



Apolinar Rodríguez Díaz  
Director Internacional

**Mr. Roelof van Ark**  
**Chief Executive Officer**  
**California High-Speed Railway Authority**  
**925 L Street – Suite 1425**  
**Sacramento, CA 95814**  
**California (USA)**

Madrid, 20<sup>th</sup> September 2010.

Dear Mr. van Ark,

As the main railway operator and the sole operator of high-speed train services in Spain, we feel very honoured by your invitation to participate in the "Peer Review" mentioned in your letter of September 1, 2010; and very pleased to be able to contribute, in this way, and to the best of our knowledge and experience, to the final refinement of the Operations and Maintenance concepts and procedures developed by CHSRA.

As it is well-known by you and your colleagues, Renfe's experience with the operation of high-speed rail services dates back to 1992, when the first high-speed line (Madrid-Seville) came into service in our country. Since then, Spain's high-speed rail network has developed continuously, and so has our experience and knowledge of the specificities and particularities of the operation and maintenance of this type of trains and services.

By the end of this year, with the opening of the line-Madrid-Valencia/Albacete, Spain will have the most extensive high-speed rail network in the World (more than 2.000 Km – about 1,250 miles), many of which have now been in exploitation for years.

As important as the length of our network, we at Renfe are currently operating a pretty large, varied and interoperable fleet of high speed trains, from different manufacturers (Alstom, Talgo, Siemens) and equipped with different signalling and control systems (LZB, ERTMS), also provided by a range of different suppliers. This is, perhaps, one of the most remarkable features of our high speed system.

As for the operation and, in particular, maintenance of this fleet, our industrial division, which in the context of the company's new policy introduced in 2005 is also participating in train manufacturing, has developed a significant experience and know-how in maintenance workshops, maintenance operations for high speed train-sets and strong partnerships between the operator and the manufacturers in both stages of manufacturing and maintenance.



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As regards service quality standards, Spain's high-speed railway (operated by our Company) has progressively undertaken stringent commitments in regards to punctuality and other aspects directly related to customers' service, which have led us to rank second in the World regarding punctuality of our trains (99.5 %) and enjoy a high level of satisfaction among our customers (7.9), as shown by regular surveys.

In conclusion, we believe that our experience, alongside the experience of other high speed train operators worldwide, can indeed help CHSRA accomplish the objective of adopting the highest-quality and state-of-the-art Operations and Maintenance concepts and procedures.

In accordance to the schedule suggested in your letter, and unless otherwise required, we look forward to receiving the documentation already prepared at CHSRA and we commit ourselves to return to you within the given deadline our "Peer Review" of such documentation, which would be drawn up by our best experts and staff.

We would nevertheless like to ask you whether it is also envisioned that some sort of "Peer Review" meeting or workshop could be held at a later stage, or if the exercise proposed in your letter is to be substantiated exclusively through written documents.

I would like to avail myself of this opportunity to once again express our interest in your high- speed project and in the possibility to participate in the operation of the system in the future, as mentioned in your letter. In this regard, we appreciate the statement at the end of the second paragraph of your letter clarifying the purpose of this "Peer Review" and its full compatibility with our future participation in CHSRA tenders involving operation of the system. Your kind invitation to participate in this "Peer Review" gives us further encouragement in this intent.

Yours sincerely,

