


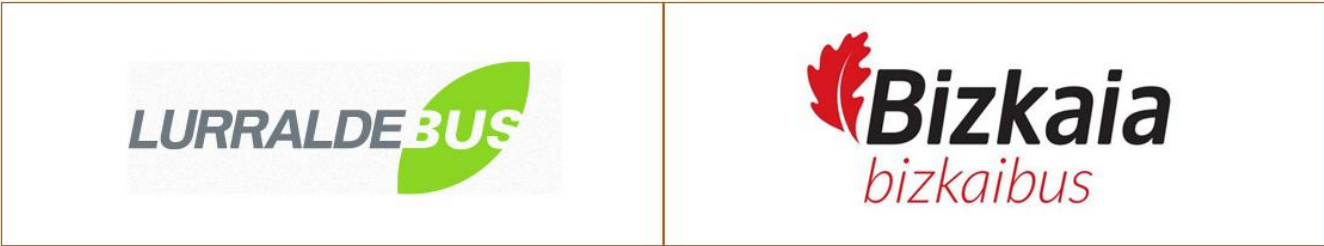


Euskotren service quality commitments to the passengers of  
**EUSKOTREN LURRALDEBUS AND BIZKAIBUS**

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



Lines and Timetabl 



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, as regards 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**

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### Our undertakings:

- ❖ Adjust the capacity of the buses to demand.
  - $\geq 80\%$  of the services with no high occupancy incidents registered when operating. High occupancy incident is considered when higher than an equivalent occupancy to 4 people/m<sup>2</sup>.
  
- ❖ Keep all the scheduled services, save in exceptional circumstances.
  - % of services implemented as per the scheduled service. Our target is at least 95% compliance.



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

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Our undertakings:

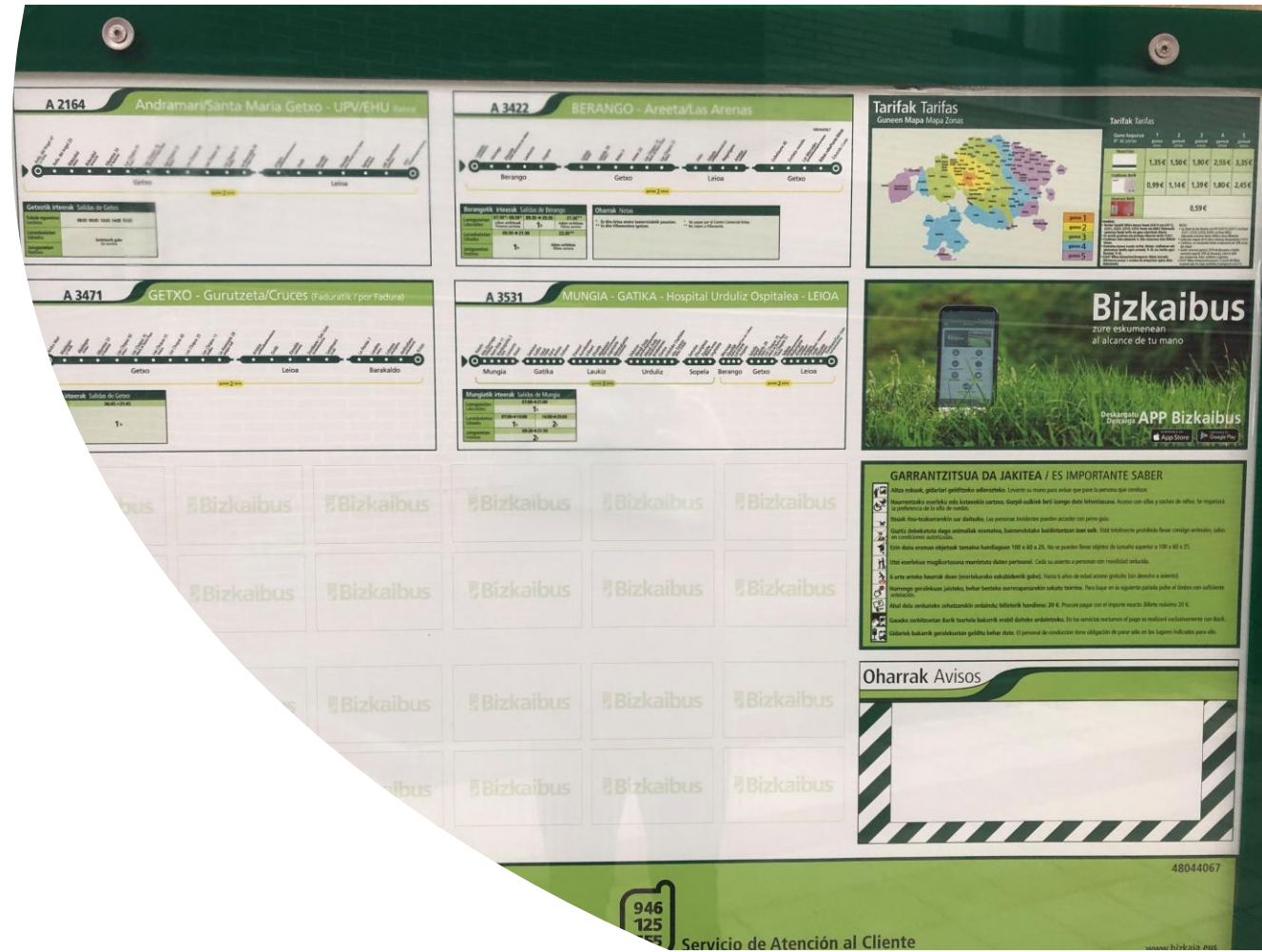
- ❖ Guarantee accessibility to the buses by ensuring that the accessibility features work correctly.
  - Monthly percentages of buses with breakdowns of accessibility platforms or ramps. The target is  $\leq 0.3\%$ .



