

2018 Metro Service Charter



Navas



Transports
Metropolitans
de Barcelona



TMB Qualitat

Presentation of TMB

Transports Metropolitans de Barcelona (TMB) is the common name for the companies Ferrocarril Metropolità de Barcelona, SA, (FMB) and Transports de Barcelona, SA, (TB) that manage the Metro and Bus network on behalf of the Metropolitan Area of Barcelona. It also includes the company Projectes i Serveis de Mobilitat, SA, which manages the Montjuïc cable car.

TMB serves the city of Barcelona and ten towns in the metropolitan area. It is the leading public transport operator in Catalonia, and a benchmark transport and mobility company in Europe and worldwide.

The metro and bus service that TMB provides aims to guarantee citizens' right to mobility and make it compatible with the principles of sustainable development, environmental protection, improved quality of life and to contribute to social equality. In short, TMB aims to offer excellent, safe and modern public transport. It is a commitment based on a vocation for service, the development of exacting quality standards and a constant desire to improve.

In keeping with this, Metro Barcelona has been working for more than a decade on policies in respect of quality aimed at improving service management and responding to the increasingly demanding expectations of its users. The result of this commitment is our obtaining certification for all our services and activities.

The reason behind publishing the Metro Barcelona Service Charter is to explain in more detail the commitments the organisation has to the general public and to its customers..

Metro Barcelona

Metro's goal is to continue its leadership of mobility in Catalonia: in 2017 it carried 390 million passengers. It is a benchmark in terms of meeting passenger expectations in the Barcelona metropolitan area, as illustrated by the latest Municipal Service Survey, which lists it, along with libraries, as the most highly valued public service in Catalonia.

Metro Barcelona is recognised internationally as a model of efficiency seeking the optimisation and continual improvement of its processes. All this thanks to a committed and dedicated team of people and an organisation in which values such as participation and motivation are very much to the fore.

The key to Metro guaranteeing a satisfactory travel experience is adapting its processes to the changing needs of the general public. Metro customers have become active users with initiatives and expectations that go beyond being mere passengers.

Metro Barcelona is aware that it must not only satisfy a need for safe, reliable, comfortable transport, but also promote added value services for our customers and improve their travel experience.

At the same time, Metro Barcelona takes into account the socio-cultural context in which we find ourselves. We are part of Barcelona, a modern, cosmopolitan city and so our facilities and equipment must reflect this fact.

That is why we are especially keen to be at the forefront of technological advances and the latest trends in order to achieve excellence in our service delivery, as well as other aspects of maintenance quality, allowing us to achieve the recognition that the metro of a city like ours should attain.

Metro Barcelona

Finally, our business is carried out in a way that respects the environment following strict energy-saving policies and contributing to sustainable development from both a social and economic point of view.



TMB mission, vision and values

TMB Mission (our raison d'être)

To provide a public transport network within a framework of economic viability and efficiency:

- that contributes to the improvement of public mobility and to the sustainable development of the metropolitan area,
- guarantees the best customer service,
- develops policies aligned with social responsibility,

TMB mission, vision and values

TMB Vision (what we want to be)

To be a point of reference throughout Europe as a competitive public transport and mobility company:

- for its contribution to improving mobility in the Metropolitan Area, urban sustainability and the environment;
- for the technical quality
- provided and the quality perceived by the general public;
- for the efficiency of its processes and optimisation of resources;
- for the efficient use of technology as a lever for improving service levels and efficiency;
- for the excellence of its staff;
- for its commitment to society and the general public;
- for its international presence.

TMB mission, vision and values

TMB Values

1. Commitment and dedication to public service
2. Excellent service, efficient management
3. Socially responsible behaviour
4. Openness to innovation
5. “Win-win” relationships
6. Recognition and equity
7. Team work and comradeship
8. Integrity and honesty
9. Commitment to personal and professional growth
10. Respect



TMB World

TMB, beyond its desire to become a European benchmark for companies that manage mobility, also aspires to lead in other aspects of managing an organisation and its relationship with the society it forms part of.

That is why we work not only as a benchmark for improving urban transport, but also many other aspects of our society.

In this respect, it is important to highlight projects and collaborations undertaken by TMB in important areas such as:

Environment:

TMB looks to the future. That's why our commitment to you is to provide you with the best transport service, so you gain in time and quality of life. We do this by caring for the environment, building a more sustainable city for everyone and one that is more respectful of the environment. And we do this according to a quality policy that promotes, above all, efficient management and living up to the public's expectations.

Accessibility

TMB, the leading transport operator in the Metropolitan Area, has taken on and owns the commitment to improve the living conditions of people with various disabilities.

As part of this commitment, TMB has an Accessibility Master Plan, which sets out the action plan for working towards the ultimate goal of achieving universal access in all aspects of the services we offer.

