

The background of the cover is a black and white photograph of a city at night. On the left, a tall, curved building with a grid-like facade is illuminated from within, showing many lit windows. In the foreground, a tram is captured in motion, creating a horizontal light streak across the lower half of the image. In the background, other buildings and construction cranes are visible under a dark sky. A large teal triangle is positioned in the upper right quadrant, containing the title text.

CHARTER OF SERVICES

tram

Effective term: 2024-2025 | Edition: 2024

MISSION AND VALUES

Mission, vision and values

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tram

A black and white photograph of a tram at a station platform. The tram is white with dark windows and has 'tram.cat' written on its side. Several people are standing on the platform. A large green rectangular overlay covers the right side of the image, containing white text. The background shows a modern station with a curved roof structure.

We are pleased to present the **TRAM Charter of Services**.

It features the services that we offer to our travellers and our commitments to each and every one of them.

It also contains an excerpt of user rights and obligations and the channels through which you can contact us.

This represents **TRAM's** public commitment to the quality of our management and to the provision of our public transport service. These are commitments that we honour, as endorsed by the results of the indicators for the 2022-2023 two-year period which complement this **Charter of Services**.

The **Charter of Services** was produced taking into account the requirements and expectations of our passengers, who are the focus of all the decisions we take. This is why we truly appreciate the comments submitted by users, whom we would encourage to participate in order to help us to improve the service they enjoy on a daily basis.

We want our users to enjoy a safe and reliable mobility service, one that delivers a good travel experience.

Mission and Values

TRAM is a public transport company that manages the two tram networks of the Metropolitan Region of Barcelona. We strive to accomplish our Mission and Vision every day, always remaining true to our values, in the conviction that this is the path that will guarantee that tram users will enjoy a safe, reliable and satisfactory travel experience.



Mission

To transport people by tram in a way that allows them to enjoy an efficient and environmentally friendly mobility service.



Vision

To be recognized as a benchmark company in the world of mobility; an example of efficiency, innovation, respect for the environment and commitment to users. An operator who makes travelling a satisfying experience.

Values

Quality	Safety	User-centred	Respect for the environment	Innovation and efficiency
Transparency	Responsibility	Honesty	Interest in people	Equity

General Terms

Below is an excerpt from our General Terms of Use, specifically the points relating to the rights and obligations of passengers.

Rights



Use the different transport tickets that can be bought at our facilities.



Have preferential seating identified to help people with reduced mobility, pregnant women and older people to travel in comfort.



Transporting items such as bicycles and prams. Bicycle access is allowed as long as it does not inconvenience other passengers due to lack of space in the vehicle. Once inside, they must be placed in the area reserved for these vehicles and correctly positioned and secured.



Travel with one dog per person outside peak hours, and as long as the dog is on a leash and muzzled. Dogs are permitted in the vehicles at weekends and on public holiday, and from 24 June to 11 September, at any time. From 11 September to 24 June, they are not permitted from 7:00 a.m. to 9:30 a.m. or from 5:00 p.m. to 7:00 p.m.

Obligations



Always validate the ticket upon entry, even in the case of a transfer. Keep the ticket until you leave the tram platform.



Make the work of the inspection staff easier; as agents of the authority, they follow the laws in force.



The minimum charge for travelling without a valid ticket is 100 Euro.



Wait for passengers to exit before entering.



Hold on to the bars when travelling on foot.

Service regulations:

These are the rules and laws applicable to TRAM:

General Terms of Use

Act 7/2004, of July 16th

Railways Act 4/2006, of 31st March

Act 26/2009, of December 23rd, on fiscal, financial and administrative measures

TES/3013/2011, of December 21st, updating the applicable minimum payment

Act 13/2014 of 30 October on accessibility

Act 3/2015 on fiscal, financial and administrative measures

UNE-EN ISO9001 Regulations

UNE-EN ISO14001 Regulations

UNE-EN 13816 Regulations

UNE-EN ISO45001 Regulations

Referencial AENOR Operational Railway Safety

Organic Law 3/2018, of December 5th, on the Protection of Personal Data and the guarantee of digital rights

Commitments and indicators

Service quality

TRAM undertakes to work efficiently, seeking continuous improvement, and therefore we take on the following commitments:



We undertake to carry out 98% of all scheduled services. This percentage will not include stops due to causes beyond TRAM's control, such as demonstrations, abnormal weather conditions, occupation of the tram platform by other vehicles or pedestrians, etc.



We undertake to carry out 98% of the daily services on time (maximum 2 minutes late). This percentage will not include delays due to causes beyond TRAM's control, such as demonstrations, abnormal weather conditions, occupation of the tram platform by other vehicles or pedestrians, etc.



