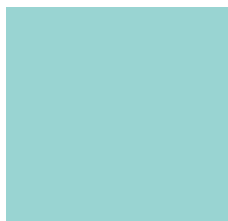
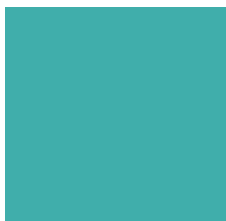




www.translink.co.uk

Translink Contact Centre
028 90 66 66 30

Passenger's Charter



let's go together
translink.co.uk

 **Translink**

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Translink is made up of Metro, NI Railways and Ulsterbus. We are responsible for over 78 million bus and rail passenger journeys each year. We have almost 4000 employees, around 1400 buses and 45 trains.

We aim to provide co-ordinated bus and rail services which people are satisfied with and have confidence in. We want our services to be recognised for their high quality and good value.



Introduction

This charter is a statement of our commitment to provide the high-quality service you have the right to expect on buses and trains in Northern Ireland.

All our employees will do their best to make sure that our service meets and, we hope, goes beyond your expectations and the standards in this charter. Our services will be independently monitored, twice every year, and we will publish the results.

We focus on customers and are committed to continuing to improve every part of our service. Your views and ideas are important to us, so please tell us what we do well and how we can improve.

We know that there will be times when things go wrong. When they do, we will do our best to put them right. Our customers are very important to us and this charter sets out our responsibilities to you if we do not deliver the services we have committed to provide.



1 Performance

You have told us, through independent surveys, that reliability and being on time are the most important parts of our service.

So, we have set challenging targets in these areas. Our performance is independently monitored twice a year. We will publish results on posters at stations and on our website.

The following are our promises to you.

Reliability

- 99.2% of all buses and trains scheduled will run as planned.
- 99.5% of trains on the Dublin line will run.

Being on time

No bus or train should leave its starting point earlier than shown in the timetable. Published bus times for stops along the route are estimates and depend on traffic conditions. While we try to be as accurate as possible, departure times along the route may vary, and sometimes may be earlier than estimated.

- 95% of all buses will arrive no more than seven minutes late.
- 95% of trains on the Bangor line, Portadown line and Larne line will arrive no more than five minutes late.
- 90% of trains on the Dublin line, Londonderry line and Portrush line will arrive no more than 10 minutes late.

We will measure performance at the end of each service, unless there is a delay or cancellation which is out of our control (for example, severe traffic problems).



When we change the timetable, we will measure our performance against the new service times. We will tell you about these changes four weeks before the new timetable applies.

There may be times when planned essential engineering work means that we have to change services. We will give you:

- at least 28 days' notice of possible delays and diversions caused by this work; and
- 14 days' notice of changes to times.

We will publish any changes to timetables on posters at stations, in newspapers, on our website www.translink.co.uk and through updates on Facebook and Twitter. In the case of emergency engineering work, we will give you as much notice as possible.

We have produced an 'Enterprise Passenger's Charter' for rail services between Belfast and Dublin. This sets out our standards for these services in more detail. You can download a copy of this charter from our website.

Value for money

As well as these challenging targets, we also understand that value for money is important to you when using our services. Through our independent surveys we ask you to tell us how well we are doing. We will include our performance in this area in the results that we publish on posters at stations and on our website.



2 Buses and trains

We have set the following targets to make sure that your journey is safe and comfortable.

- You can expect all our buses and trains to have effective heating, ventilation and lighting.
- We will clean all buses and trains inside and out at least once a day.
- We will not allow smoking on any Metro, NI Railways or Ulsterbus service, building or platform. This includes the use of electronic cigarettes.
- We will inspect toilets at the end of each train journey and clean them when necessary.
- Our skilled employees will maintain our buses and trains regularly, to meet all legal requirements.
- No-one should have to stand on any off-peak bus service, and no-one should have to stand for more than 15 minutes on any bus journey at busy times.
- NI Railways will try to plan services so that, under normal circumstances, passengers should not have to stand during off-peak services. In line with most public transport operators, during peak operating periods NI Railways will use all available trains so that no passenger should have to stand for more than 20 minutes.



