



Translink

Passenger Charter



Translink

Better.
Connected

Introduction

An effective and successful public-transport network is vital for the economic, social and environmental well-being of our communities. That's why we're committed to leading the transformation of transport in Northern Ireland.

We want your journey to be the best experience it can be and to make Translink 'your first choice for travel, today for tomorrow'.

Our commitment to you

We are committed to providing 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 your expectations and the standards set out in this charter.

We focus on customers and are committed to improving every part of our service. We know that there will be times when things go wrong. When they do, we will do our best to put them right.

Our goal is to achieve high levels of customer satisfaction. Our staff are trained to provide excellent customer service in a polite, professional and helpful way.

As part of our independent and continuous programme of monitoring customer satisfaction, we ask our customers how satisfied they are with our services. Results will be published on our website and displayed in stations.

We are committed to doing the following.

1. Providing a safe and reliable service
2. Keeping you informed
3. Making every journey as easy as possible, for everyone
4. Helping you, particularly when we don't get it right
5. Listening, taking action and continually improving our service
6. Aiming to be 'net zero' by 2040

1. Providing a safe and reliable service

Your safety is our top priority

We will continue to invest in our vehicles and our employees to make sure we provide the safest and most comfortable journey for our passengers.

We aim to provide a polite, respectful and safe service for everyone. We will not tolerate abuse towards our staff and passengers.

We will regularly review our fares. We understand that value for money is a priority for our passengers and we will continuously monitor your views on this.

Our targets

Customer feedback has told us that a reliable and punctual service is key to providing a great experience for our passengers.

We are committed to providing a reliable and punctual service by reducing delays and improving the way we prevent and respond to incidents.

We have set targets for the reliability and punctuality of bus and rail services.

Our targets are as follows.



Reliability

At least 99.2% of all scheduled bus and train journeys will run as planned.

Punctuality

Bus – Metro, Glider and Ulsterbus

- 95% of all buses depart:
 - no earlier than one minute before, or
 - later than 5 minutes and 59 seconds after, the scheduled time.
- 95% of buses arrive at the final destination no later than 5 minutes and 59 seconds after the scheduled arrival time.

Rail – suburban

- 95% of suburban services (Bangor, Portadown and Larne) arrive no later than 5 minutes after the scheduled time.

Rail – interurban

- 90% of interurban services (Derry-Londonderry and Portrush), except for cross-border services, arrive no later than 5 minutes after the scheduled time.
- Cross-border services arrive no later than 10 minutes after the scheduled time.



2. Keeping you informed

Planning your journey

It is easier than ever to plan your journey with us. All our latest service information is available online, with real-time updates.

- Visit www.translink.co.uk to plan your journey, view and print your own timetable, buy tickets and see the latest travel updates.
- Download the free Translink Journey Planner App (iOS and Android) for bus and train times and real-time updates.
- Plan with Google, Apple or Bing maps, where all our service information is also available.

If you don't have a smart phone or access to the internet, you can:

- visit a station to ask for a printed copy of your service timetable, or
- phone our contact centre on 028 90 66 66 30.

What happens if there's a service disruption?

There may be times when planned essential engineering work means that we have to change our services. In this case, we will give you:

- at least 28 days' notice (if possible) of potential delays and diversions caused by this work, and
- 14 days' notice of changes to times.

We will publish any significant changes to a timetable in a number of ways, including by displaying posters at stations and onboard our vehicles, giving details on our website at www.translink.co.uk, through posts on social media and through updates on the journey planner app.

In the case of emergency engineering work, we will give you as much notice as possible.

Keeping you informed

We have a full social media team that provide news and careers information along with travel updates. You can follow us on

 [Facebook](#)

 [\(formerly known as Twitter\)](#)

 [Instagram](#)

 [LinkedIn](#)

 You can also contact us on WhatsApp at 07583122646 (message only)

Our social media team's working hours are:

- 7am to 8pm Monday to Friday, and
- 8am to 6pm on Saturdays and Sundays.

Our frontline staff in stations and on public transport will be kept up to date with any major disruptions so they can answer any questions you may have while you are travelling with us.

You can also phone our Contact Centre on 028 90 66 66 30.

The Contact Centre opening hours are:

- 8am to 6pm Monday to Saturday, and
- 9am to 5pm on Sundays.

The Contact Centre opening hours are:

We are in the process of introducing real-time information for passengers on all our services.





3. Making every journey as easy as possible, for everyone

Accessibility statement

We are committed to continually improving the quality and accessibility of our services.

For more information about the accessibility of our services, and advice on using Translink services, go to the [accessibility section](#) on our website or phone the Contact Centre team on 028 90 66 66 30.

Accessible information

We can provide our information, including timetables, in other formats (such as large print, Braille or in audio). You can request a different format by getting in touch with our Contact Centre.

Customers with hearing difficulties can communicate with our Contact Centre team through a BSL or ISL interpreter through SignVideo through the [contact us](#) section on our website or by using the Text Relay service. If you are using a textphone you should dial 18001 followed by the Contact Centre's full phone number.

Our website meets accessibility standards, in line with the [Web Content Accessibility Guidelines](#), which make sure web content is accessible to everyone, including people with disabilities. Our website is accessible to screen readers, and includes online timetables which have filters to improve accessibility. We publish an [accessibility statement](#) on our website, where you can find out more about other accessibility features.

