


SERVICES CHARTER 2024-2025



Euskotren service quality commitments to the users of
LURRALDEBUS AND BIZKAIBUS EUSKOTREN

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Lines and Schedules 



Euskotren is seeking to grow significantly in the near future, with its sights set on being the leading public transport operator in the Basque Country, operating on the metric network owned by the BAC, by providing greater frequency, expanding its services with tramways and buses in other municipalities and increasing the current ones, transporting more freight by rail and offering services on other networks. This will all be underpinned by economic efficiency and sustainable management criteria, thus contributing to the advancement of society in general.

The Euskotren purpose is to operate the transport concessions that were transferred by the Spanish Central Government to the Autonomous Government of the Basque Country, pursuant to Decree 2488/78 of 25 August. The corporate purpose of Euskotren, the trade name of the company adopted in 1996, is fundamentally focused on managing the road and rail transport services of passengers and freight, in the territorial scope of the Autonomous Community of the Basque Country. The company uses the Euskotren Lurraldebus and Bizkaibus brand to operate the bus service in Gipuzkoa and Bizkaia, respectively.

We are undertaking numerous actions to address the challenge of reforming and modernising public transport. These include actions aimed at facilitating and improving the sustainability mobility of the citizens, with priority given to Safety & Security and to Service Quality, in the field of our levels of operations and of responsibility. Our customers are already enjoying and warmly welcoming the results that are, step by step, being achieved.

We regularly listen to our users, take on board their reasonable expectations and seek the best responses. Their help is our best guarantee and stimulus to continue improving Safety & Security and Service Quality.

Thank you on behalf of Euskotren and society in general for helping us to improve the Quality of our Services.

General Manager

Our commitments to you: SERVICE OFFERED

Our undertakings:

- ❖ Adjust the capacity of the buses to demand.
 - Monthly check of No. pax/m², with a target of no more than 4 pax/m² along 80% of the journey.

- ❖ Provide all the scheduled services, unless in exceptional circumstances.
 - Check % of service implemented as per the scheduled service, with our target being at least 95% compliance.



Our commitments to you: ACCESSIBILITY

Our undertakings:

- ❖ Guarantee universal accessibility
 - Ensure that the % of ramp and platform breakdowns of our buses does not exceed 0.3% of failures.
 - 100% of our vehicles will have at least 4 seats reserved and will be correctly marked.



Our commitments to you: INFORMATION FOR CUSTOMERS

Our undertakings:

- ❖ Guarantee both the buses and the stops have clear and up-to-date information.
 - Check the number of complaints for non-existing or erroneous information. Receiving more than 2 complaints a month is unacceptable.

- ❖ Guarantee that in the case of scheduled unusual situations, the driver informs the passengers of any changes envisaged in the line.
 - Monthly check of the number of complaints. Receiving more than 2 complaints/month is unacceptable



Our commitments to you: PUNCTUALITY

Our undertakings:

- ❖ Provide a punctual road service and not allow the buses to leave or pass by the stops ahead of time.
 - Daily check of the % of services provided on time out of the total services. Our target is for at least 85% of the services are on time.
 - Score at least 7 out of 10 for “Punctuality” on the satisfaction survey.
- ❖ Corrective and preventive actions will be triggered when delays, not due to traffic, over 10 minutes are detected.



Our commitments to you: CUSTOMER SERVICE (1/2)

Our undertakings:

- ❖ Answer at least 95% of the queries, complaints, suggestions and/or claims received through any of the information channels within 5 days.
 - Check and monitor the time for settling claims.



** If technical assessment is required, the time period will be met that are set in current legislation*

Our commitments to you: CUSTOMER SERVICE (2/2)

- ❖ Ensure proper services and assistance, by means of the professionalism of our staff.
 - Score at least 7/10 for "Global Perception" on the satisfaction survey.
- ❖ Our staff being trained to provide accurate information in a friendly manner, as well as help users within their remit.
 - Score at least 7 out of 10 for "Treatment by Staff" on the satisfaction survey.



Our commitments to you: COMFORT, CLEANLINESS, MAINTENANCE

Our undertakings:

- ❖ 100% of the drivers driving professionally, as gently as possible, avoiding sudden braking and accelerating, to ensure the journey feels safe and comfortable.
 - Score at least 7/10 for "Travel Comfort" on the satisfaction survey.
- ❖ Ensure 100% of buses are properly clean, in a good state of repair, and the inside free of odours and well ventilated.
 - Score at least 7/10 for "Cleanliness, Appearance and Comfort" on the satisfaction survey.



Our commitments to you: SAFETY & SECURITY

Our undertakings:

- ❖ Guarantee a control and surveillance system for the night service vehicles.
 - Measure % of our services that benefit from the CCTV system operating correctly, with the target of 90% benefiting.
 - Score at least 7/10 for "Feeling of Safety & Security" on the satisfaction survey.
- ❖ Maintain ISO 39001 Road Safety certification, which focuses the activity on reducing or eliminating the rates of deaths and serious injuries due to traffic accidents.