TMB World

TMB Culture

TMB Culture encompasses all of the actions and collaborations in which TMB is involved for the clear purpose of supporting culture and the arts, bringing our passengers in closer contact with them as they travel.

TMB Education

TMB Education is TMB's educational project, which opens our doors to schools and promotes the social, cultural and environmental values of public transport to schoolchildren.

We design activities so that schools and specific groups can see how public transport works and use transport as a means of education.

Cooperation and Solidarity


The Cooperation and Solidarity Master Plan is a document that expresses TMB's commitment to work in the field of social action, based on a variety of action programmes aimed at extending a culture of cooperation and solidarity within the company.

Commitment to service and services provided by Metro Barcelona

Metro Network

The Barcelona metro has eight lines (five conventional lines and three automated lines) and also incorporates the Montjuïc funicular.

Altogether, there are 156 stations and more than 150 trains operating at peak times.

| Metro | Length (km) | Number of stations | Trains during rush hour | Rush-hour service frequency |
|---|-------------|--------------------|-------------------------|-----------------------------|
| L1 | 20.2 | 30 | 30 | 3'20" |
| L2 | 12.8 | 18 | 20 | 3'15" |
| L3 | 17.8 | 26 | 26 | 3'21" |
| L4 | 16.5 | 22 | 19 | 4'03" |
| L5 | 18.6 | 26 | 32 | 2'49" |
| L9 Nord L10 Nord | 10.4 | 12 | 6/4 | 6'04"* |
| L9 Sud | 19.7 | 15 | 9 | 7'19" |
| L11 | 2.3 | 5 | 2 | 7'30" |
|  | 0.7 | 2 | 2 | 10'00" |
| Network total | 119 | 156 | 150 | |

* Service interval on the common section is 3'00"

Commitment to service and services provided by Metro Barcelona

Metro service

The metro runs every day operating with an extensive timetable connecting Barcelona and eight other municipalities in its metropolitan area.

Metro operating hours

| | |
|--|------------------------|
| Weekdays (Monday to Thursday), Sundays and public holidays | from 05:00 to midnight |
| Fridays and eves of public holidays | from 05:00 a 02:00 |
| Saturdays and 31 December, 23 June, 14 August and 23 September | continuous service |
| 24 December | Closes at 23:00 |

Commitment to service and services provided by Metro Barcelona

Basic data at 31/12/2017

| | |
|---|-----------|
| Places-km (millions) | 16,668.78 |
| Coaches-km/vehicles-km in operation (thousands) | 90,218.96 |
| Journeys (in millions) | 390.40 |
| Passengers/vehicles-km in operation | 4.33 |
| Passengers-km (places-km/1,000) | 117.10 |
| Average distance per journey (km) | 5.00 |

Integrated Operations Centre (CIO)

It operates all year round, 24 hours a day, and uses the most advanced technology to guarantee that the metro network functions correctly, both on the current conventional lines (L1, L2, L3, L4 and L5) and on the automated driverless lines (L9/10 Nord, L9 Sud and L11).

The CIO takes an integrated approach to managing all of the resources involved in running the metro network:

- Circulation of trains
- Assistance at stations
- Energy operation
- Customer information

Commitment to service and services provided by Metro Barcelona

Metro Network Safety Department (DSXM)

For Barcelona Metropolitan Railway, safety is one of the essential cornerstones upon which rests the reliability and trust demanded of a public transport service by the general public of the Metropolitan Area of Barcelona. Railway Law 4/2006, of March 31, recognises this in article 31.1 as being of “general interest and essential for local citizens”

The DSXM takes care of three aspects of safety:

- Safety relating to human actions (Security and Civil Protection)
- Technical or railway safety (Railway Safety)
- Staff Safety (Prevention of risks in the workplace)

Security and Civil Protection

The mission of the Security and Civil Protection Unit is to use a centralised overview of the network to manage the protection of people and property in the field of security and civil protection, working in coordination with the Metro Control Centre. It consists of the following departments:

- Inspection Department
- Civil Protection Department
- Security Department, in charge of the Security and Civil Protection Department which provides service 24 hours a day, 365 days year

Commitment to service and services provided by Metro Barcelona

Railway Safety

The Railway Safety Unit is focussed on identifying and controlling the risks associated with the activity and services provided by FCMB in order to mitigate and minimise them thereby guaranteeing the safety of employees, customers and the security of the service in general. It also raises awareness throughout the entire organisation regarding the culture of railway safety in which all staff involved themselves according to their level of responsibility in this area.

Prevention of Risks in the Workplace

The DSXM promotes internal coordination in terms of occupational risk prevention in accordance with the Occupational Health, Safety and Well-being Service, with the aim of carrying out activities or taking the necessary steps in all production phases of FCMB in order to avoid or reduce work-related health risks, thus improving health and safety at work.

