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 operators, authorities and customers.

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.
1. Statement of operator commitment to its customers

This charter is a voluntary commitment by public transport operators and is designed to increase the quality of service by better meeting the needs of customers. Operators will endeavour to meet the passenger expectations laid out in this charter.

2. 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 responsibilities operators will provide high levels of security by co-operating with the appropriate authorities and in accordance with the rights of individuals and privacy.

3. Customer information

Information for passengers will be 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, including:

- Information, timetables, fares and other service information is available via leaflets, internet, information points or by telephone. Telephone enquiry services will aim for a prompt reply within short waiting times.
- Each station/bus stop is clearly identified (sign, name). Route numbers, destinations and up-to-date timetable information is provided at stops and interchanges.
- 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.

4. 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. Where suitable, information about punctuality and reliability problems will be provided.

5. 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.

6. 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.
7. Accessibility

Operators, in co-operation with authorities, will make every endeavour to ensure a high level of accessibility to the 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.

8. Customer comments and complaints

In order to improve the quality of service customer feedback is encouraged. Operators will provide information about how customers and potential customers can contact them to make their views known.

Customer suggestions and complaints are handled as quickly as possible, preferably within a response time within three weeks as a maximum. Replies will give reasons for acceptance or rejection of the comment or complaint.

It is helpful if customers 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.

9. 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

1. 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, signalling, 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.

2. UITP Core Brief “Wheelchair Access in Metro Systems“, August 2002;
   ECMT and UITP “Improving Access to Public Transport“, 2004
This charter has been jointly developed by the UITP Corporate Management Commission and the UITP European Union Committee.

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