Enquiries

You can visit our website, **www.translink.co.uk**. You can also phone our Contact Centre on **028 90 66 66 30**. The contact centre is open from 7am to 8pm Monday to Friday, and 8am to 6pm Saturday and Sunday. Customer satisfaction with both our Contact Centre and our website will be independently monitored twice each year.

You can also contact us on Facebook or Twitter:

facebook.com/translinkni

twitter.com/translink_ni

For details of our complaints process, please see section 7.

Queuing

Outside busy times, you should not have to wait more than three minutes to buy a ticket. During busy times (for example, early mornings and late afternoons), you should not have to wait more than five minutes. We will continue to look at ways of making it more convenient for customers to buy tickets.



3 Our employees

We know how important it is that you receive an efficient service from our employees at all times. Our employees are our greatest strength and can make a positive difference to your journey. So, we expect our employees to:

be professional, polite and helpful;

- consider your safety and comfort;
- where possible, deal with any problems immediately;
- direct you to an appropriate member of staff (normally an Inspector or Supervisor) when it is not possible to deal with problems immediately;
- wear their uniform;
- give their employee number if you ask;
- not smoke when they are driving or when dealing with customers;
- not use mobile phone equipment (including 'hands-free' equipment) or any music or radio device while driving or when dealing with customers; and
- give you the cheapest ticket for your journey.



4 Please help us to help you

Buses and trains

- For everyone's safety, walk, don't run.
- Let people off before you get on.
- Say where you are going and, if possible, have the correct fare for your journey.
- If you have a concession pass, show it when you buy a ticket.
- Hold on to the handrails provided when you stand or move down the vehicle.
- Sit down when there are seats available.
- Keep your ticket ready for inspection at all times.
- Do not put your feet on seats.
- Do not smoke on the bus, train, platform or in the station. This includes the use of electronic cigarettes.
- Please give up a priority elderly or disabled person's seat if someone needs it.
- Keep your belongings with you at all times and do not let your luggage block the aisle.
- Do not throw litter on the floor of buses or trains, or in stations.



Trains

- Stay behind the yellow lines on the platform and make sure that the train has stopped before you try to open a door.
- When getting on a train at a station where there are no Translink employees, you must buy your ticket from the conductor on the train at the first available opportunity. Please visit our website or call our Contact Centre for details of payment methods we will accept.
- If you are travelling using an mLink ticket, please make sure your phone is charged and switched on for the full length of your journey so that you can show your mLink ticket when asked. All mLink tickets must be activated before boarding.
- If you cannot produce a valid ticket for your journey, you will be issued with a penalty fare. You could also face prosecution.
- To make sure trains can leave on time, passengers must be on the platform at least two minutes before the departure time.
- Bicycles will only be carried on trains after 9.30am if there is space. You will not be charged for your bicycle.

Buses

- At a bus stop, signal clearly to the driver that you want to get on.
- When you want to get off the bus, use the bell to tell the driver to stop at the next bus stop.
- Passengers *must not*:
 - ☐ speak to or distract the driver without a good reason while the vehicle is moving;
 - ☐ stand no further forward than the information notice while the vehicle is moving; or
 - ☐ leave luggage in the gangway.



5 Passengers with reduced mobility

We are committed to providing a service which everyone can use.

If you need help when travelling on our services, please call the Translink Contact Centre on **028 90 66 66 30** at least 24 hours before you travel. We will help you plan your journey to make it as quick and easy as possible.

All our Metro buses and many Ulsterbus vehicles have ramps, including for wheelchair users. We advertise the services that offer these facilities in our timetables. If you need to use the ramp, ask the driver to operate this for you.

Some other Ulsterbus vehicles offer access by passenger lift. If you need to use a lift on these vehicles you should contact us 24 hours before you travel.

The Class 3000 and Class 4000 trains are easy to board and we have trained our employees how to help passengers who have reduced mobility.

Our new bus and rail stations have the following facilities.

