

# UITP-EPF EUROPEAN PASSENGER CHARTER

## A CHARTER FOR A CUSTOMER-FOCUSED OPERATOR

Customer focus is an essential element in the development of high quality public transport. This passenger charter represents a tool which provides an opportunity to reinforce the dialogue between customers, operators, and authorities.

Depending on various local circumstances, operators and local authorities have different areas of responsibility for the delivery of service to customers. Their aim will be to work together to secure improvements for customers; they will agree how their responsibilities are allocated and will keep this under regular review.

### RECOMMENDATIONS FOR CONTENT

#### 1. STATEMENT OF OPERATOR COMMITMENT TO ITS CUSTOMERS

This charter is a voluntary commitment by public transport operators and public transport authorities, and is designed to increase the quality of service by better meeting the needs of all customers. Operators and authorities will endeavour to meet the passenger expectations laid out in this charter, and following the recommendations of the European Passenger Federation made in the drafting phase of this charter.

#### 2. TRANSPORT CONTRACTS AND TICKETS

Without prejudice to third party payer agreements and special, punctual offers, operators and/or authorities shall offer contract conditions and tariffs to the general public without direct or indirect discrimination on the basis of the final customer's nationality or residence.

Operators and/or authorities provide tickets for services through more than one point of sales, and in particular online solutions. Operators and/or authorities continue to develop and provide customer oriented ticketing solutions.

#### 3. SAFETY AND SECURITY OF CUSTOMERS

The safety of customers and of employees is the operator's highest priority. Operators will make every endeavour to provide high levels of safety in operation.

Within their abilities and responsibilities operators will provide high levels of security by co-operating with the appropriate authorities, in accordance with the rights of individuals and privacy, and exchanging information on best practices concerning the prevention of acts, which are likely to deteriorate the level of security.

#### 4. CUSTOMER INFORMATION

Information for passengers, before and during the trip, are accurate and relevant. It is provided in a number of ways that are adapted to meet the needs of customers in the light of local circumstances, with particular attention to the needs of people with visual and/or auditory impairment, including:

- Information on where to buy tickets, timetables, fares and other service information is available via leaflets, internet, information points, mobile applications, or by telephone. Each station/bus stop is clearly identified (sign, name). Route numbers, destinations, and up-to-date timetable information is provided at stops and interchanges. Operators and/or authorities should make all possible efforts to provide real-time information, incl. information on disturbance or delays, for instance by means of mobile applications, or on electronic boards at stations/stops.
- Information will be available on board vehicles. All vehicles display a clearly identifiable route number and destination. Staff on board vehicles and at stations are able to inform customers about the location of stops and interchanges.
- Operators or, where appropriate, authorities shall make public by appropriate means decisions to discontinue services. Whenever possible, such notification shall be done before the decision is implemented.
- Operators or, where appropriate, authorities, shall make all possible efforts to organize consultations with passengers' representatives when planned changes severely affect customers.

#### 5. RELIABILITY, PUNCTUALITY

Public transport services are provided as indicated in the timetables with a high level of punctuality. Staff will make all reasonable endeavours to run in accordance with published timetables.

Where external factors affect the punctuality and reliability of services, every effort will be made to minimise the inconvenience to customers and provide information and, if needed, assistance to passengers. Where suitable, information about punctuality and reliability problems will be provided, with particular attention to the needs of passengers with auditory and/or visual impairment.

#### 6. CLEANLINESS, CONDITION OF FACILITIES AND VEHICLES

Within their responsibilities operators will ensure that public transport facilities such as stations, shelters and vehicles are cleaned regularly and kept in good condition. Damaged or unserviceable installations such as lifts or escalators are repaired as quickly as possible; by the

time installations are repaired, alternatives such as human assistance or alternative transport are offered at no additional cost to passengers with reduced mobility.

## 7. JOURNEY COMFORT

In order to provide a pleasant and comfortable journey regular inspections take place to ensure that all vehicles have adequate ventilation, heating and lighting. Drivers have been fully trained in safe driving techniques to optimise customer comfort. Vehicles are driven with proper regard to the comfort and safety of customers.

## 8. ACCESSIBILITY

Operators and authorities, will make every endeavour to ensure accessible public transport system taking into account different types of public transport operation, local conditions and situations and the needs of all passengers including those with reduced mobility<sup>1</sup>. Whenever possible, accessibility solutions are defined with representatives of persons with reduced mobility.

