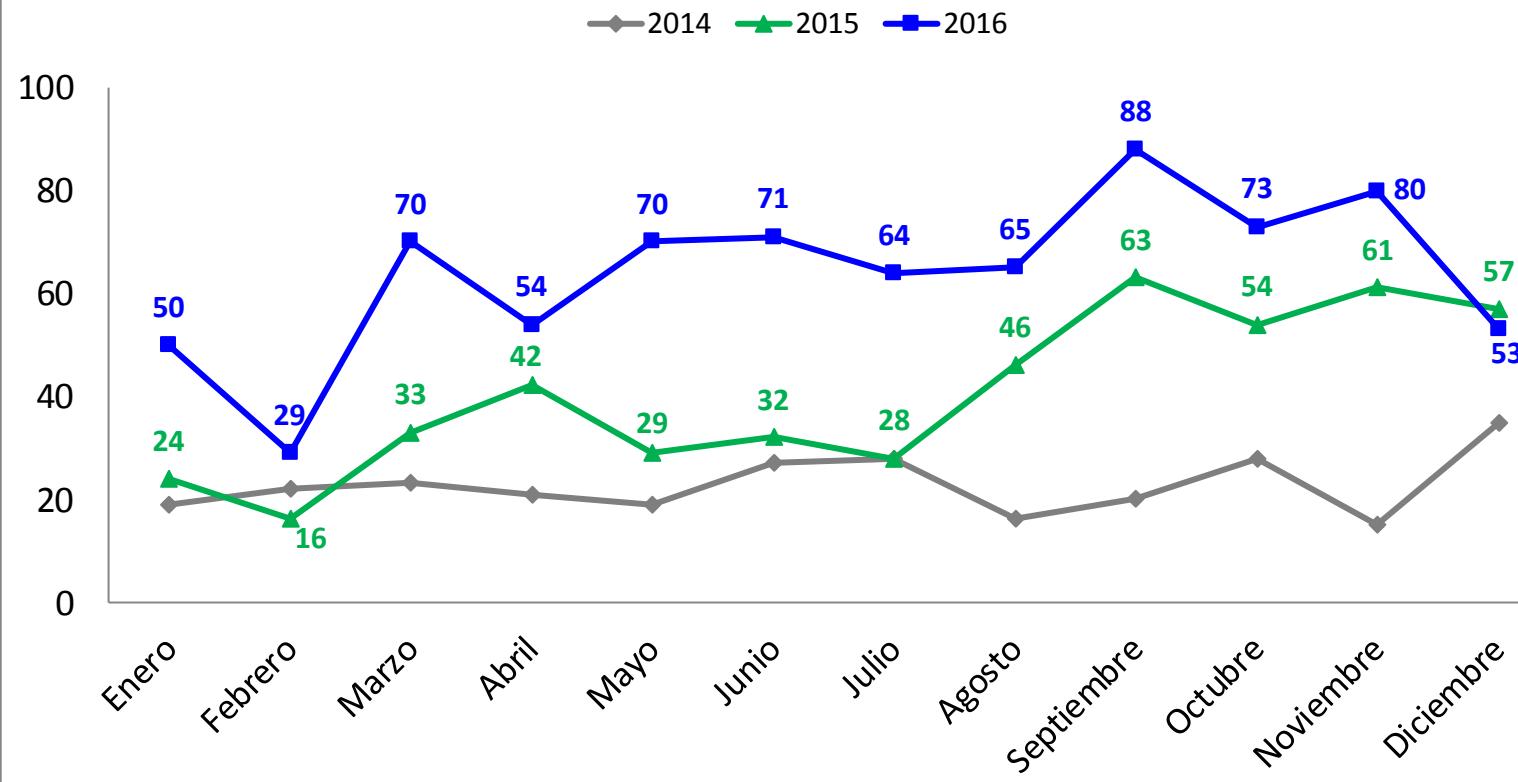
## Miles de Minutos de Interrupciones Propias



- Interrupción en el servicio en algún punto del recorrido de la línea
- Se contabilizan los minutos de aquellas interrupciones que superan dos intervalos programados + 2 minutos
- Causas propias: Material Rodante + Instalaciones Fijas + Operación + Personal



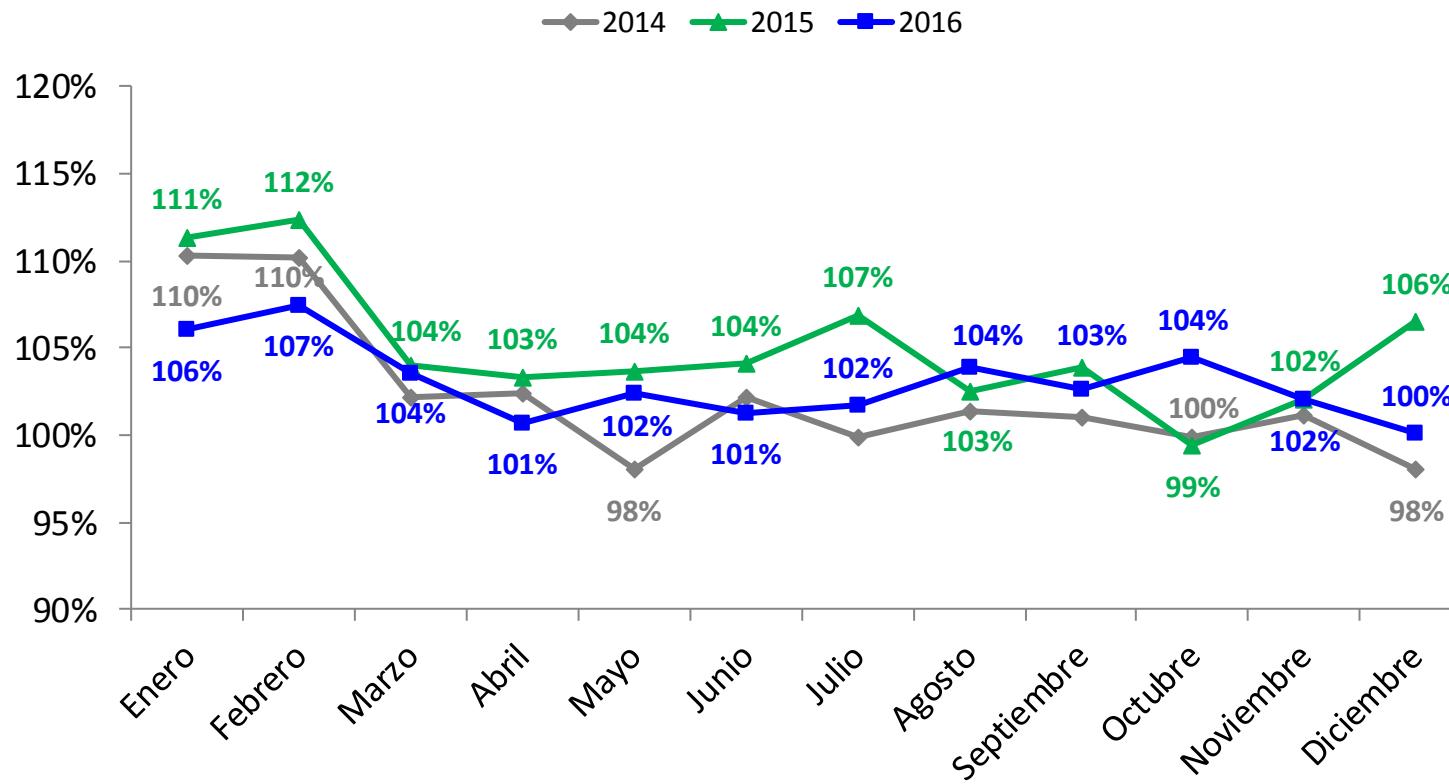
## Eventos de Interrupciones Propias

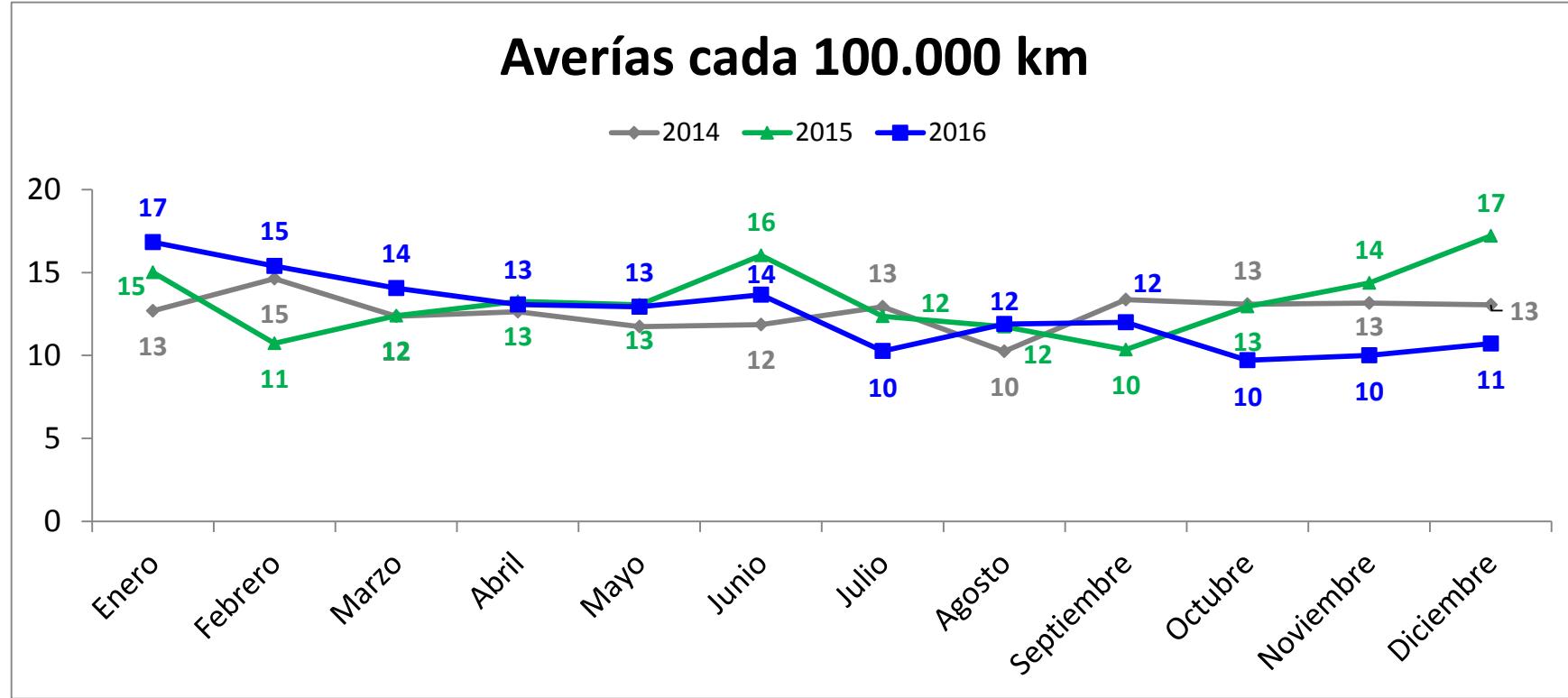


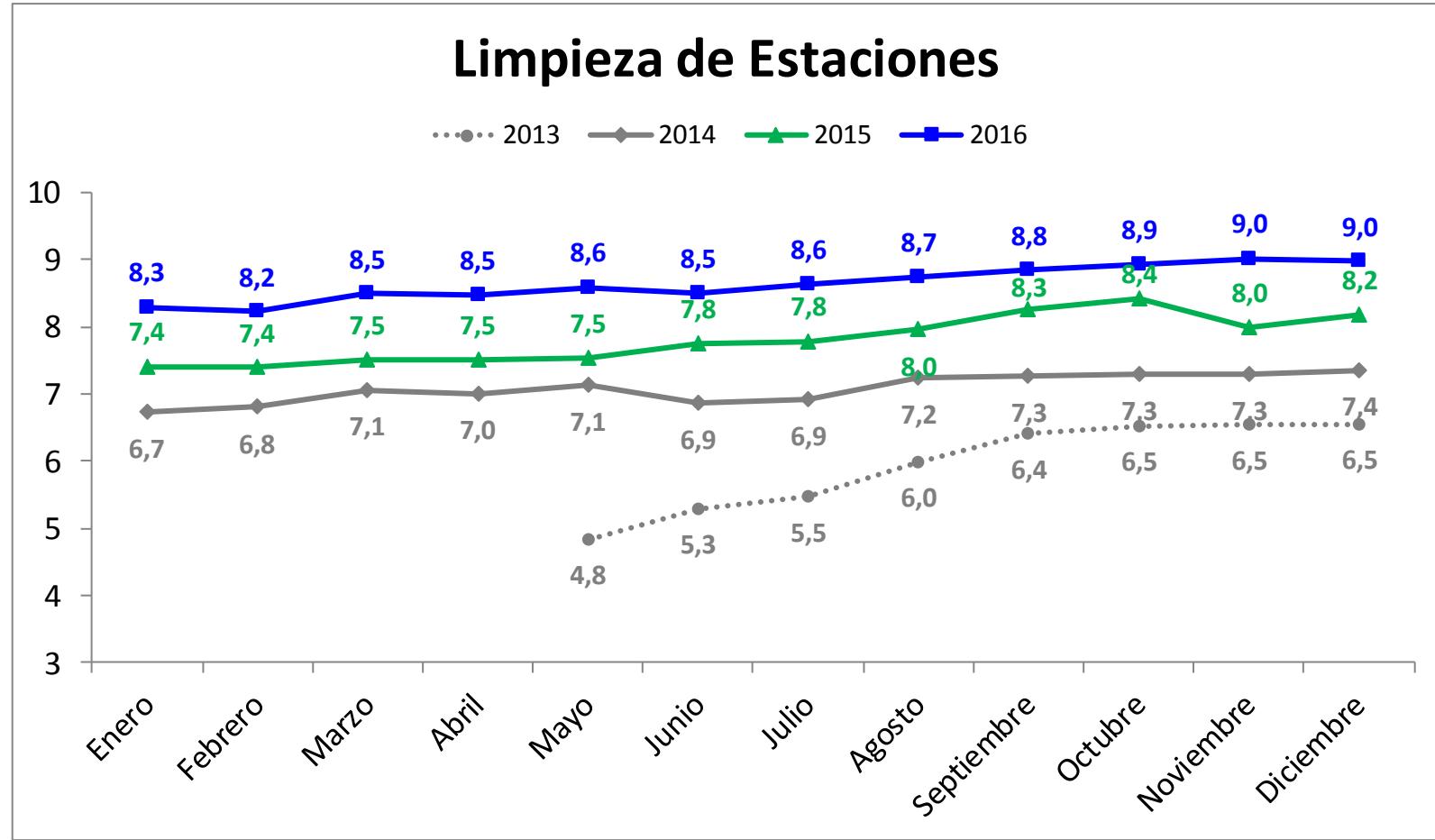
- Interrupción en el servicio en algún punto del recorrido de la línea
- Se contabilizan la cantidad de interrupciones que superan dos intervalos programados + 2 minutos
- Causas propias: Material Rodante + Instalaciones Fijas + Operación + Personal



