



## *Bay of Cadiz Transport Consortium*

# “Bay of Cadiz Transport Consortium Service Charter”

Elaborado por	Revisado por	Aprobado por
Firma: 	Firma: 	Firma: 
Nombre: Teresa Rovayo Díaz	Nombre: Teresa Rovayo Díaz	Nombre: Concepción Parra Sesé
Cargo: Responsable de Calidad	Cargo: Responsable de Calidad	Cargo: Directora Gerente
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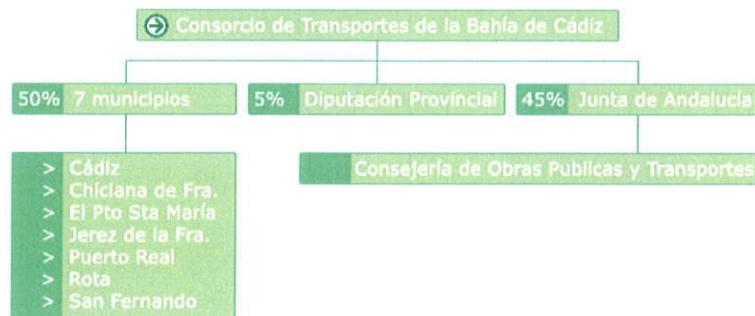


## Bay of Cadiz Transport Consortium Service Charter.

The Bay of Cadiz Transport Consortium was constituted on 18th of April 2002 with the purpose of coordinating the economic, technical and administrative cooperation of the associated Departments for the area comprising the Associated Municipalities. This ensures that the functions for which they are responsible in terms of creation and management of infrastructures and transport services are undertaken in a collective and coordinated manner.

The Bay of Cadiz Transport Consortium constitutes an associative Public Law entity, subject to Administrative Law, with a legal status independent from that of its members, an independent capital structure, autonomous administration and as broad a legal competence as required by the execution of its objectives.

The Bay of Cadiz Transport Consortium is comprised of the Autonomous Government of Andalusia (45%), Cadiz District Council (5%) and the City and Town Councils of Cadiz, Chiclana de la Frontera, El Puerto de Santa Maria, Jerez de la Frontera, Puerto Real, Rota and San Fernando which represent the remaining 50%.



At present the Bay of Cadiz Transport Consortium renders its services to a population of 694,000 inhabitants and provides transport for more than five million passengers each year, of which 4,779,281 are on land and 379,243 are by sea.

It has different integrated inter-urban means of transport:

- The inter-urban bus service boasts 51 routes which cover the municipalities of Cadiz, Chiclana de la Frontera, El Puerto de Santa Maria, Jerez de la Frontera, Puerto Real, Rota and San Fernando.
- The maritime service boasts 4 catamarans and enables passengers to travel by sea between the municipalities of Cadiz, El Puerto de Santa Maria and Rota.
- The urban bus service, for which the Consortium transport card can be used for payment.
- The Consortium transport card can be used as payment on machines for RENFE suburban and middle-distance trains.



The proportion of travel on public transport covered by the Bay of Cadiz Transport Consortium amounts to 21% of inter-urban journeys.

### **Functions of the Bay of Cadiz Transport Consortium.**

- The Bay of Cadiz Transport Consortium, within the framework of that stipulated in the Law on Urban and Metropolitan Transport in Andalusia, has been granted the following functions:
  - a) The proposal for drawing up and initial approval of the Metropolitan Transport Plan.
  - b) The proposal for modifications which do not involve reviewing the Metropolitan Transport Plan.
  - c) The participation in the drawing up of the Metropolitan Transport Plan and in the organisation of its modification and reviews.
  - d) The regulation, coordination, control, inspection and disciplinary action with regards to the services, traffic, infrastructure and facilities which are declared of metropolitan interest, except that provided for in the second paragraph of article 13.3 of the Law on Urban and Metropolitan Transport in Andalusia.
  - e) Organisation and coordination of the rest of transport services in the Metropolitan area not included in the previous section, according to the terms established by the Metropolitan Transport Plan.
  - f) Management of the Metropolitan Transport Plan.
  - g) The establishment of the pricing framework for the rendering of services in the Consortium's area of operation.
  - h) Promotion of the standardised image of the Transport System in the Consortium's area of operation.
  - i) Promotion of Public Transport.
  - j) Establishing the fees to be received by the transport operating companies in accordance with the criteria set out in the Metropolitan Transport Plan, taking into consideration the public transport obligations.
  - k) Distributing the contributions and subsidies received from the different Bodies, in accordance with that stipulated in the Metropolitan Transport Plan and in any contracts which may be entered into with transport operating companies.