Operators and authorities should provide training to raise awareness of the needs of persons with disabilities among all personnel working at the station and on board vehicles, and who deal directly with the travelling public. Guidelines defined by the European Disability Forum, UITP and the International Road Union can be used<sup>2</sup>.

Upon request, operators and/or authorities shall provide persons with reduced mobility with information on the accessibility of the services and on the access conditions of the vehicles and shall inform persons with reduced mobility about facilities on board.

## 9. CUSTOMER COMMENTS AND COMPLAINTS

In order to improve the quality of service, customer feedback is welcomed. Operators will provide information about how customers can contact them to make their views known. The special needs of passengers with visual and/or audio impairment will be taken into account.

First replies acknowledging the reception of customer suggestions and complaints, or, when the case does not require additional investigation, giving an answer to the case, should be sent as quickly as possible, preferably with a response time within three weeks as a maximum. Final replies will give reasons for acceptance or rejection of the comment or complaint.

---

<sup>1</sup> UITP Focus Paper „Access to Public Transport“, June 2001: “UITP encourages its members and local governments as co-responsible:

- to invest in low-floor technology, whenever the local operating environment makes it feasible and appropriate, with measures to ensure safe movement within vehicles.
- to design accessible infrastructure, when refurbishing older facilities or planning new ones, including interchanges (level boarding, signaling, lifts, ramps, passenger information etc.)....

Good co-operation with local and national associations of disabled and elderly people and with associations of wheelchair manufacturers is crucial.”;

UITP Core Brief “Wheelchair Access in Metro Systems”, August 2002;

ECMT and UITP “Improving Access to Public Transport”, 2004

<sup>2</sup> “UITP-IRU-EDF “Accessibility Guide”, December 2016

In order to get the most appropriate answer in a reasonable time, customers should give as many details as possible when making a complaint or suggestion, such as the date, time, line, station/bus stop, contact phone number or address, etc. Complaints shall be submitted within three months from the date on which the regular service was performed or when a regular service should have been performed.

## 10. CUSTOMER OBLIGATIONS

Customers must be in possession of a valid ticket throughout their journey and must present it to a representative of the operator on request.

The actions of customers can have an impact on the quality of service provided. Customers are asked to recognise the needs of all passengers and in particular are requested:

- To help keep vehicles safe and clean by not depositing litter, by keeping luggage or dirty items off seats and by avoiding the use of loud or intrusive devices or equipment
- Not to smoke in any part of a vehicle or in other designated non-smoking areas.
- To behave in a responsible and respectful manner both to employees and to other customers.
- To respect the operator's rules about travelling with certain types of luggage or animals.
- To allow customers with reduced mobility to travel in those parts of vehicles that are designed for them, including the use of priority seating areas, and to offer appropriate help as necessary.
- Not to speak to or distract the driver while the vehicle is moving.
- To report to the driver or a representative of the operator any problem they find with a vehicle, particularly any damage or any need for urgent cleaning.
- To help the service to run punctually and reliably by giving a clear signal to board the vehicle or alight from it (where required to do so by the operator) and to be ready to board or alight promptly, taking into account at all times the need to ensure the comfort and safety of all customers.

## 11. CUSTOMER REPRESENTATION

To ensure better dialogue between operators/authorities and their customers, passengers may be represented by organised and independent organisations when the rights and obligations applying to all passengers according to national or European law are discussed.

Signed in Brussels, on 16 January 2019

Mohamed Mezghani, UITP Secretary General

Michel Quidort, EPF President

Ulrich Weber, Chairman of UITP European Union Committee

Willy Smeulders, member of EPF management board

	<p>UITP is the international association of public transport. In the European Union, UITP brings together more than 400 urban, suburban and regional public transport operators and authorities from all member states. It represents the perspectives of short distance passenger transport services by all modes: bus, regional and suburban rail, metro, light rail and tram and waterborne.</p>
	<p>The European Passenger Federation is an association of passenger organisations and organisations promoting sustainable mobility committed to improving standards on public transport and long distance international rail services in Europe. By conducting research, publishing reports, holding conferences and working constructively with transport operators and decision makers, EPF campaigns for more passenger rights throughout Europe.</p>