## (HPM) % Coches Disponibles / Programados

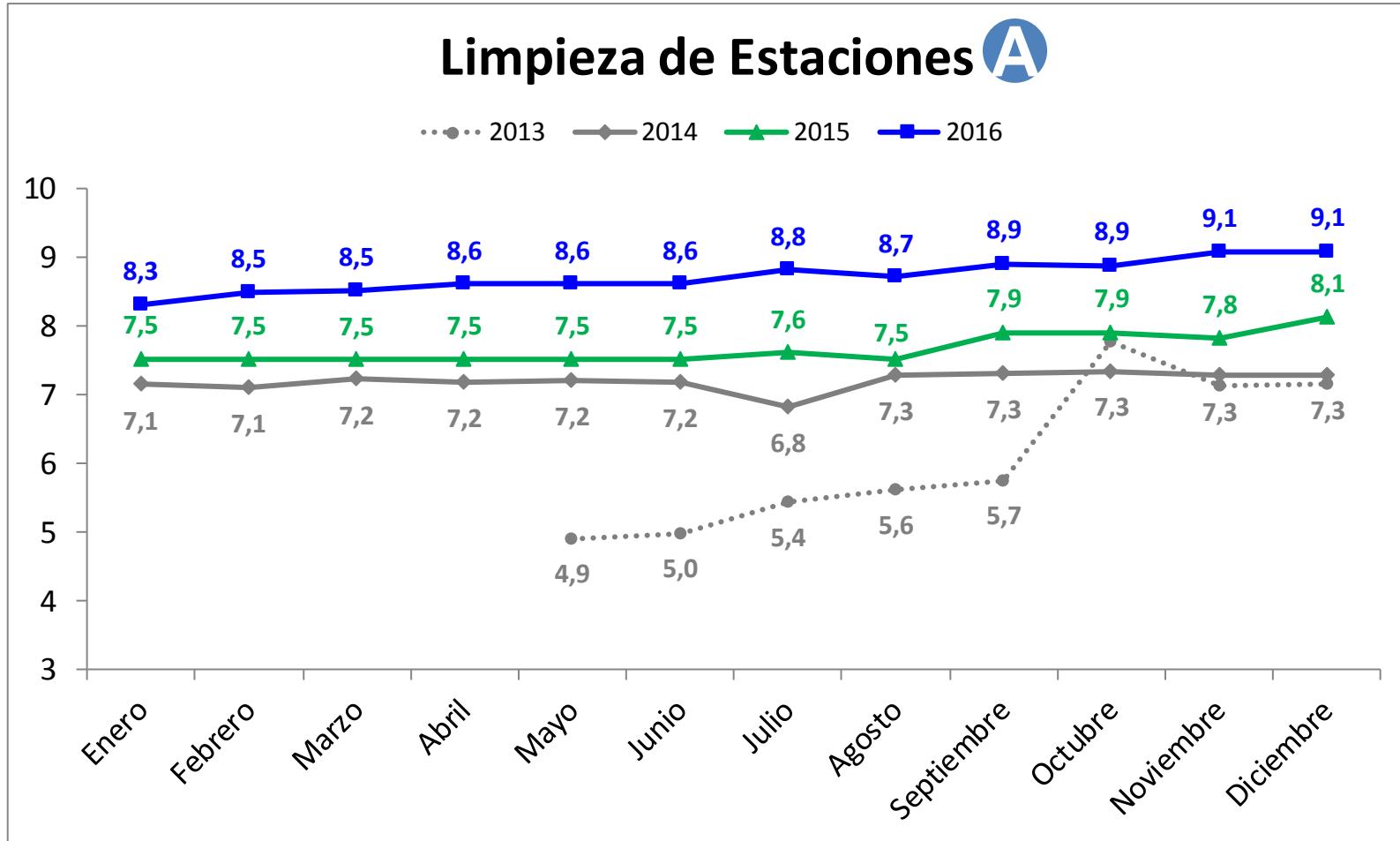






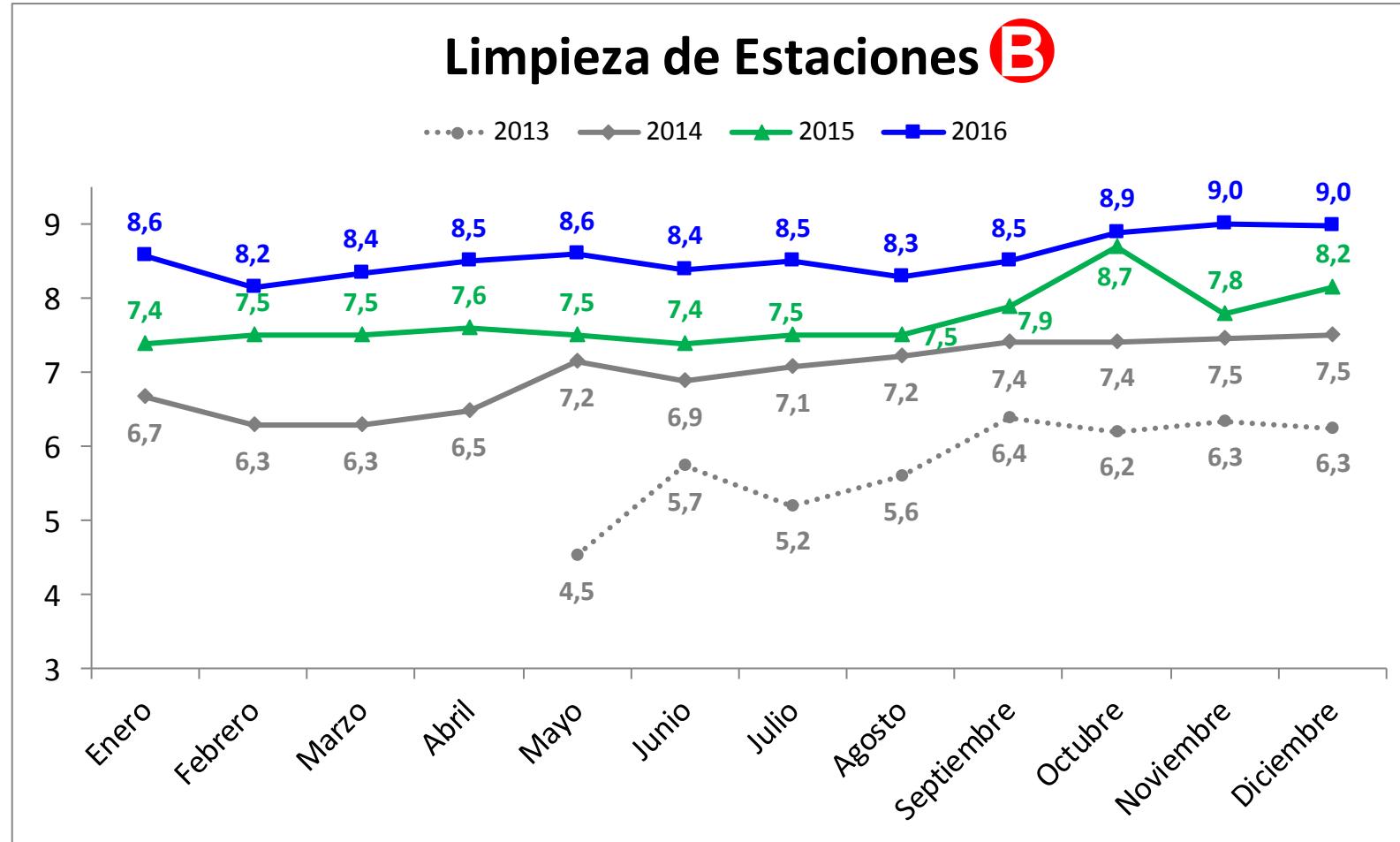
Puntaje de limpieza asignado por Inspectores





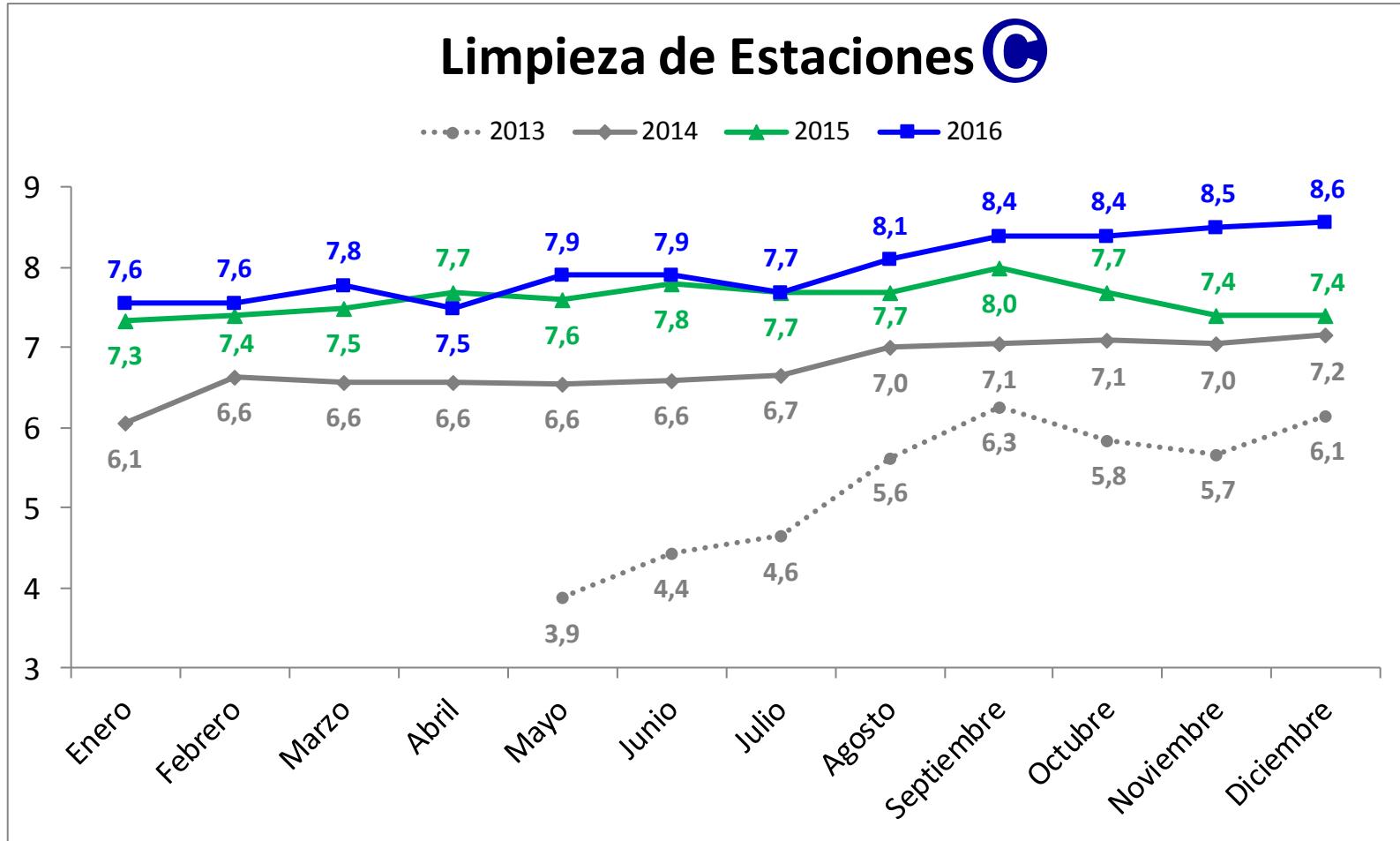
Puntaje de limpieza asignado por Inspectores





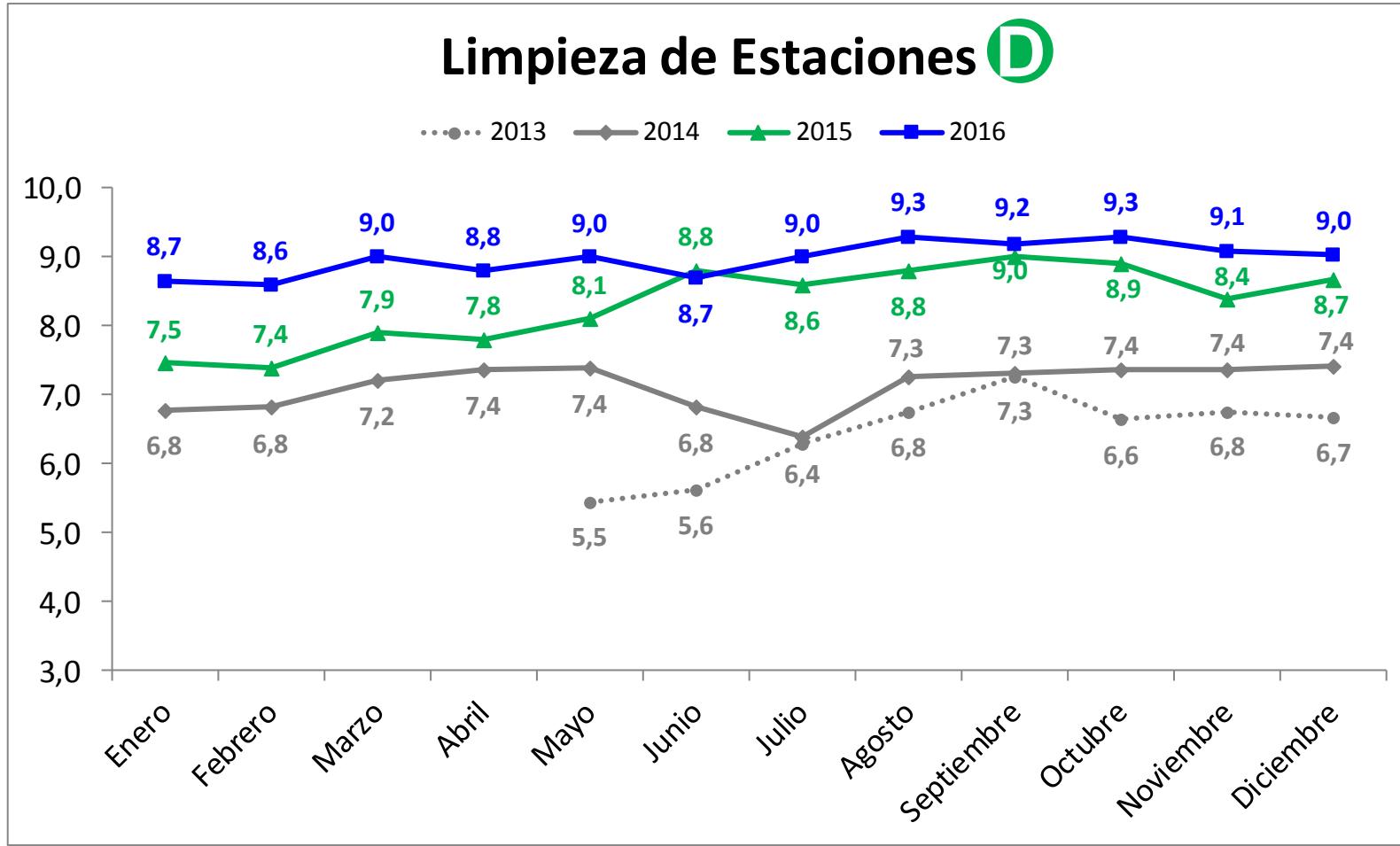
Puntaje de limpieza asignado por Inspectores