Company contact information

Carrer 60, núm. 21-23, sector A
Polígon industrial de la Zona Franca
08040 Barcelona
Tel.: 93 298 70 00

www.tmb.cat



Rights and obligations

We work to ensure the correct operation, quality and safety of our public transport services, and request that passengers respect the rules governing the use of transport and demonstrate mutual respect for those who use the metro on a daily basis.

We invite you to follow this link to learn in more detail about the rights and obligations of metro users.

<https://www.tmb.cat/en/customer-services/user-guide/how-to-travel-by-metro>



Commitment to quality and indicators

Aware of the importance of providing a high-quality metro service, Metro Barcelona has been working for more than a decade on quality policies aimed at improving service management and responding to the increasingly demanding expectations of our customers.

The implementio of these policies that were specifically directed at meeting user needs achieved its just reward in the granting of ISO 9001 and EN 13816 certification for all activities and services relating to provision of the metro service.

Obtaining this certification clearly illustrates Metro Barcelona's commitment to its users and the environment in which it operates. This commitment, as it should do, focuses on meeting the needs of our customers, and using resources efficiently and effectively.

In line with these commitments, and as an exercise in providing information and transparency, we make public the quality levels of the service offered by Metro Barcelona in order to meet our users' expectations.

All of the indicators associated with the commitments defined below are part of Metro Barcelona's management indicators and are audited annually by a certified auditing body for ISO 9001 and EN 13816.

Commitment to quality and indicators

Service Fulfillment (Service Provided)

Metro Barcelona undertakes to comply with the scheduled service offer in order to offer our users/citizens the maximum level of mobility.

Commitment:

- Metro Barcelona undertakes to perform 98.9 percent of scheduled services.

Total stoppage time (Service Provided)

Metro Barcelona undertakes to continually monitor the scheduled daily service to avoid incidents that cause delays and stoppages, thus minimizing the effect on passenger journeys.

Commitment:

- Metro Barcelona undertakes to ensure that stoppages do not exceed 28 minutes and 14 seconds for every million km travelled.

Regularity (Time)

In order to provide fast and reliable service, Metro Barcelona undertakes to comply with scheduled service interval frequencies.

Commitment:

- Metro Barcelona undertakes that 92.60 percent (including L9) of the services comply with the scheduled service interval frequencies.

Commitment to quality and indicators

Accessibility

To ensure that everybody can take advantage of the service, Metro Barcelona is committed to taking the actions necessary to guarantee the accessibility of our facilities to all of our users, both at entrances and exits.

Commitment:

- Metro Barcelona undertakes to ensure that fully operational lifts are available to users 99.21% of the time.
- Metro Barcelona undertakes to ensure that fully operational ticket machines are available to users 98.66% of the time.
- Metro Barcelona undertakes to ensure that fully operational escalators are available to users 99.15% of the time.
- Metro Barcelona undertakes to ensure that fully operational ticket barriers are available to users 97.86% of the time.

Customer services

Metro Barcelona is committed at all times to offering the best treatment possible to its customers, both in terms of the quality of service provided and efficiency in dealing with their requests.

Commitment:

- Metro Barcelona undertakes to ensure that 90% of complaints and claims are answered within a maximum period of 28 calendar days.

Commitment to quality and indicators

Information

Aware of how important it is that users have access to the maximum amount of up-to-date information about the service, Metro Barcelona undertakes to keep such information as updated and visible as possible, to make using the service easier for passengers.

Commitment:

- Metro Barcelona undertakes to ensure that the quality index for information on trains is always higher than 85%.
- Metro Barcelona undertakes to ensure that the quality index for information at stations is always higher than 85%.

Safety

Aware that safety is one of the most important factors of service quality, Metro Barcelona undertakes to ensure user safety at all times.

Commitment:

- 100% of our trains are equipped with protective automated activation systems.
- Metro Barcelona that all (100%) of the safety incidents reported to the Safety Department will be investigated and followed up.

Commitment to quality and indicators

Cleaning and maintenance

Metro Barcelona undertakes to provide users with a quality service in regard to both cleaning and maintenance of trains and stations.

Commitment:

- Metro Barcelona undertakes to ensure that the quality index for the cleanliness and maintenance of trains and stations exceeds 66.40%. (*)

() The criteria of how this index is constructed have been revised to make them more sensitive to the variations in the parameters of cleaning and maintenance, thus providing a more accurate reflection.*



Compensation

When there is a breakdown in service which takes longer than 15 minutes to restore, Metro Barcelona undertakes to:

1. Provide passengers who have been unable to complete their journey with a replacement ticket valid for the entire metro network.
2. When possible and necessary, to provide users with alternative transport to cover the rest of their journey that could not be made on the metro due to the incident.