### **Commitment to Quality of Service for Users.**

The rendering of a quality metropolitan transport service to citizens comprises the fundamental objective of the Bay of Cadiz Transport Consortium. In order to fulfil this objective the Consortium has been developing different lines of action since its constitution, each of them implemented according to a process of continual improvement of the quality of services offered to the users.

Proof of this is the fact that the Bay of Cadiz Transport Consortium has been working with a management system certified by AENOR since 2008.



As a central theme of this management system, the Consortium has a Quality Policy which is available on our website [www.cmtbc.es](http://www.cmtbc.es) and which is reviewed and updated periodically.

Therefore, the users are the driving force behind our work; the satisfaction of their needs and expectations is one of the principal objectives of the Bay of Cadiz Transport Consortium, through the correct management of the transport services and the correct payment of compensation to the transport operators. We, therefore, turn their needs and expectations into requirements in order to be able to attend to and comply with them (including those which are specified, non-specified and regulated).

Today, the Bay of Cadiz Transport Consortium has gone one step further and has made a pledge to the citizens of the district of Cadiz to improve the Consortium's services in line with the quality standards expressly contained in this charter.

### **Information and Customer Service.**

Queries, suggestions and complaints from the users aid us in improving the services rendered by the Bay of Cadiz Transport Consortium.

These queries, suggestions and complaints can be made:

- **In person.**  
At the Bay of Cadiz Transport Consortium headquarters located at Glorieta Zona Franca, Edificio Glorieta, Planta 5ª Módulos 3 y 4, 11011 in Cadiz.
- **In writing.**  
By filling in a form available from the Bay of Cadiz Transport Consortium headquarters and on the website [www.cmtbc.es](http://www.cmtbc.es).
- **By post.**  
By sending a letter to the Bay of Cadiz Transport Consortium's address.
- **By telephone.**  
By ringing customer services: 902 450 550.
- **By fax.**  
On the number 856 582 000.
- **By internet.**  
By filling in a form on the Bay of Cadiz Transport Consortium webpage [www.cmtbc.es](http://www.cmtbc.es).

The Bay of Cadiz Transport Consortium values the queries, suggestions and complaints made by the users as an effective method which contributes to the improvement of services.

In order to improve this participation, other tools are also used among which we can highlight in particular the quality of service survey carried out periodically by the Consortium.

Many thanks on behalf of the Bay of Cadiz Transport Consortium for helping us to improve our service.

### **Department Responsible for the Charter.**

The Bay of Cadiz Transport Consortium Department of Quality and Customer Service



is responsible for drawing up, implementing and monitoring the Charter as well as the management of the indicators associated with the Consortium's commitment to quality.

### **Commitment to Service.**

Within the group of indicators and methods of measuring the quality of service which the Bay of Cadiz Transport Consortium has in place, a series of **commitments that the entity assumes with regards to its users** are detailed. We consider these fundamental to achieve our main objective: offering a **Metropolitan Transport Service** with the highest levels of quality possible. Thus, the Bay of Cadiz Transport Consortium assumes a series of commitments:

1. Offering passengers access to all the information related to the services managed by the Bay of Cadiz Transport Consortium, guaranteeing that it is reliable and that passengers can access it quickly and effectively.
2. Improving the information channels in order to be able to provide the necessary information on any change or incident affecting transport.
3. Adjusting the lines and routes of the transport services to attend to the needs of the users.
4. Ensuring that the service rendered by the operators attends to the users in the best way possible and with complete efficiency.
5. Attending to the demands of our users. To enable us to do this satisfaction surveys are carried out and complaints and suggestion forms are available to passengers.
6. Speeding up and resolving any complaints or criticisms by users through the means placed at their disposal in which their opinion is highly valued with a view to offering the best possible service.
7. Continuing to work on the modernisation of services to offer users the highest possible quality.
8. The new fleet of buses will be fully adapted to people with reduced mobility.
9. Committing to a customer service telephone line in operation 365 days per year, manned by a team of bilingual telephone operators, from 6:00 to 24:00.

These commitments are set out in the following management objectives.

#### **Information.**

- The metropolitan destination will be shown on 100% of integrated transport which render their services.
- 100% of the transport stops and the Bay of Cadiz Transport Consortium website will update the service information within no more than 3 days, except due to unforeseen circumstances or force majeure.

#### **Customer Service.**

- 95% of the users who submit complaints will obtain a response within no more than 15 days.
- 100% of the Bay of Cadiz Transport Consortium Department of Quality and Customer Service employees is qualified to inform users.

#### **Transparency.**

- The level of compliance of the commitments assumed will be made public annually.



**Service Quality.**

- The level of subjective quality perceived by the users of the maritime service will always be above 7 on a scale of 0 to 10.