Puntaje de limpieza asignado por Inspectores





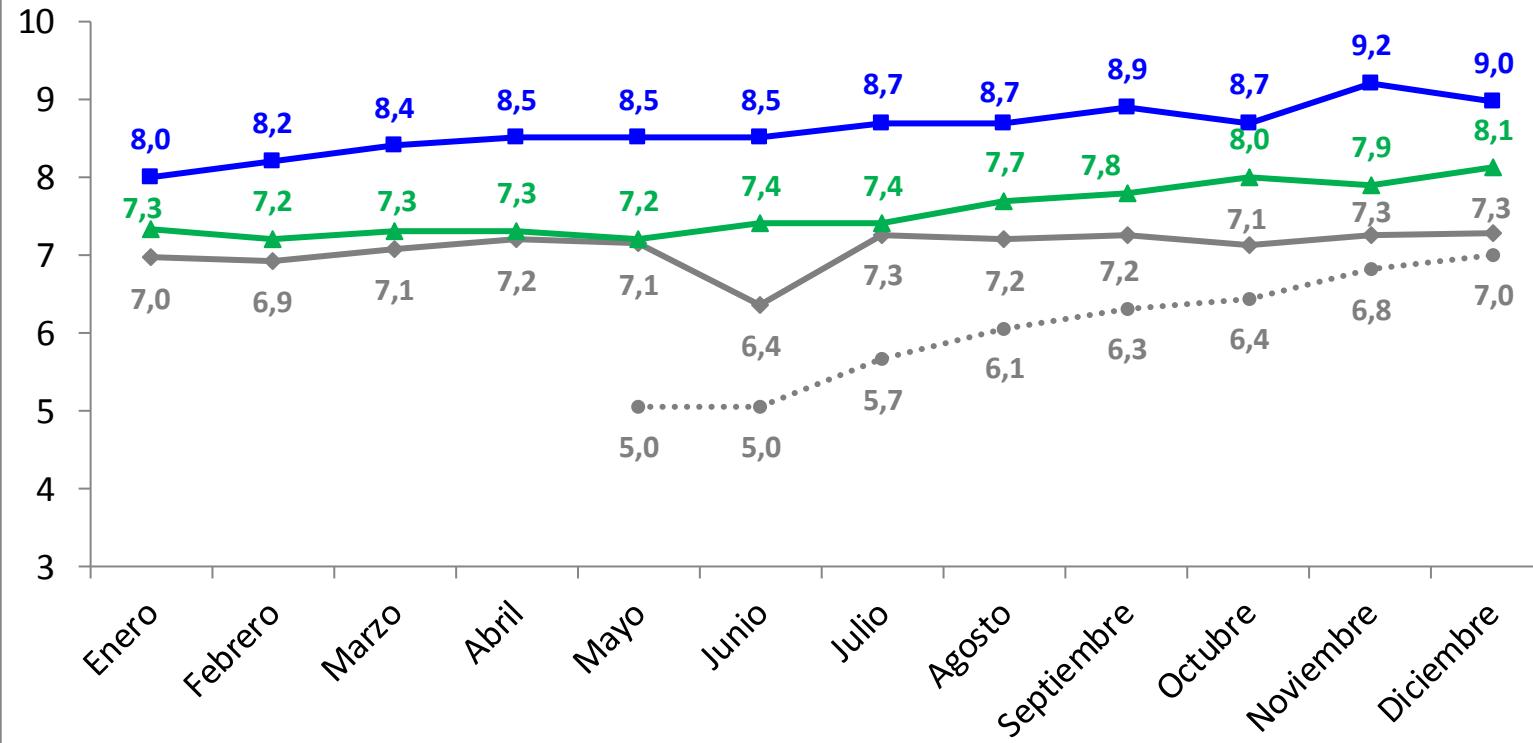
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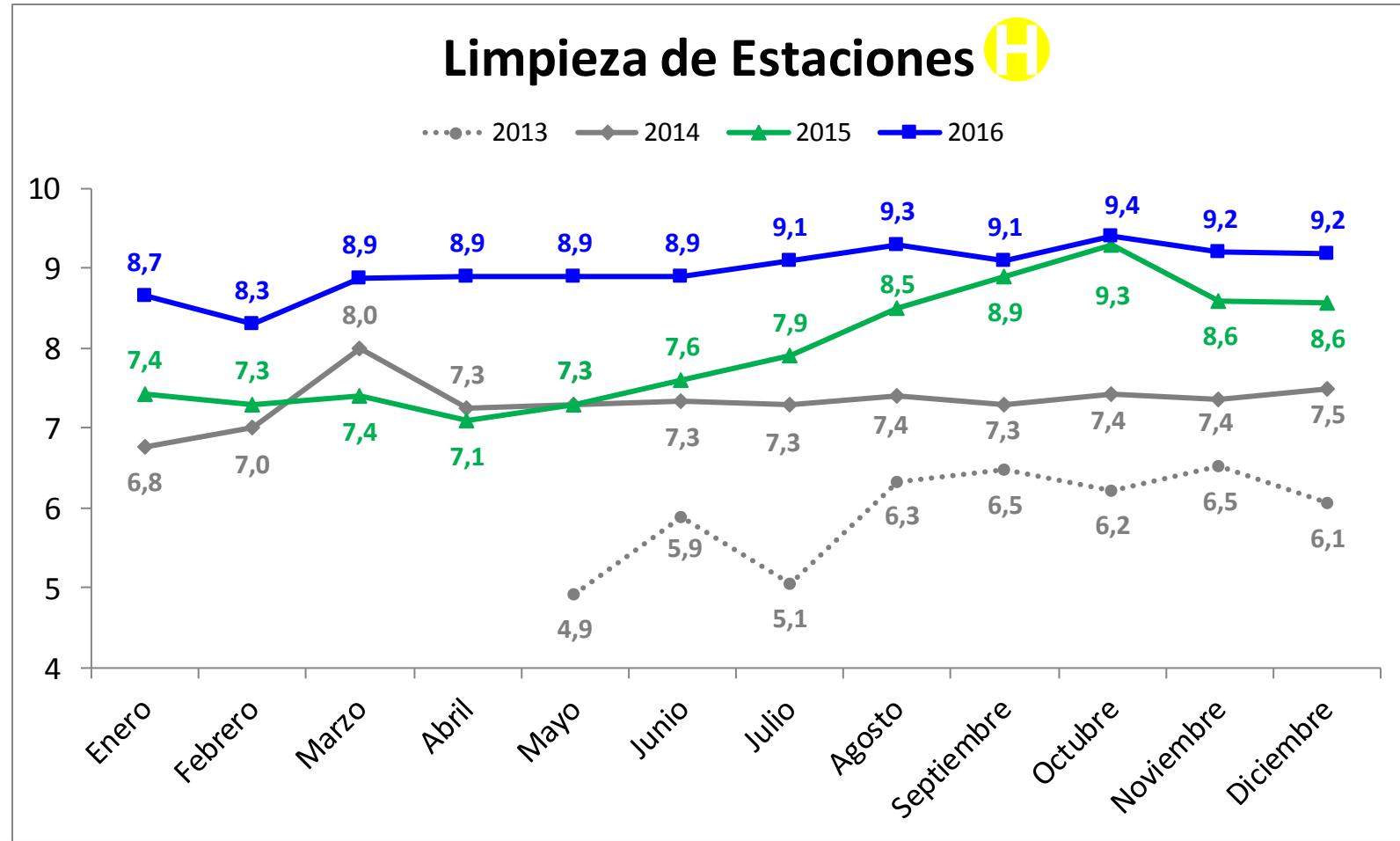
## Limpieza de Estaciones E

...● 2013 —◆— 2014 —▲— 2015 —■— 2016



Puntaje de limpieza asignado por Inspectores





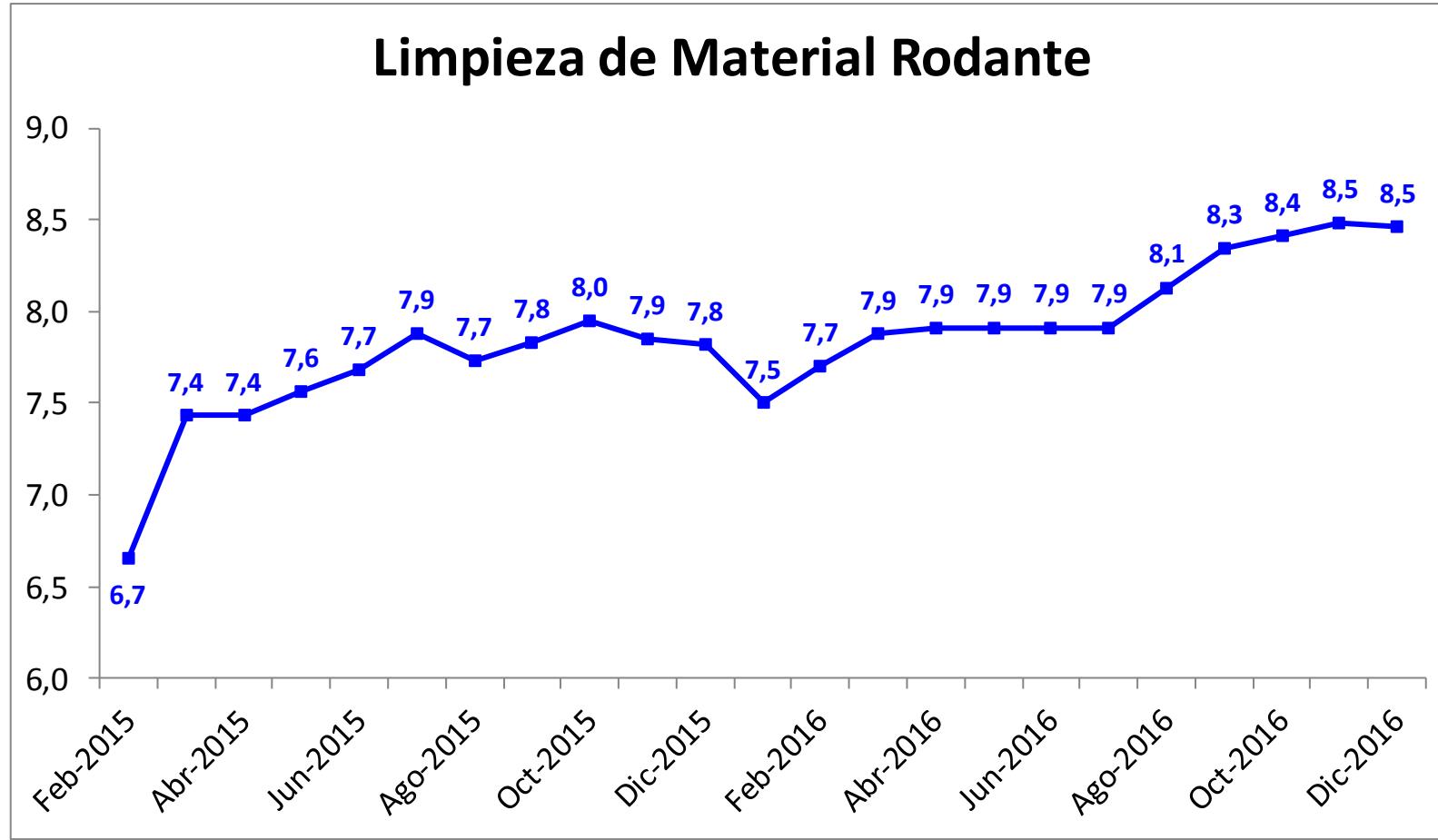
Puntaje de limpieza asignado por Inspectores



Buenos Aires Ciudad

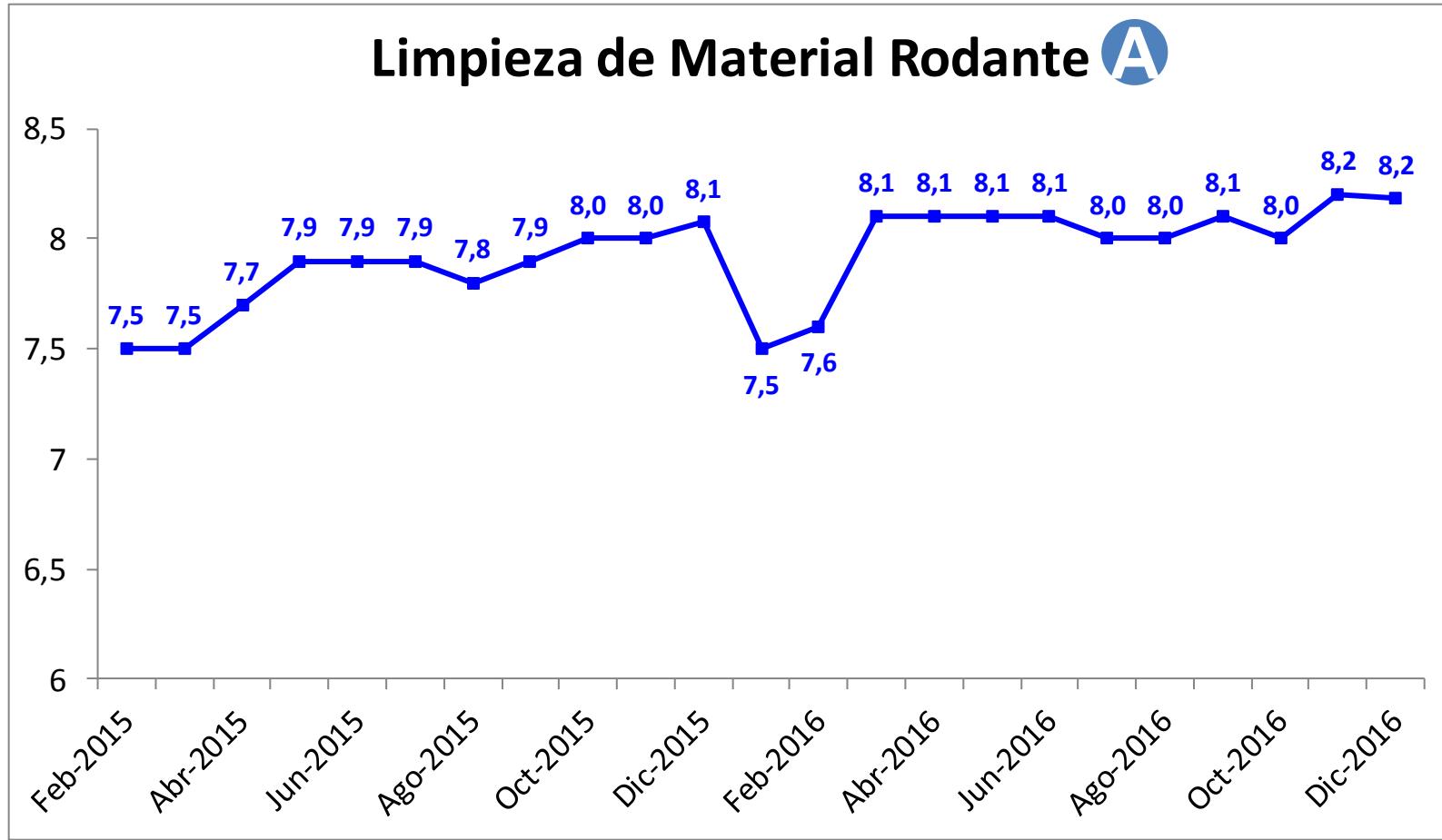
SECPECG

EN TODO ESTÁS VOS



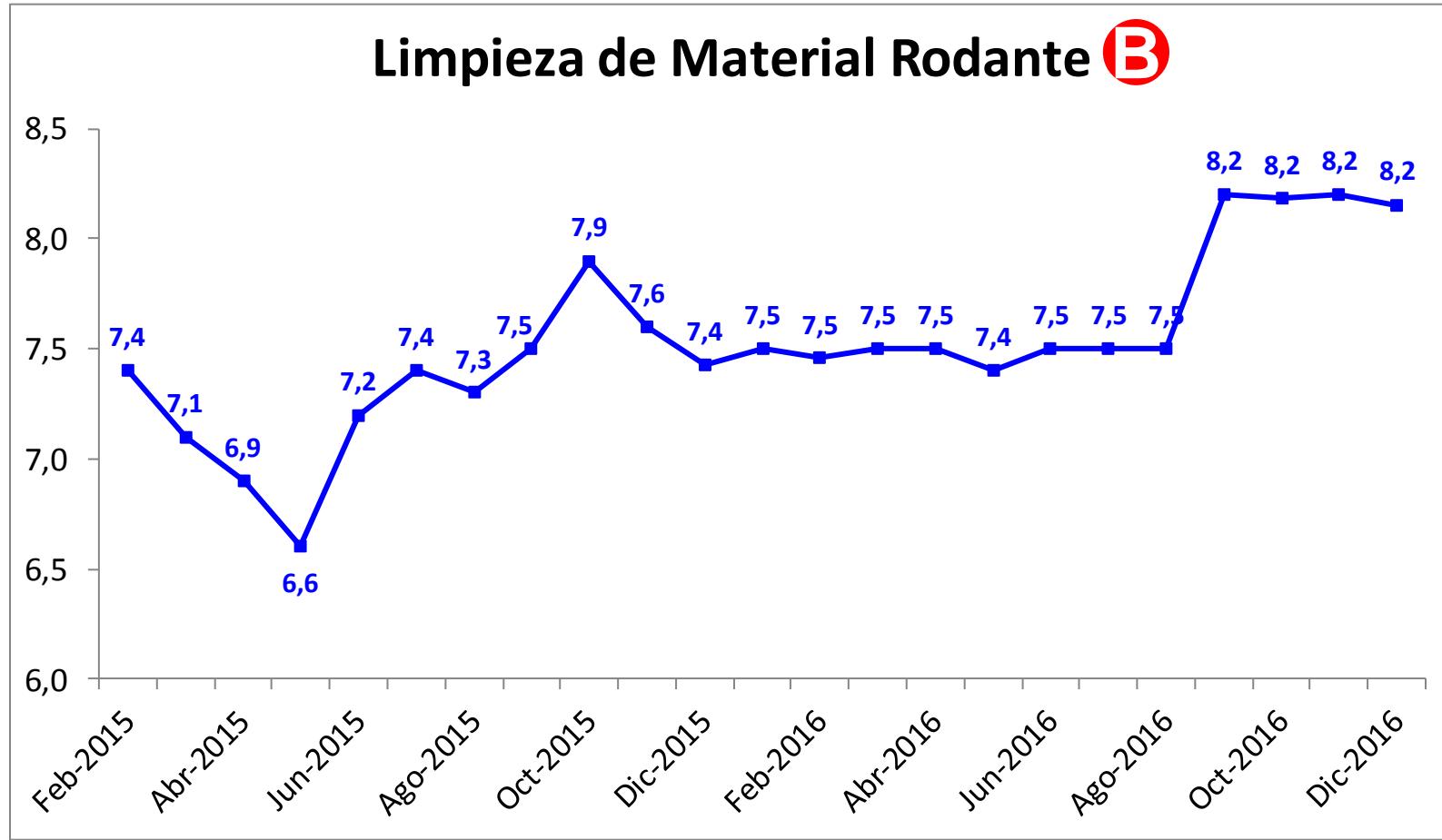
Puntaje de limpieza asignado por Inspectores





