



CHARTER OF SERVICES

tram

MISSION AND VALUES

Mission, vision and values

GENERAL TERMS OF USE OF THE TRAM

Rights of the users
Obligations of the users

SERVICE REGULATIONS

COMMITMENTS AND INDICATORS

Service quality
Respect for the environment
Safety
Customer service
Social Responsibility

DURATION AND MEASUREMENT OF COMMITMENTS

CONTACT TRAM

Tram





We are pleased to present the **Charter of Services**, which is intended to be a simple and practical document to keep our passengers informed of the services provided by **TRAM** and the commitments we have with them. In this document you will also find an extract of the rights and obligations of the users, as well as the channels for you to contact us in order for us to improve our service.

The **Charter of Services** shows **TRAM**'s public commitment to further improve the quality of the management and provision of the public transport service. The needs and expectations of our passengers have been the starting point for the drafting of this **Charter of Services** and the commitments contained therein.

We welcome and review all comments from the passengers, as they help us to improve our service on a daily basis and to know what expectations and needs are to be met. They form the basis of our decisions and you will see several examples of this in this document.

We want users to enjoy an efficient mobility service that respects society and the environment.

Mission and Values

TRAM is a public transport company that manages the two current tram networks in the Barcelona Metropolitan Region in the most efficient way. We work to offer the best service to the people, who use the tram every day to get around quickly, comfortably and safely.



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	Customer focus	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



Choose between the different transport tickets and buy them at the usual points before getting on the tram.



Provision of duly marked seats for the priority use of persons with reduced mobility, pregnant women and other groups designated by the operating company.



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.



You can 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. However, 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



Respect these 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.



To promote activities for training in and increasing civic-mindedness, respect for the environment and sustainable mobility, involving a number of participants equal to or greater than the previous year.



We undertake not to surpass the value of 51, based on the standard values recommended by the regulations, for which purpose the TRAM's Railway Safety Management System is guaranteed to fulfil the regulatory requirements, maintaining its certification effective.

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 increase the visibility of women in traditionally masculinised jobs at Tramvia at least once a year.



We undertake to have the tram stops properly adapted for people with reduced mobility and the blind, 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 25% 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.



Contact

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_Bcn

Facebook:
TRAM_Bcn

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

Compliance with these commitments will be reviewed annually and published internally through the following channels:

Intranet

Digital signage

Internal Newsletter

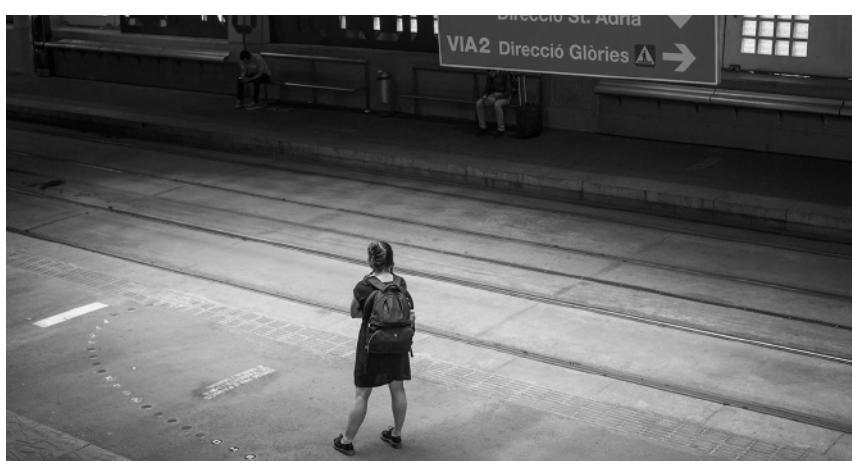
Collaborative website

In addition to this document, we measure our commitments to the users using the following systems:

The annual satisfaction survey.

Queries, complaints and suggestions received through all our customer service channels or through the Junta Arbitral de Consum.

Actions such as "Volem escoltar-te" (We want to listen to you) in which the TRAM management team goes out on to the street to find out passengers' concerns in person.



EMENDATION

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

Commitments and indicators

1/3

SERVICE QUALITY

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

	ANNUAL OBJECTIVES	ANNUAL VALUE 2022	ANNUAL VALUE 2023
 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.	> 98%	99,67%	99,73%
 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.	> 98%	99,26%	99,66%
 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.	> 7,5 / 10	8,51	8,54

RESPECT FOR THE ENVIRONMENT

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

	ANNUAL OBJECTIVES	ANNUAL VALUE 2022	ANNUAL VALUE 2023
  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.	≥ 120.000 kWh/year	131.336 kWh/year	141.425 kWh/any
 We are committed to ensuring that the trams' power consumption never surpasses 4.5 kWh/km.	≤ 4,5 kWh/km	4,12 kWh/km	4,23 kWh/km
 We undertake to compensate 100% of the company's annual direct and indirect CO ₂ emissions due to electricity usage.	1	-	1

Commitments and indicators

2/3

SAFETY

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

	ANNUAL OBJECTIVES	ANNUAL VALUE 2022	ANNUAL VALUE 2023
 We undertake to obtain a minimum rating of 7.5 in the satisfaction survey when we ask our users about personal safety in TRAM.	≥ 7,5 / 10	8,27	8,24
 To promote activities for training in and increasing civic-mindedness, respect for the environment and sustainable mobility, involving a number of participants equal to or greater than the previous year. (*)	4,777	-	4,750
 We undertake not to surpass the value of 51, based on the standard values recommended by the regulations, for which purpose the TRAM's Railway Safety Management System is guaranteed to fulfil the regulatory requirements, maintaining its certification effective. (**)	< 51	34,85	35,36

CUSTOMER SERVICE

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

	ANNUAL OBJECTIVES	ANNUAL VALUE 2022	ANNUAL VALUE 2023
 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.	≤ 5 working days	0,7	0,67
 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.	100% of claims	100%	100%
 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.	100% of cases	100%	100%

Commitments and indicators

3/3

SOCIAL RESPONSIBILITY

TRAM undertakes to fulfil the following agreements:

	ANNUAL OBJECTIVES	ANNUAL VALUE 2022	ANNUAL VALUE 2023
 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%.	≥ 0,7%	0,93%	0,97%
 Nos comprometemos a visibilizar a las mujeres en puestos de trabajo del Tranvía tradicionalmente masculinizados, como mínimo una vez al año.	≥ 1	-	2
 We undertake to have the tram stops properly adapted for people with reduced mobility and the blind, in accordance with the following regulations: <ul style="list-style-type: none">• 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 25% of the tram seats are available to people with special needs (pregnant women, people with children, the elderly and people with reduced mobility).	100%	100%	100%
 We undertake to facilitate communication between TRAM management team and users through any of the existing communication channels, at least once a year.	≥ 1	1	1

* The number of reservations was 4,971, although due to influenza, the number of students that ultimately participated in the training activities was 4,750.

** The indicator is calculated by means of the weighting of certain Railway Operating Safety (ROS) indicators: Collisions 30%, falls inside the tram 15%, injuries 20%, SPADs (Signals Passed At Danger) 25% and EB (Emergency Braking) 10%.

EMENDATION

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

tram

Effective term: 2022-2023 | Edition: 2023
Last update: April 2024



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 6^a, 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 6^a. 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



Rafael GARCÍA MEIRO
Director General