We undertake to provide users with all the necessary information about the service at stops, on trams and on digital channels that will enable us to obtain a rating of over 7.5 in the satisfaction survey we carry out every year among our users.

Respect for the environment

TRAM undertakes to respect the environment, and therefore we take on the following commitments:



We undertake to use our facilities to install, as far as possible, equipment that generates renewable energy and that produces at least 120,000 kWh a year.



We are committed to ensuring that the trams' power consumption never surpasses 4.5 kWh/km.



We undertake to compensate 100% of the company's annual direct and indirect CO2 emissions due to electricity usage.

Safety

TRAM undertakes to work in a safe manner, and therefore we take on the following commitments:



We undertake to obtain a minimum rating of 7.5 in the satisfaction survey when we ask our users about personal safety in TRAM.



We undertake to promote activities for training and the dissemination of civic-mindedness related to the environment and sustainability involving a certain number of participants every year that will be equal to or greater than the previous year's figure.



We undertake to have a certified Railway Safety Management System in place and to obtain a score below 51, calculated according to the current regulations.

Customer service

TRAM undertakes to ensure that our customers are our priority, and therefore we take on the following commitments:



We undertake to answer all queries, suggestions and complaints raised by our users within an average period of no more than 5 working days and never exceeding 20 calendar days.



We undertake to return lost items that are claimed, with the exception of those containing personal data, by courier service at no cost to the customer, whenever the customer so requests.



We undertake to return the full amount of any tickets purchased from TRAM by mistake when selecting their type, provided they have not been used.



Social Responsibility

TRAM undertakes to fulfil the following agreements:



We undertake to prepare an Annual CSR Plan and allocate a percentage of TRAM's gross profits, before taxes, to its financing no less than 0,7%.



We undertake to engage in actions that provide greater visibility to the women who work for TRAM at least once a year.



We undertake to ensure that tram stops are adequately adapted for people with reduced mobility and sight and hearing difficulties, in accordance with the following regulations:

- Law 13/2014, of 30 October, on accessibility.
- Decree 135/1995, of 24 March, implementing Law 20/1991 of 25 November, promoting accessibility and the suppression of architectural barriers and the approval of the Accessibility Code.

We also undertake to ensure that 10% of the tram seats are available to people with special needs (pregnant women, people with children, the elderly and people with reduced mobility).



We undertake to facilitate communication between TRAM management team and users through any of the existing communication channels, at least once a year.



How to contact TRAM

The commitments detailed in this **Charter of Services** become meaningless without feedback from our passengers. Therefore, we list all the available channels for you to send us your complaints and suggestions:

Working days from Monday to Friday, from 8:00 a.m. to 8:00 p.m. July and August, from 8:00 a.m. to 3:00 p.m.

 **Free phone:**

900 70 11 81

 **WhatsApp:**

900 70 11 81

 **Website:**

<http://www.tram.cat>

 **Twitter:**

@TRAM_Barcelona

 **Facebook:**

TRAM_Barcelona

 **App iOS:**


TRAM Barcelona


 **App Android:**

TRAM Barcelona

Customer Service Offices:

Working days from Monday to Friday, from 9:00 a.m. to 7:00 p.m.
July and August, from 8:00 a.m. to 3:00 p.m..

 Av. Barcelona, s/n
(near the Bon Viatge stop on the T1 and T2 lines)
08970 Sant Joan Despí

 Av. Eduard Maristany, s/n
(opposite the Port Fòrum stop on the T4 and T6 lines)
08930 Sant Adrià de Besòs

Intercom at all our stops

24 hours a day, all year round

Duration and compliance of commitments

The commitments set out in this Service Charter are in force for two years from their certification.

Compliance with these commitments will be reviewed annually and published externally through the digital channels of TRAM, namely:

Website: www.tram.cat

TRAM social media



EMENDATION

If any indicator is not fulfilled, the person affected will receive, on request, a personalised apology and a return ticket for the TRAM.

AENOR
Confía



Certificat AENOR de Servei Cartes de Serveis



CDS-2019/0029

AENOR certifica que l'organització

TRAMVIA METROPOLITA, S.A.

amb domicili social a: CL CORCEGA, 270 4º 6ª, 08008 - BARCELONA

ha implantat una: Carta de Serveis

conforme amb: UNE 93200:2008

per a: Transport públic de viatgers, en tramvia.

prestat a: CL CORCEGA, 270 4º 6ª. 08008 - BARCELONA

Sistema de certificació: Aquest certificat s'ha concedit d'acord amb el que estableix el Reglament Particular de Certificació d' AENOR RP A58.01

Data de primera emissió: 2019-06-19

Data de l'última emissió: 2022-06-19

Data d'expiració: 2025-06-19



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