

# SERVICES CHARTER 2026-2027



tren



tranvía



autobús



funicular



metro - L3



museo

Euskotren service quality commitments to users of the **Bilbao and Vitoria-Gasteiz tramways**

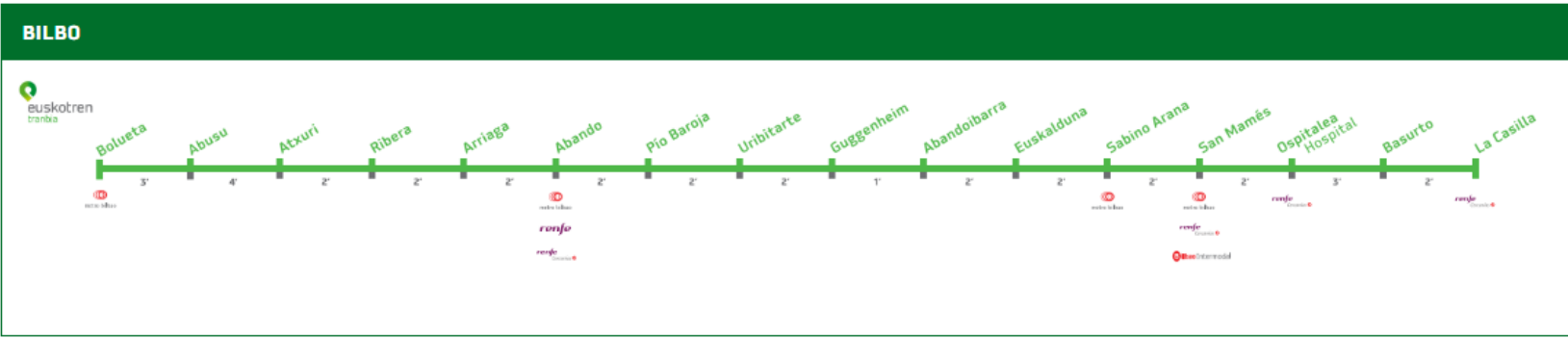
1. Service Vocation
2. Our Commitments to You
3. Participation, Complaints and Suggestions
4. Where to Find Us
5. Applicable Legislation



Fares



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Fares



Timetable

Euskotren, the leading public transport operator in the Basque Country, aspires to grow substantially in the near future on its metric-gauge network in the Basque Country, by providing greater frequency, transporting more freight by rail and offering rail, funicular and other network services. 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 Tranbia' brand to operate the BILBAO and VITORIA-GASTEIZ Tramway service.

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, as regards our levels of operations and of responsibility. Our customers are already enjoying and warmly welcome 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**

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Our undertakings:

- ❖ Adapt the tramway frequencies and capacity to demand.
  - % of passengers affected by high occupancy incidents. The target is to ensure that at least 90% of passengers are not affected. High occupancy incident is considered when higher than an equivalent occupancy to 4 people/m<sup>2</sup>.
- ❖ Maintain, except in exceptional circumstances, the scheduled services in order to facilitate passenger mobility.
  - % services run (monthly measurement). Our target is to comply with 95% of those offered.



## Our commitments to you: **ACCESSIBILITY**

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Euskotren develops and maintains an accessibility plan for the continuous improvement of its facilities and services.

Our undertakings:

- ❖ Guarantee adequate accessibility to our premises and units.
  - Score at least 7/10 for 'Inside and Outside Accessibility' on the annual customer satisfaction survey.
- ❖ Ensure that the ticket issuing and validation equipment is working correctly.
  - Monthly availability of the issuing and validation equipment with a target of  $\geq 95\%$ .



## Our commitments to you: INFORMATION FOR CUSTOMERS *-Usual Service-*

Our undertakings:

- ❖ Guarantee that the stops have clear and up-to-date information.
  - Number of complaints for non-existing or incorrect information. Over 2 complaints a month is unacceptable.
- ❖ Guarantee that the tramway units have visible instructions inside and outside.
  - Percentage of units with correct and visible information (as per inspection), with an annual target of  $\geq 90\%$ .



## Our commitments to you: INFORMATION FOR CUSTOMERS *-Service disruptions-*

Our undertakings:

- ❖ Inform passengers, using the available channels (screens at stops, app and web), of any changes or disruptions to the services – whether or not scheduled – as quickly as possible and to keep the information up to date while it is applicable.
- No. of complaints a month regarding information about service disruptions. Over 2 complaints a month is unacceptable.
- Average rating  $\geq 6.5/10$  on the satisfaction survey regarding 'Information at Stops about NON Scheduled Disruptions'.