## Our commitments to you: INFORMATION FOR CUSTOMERS

Our undertakings:

- ❖ Guarantee both the buses and the stops have clear and up-to-date information.
  - Number of complaints a month for non-existing or incorrect information when the service is operating normally. Over 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.
  - Number of complaints a month for non-existing or erroneous information about service anomalies. Over 2 complaints a month is unacceptable.



## Our commitments to you: **PUNCTUALITY**

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Our undertakings:

- ❖ Provide a road service that is on time and not allow the buses to leave or pass by the stops ahead of time.
  - % services per month without any delays compared to the total services. The target is  $\geq 85\%$ .
  - Score at least 7 out of 10 for 'Punctuality' on the 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 5 days\*.
  - Percentage of requests a month answered in  $\leq 5$  days, with a target of  $\geq 95\%$ .



*\* 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 and Dealings' 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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Euskotren's road safety management system is certified as per ISO 39001 and is aimed at reducing risks and at continuous safety improvement.

Our undertakings:

- ❖ Guarantee the available of CCTV systems in the night service vehicles.
  - % of our services with an operational CCTV system. The target is  $\geq 90\%$ .
  - Score at least 7/10 for 'Feeling of Safety & Security' on the satisfaction survey.



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

Our undertakings:

- ❖ Improve the energy efficiency of the bus fleet.
  - Monthly fuel consumption per passenger (l/passenger), with a target of  $\leq 0.75$ .
  - Monthly fuel consumption per kilometre travelled (l/100 km), with a target of  $\leq 45$ .
- ❖ Reduce the environmental impact of the fleet by means of the gradual incorporation of vehicles with lower emissions.
  - % of low-emission vehicles (electric and/or more advanced Euro regulation) of the fleet total, and including monitoring its evolution. % electric vehicles and % Euro V or Euro VI vehicles





### **RELIEF MEASURES**

If your claim is evidence of non-fulfilment of any of the undertakings, the Customer Advice Offices will process your claim within 5 days, 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](mailto:oaczaz@euskotren.eus) , [oazger@euskotren.eus](mailto:oazger@euskotren.eus), [oacdur@euskotren.eus](mailto:oacdur@euskotren.eus), [oacdon1@Euskotren.eus](mailto:oacdon1@Euskotren.eus) or by Public Information email.



Twitter @euskotrenejgv.

Facebook.com /euskotrenejgv.



Instagram.com / euskotrenejgv.



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

#### **Gernika Station, in Plaza Estación s/n.**

##### 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
- 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
- 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

