

Key figures financial statements 2009

in millions of euros

	2009	2008
Balance sheet		
Balance sheet total	6,514	7,763
Profit and loss account		
Revenue	4,596	4,253
Operating result	161	328
Net result	116	281
Cash flow		
Cash flow from operating activities	821	333
Investments in (in)tangible fixed assets	666	433
Operational indicators		
Scale of transport (in % growth)	0.8%	4.0%
General customer appreciation (% giving a score of 7 out of 10 or better)	78.0%	76.0%
Punctuality (trains on the main rail network that arrive on time or less than 3 minutes late)	86.6%	86.8%
Punctuality (trains on the main rail network that arrive on time or less than 5 minutes late)	92.0%	93.0%
Staff (average FTE)	30,068	26,581