



Your Destination, Our Departure Point

Charter of Services 88 Line 2017-2018



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1. INTRODUCTION

The management of **MONBUS PARAL·LEL EL PORT UTE** has set itself the aim of achieving and maintaining the highest levels of quality in providing its services, according both to the applicable quality requirements and to the quality requirements required by its customers. In the same way, and within the global quality concept, the company commits itself to respect and preserve suitably the environment and to carry out their works in adequate safety conditions, through the application of the legal measures that correspond to both fields.

In order to achieve this objective, **MONBUS PARAL·LEL EL PORT UTE** has established some parameters which enable it to guarantee the quality of its services, through a strict control of their provision, as well as of the means used, maintaining at all times the security and respect for the environment.

The quality, the environmental protection as well as the security is a commitment of the company and an individual responsibility of each member of the collective, which is reflected in concrete actions which show an image of professionalism and quality of the service.

Due to this, this Charter of Services is the tool by means of which, in a clear and transparent manner, we communicate our users the standards of quality which **MONBUS PARAL·LEL EL PORT UTE** is committed to fulfil in the provision of the services, serving as framework for the establishment of the objectives of continuous improvement.

The Leadership
Barcelona, 06th February 2017



2. THE COMPANY: MONBUS PARAL·LEL EL PORT UTE

The company **MONBUS PARAL·LEL EL PORT UTE** was established in 2014 when they were elected as the concessionary company of **88 Line**, which connects the Port of Barcelona and Paralelo Avenue.

Nowadays, the experience in the road passenger transport service allows us to be a leader, thanks to our knowledge of the activity, and to offer a wide range of services that meets the needs of our customers.

In addition to material resources that our company has, a fleet fitted with the latest security and comfort systems for the enjoyment of our customers, **MONBUS PARAL·LEL EL PORT UTE** stands out for its staff. The human team of **MONBUS PARAL·LEL EL PORT UTE** is made up of qualified staff with an excellent theoretical and practical training and, of course, real work experience.

Since its beginnings, **MONBUS PARAL·LEL EL PORT UTE** has maintained a continuous and increasing development up to occupy an outstanding place in the road passenger transport sector. This privileged position helps us day after day to continue working and to evolve in our commitment to providing a better service to our customers.

3. SERVICES

MONBUS PARAL·LEL EL PORT UTE holds the concession of the public passenger transport services of the Port of Barcelona (**88 Line**)

The company offers two different bus routes: the first one, between Paralelo and Logistic Activity Area (*Zona de Actividades Logísticas* - ZAL). The second one, from the Paralelo to Border Inspection Point of the Prat de Llobregat Airport (*Punto de Inspección en Frontera* - PIF), via ZAL:

- Route 1: Paralelo (Victoria Theatre) - Logistic Activity Area (ZAL).
- Route 1 direct: Paralelo (Victoria Theatre) - Logistic Activity Area (ZAL) without entering on the Alvarez de la Campa Street.
- Route 2: Paralelo (Victoria Theatre) - ZAL - PIF (Border Inspection Point).

4. RIGHTS AND OBLIGATIONS OF USERS

- TICKETS
 - You can buy your tickets at ATM sale points or single tickets directly from the driver when getting on the bus.
 - When you buy the ticket, you should always verify the accuracy of the data of your ticket and you should keep it during the journey.

- TRAVEL TIME
 - Follow drivers' indications and respect timetables.
 - The article 6 of the Royal Decree 1293/1999 prohibits smoking in the vehicle
 - We ask you to help us to keep the vehicle clean.
 - For security purposes, and in order to avoid distractions of the driver, you should only address to the driver in cases of extreme necessity during the moments of driving of the vehicle.
 - The driver can only stop, pick up or set down passengers at the authorised points.

- REINFORCEMENT VEHICLES
 - Because of the demand's intensification and in order to facilitate the maximum availability of seats, it is possible that you travel in a vehicle other than the usual one and as a consequence of this it may not meet the same characteristics. Anyway, it will belong to an authorised company and it will meet similar characteristics.

- BAGAGES
 - It is not allowed to transport all that can represent a risk . In the same way, it is strictly forbidden the transportation of weapons, as well as of illegal products or substances.
 - The current regulation states the possibility of transport pets in the hold and on an homologated cage. It is strictly forbidden the transport of animals in the passengers' cabin. Only assistance dogs are allowed on board.

- SUGGESTIONS AND COMPLAINTS
 - You have at your disposal a complaint book duly completed by the competent Administration in the vehicles providing the services.
 - You can submit suggestions on the website www.monbus.es/en and www.igualadina.com complimenting the contact form, or if you wish by email at sugerencias@monbus.es.

5. COMMITMENTS AND INDICATORS

- ADAPTATION TO THE NEEDS OF THE SERVICE OFFERED
 - **MONBUS PARAL·LEL EL PORT UTE** commits itself to accomplish timetables offer, frequencies, bus stops in order to achieve a satisfaction rate of 7,6 points.
 - Indicator: average score in relation to timetables, frequencies and bus stops shown in the satisfaction surveys.

