



tcl.fr



Appli TCL

Allô TCL : 04 26 10 12 12
(prix d'un appel local)

Passenger Charter

TCL
ENSEMBLE



**Information
& Guidance**



**Reliability &
Punctuality**



**Safety
& Civic Responsibility**



**Courtesy &
Kindness**



**Cleanliness
& Comfort**



**Accessibility
& Inclusiveness**

The TCL logo is displayed in a bold, black, sans-serif font within a white, rounded rectangular shape that is part of a larger white graphic element on the left side of the page.

Information & Guidance

Together, for easier
and well-organised journeys.

We

offer simple, reliable and real-time information and advice throughout every stage of your journey, whatever the situation.

726 passenger
information kiosks.

04 26 10 12 12

a single contact number to reach our
Allô TCL advisors, available to provide
information and solutions.

You

can consult all the information you need to plan and make your
journeys or complete your procedures on the TCL network.

Plan ahead with the features available on
the TCL website and app (journey planner,
timetable search, etc.).

Get personalised updates by signing up
for traffic alerts (SMS, app, email) on your
favourite lines.

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Reliability & Punctuality

Together, to ensure the reliability of your journeys.

We

commit all the required human and operational resources to ensure a punctual and reliable network.

Travel times are regularly analyzed to optimize schedules according to your needs.

We help our drivers stay aware of early arrivals and delays with GPS tracking tools.

You

contribute to the smooth flow of travel for all users.

Please let passengers exit before boarding and keep clear of the doors.

Please use the TCL contactless card, TCL E-Ticket, or SMS ticket (according to fare zones) to simplify the purchase and validation of your travel ticket.

The TCL logo is displayed in a bold, black, sans-serif font within a white, rounded rectangular shape that is part of a larger yellow graphic element.

Courtesy & Kindness

Together, making every journey calm and pleasant.

We

train our staff to support and guide you in a professional and helpful manner.

100%
of staff in contact with passengers receive ongoing training in customer relations.

More than 5,000 TCL staff
are at your service to meet your needs and make your experience enjoyable.

You

respect other passengers, as well as TCL staff, during your journeys.

Hold your backpack and fold your scooter. On buses or coaches, put bulky items under the seat, in the overhead rack, or in the luggage compartment.

Keep noise to a minimum by taking calls outside and using headphones for music.

The TCL logo is displayed in a bold, black, sans-serif font. It is centered within a white, rounded rectangular shape that is part of a larger light purple background.

Safety & Civic responsability

Together, for a safe and peaceful journey.

We

increase our presence and efforts to make the TCL network more peaceful and safer for everyone.

More than 10,000
surveillance cameras contribute to
your safety.

110 security personnel and
250 ticket inspectors are present across
the network.

You

report behaviours that could harm you, other passengers, our teams, or the proper functioning of the TCL network.

Use the call buttons in metro and tram stations and approach TCL staff trained in safety, who work in coordination with the Security Control Centre and law enforcement.

From 10 PM, on buses, you can ask the driver to let you off between stops to be closer to your destination.

The TCL logo is displayed in a bold, black, sans-serif font. It is centered within a white, rounded rectangular shape that has a slight shadow, giving it a three-dimensional appearance against the light blue background.

Together, to enjoy a pleasant network every day.

We

ensure our vehicles, equipment, and facilities are clean and welcoming for your comfort.



**Cleanliness
& Comfort**

We train our drivers to drive carefully, smoothly, and with respect for the environment.

Our cleaning staff operate daily across all vehicles on the TCL network.

You

contribute to keeping equipment and shared spaces in good condition for all passengers.

Please use the trash bins provided at stops.

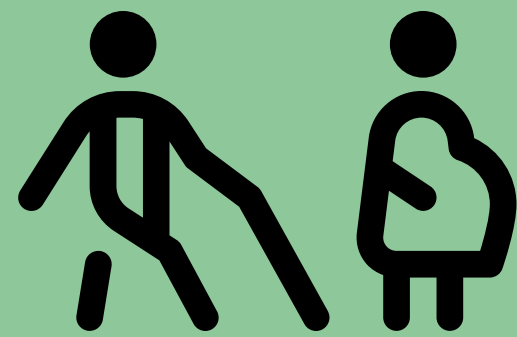
Keep your feet on the floor rather than on the seats.



Together, making mobility solutions more accessible.

We

constantly work to enhance the accessibility of the TCL network.



**Accessibility
& Inclusiveness**

All vehicles on regular lines are accessible to passengers with reduced mobility.

A broad selection of solidarity, discounted, or free fares, suited to everyone's situation.

You

pay attention to other passengers, provide help when necessary, and facilitate travel for all on the network.

In case of disability, and to facilitate your assistance, please notify a TCL staff member.

Give up your seat to passengers with reduced mobility.