Puntaje de limpieza asignado por Inspectores





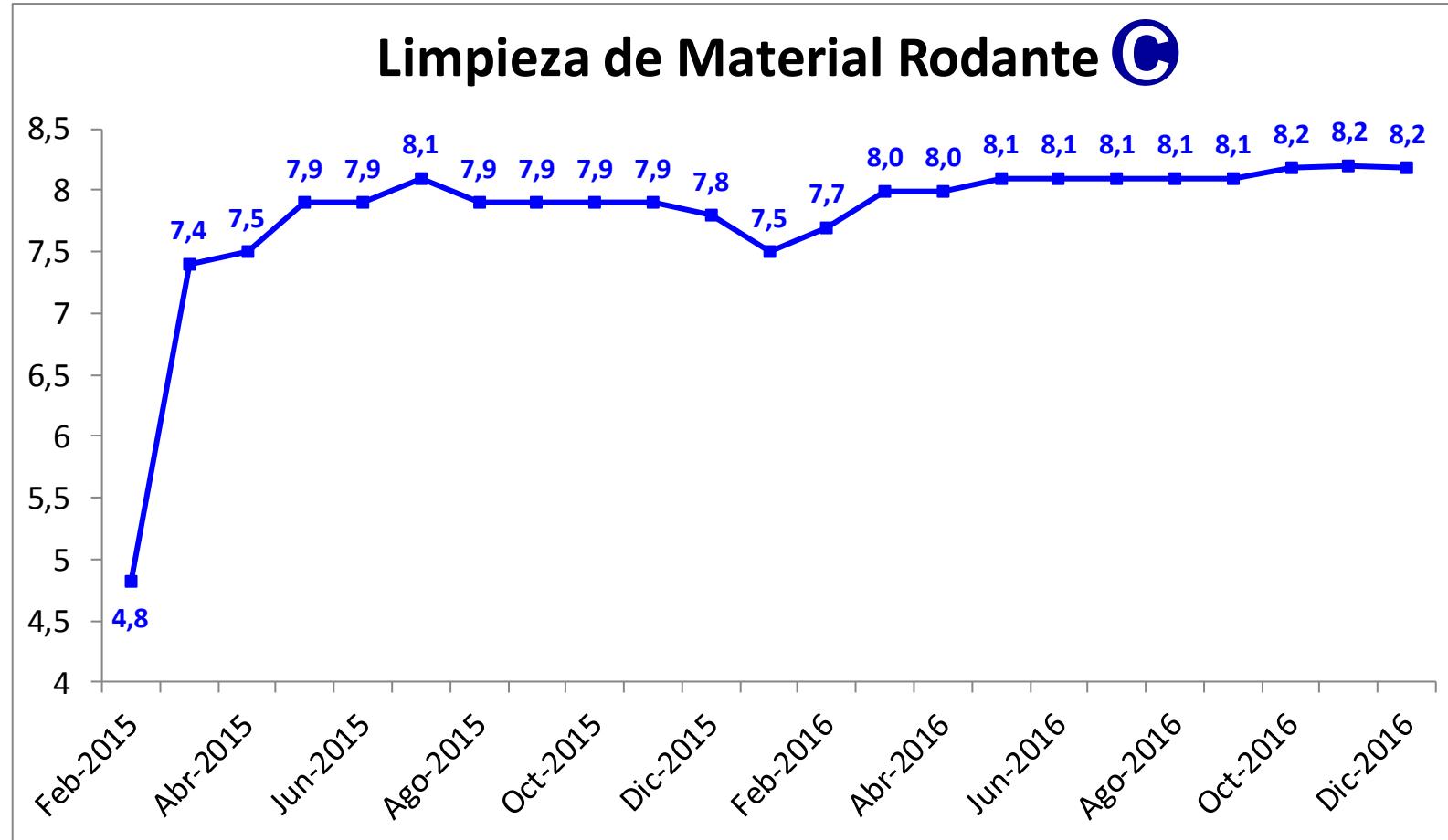
Puntaje de limpieza asignado por Inspectores



Buenos Aires Ciudad

SECPEC

EN TODO ESTÁS VOS



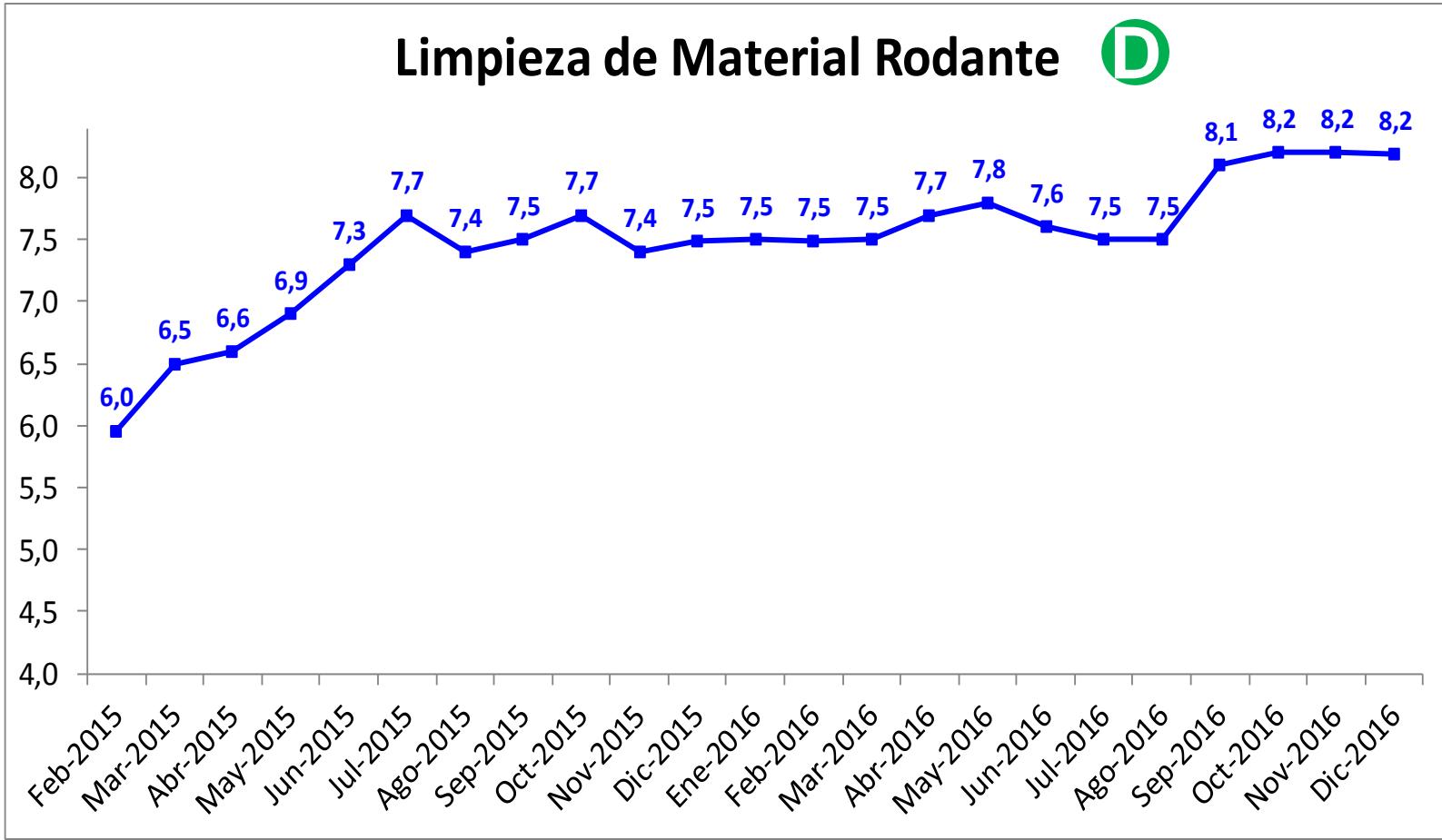
Puntaje de limpieza asignado por Inspectores



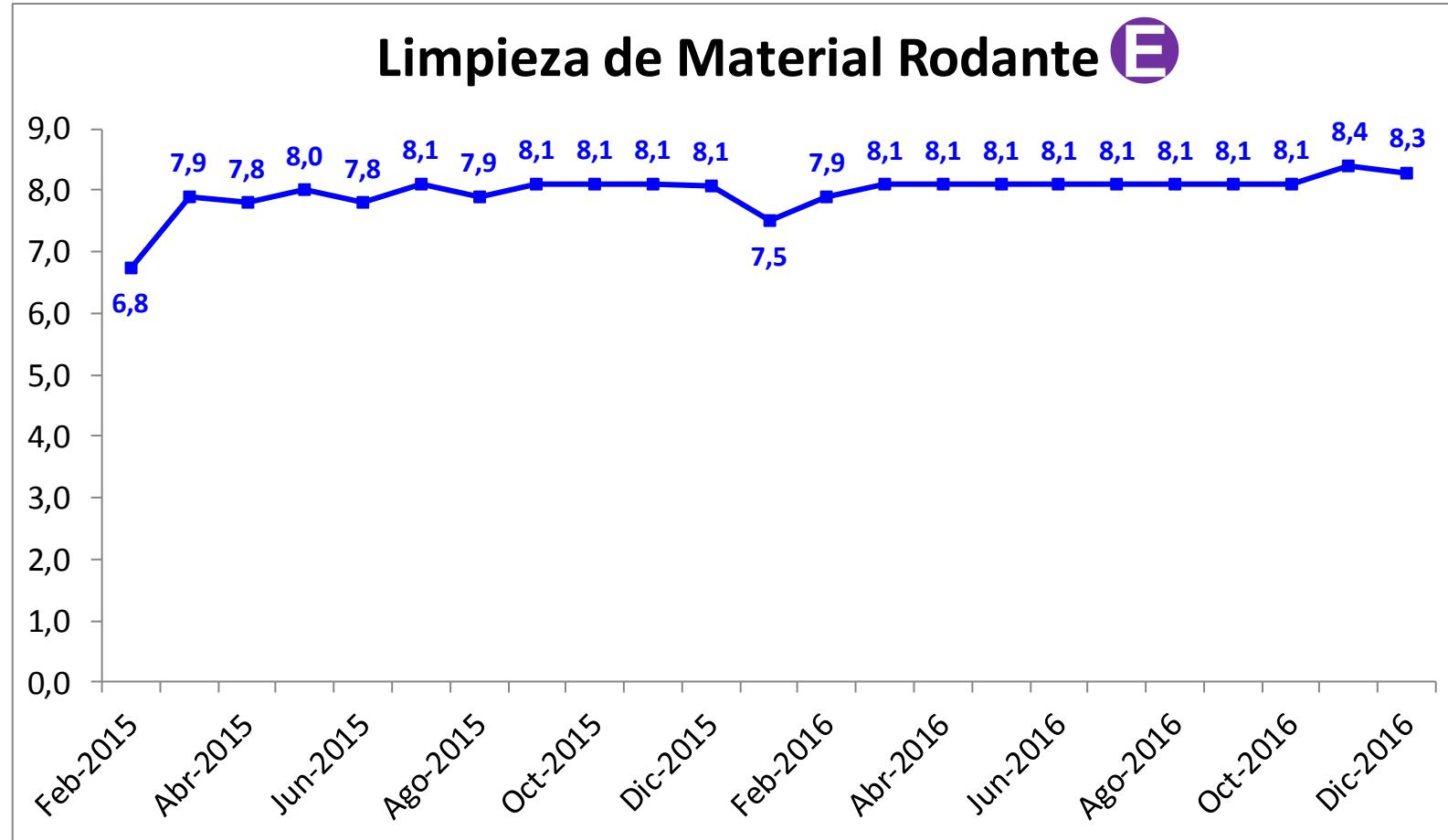
Buenos Aires Ciudad

SECPEC

EN TODO ESTÁS VOS



Puntaje de limpieza asignado por Inspectores



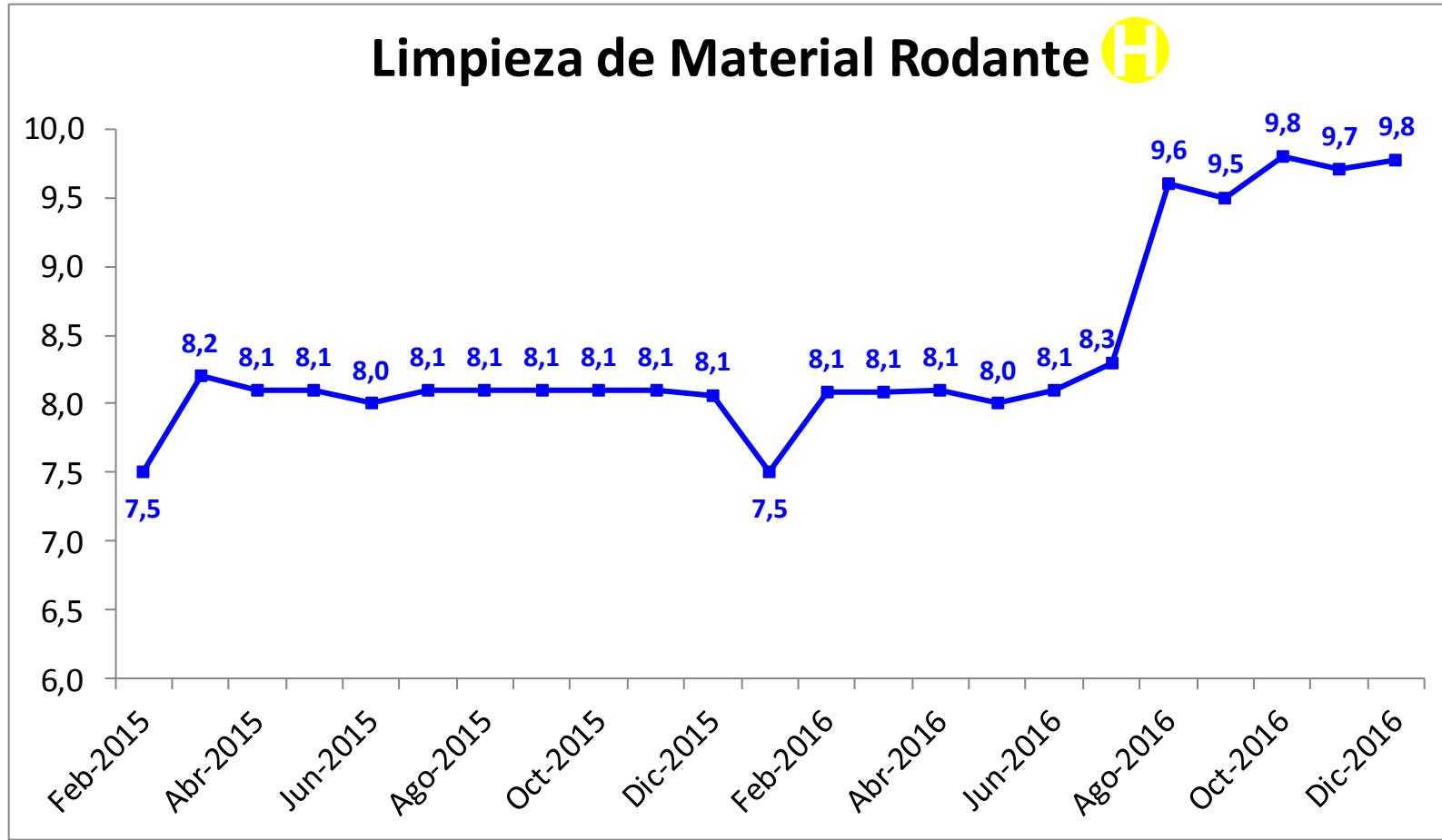
Puntaje de limpieza asignado por Inspectores



Buenos Aires Ciudad

SECPECG

EN TODO ESTÁS VOS



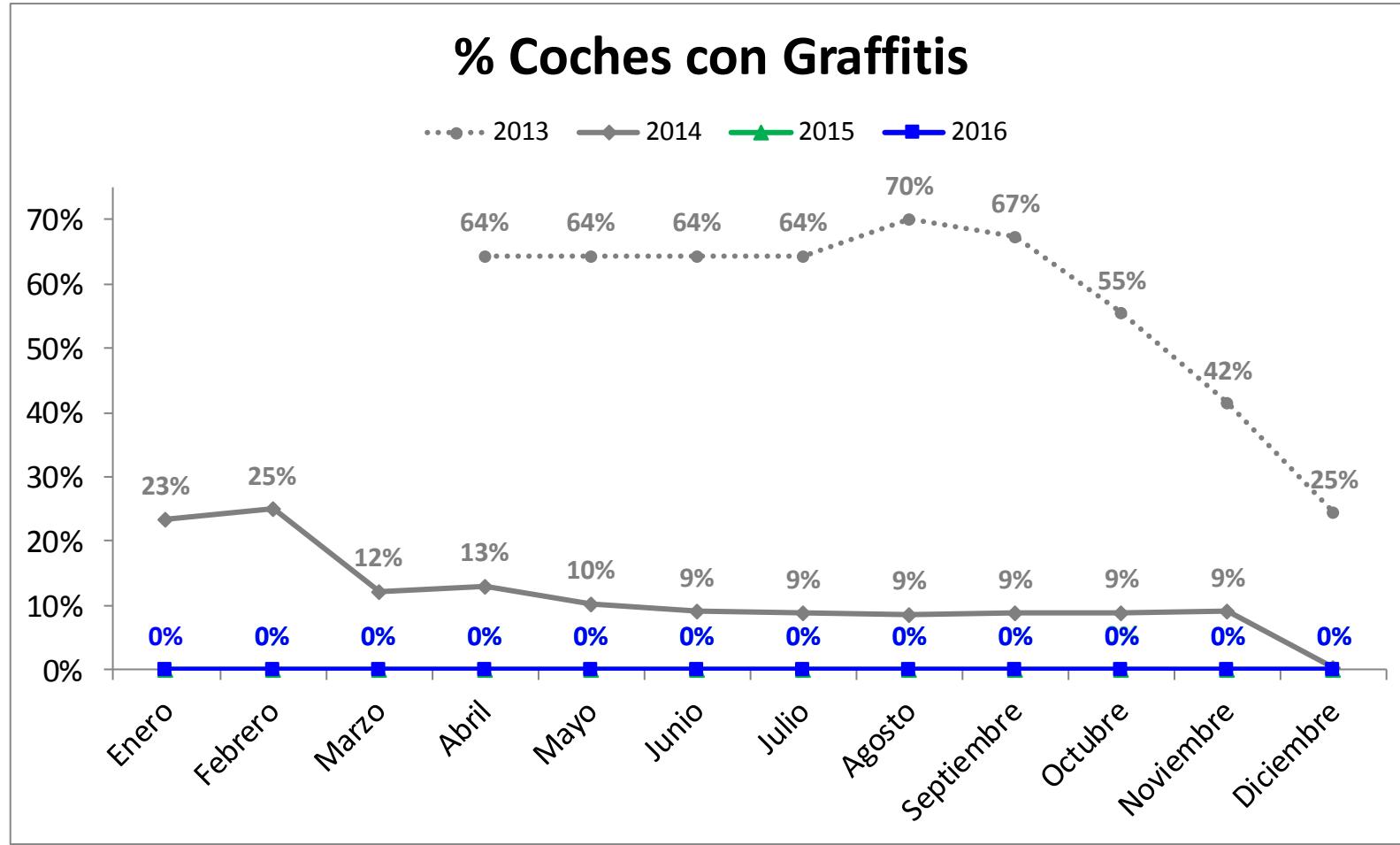
Puntaje de limpieza asignado por Inspectores