To qualify for this compensation, users must have a duly validated ticket or travel card and must not have left Barcelona Metro premises.

Ways to get involved with Metro Barcelona

TMB is an organisation that is clearly focussed on meeting the needs of its customers.

In order to have access to as much information as possible, and as is evident, TMB needs to listen to your opinions in order to improve the level of service provided. That is why we take note of your comments and analyse which actions will enable us to improve the service in the light of your feedback.

This philosophy of continuous listening, along with the constant evolution of information systems all around us, oblige us to evolve at the same speed as society itself.

As a business leader in mobility, TMB can not turn its back on these changes, and it is for this reason that every day we expand the ways we communicate with our customers.

Ways to get involved with Metro Barcelona

Internet and social media

As a pioneer in the use of new technologies and being aware of changes in the use of communication channels by our users, TMB is immersed in an ongoing process to open ourselves up to these new channels and thus establish new mechanisms for more streamlined and dynamic communication with our customers.

We make the most of the Internet and its environment, and use mobile devices to give you information when you need it and also to get to know you better and listen to your opinions.

To facilitate this contact, we use social media accounts, the TMB App for iOS and Android, the JoTMBé Club and the “Customer Service” section of our website.

You can check the social media where we have a presence and see what we offer on each one at: <https://www.tmb.cat/en/about-tmb/social-media>. Among these, we have two profiles on Twitter: [@TMB Barcelona](#) (corporate information) and [@TMBinfo](#) (customer information service), and a Facebook page: <https://www.facebook.com/TransportsMetropolitansdeBarcelona/>.

The TMB App provides information on bus and metro services and the status of TMB public transport. It can help you plan your journey and resolve any queries you might have. More information at: <https://www.tmb.cat/en/barcelona/applications-downloads/tmb-app>.

Ways to get involved with Metro Barcelona

With the JoTMBé Club, you can benefit from special offers, discounts, take part in competitions and get personalised information on any planned disruptions to service that affect your TMB bus routes or Barcelona metro lines.

You can register free of charge at: <https://www.tmb.cat/en/jotmbe>.

Finally, in the Customer Service section of our website, <https://www.tmb.cat/en/customer-services>, we provide useful information for your journeys on the Barcelona Metro and Barcelona Bus networks, as well as a series of forms that enable you to perform transactions online from wherever you happen to be.

Punt TMB information and customer service centres

There are three Punt TMB centres on the metro network where you will receive the personalised service you require. You can perform the same transactions that we offer online with our “Customer Service” page plus others that require you to be there in person. You can also make use of the digital self-service point at Punt TMB Diagonal, which has all the tools you need (computer, USB, scanner, etc.), to submit requests and carry out online procedures quickly and easily. You can check locations and opening hours at: <https://www.tmb.cat/en/customer-services/points-attention/punt-tmb>.

Complaints, claims and suggestions

TMB and Metro Barcelona give special consideration to all communications received concerning failure to live up to customer expectations.

We put the following channels at your disposal for submitting your opinions, complaints, claims or suggestions:

- Form on the website (<https://www.tmb.cat/en/customer-services/procedures>)
- Form provided at the Punt TMB Information and Customer Service Centres.
- Telephone number 900 70 11 49, Mondays to Fridays (except public holidays) from 08:00 to 21:00.
- By regular post, writing to:

TMB Gestión de QRS
c/ 60, 21-23
08040 Barcelona

You can also contact TMB via Twitter (@TMBinfo).

Current legislation

The following link takes you to the main laws and regulations that apply to Metro Barcelona:

<https://www.tmb.cat/en/customer-services/user-guide/transport-rules-regulations>



ISO 9001 for the passenger transport service throughout the entire Metro Barcelona network, including: Operational Strategy and Planning through which the following activities are carried out:

- Operational service planning,
- Organisation of work and human resources,
- Stations and infrastructures,
- Traffic flow,
- Safety, prevention and
- Customer relations

The implementation of the following services:

- Conventional lines: L1, L2, L3, L4 and L5
- Automated lines: L9N, L9S, L10 and L11
- Integrated Operations Centre:
 - Metro Control Centre
 - Security and Civil Protection
 - Customer Information Centre
 - Administrative Office

Audit and Control of the Operation and Change Management of the Metro Operations Area (AOM)



UNE 13816 for the passenger transport service on the metro network:
Conventional lines: L1, L2, L3, L4 and L5
Automated lines: L9N, L9S, L10 and L11
Integrated Operations Centre



Ferrocarril Metropolità de Barcelona, SA forms part of the voluntary initiative to reduce greenhouse gas emissions promoted by the Catalan Office for Climate Change