



TREN SUBURBANO REMAINS THE HIGHEST-RATED PUBLIC TRANSPORTATION SYSTEM IN THE MEXICO CITY METROPOLITAN AREA

Mexico City, January 27, 2026 – According to the results of the 2025 Tren Suburbano User Satisfaction Study, the service maintains a highly positive evaluation among its passengers, establishing itself once again as the highest-rated public transportation system compared to other alternatives in the Mexico City Metropolitan Area. This recognition is driven by key attributes such as speed, safety, and reliability.

Overall satisfaction with the service reaches a score of **8.79 points**, remaining at historically high levels, while the intention to recommend the service stands at **99%**, reflecting the trust and positive perception that users have of the Tren Suburbano.

When compared to other public transportation systems, users rate the Tren Suburbano higher in terms of safety, speed, comfort, and lower exposure to accidents. As a result, the Tren Suburbano maintains the highest average rating, with **8.8 points**, above other systems such as Metrobus, Mexibus, Metro, combis, and microbuses.

Speed of travel continues to be the main advantage and motivation for using the service. More than three-quarters of users cite time savings as their primary reason for choosing the Tren Suburbano over other modes of transport, followed by safety and comfort—attributes that reinforce its standing as an efficient system that shortens distances and optimizes everyday commutes.

In 2025, **58% of passengers were women**, 7 percentage points more than three years ago. This confirms that the Tren Suburbano remains an important mobility option for this segment, particularly in an urban environment where safety is a decisive factor when choosing public transportation.

Regarding the condition of trains and facilities, average ratings exceed **90% and 92%**, respectively.

In environmental matters, more than one-third of users are aware that the Tren Suburbano implements concrete actions for environmental care, such as the use of clean energy and resource reuse processes.

These results confirm that the Tren Suburbano continues to be a benchmark for safe, efficient, and reliable mobility, with a strong position compared to other public transportation systems and a high level of approval among daily users.