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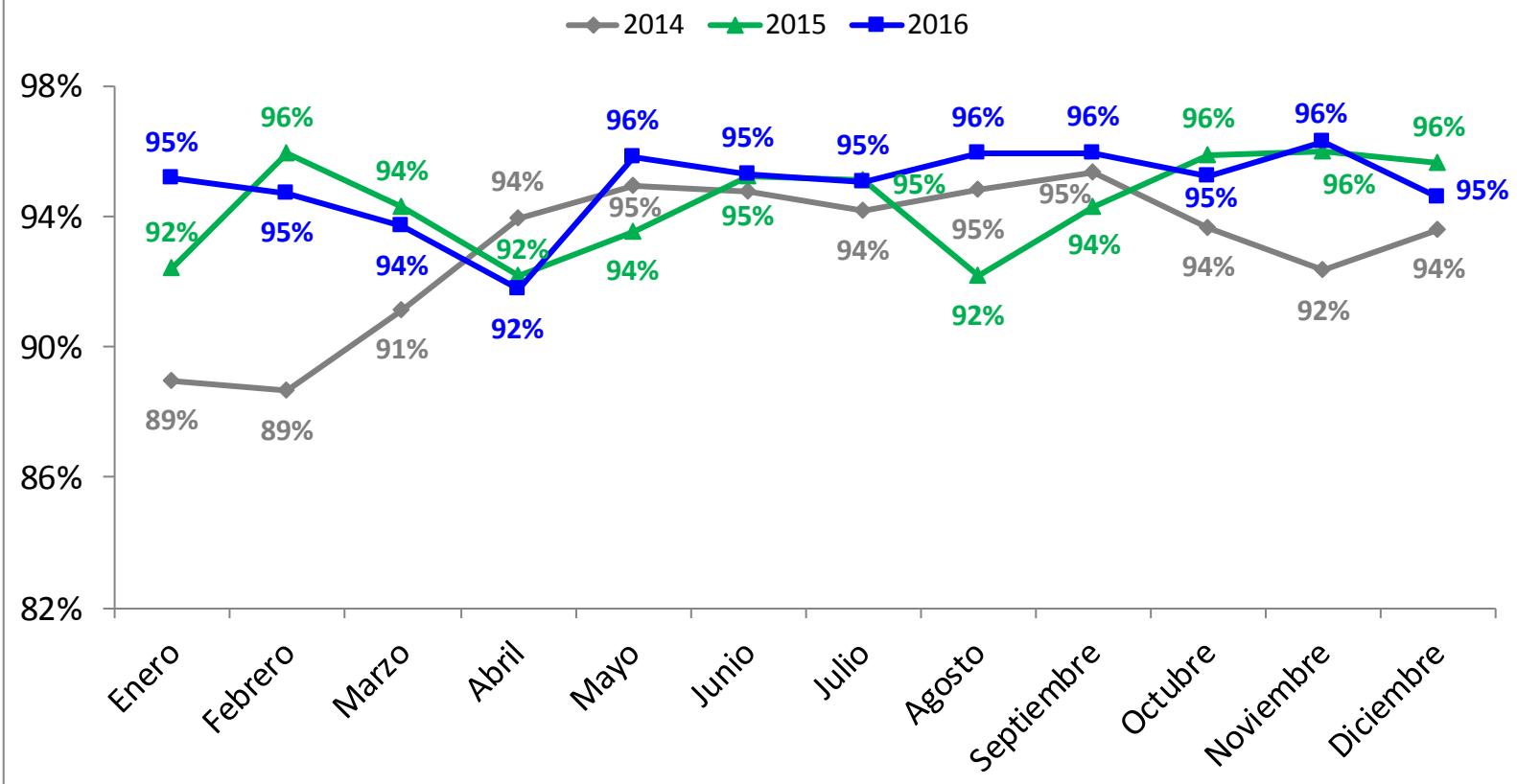
SECPECG

EN TODO ESTÁS VOS

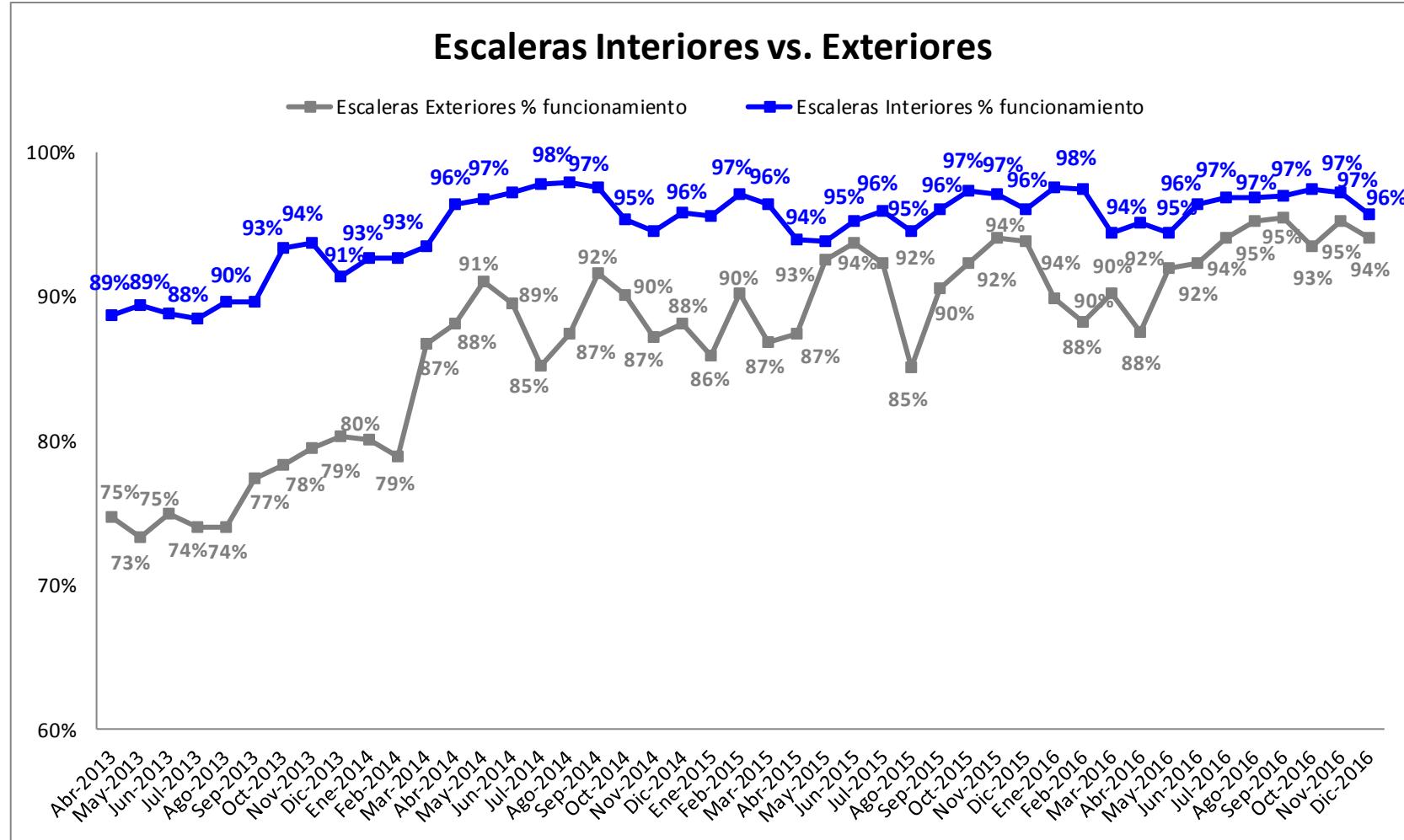


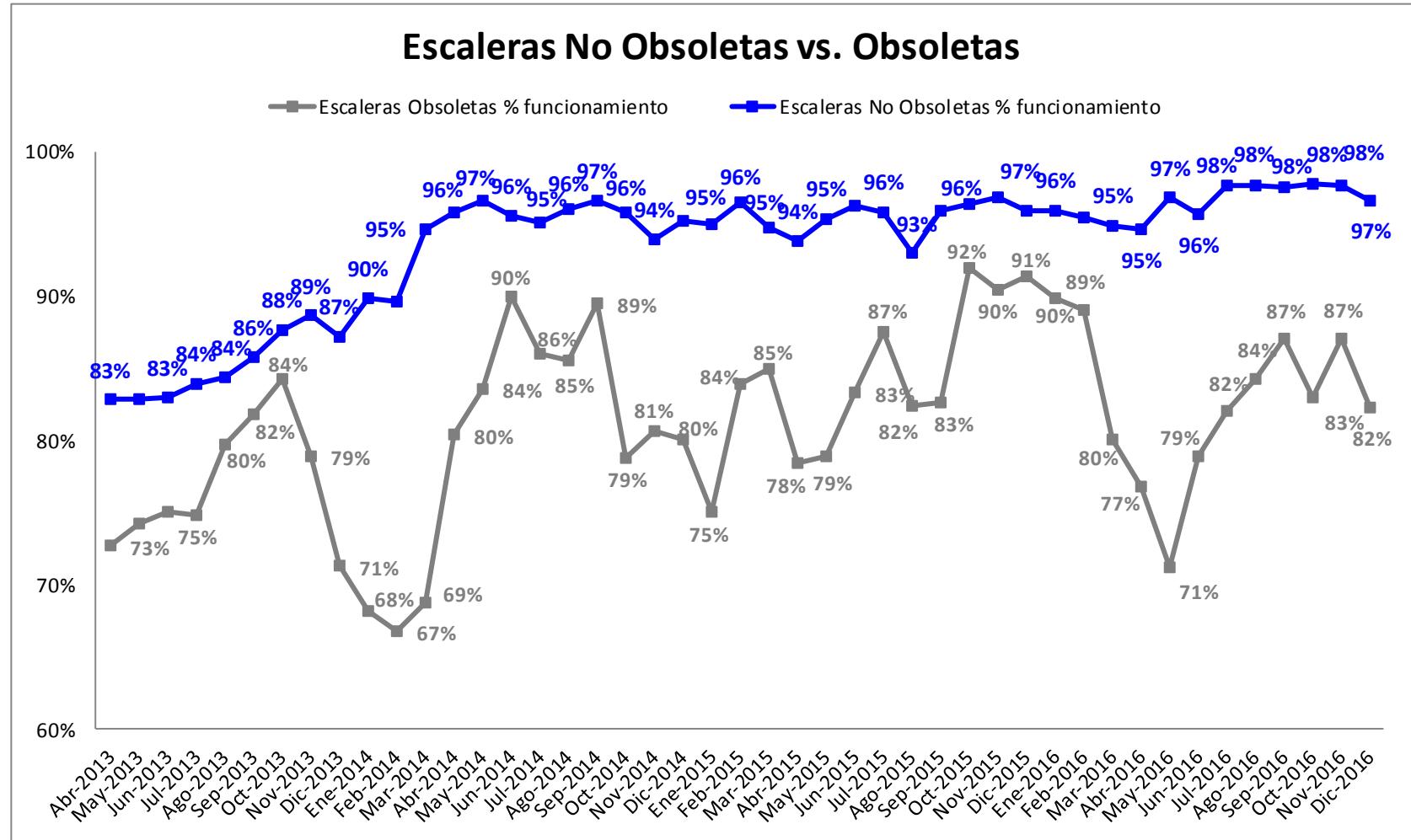


## Hs. % en Funcionamiento Escaleras Mecánicas



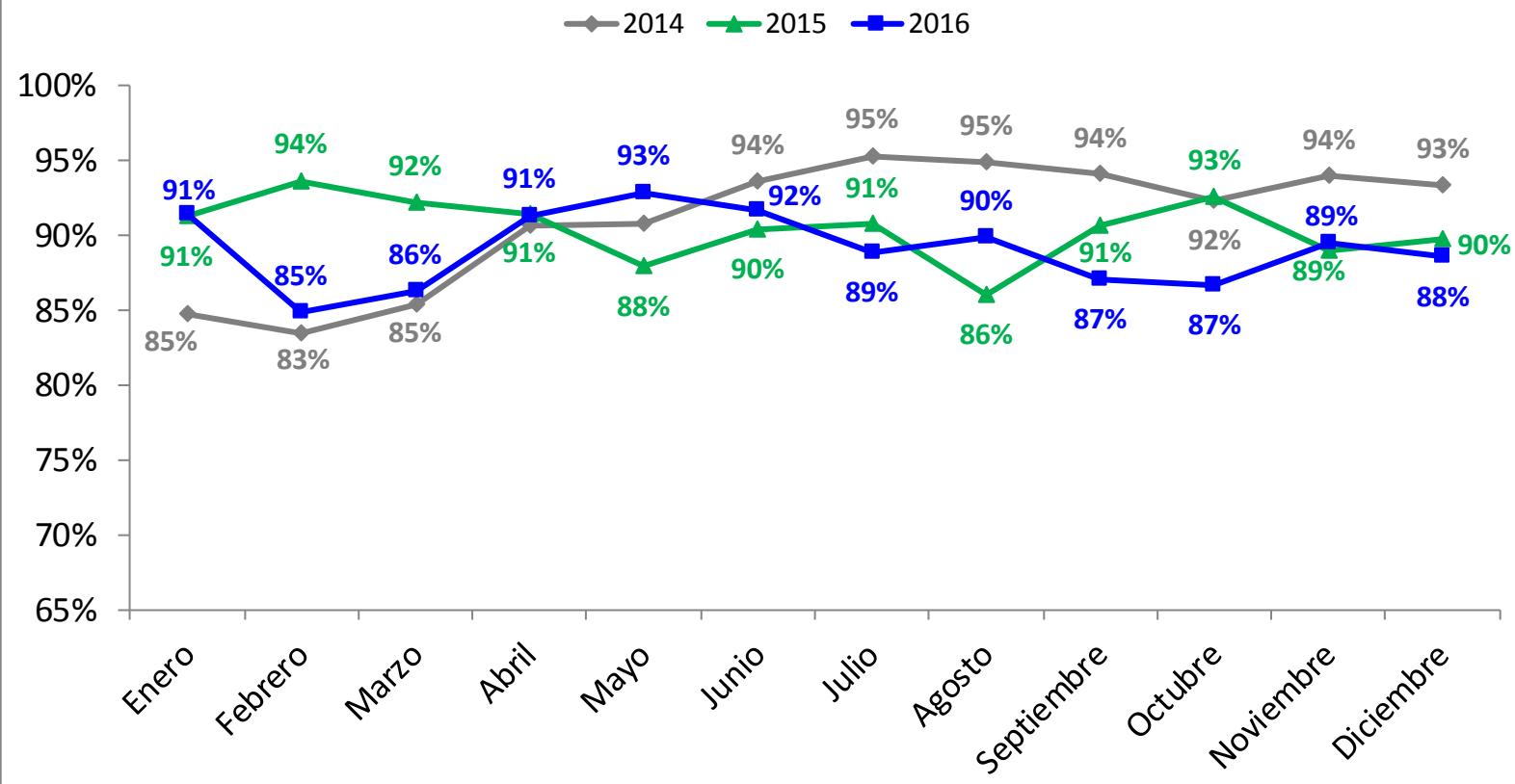
Horas de funcionamiento de escaleras con fuerza mayor / horas de servicio