- Step-free access around the station
- An induction loop (for people who use induction-loop hearing aids)
- Low-level windows in sales offices
- A low-level phone
- Sheltered waiting facilities and seating
- Easy-to-read signs, timetable information and information boards
- Accessible toilets
- A baby-changing room.



We are proud of the level of facilities we provide at most of our stations and we plan to improve facilities at other stations when funding is available. Not all of our stations currently have all of these facilities and not all are staffed. If you need help from an unstaffed station please contact us 24 hours before you travel.

Translink scooter policy

Passengers who use a mobility scooter should read our current scooter policy for full details of which types of scooters our services can carry. You can see the full policy on our website at **www.translink.co.uk/scooters**.

For people who are deaf or hard of hearing

To ask about timetables and Enterprise bookings, or to provide feedback (comments, compliments or complaints), textphone **028 9038 7505**.

You can also use the Action on Hearing Loss Text Relay System to contact local bus and train stations. If you are using a textphone, dial 18001 followed by the full phone number. To receive copies of our timetable information in other formats, such as Braille, large print or audio, please call our Contact Centre on **028 90 66 66 30**.



Pick up a copy of our Access Guide for more details on how to access our services, or contact:

Inclusive Mobility and Transport Advisory Committee (IMTAC)

Titanic Suites

55 - 59 Adelaide Street

Belfast

BT2 8FE

Phone or textphone: **028 9072 6020**

Fax: **028 9024 5500**

Email: **info@imtac.org.uk**

Website: **www.imtac.org.uk**

Other useful contacts

MENCAP

Segal House

4 Annadale Avenue

Belfast

BT7 3JH

For general enquiries, phone: **028 9069 1351**

Helpline number: **0808 8081111**

E-mail: **helpline.ni@mencap.org.uk**



Action on Hearing Loss

Harvester House
4-8 Adelaide Street
Belfast
BT2 8GA

Phone: **028 9023 9619**

Text answerphone: **028 924 9462**

E-mail: **information.nireland@hearingloss.org.uk**

Website: **www.actiononhearingloss.org.uk**

Royal National Institute for the Blind (RNIB)

40 Linenhall Street
Belfast
BT2 8BA

Phone: **028 9032 9373**

Fax: **028 9027 8119**

E-mail: **rnibni@rnib.org.uk**

Website: **www.rnib.org.uk**



6 Compensation vouchers and refunds

If your service is delayed or cancelled for any reason within our control, you may be entitled to compensation vouchers, or a refund based on the fare you paid.

We will try to let you know the cause of the problem at the time. We will treat each claim individually.

'Delay-Repay' compensation scheme – for local rail services

NI Railways operate the Delay-Repay scheme to compensate our passengers when things go wrong. Any compensation will be based on your journey, no matter what type of ticket you bought. Many train companies in Great Britain also operate Delay-Repay.

Passengers will be entitled to claim rail compensation vouchers for the following.

- If your journey is delayed by 30 to 59 minutes, we will pay compensation vouchers to the value of half the cost of a single ticket or half of either part (the outward or the return part of the journey) of a return ticket.
- If your journey is delayed by 60 to 119 minutes, we will pay compensation vouchers to the value of the full cost of a single ticket or the full cost of either part of a return ticket.
- If your journey is delayed by more than 119 minutes, we will pay compensation vouchers to the value of the cost of a return ticket for your journey, even if you only bought a single ticket.



- The same compensation arrangements will apply to weekly, monthly and annual (yearly) tickets. For these tickets, we will work out compensation based on how much you pay each day for the ticket.

Season ticket discounts

If we do not meet our reliability target or if we fall 3% below the on-time target for your line, we will give you a 10% discount when you buy a monthly ticket. If you have an annual ticket, you can claim up to 10% discount when you renew your ticket. See the terms and conditions for full details. We will display our results for reliability and being on time on posters in stations and online from the 20th of each month. Any discounts that apply are available for one month from this date.