Accessible services

If you need help or support with any aspect of a bus or rail journey, you can tell us your travel plans by getting in touch using the [Accessibility Advice form](#) on our website. Or you can phone our Contact Centre on 028 90 66 66 30 to tell us about your travel plans. We would recommend you do this at least 24 hours before you travel to make sure staff are made aware of your needs. We understand that it is not always possible to give us notice of your journey, and we will always try our best to provide the service you need.

Accessible network

We are committed to improving the accessibility of our stations, bus stops and Glider stops, including by introducing 'Changing Places toilets' (toilets with changing facilities for people with multiple and complex disabilities who have one or two assistants with them) and making improvements to our digital passenger information to help with planning accessible routes. Most of our stations provide step-free access. You can find these in advance by using the accessibility function within the Journey Options section of the Journey Planner. You can also search for station features through the [search for a station](#) feature on our website.

Accessible fleet

All services with low-floor accessible vehicles are identified on our timetables. If the service you need is not identified as being low-floor accessible, please get in touch with our Contact Centre.

You can find details of bus and rail accessibility features in the [accessibility section](#) on our website.

Mobility scooters may be accepted on our fleet depending on needs identified by an assessment. You can request an assessment by getting in touch with our Contact Centre.

You can find more information on wheelchairs, animals, buggies and bicycles in our [conditions of carriage](#) on the conditions of carriage page on our website. We will continue to work with [The Inclusive Mobility and Transport Advisory Committee \(IMTAC\)](#) when buying vehicles.

JAM Card

We are proud to be supporting and accepting JAM Cards, which allow users to ask for patience ('just a minute') when they need it. They help those with communication barriers get the time they need in an effective non-verbal way. For more information or to get a card, go to www.jamcard.org.



Just a minute

Diversity and inclusion

We aim to develop a talented, diverse and inclusive workforce. We are committed to promoting equality and not discriminating against our customers or our employees.

Working with others

We will continue to work closely with The [Inclusive Mobility and Transport Advisory Committee \(IMTAC\)](#), the [Department for Infrastructure](#) and the [Consumer Council](#) to understand the needs of older people and disabled people, with the aim of offering a consistent and improved customer experience for all.



4. Helping you, particularly when we don't get it right

We understand that things can go wrong. If they do, we will listen and put things right.

If a service on NI Railways is delayed, and this is not due to things we cannot control, such as security alerts, extreme weather conditions and severe traffic delays, you may be able to get compensation under the Delay Repay scheme.

What can I receive?

If your claim is valid, we will pay compensation in the form of vouchers which you can use when buying tickets in the future. We do not pay compensation in cash.

How much compensation can I receive?
The amount of compensation you receive would depend on the length of the delay, as shown in the table below.

Refund policy

If you want to ask for a refund, see our [refund policy](#) on our website.

Length of delay	Value of voucher
NI Railways	
Between 30 and 59 minutes	50% of the cost of: <ul style="list-style-type: none">• a single ticket, or• either portion of a return ticket – the outward journey or return journey
Between 60 and 119 minutes	100% of the cost of: <ul style="list-style-type: none">• a single ticket, or• either portion of a return ticket – the outward journey or return journey
More than 119 minutes	The full cost of a return journey (even if you had a single ticket)

How do I apply for compensation from NI Railways?
You will need to download a claim form or pick one up at any of our main train stations.

You must provide the relevant ticket with your **claim form**. If you have a monthly or annual ticket, you must provide either your original ticket or a photocopy of it.



5. Listening, taking action and continually improving our service

We welcome your feedback

We welcome any comments and suggestions you have on improving our service.

If you are not happy about any part of our service, we would like to know about it. If you have a complaint, please talk to a Translink staff member who is there at the time. They can usually sort out issues quickly. If you prefer, or you are not satisfied with the staff member's response, you can contact us:

- through our website at www.translink.co.uk/contactus
- by phoning 028 90 66 66 30

How we deal with complaints

We promise to acknowledge your complaint within three working days, and provide a response within a further 10 working days.

If you are not happy with our response, you can ask for your complaint to be passed to a senior manager.

If you are not satisfied with the senior manager's response, you can send your complaint to the Consumer Council. They are an independent body that can take up your complaint on your behalf.

You can contact the Consumer Council at:
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
Email: contact@consumercouncil.org.uk
Website: www.consumercouncil.org.uk

Join our Youth Forum

If you are aged 14 to 24, you can join our Translink Youth Forum. This is a regional group of young people working to improve public transport for young people in Northern Ireland. For more information on how to join, email: info@niyf.org





6. Aiming to be ‘net zero’ by 2040 improving our service

Public transport is critical in tackling climate change and improving air quality.

As well as encouraging more people to switch to travelling by public transport, we have set ourselves ambitious targets of:

- reducing carbon emissions by 50% by 2030
- becoming net zero, so the amount of carbon dioxide (CO₂) we remove from the atmosphere is equal to the amount we release, by 2040, and
- becoming climate positive, so the amount of CO₂ we remove from the atmosphere is 10% more than the amount we release, by 2050.

Achieving these targets will depend on funding.

We remain committed to investing in zero-emission vehicles and technology to tackle the climate crisis and reduce emissions in line with the targets set out in the NI Climate Change Act, to help towards providing a better quality of life for generations to come.

There is more information at [Translink's Climate Positive Strategy](#), [Wake Up to Climate Change](#), and [Go Eco](#).

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