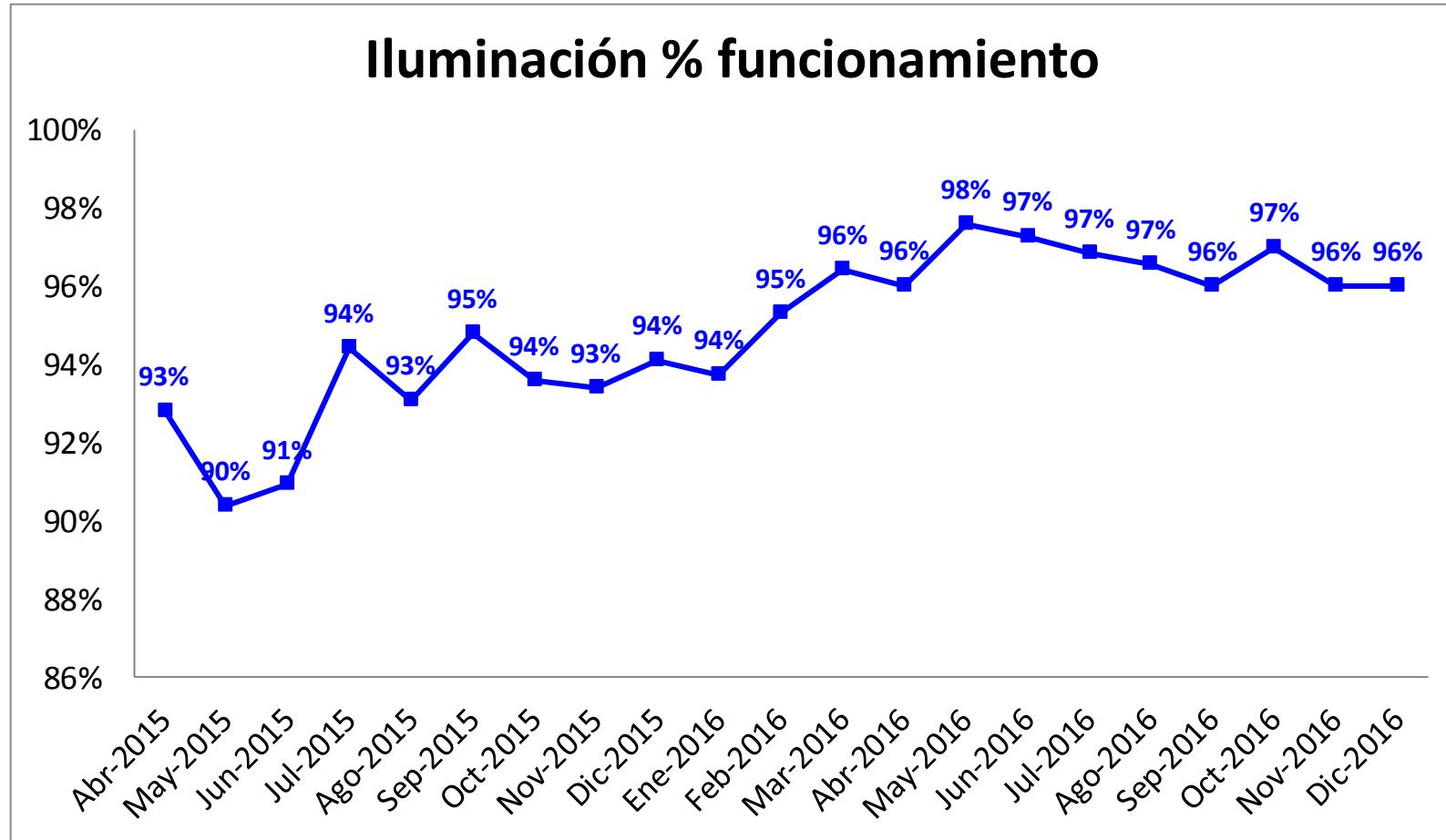


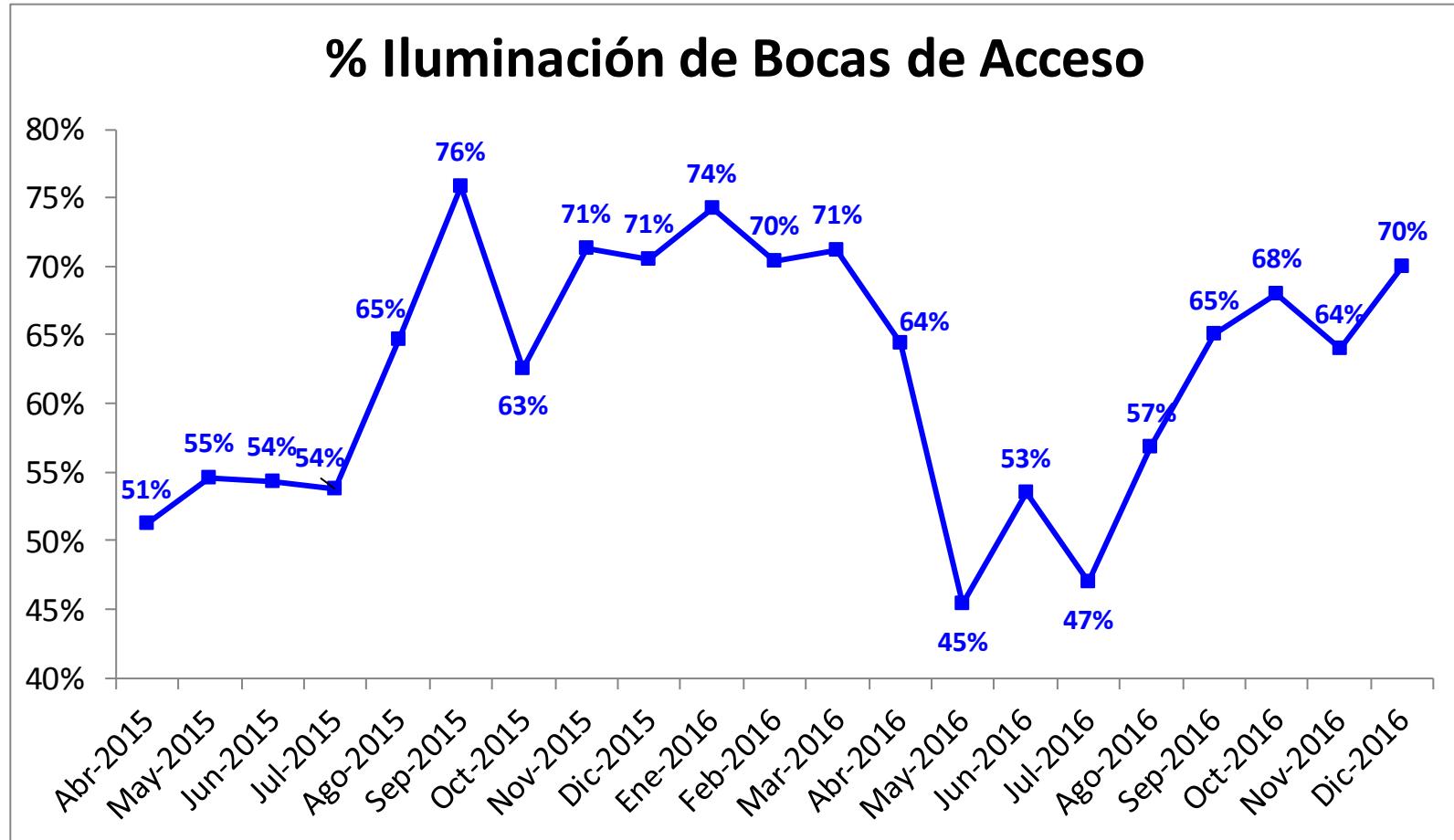
## Hs. % en Funcionamiento Ascensores

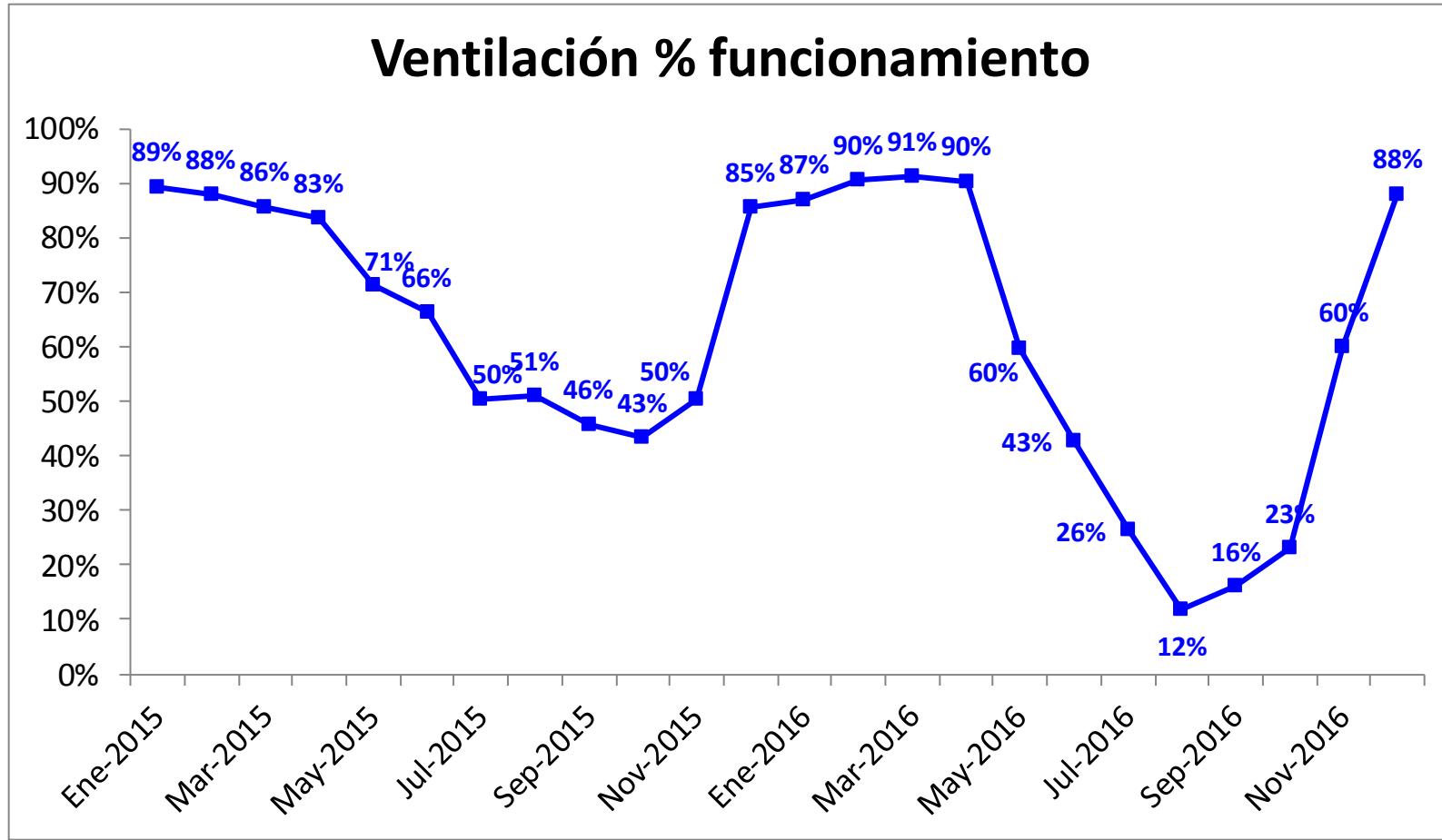


Horas de funcionamiento de ascensores con fuerza mayor / horas de servicio



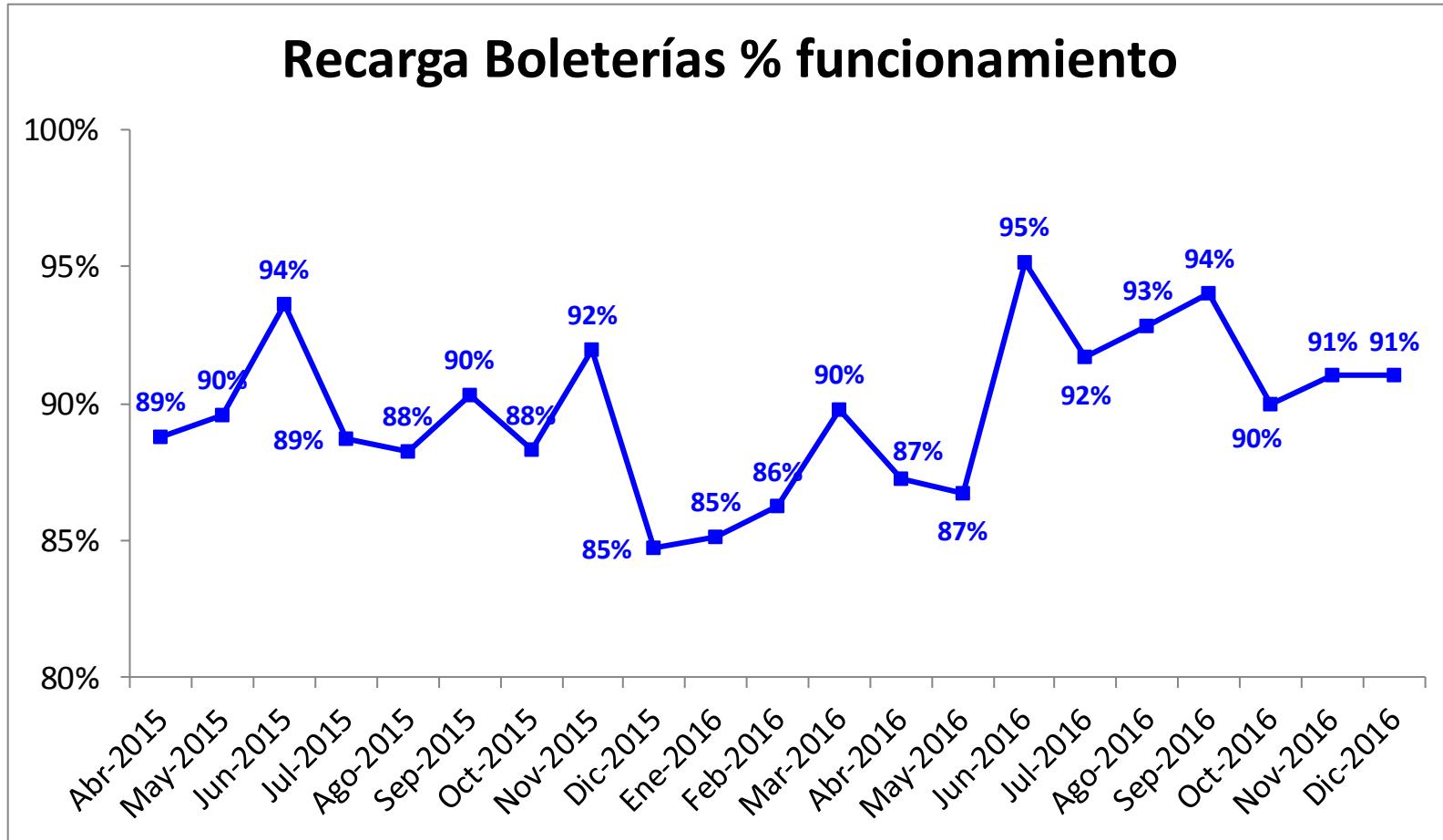


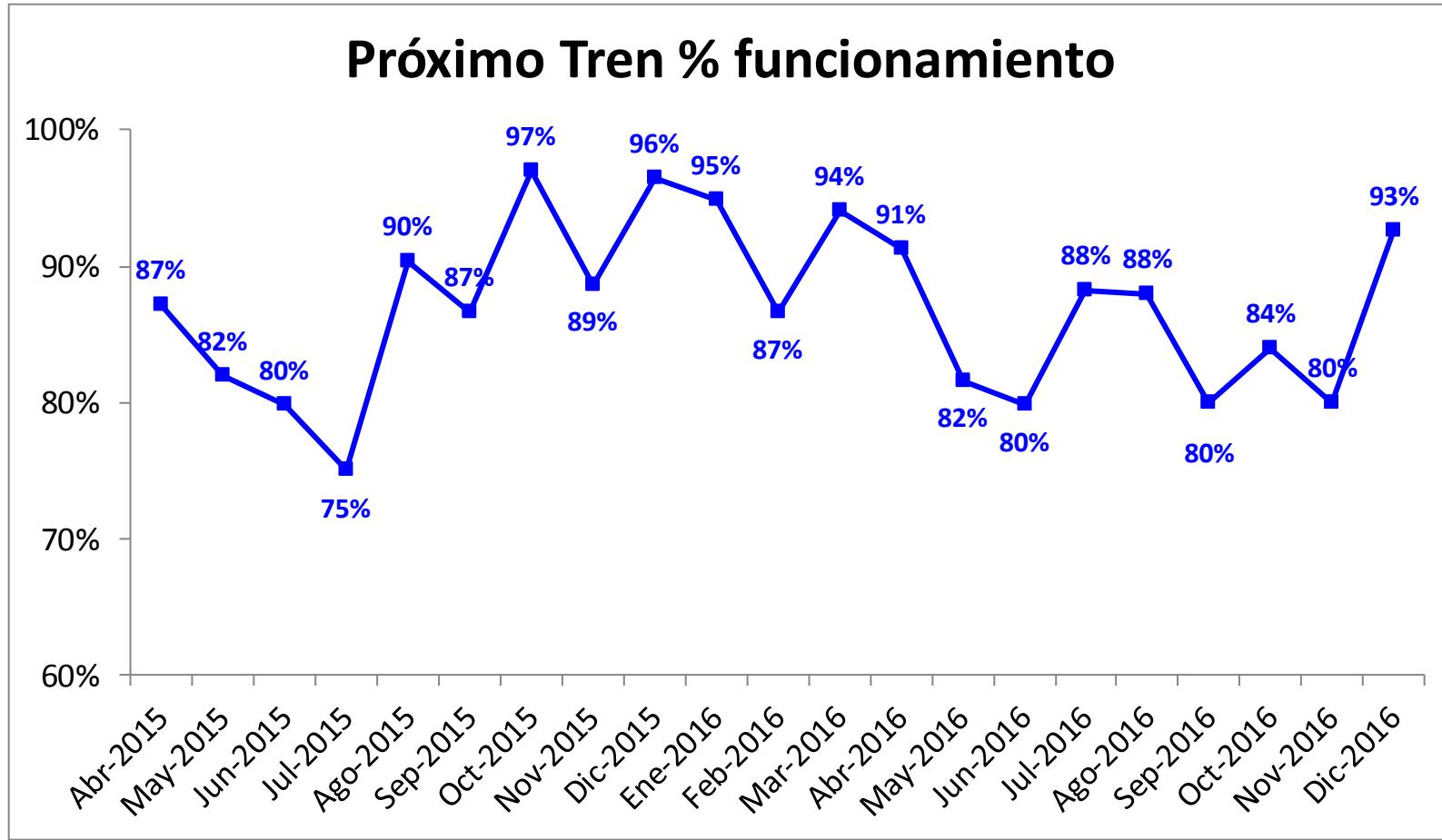