Making a claim

To make a claim for compensation vouchers, you must fill in and return the Delay-Repay compensation form within 28 days of your delayed journey.

For us to process your claim, you must include the relevant ticket along with your compensation form. If you have a monthly or annual ticket, you must include your original ticket or a photocopy of it. If you are travelling using an mLink ticket, please include your mobile phone number.

You can get a compensation form from any main train station, or you can download one from our website at:

www.translink.co.uk/delayrepay

We pay compensation in the form of NI Railways vouchers, which can be used to pay for, or towards, rail tickets for local journeys (not cross-border services). We do not pay compensation in cash.



Cross-border services have their own compensation arrangements which you can find in the Enterprise Passenger's Charter, available on our website.

If your claim is valid, we will offer you compensation to the value of at least £1.

The Delay-Repay compensation scheme does not apply to passengers who receive free travel.

NI Railways do not operate connecting services. We will not pay compensation to passengers who miss their train because the service they are transferring from is delayed. We will pay compensation if the service they are transferring to or from is delayed by more than 29 minutes.

We will not pay compensation if the delay happens because of any of the following.

- A security alert
- A crime
- Extreme weather conditions
- Any other event we could not reasonably be expected to control

You can see the full terms and conditions at:

www.translink.co.uk/delayrepay

Compensation for Goldline Express coach services

If the service is delayed by more than 29 minutes, we will give you compensation vouchers to the full value of the fare you paid for your single journey. (We do not include delays caused by things we cannot control, such as security alerts, extreme weather conditions and severe traffic delays.)

If your claim is valid, we will offer you compensation vouchers to the value of at least £1.



To apply for compensation, you must fill in a claim form, which you can get from any of our main stations. You should attach your ticket to the filled-in form as proof of your journey. If you have an annual ticket, you should attach your original ticket or a photocopy of your ticket.

We will display posters at stations telling you how and where to make a claim.

Refunds

If the bus or train you planned to catch is cancelled, and you decide not to travel by bus or train, we will give you a full cash refund of the fare you paid if you return your ticket immediately to the place you bought it.

If you decide not to return it right away, but still want to claim a full refund, you can get an application form at all the main bus and train stations.

If you decide, for some other reason, not to use a ticket you have bought, you can apply for a refund at any of our main stations. In these cases, we will normally charge an administration fee of 20% of the value of the refund (you will have to pay at least £1.50 but no more than £5).

You must apply for a refund within 28 days of the end date of your ticket.

To apply for a refund, you will need to return your ticket to us. We may also ask you to send us more evidence to support your claim. For further details, please see our refund policy, available on our website **www.translink.co.uk/refundpolicy**

If you did not buy your ticket from us, you should return it to the place you bought it from and they will arrange any refund.



7 Putting things right

We welcome any comments and suggestions you may have on improving our service. If you are not happy about any part of our service, we would like to know about it. The person you have been dealing with can usually sort out complaints quickly. However, if you prefer, or if you are still not satisfied, you may contact us in person, by telephone, in writing or by e-mail.

We will not deal with your complaint through social media (Facebook, Twitter and so on).

If you do make a complaint through social media we will reply with a link to the feedback section of our website where you can then give us details of your complaint.

It is helpful if you give us as much detail as possible, such as:

- the time and date of travel;
- where you were leaving from and going to; and
- a phone number in case we need more information.

It is also helpful if you send us your ticket.

We will respond to your complaint in whichever way you ask (phone, email, or in writing).

If you are not happy about any part of our service, we would like to know about it.

To contact us by telephone, please call: **028 90 66 66 30**

or

Textphone: **028 9038 7505**



To contact us in writing please send your letter to:

Translink Customer Services

Translink Contact Centre
Adelaide Centre
8 Falcon Road
Belfast
BT12 6PU

You can also email us at the following address:

feedback@translink.co.uk

If you complain in writing and we cannot give you a full response straight away, we will acknowledge your letter within three working days of receiving it. We aim to give you a full response within another 10 working days (in 90% of cases) and respond to all complaints within 15 working days of receiving them. We will respond to complaints made by e-mail within the same timescale as we respond to written complaints.

