



18 Years After Beginning Operations, the Tren Suburbano Continues to Strengthen Rail Mobility in the Valley of Mexico

Mexico City, June 1, 2026 — Eighteen years after beginning operations, the Tren Suburbano remains one of the most relevant transportation systems for daily mobility in the Metropolitan Area of the Valley of Mexico, offering a fast, safe, and reliable rail alternative that has redefined the travel experience for more than 4.8 million residents of the region.

Since 2008, the system has helped transform the travel experience of its users by reducing travel times, improving regional connectivity, and consolidating a passenger rail operating model with high standards of efficiency, safety, and service quality.

During this period, as a private concession, the Tren Suburbano has transported more than 789,604,000 passengers. It has also completed over 740 million round trips and accumulated more than 53.2 million kilometers traveled, maintaining 99% punctuality in its service frequency—figures that reflect its operational continuity and relevance within metropolitan mobility.

Currently, the Tren Suburbano connects the seven stations along the Buenavista–Cuautitlán route in trips of under 25 minutes, in a safe and sustainable manner. Speed is a key attribute, highlighted by 91% of users in the most recent User Satisfaction Survey for this service.

Operated with 100% Mexican talent by Ferrocarriles Suburbanos, the system holds international quality certifications such as ISO 9001:2015 and UNE-EN 13816, positioning it alongside the world's best rail systems. Its operation has helped develop specialized capabilities in the country in railway management, mass passenger transport operations, and infrastructure maintenance. This experience has made the Tren Suburbano a national benchmark for new rail projects, providing operational practices focused on punctuality, safety, reliability, and customer service.

User perception confirms this position. According to the latest User Satisfaction Survey, overall satisfaction with the service reaches a score of 8.79, remaining at historically high levels, while the recommendation rate stands at 99%, reflecting users' trust and positive perception of the Tren Suburbano. As a result, it maintains the highest average rating—8.8 out of 10—above other systems such as Metrobús, Mexibús, Metro, buses, vans, and minibuses.

Regarding safety, the same survey shows that 97% of users feel “very safe and safe” on the trains, 97% in the stations, and 98% compared to other public transport services—indicators that reinforce the positive perception of the system.



In 2025, 58% of users were women, seven percentage points higher than three years ago, confirming the Tren Suburbano as a relevant mobility option for this segment, particularly in an urban environment where safety is a determining factor in choosing public transportation. Among women, safety plays a decisive role: 98% agree or strongly agree that they feel safer on the Suburban Train than on other transport options. These results reflect the confidence women travelers place in the service as an efficient alternative for their daily commutes.

Maintenance of the Tren Suburbano is a comprehensive process, ranging from daily inspections to major overhauls every 1.2 million kilometers. Advanced technologies are used, such as ultrasound to detect anomalies in the tracks and infrared thermography to monitor the state of the catenary system. In 2025, more than 88,700 hours were dedicated to preventive, corrective, and predictive maintenance, along with 26,000 hours of training for technical staff. This commitment has made it possible to maintain train frequencies of 6 minutes during peak hours, with the capacity to reduce them to 3 minutes when required.

In addition to its role as a transportation system, the Tren Suburbano has strengthened its relationship with the community through the Tren Suburbano Cultural Center, located at Buenavista Station, where more than 100 musical, artistic, and exhibition events are held each year for users, neighbors, and visitors.

After 18 years of operation, the Tren Suburbano reaffirms its commitment to more efficient, safe, inclusive, and sustainable mobility, as well as to the development of rail solutions that contribute to improving connectivity and quality of life in the Valley of Mexico.