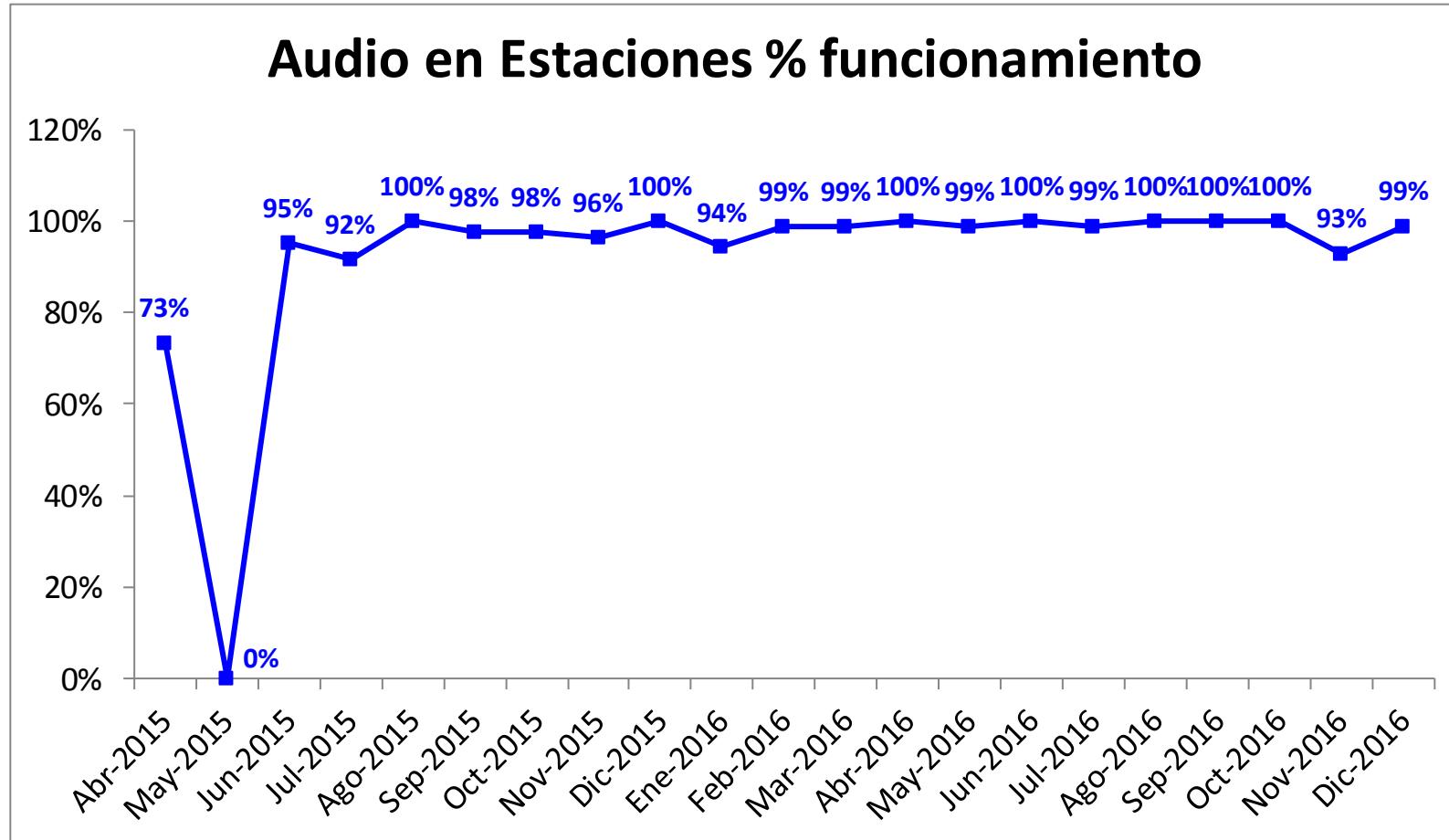


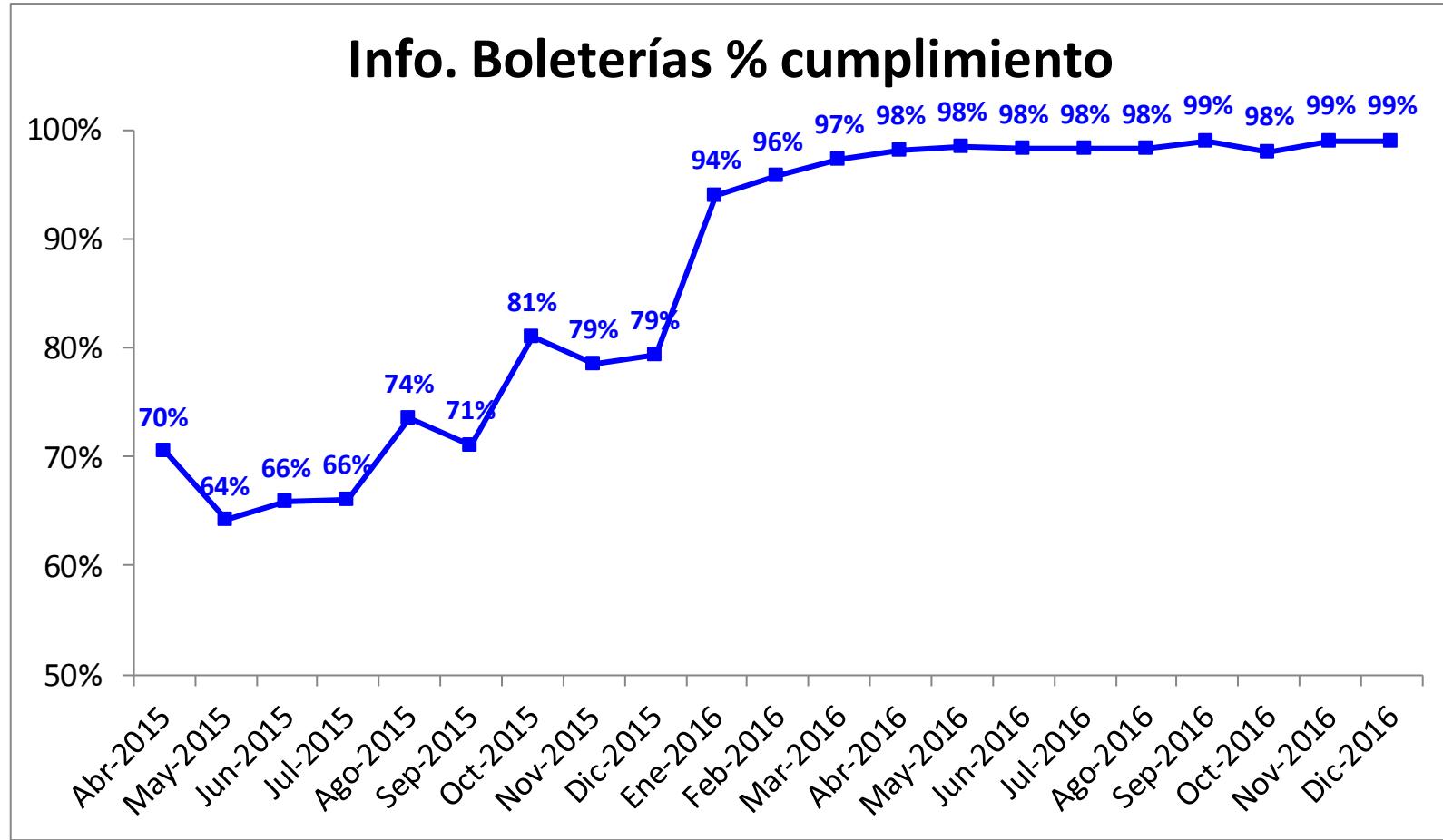


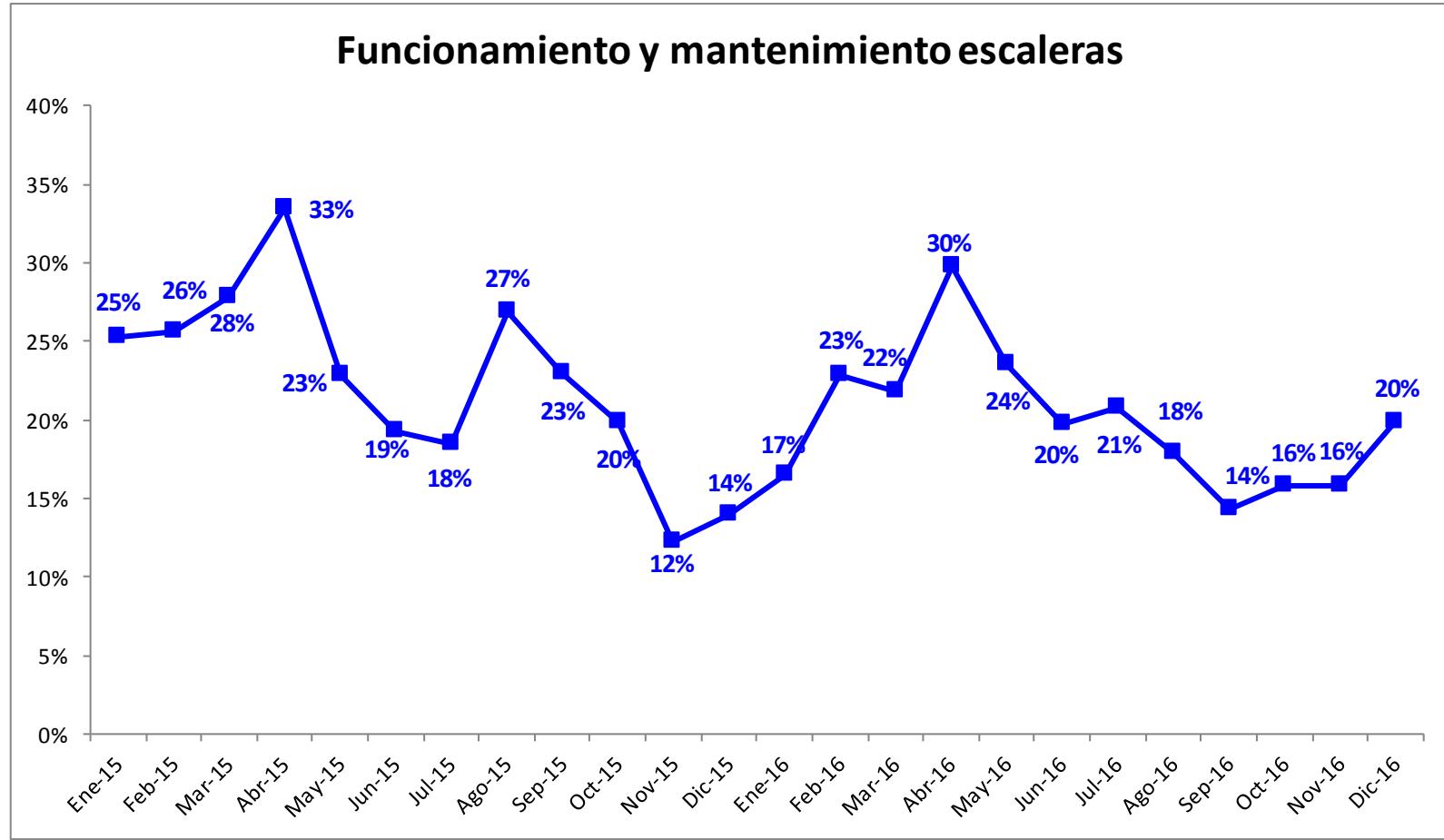
Espera en Boleterías (segundos)	Objetivo Semestral	8-9 hs	17-18 hs
		Oct 2016	Oct 2016
	<60	27	39
A	<60	21	30
B	<60	34	97
C	<60	29	29
D	<60	27	32
E	<60	37	30
H	<60	21	45