We will investigate all complaints thoroughly and fairly.

In all cases we will give you a full explanation and an apology if we have made a mistake. Your comments are essential to help us put things right.

If you are still not happy with our response, your complaint can be passed to the General Manager of the bus or rail services division or the relevant Divisional Executive.

If you are not happy with our response to your complaint, you can contact the Consumer Council, an independent body that can take up your complaint on your behalf.



You can contact the Consumer Council at:

The Consumer Council

The Consumer Council
Floor 3, Seatem House
28 – 32 Alfred Street
Belfast
BT2 8EN

Complaints line: **0800 121 6022**

Phone or textphone: **028 9067 2488**

Fax: **028 9065 7701**

E-mail: **complaints@consumercouncil.org.uk**

Website: **www.consumercouncil.org.uk**

Our charter sets out our commitment to you to achieving high standards of service. It does not mean we have any new legal responsibilities to you and it does not affect your legal rights or responsibilities.



8 Consulting you

We value your views and want to hear them. We will achieve this in the following ways.

- Independent market research will be carried out twice a year on the quality of our service. We will publish the results.
- We have set up a number of independently chaired passenger groups which meet regularly to give feedback on bus and rail services. Each member of a group fills in a report form when they want to comment about their travel experiences. We use information from these forms to put together reports on the quality of services for each region. These reports help us to develop and improve our services. If you would like to apply to become a member of a passenger group, please contact us:

Translink
Central Station
Belfast
BT1 3PB
Phone: **028 90 66 66 30**

- We provide 'feedback' cards at the main bus and rail stations to help you make your comments. You can put these cards in the box provided at main stations or return them to our Freepost address on the card. Or, you can email us your feedback at **feedback@translink.co.uk**. We regularly monitor suggestions and complaints, and our managers assess them.
- We ask people who already use our services, and people who may use them in future, for their views at an early stage when we plan new services, bring in new buses and trains, and build or improve stations.



9 Where to contact us

Timetables made easy

Website: **www.translink.co.uk**

Phone: **028 90 66 66 30**

The contact centre is open from 7am to 8pm Monday to Friday, and 8am to 6pm Saturday and Sunday (every day except Christmas Day and Boxing Day).

E-mail: **feedback@translink.co.uk**

Lost property

Phone: **028 9045 8345** (Metro)
028 9033 7000 (NI Railways)

For Ulsterbus, please contact your local station.

Enterprise Cross-Border First Plus tickets and seat reservations through our contact centre

Phone: **028 90 66 66 30**

For people who are deaf or hard of hearing

For timetable enquiries, Enterprise bookings, or to make a compliment or complaint, textphone:

028 9038 7505.

You can also use the Action on Hearing Loss Text Relay System to contact local bus and train stations. If you are using a textphone, dial 18001 followed by the full phone number.



You can also contact us through Facebook or Twitter at the addresses below (please note, we do not respond to complaints made through social media).

Facebook: **facebook.com/translinkni**

Twitter: **twitter.com/translink_ni**

Administration offices

You can call in to our administration offices between 8.45am and 5.30pm (Monday to Thursday) and between 8.45am and 2pm on Fridays.

Human Resources Division and Marketing Division

Central Station

Belfast

BT1 3PB

Phone: **028 90 66 66 30**

Finance Division, Infrastructure Division and Information Services

3 Milewater Road

Belfast

BT3 9BG

Phone: **028 9035 1201**

General Manager of Bus Services

Central Station

Belfast

BT3 9BG

Phone: **028 90 66 66 30**



General Manager of Rail Services

Central Station

Belfast

BT3 9BG

Phone: **028 90 66 66 30**

General enquiries and information

E-mail: **feedback@translink.co.uk**

Website: **www.translink.co.uk**

Our website also contains timetable information, an interactive journey planner, the latest travel news and contact phone numbers.

You can get a copy of our annual review from our website or by contacting our Marketing Department.







028 90 66 66 30
www.translink.co.uk



Translink