## Our commitments to you: PUNCTUALITY

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### Our undertakings:

- ❖ Provide a tramway service that is on time and avoiding trams leaving or passing through the stops ahead of time.
  - % of services on time ( $\leq 3$ min), with a target of  $\geq 85\%$ .
- ❖ Ensure adequate passenger perception of service punctuality.
  - Score at least 7/10 for 'Punctuality' on the annual customer satisfaction survey



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

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### Our undertakings:

- ❖ Answer the queries, complaints, suggestions and/or claims received through any of the information channels within 3 days\*.
  - Percentage of requests a month answered in  $\leq 3$  days, with a target of  $\geq 95\%$ .
  
- ❖ Guarantee that compensation or relief measures are applied in case of disruptions to the service.
  - Pursuant to Regulation (EC) No. 1371/2007, passengers are entitled to compensation if the service is cancelled or in the case of delays over 20 minutes .

*\* If technical assessment is required, the time period to be met is that established by current legislation*



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

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- ❖ Ensure passengers receive appropriate support based on professionalism and how they are treated by the staff.
  - Score  $\geq 7/10$  for 'Global Perception' on the satisfaction survey.
  - Score  $\geq 7/10$  for 'Staff Professionalism' on the satisfaction survey.
  - Score  $\geq 7/10$  for 'Treatment by the Staff' on the satisfaction survey.
- ❖ Ensure appropriate customer support using the main communication channels.
  - Score  $\geq 7/10$  in each channel (Customer Service Office (OAC), telephone hotline, web and app).



## Our commitments to you: **COMFORT, CLEANLINESS, MAINTENANCE**

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Our undertakings:

- ❖ Ensure appropriate comfort during the journey, including aspects such as driving, climate comfort, occupancy and noise level.
  - ❖ Score at least 7/10 for the global rating of 'Comfort and Convenience inside the Vehicle'
  
- ❖ Ensure the carriages are properly clean, the equipment in a good state of repair, and the inside free of odours and well ventilated.
  - ❖ Score  $\geq 7/10$  for 'Cleanliness of the Vehicles'.
  - ❖ Score  $\geq 7/10$  for 'State of Repair and Maintenance of the Vehicle'



## Our commitments to you: **SAFETY & SECURITY**

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Our undertakings:

- ❖ Meet the safety and security expectations of our users.
  - Score at least 7/10 for 'Feeling of Safety & Security During the Day' on the satisfaction survey.
  - Score at least 7/10 for 'Feeling of Safety & Security at Night on the satisfaction survey.'



## Our commitments to you: **ENVIRONMENTAL IMPACT**

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Our undertakings:

- ❖ Save and use energy in the most efficient way possible.
  - kW consumption of the ut/passengers per month, with our target set at  $\leq 0.6$  KWh
  - kW consumption of the ut/km travelled a month, with our target set at  $\leq 8.5$  KWh/km
- ❖ Mitigate the impact of the environmental noise by means of technical measures for the running of the tramways.
  - No. complaints/month relating to the environmental noise. Over 2 complaints/month per line is unacceptable.





### RELIEF MEASURES

Passengers with a transport ticket with a limited number of journeys shall be entitled to a free journey for all zones when the service is suspended, as per EC Regulation No. 1371/2007, Article 17

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

#### **At Information Offices:**

Plaza San Nikolas, 2 CP 48005 BILBAO

Plaza Estación s/n CP 48370 GERNIKA

Estación de Durango CP 48200 DURANGO

**CUSTOMER SERVICE:** Telephone: 944 333 333

Or, through the employees: at any point of the tramway network.

**Internet:** <http://www.euskotren.eus>, downloading, completing and sending the Customer Service form to: [oaczaz@euskotren.eus](mailto:oaczaz@euskotren.eus) , [oacger@euskotren.eus](mailto:oacger@euskotren.eus), [oacdur@euskotren.eus](mailto:oacdur@euskotren.eus) or by Public Information email.

Full information on transparency and performance is available at:

<https://gardentasuna.euskotren.eus/>

 Twitter [@euskotrenejv](https://twitter.com/euskotrenejv).

 Facebook.com [/euskotrenejv](https://facebook.com/euskotrenejv).

 Instagram.com [/euskotrenejv](https://instagram.com/euskotrenejv).

### Customer Service Opening Hours

**Zazpikaleak 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 & August): 8:00 a.m. to 3.00 p.m. (from Monday to Friday).

**Gernika Station, at stop in square.**

#### Winter:

Monday to Friday (weekdays): 8.00 a.m. to 8.00 p.m.

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

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

**Durango Station.**

#### Winter:

Monday to Friday (weekdays): 8.00 a.m. to 8.00 p.m.

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

Summer (July and August): Monday to Friday (weekdays): 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
- 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
- Royal Decree 1544/2007, of 23 November, regulating the basic conditions of accessibility and non-discrimination regarding the access and use of means of transport for people with disability.

**EUSKOTREN, GETTING BETTER BY THE DAY.**

Your opinion is very important to improve the service that we offer