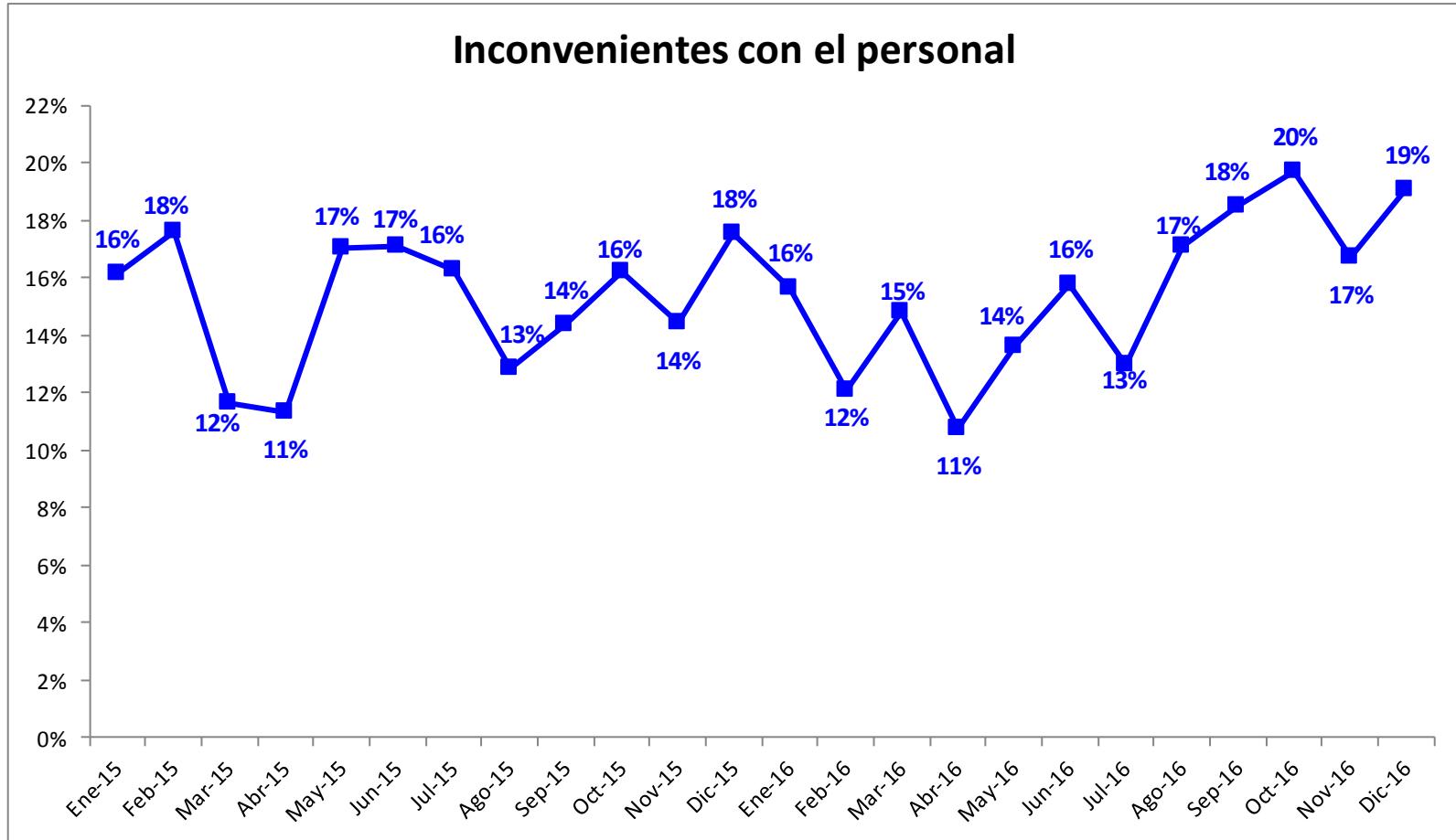


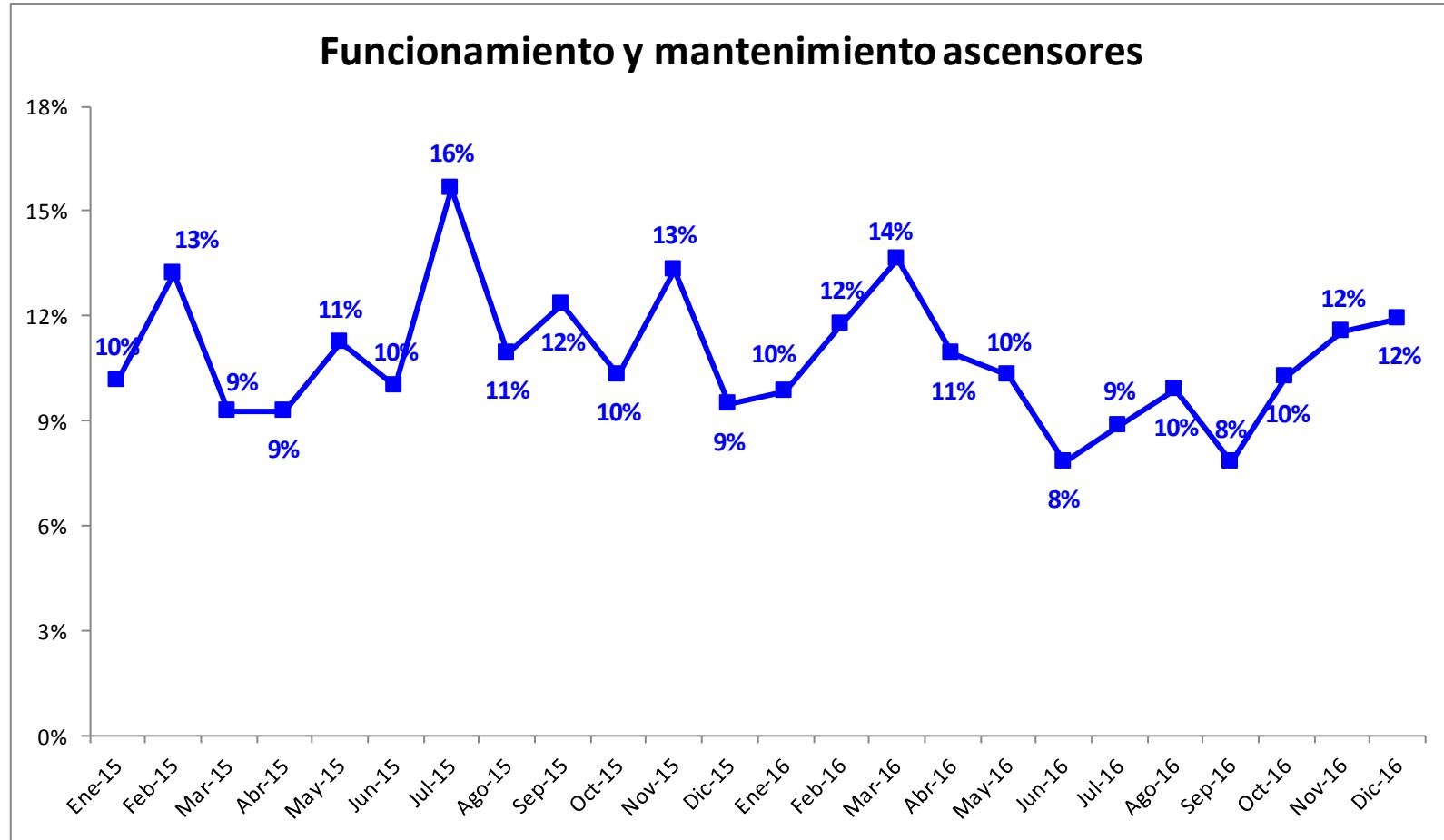




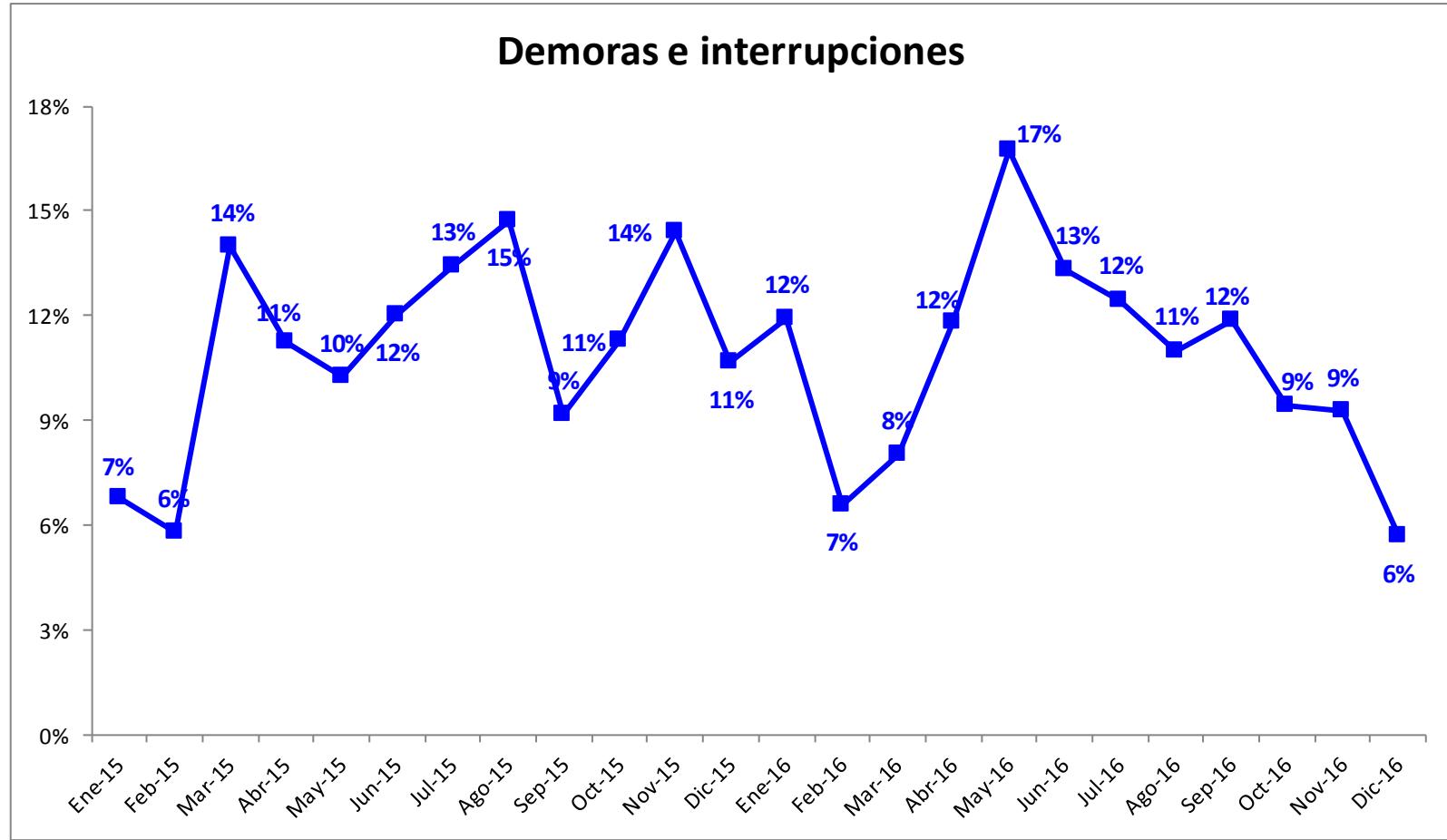


Porcentaje de reclamos del usuario / total de reclamos

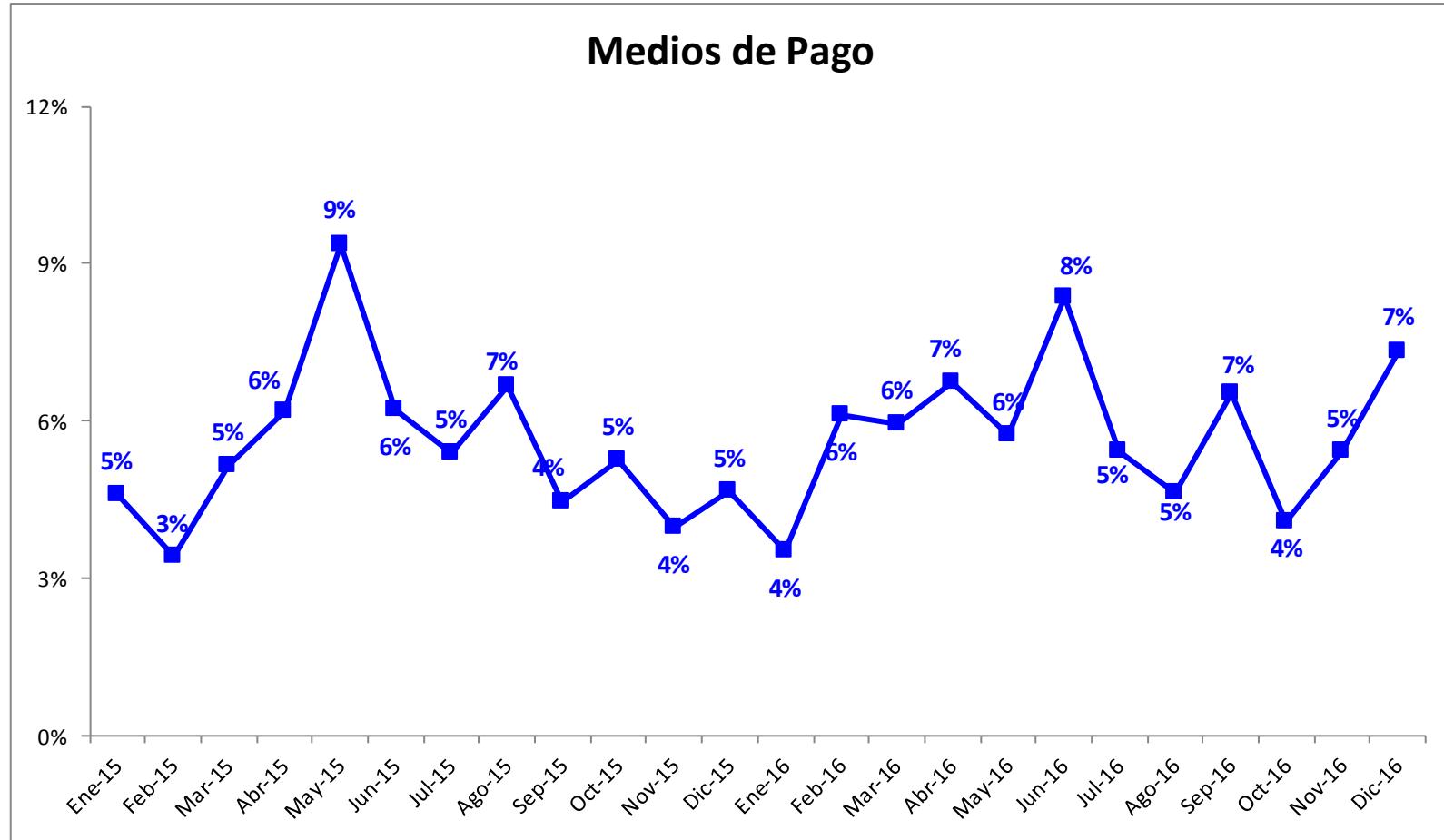




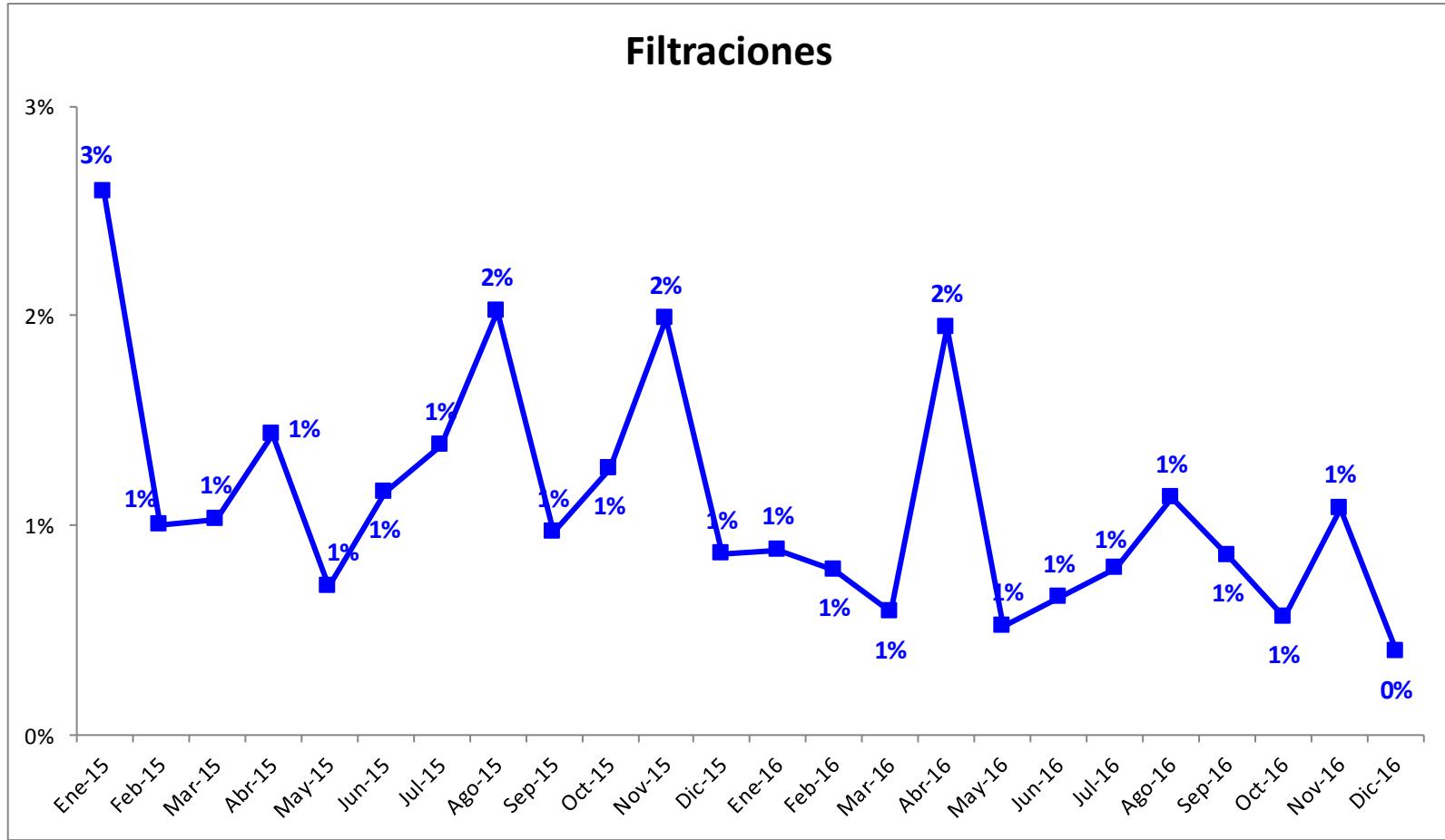
Porcentaje de reclamos del usuario / total de reclamos



Porcentaje de reclamos del usuario / total de reclamos



Porcentaje de reclamos del usuario / total de reclamos  
Hasta Febrero 2015 inclusive se consideraba únicamente Tarjeta SUBE



Porcentaje de reclamos del usuario / total de reclamos