Our commitments to you: ENVIRONMENTAL IMPACT

Our undertakings:

- ❖ Save and use energy in the most efficient way possible.
 - Fuel consumption of the monthly passengers/unit, with our target being ≤ 0.75 l fuel / passengers
 - Fuel consumption of the ut l/100km travelled per month, with our target being ≤ 41 l/100km
- ❖ Mitigate the impact of the environmental noise by means of the presence of technical measures for the running of the buses and in the workshop **.
 - Score at least 7/10 for "Absence of vibrations and sudden movements" on the satisfaction survey



** Only applicable to the Lurraldebus service

Our commitments to you: ENVIRONMENTAL IMPACT

Our undertakings:

- ❖ Increase the fleet of vehicles with a smaller environmental impact.
 - Check the fleet of vehicles by type according to the Euro emission standard \leq Fleet of the previous year
 - Fuel consumption (l / 100km) of the vehicles by type of vehicle \leq consumption of the previous year





RELIEF MEASURES

If your claim is evidence of non-fulfilment of any of the undertakings, the Customer Advice Offices will process your claim within 72 hours, to apologise and to provide an explanation of what had happened.

Euskotren has a complaint and suggestion system so that you can send us your opinion on the services offered and the undertakings in this Charter.

You can submit your complaints and suggestions using the “[Suggestions and Areas for Improvement](#)” option on our website <http://www.euskotren.eus/>, or using our app.



Suggestions and Areas for Improvement Portal



Passengers' rights and obligations



Contact addresses: BIZKAIA Citizen Advice Offices (OAC)

By post:

Euskotren; Plaza San Nikolas, 2 CP 48005 BILBAO

Euskotren; Plaza Estación s/n CP 48370 GERNIKA

Euskotren; Estación de Durango CP 48200 DURANGO

Euskotren; Plaza Easo n/9 CP 20006 DONOSTIA

At Information Offices:

Plaza San Nikolas, 2 CP 48005 BILBAO

Plaza Estación s/n CP 48370 GERNIKA

Estación de Durango CP 48200 DURANGO

Plaza Easo n/9 CP 20006 DONOSTIA

CUSTOMER SERVICE: Telephone: 944 333 333

Or, though the employees: at any point of our buses.

Internet: <http://www.euskotren.eus>, downloading, completing and sending the Customer Service form to: oaczaz@euskotren.eus, oazger@euskotren.eus, oacdur@euskotren.eus, oacdon1@Euskotren.eus or by Public Information email.



Twitter @euskotrenejv.



Facebook.com /euskotrenejv.



Instagram.com / euskotrenejv.

Customer Service Opening Hours

Zazpikale Station, at plaza San Nikolas, 2:

Winter:

Monday to Friday: 8.00 a.m. to 8.00 p.m.

Saturdays and bank holidays: 9.00 a.m. to 3.00 p.m.

(Closed on Saturdays after a bank holiday)

Summer (July and August): 8.00 a.m. to 3.00 p.m. (Monday to Friday).

Gernika Station, in Plaza Estación s/n.

Winter:

Monday to Friday (working days): 8.00 a.m. to 8.00 p.m.

Bank holidays (year round) : 9.00 a.m. to 3.00 p.m.

Summer (July and August): Monday to Friday (working days): 8.00 a.m. to 3.00 p.m.

Durango Station.

Winter:

Monday to Friday (working days): 8.00 a.m. to 8.00 p.m.

Bank holidays (year round) : 9.00 a.m. to 3.00 p.m.

Summer (July and August): Monday to Friday (working days): 8.00 a.m. to 3.00 p.m.



- Railway Sector Act 38/2015, of 29 September
- Railway Sector Regulations (R.D. 2387/2004, of 30 December)
- Basque Transport Authority Act 5/2003, of 15 December
- Land Transport Planning Act 16/1987, of 30 July
- Regulations of the Land Transport Planning Act (Royal Decree 1211/90, of 28 September)
- Regulation (EC) 1370/2007 on public passenger transport services by rail and by road
- Act 9/2013, of 4 July, amending Land Transport Planning Act 16/1987
- Public Sector Procurement Act 9/2017
- Act 31/2007 on procurement procedures in the water, energy, transport and services sectors
- UNE-EN ISO 9001:2015 standard
- UNE 13816 standard
- UNE 93200 standard
- Road Traffic Safety Management System UNE-EN ISO 39001 standard
- RP A37.01. Specific Regulations of the AENOR Services Mark for Public Passenger Transport (TPP)
- RP A58.01 Specific Regulations of the AENOR Services Mark certified for Services Charter.
- Occupational Health and Safety Act 31/1995
- Organic Law 3/2018 on the Protection of Personal Data and the Guarantee of Digital Rights
- Personal Safety & Security Act 5/2014, of 4 April.
- Legislative Decree 1/2017, of 27 April, approving the consolidated text of the Basque Emergency Management Act.
- Consumers and Users Statute Act 6/2003 of the Basque Parliament, of 9 December
- Royal Decree 537/2019, of 20 September, of 23 November and regarding accessibility and non-discrimination for the access and use of means of transport (amending Royal Decree 1544/2007, of 23 November)
- Transparency, Access to Public Information and Good Governance Act 19/2013, of 9 December
- Ordinance regulating the BARIK card and tickets.
- Regulations and General Terms and Conditions for using the MUGI card.
- Ordinance regulating BAT tickets.
- Tax ordinance on the tariffs for public transport services for holders of CTB tickets.
- Harmonisation regulations of the regular public passenger transport services by road within the sphere of the Gipuzkoa authorities belonging to the Gipuzkoa Transport Authority.
- Bizkaibus Service Manual. 02/2022
- Regulations for passenger transport services in the province of Álava

EUSKOTREN, GETTING BETTER BY THE DAY.
Your opinion is very important to improve the service we offer