- DISPATCH AND PURCHASE OF TICKETS
 - **MONBUS PARAL·LEL EL PORT UTE** is committed to providing necessary resources to achieve customers satisfaction in relation to the means placed by the company for the tickets acquisition in order to achieve a satisfaction rate of 7,6 points.
 - Indicator: average score in the evaluation of the means placed by the company for the tickets acquisition in the satisfaction surveys

- INFORMATION
 - **MONBUS PARAL·LEL EL PORT UTE** commits itself to providing necessary resources to achieve customers satisfaction with the information provided by the company in order to reach a satisfaction rate of 8 points.
 - Indicator: average score in the valuation of the information the company makes available to the user in the satisfaction surveys.

- FULFILLMENT OF SCHEDULES AND FREQUENCIES
 - **MONBUS PARAL·LEL EL PORT UTE** is committed to providing necessary resources to achieve the satisfaction of customers with punctuality and timetable offered by the company in order to achieve a satisfaction rate of 7,6 points.
 - Indicator: average score in the evaluation of punctuality and timetable offered in the satisfaction surveys.

- CUSTOMER SERVICE
 - **MONBUS PARAL·LEL EL PORT UTE** is committed to offer customers different alternatives to make inquiries and complaints in order to reach a satisfaction level of 7,6 points.
 - Indicator: average score in relation to alternatives offered to make inquires, complaints and suggestions in the satisfaction surveys.

- **MONBUS PARAL·LEL EL PORT UTE** is committed to providing necessary resources to achieve the satisfaction of customers with the treatment received in order to reach a satisfaction level of 7,6 points.
- Indicator: average score in relation to the treatment received by the staff in the satisfaction surveys.

- COMFORT
- **MONBUS PARAL·LEL EL PORT UTE** is committed to providing necessary resources to achieve that customers find the journey comfortable in order to reach a satisfaction level of 7,6 points.
- Indicator: average score in relation to the comfort conditions in the satisfaction surveys.
- **MONBUS PARAL·LEL EL PORT UTE** is committed to providing necessary resources to achieve that passengers find buses in good cleaning conditions in order to reach a satisfaction level of 7,6.
- Indicator: average score in relation to cleaning conditions in the satisfaction surveys.

- SAFETY
- **MONBUS PARAL·LEL EL PORT UTE** is committed to ensure passengers security in order to reach a satisfaction level of 7,6 points.
- Indicator: average score in relation to security conditions in the satisfaction surveys.

- ENVIRONMENTAL IMPACT
- Vehicle renovation is made purchasing buses which follow the current environmental legislation. **MONBUS PARAL·LEL EL PORT UTE** will ask about whether this type of transport respects the environment in order to obtain a score higher than 7,6 points.
- Indicator: percentage of vehicles adapted to the environmental legislation and average score in relation to the question about if this type of transport respects environment.

The commitments undertaken in this Charter of Services will remain in force during the years 2017 and 2018.

The communication of the compliance of these commitments will be carried out every two years through the following means:

- Website (www.monbus.es/en).
- Further editions of the Charter of Services.

6. CUSTOMER SERVICE

MONBUS PARAL·LEL EL PORT UTE makes available to its customers the following means for any type of communication they want to submit:

- In Writing

We inform you that you have **Complaint / Suggestion Forms** in the Customer Service centres. You can also use a telematic service through the email: info@monbus.es, sugerencias@monbus.es.

If you prefer, you can fill the contact form you will find in the section **CONTACT** of our web: www.monbus.es/en

- By phone

MONBUS PARAL·LEL EL PORT UTE provides its customers with the phone number (+34) 900 82 50 29.

7. FORMS OF PARTICIPATION

A key objective of the policy of **MONBUS PARAL·LEL EL PORT UTE** is to provide its customers with high quality services which respond to the current and mutually agreed upon demands, providing real solutions to specific problems.

In order to achieve it, the company conducts satisfaction surveys among the customers of its services.

The complaints and suggestions are another important source of information to find out the level of satisfaction of the users of the services.

If a customer wants to make a suggestion or to formalise an incident which will be dealt with for internal purposes, a "Suggestion/ Incident Form" is put at the customer's disposal.

If the customer wants to make a Complaint, it is mandatory to make available for him/her the official "Complaint Book"

The time limit for the reply is a month, from the moment the complaint or suggestion was made.



8. APPLICABLE REGULATION

Among others, the regulatory framework the passenger transport service belongs to is the following one:

- Law 18/1989, 25th July, of Traffic Bases, Motor Vehicles Traffic and Traffic Safety.
- Royal Decree 1428/ 2003, 21st November, which approves the General Traffic Rules for the application and development of the Law on Traffic, motor vehicles traffic and traffic safety, approved by the Legislative Royal Decree 339/1990, 2nd March.
- Law 16/ 1987, 30th July, on the Land Transport.
- Royal Decree 1211/1990, 28th September, which approves the Regulations for the Law of Land Transport.
- Law 29/2003, 8th October, on improvement of the conditions of competence and security on the road transport market.
- Royal Decree 1544/ 2007, 23rd November, which regulates the basic conditions of accessibility and non-discrimination for the access and use of the modes of transport for disabled people.