

# we move

## **SERVICE CHARTER**

*Bacino di Bologna*

Trasporto Passeggeri Emilia-Romagna - S.p.A  
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[tper.it](http://tper.it)

## The Mobility charter

The Mobility Charter allows users to learn about the activities of public transport companies in the Bologna provincial area and provides useful information on the use of services. It establishes the rights of users, travel rules, and quality standards that companies commit to respecting.

The document refers to various European, national, and regional standards, including Regulation (EU) No. 181/2011 of the European Parliament on passenger rights in bus transport. It also includes national and regional standards such as the Decree of the President of the Council of Ministers of December 1998 and the Regional Law of October 2, 1998.

SRM is the local agency for mobility and local public transport, established in 2003 on the initiative of the Municipality and the Province of Bologna. SRM is responsible for implementing the decisions of local authorities for the sector, managing movable, immovable, and infrastructural assets, planning, and securing financial resources for infrastructural investments.

## Service Management

In December 2010, the TPB consortium won the contract for the operation of local public transport in the Bologna provincial area for 6 years, with the possibility of extension for an additional 3 years. TPB signed a business unit lease agreement with SRM, making public transport networks and facilities available.

## Tper Group

Tper is the public transport company that provides urban automotive local transport services in the cities of Bologna, Ferrara, and Imola. Tper also provides regional railway passenger transport through the Trenitalia Tper company.

## Other Companies

Omnibus, SACA, Cosepuri, and Coerbus are some of the consortium companies operating in the Bologna area. These companies offer various public and private transport services, including car-sharing, chauffeur-driven car rental, and local public transport.



## Lines and Service

The public transport service in the Bologna area is divided into zones for fare calculation purposes. There are two urban areas: the Bologna Urban Area and the Imola Urban Area.

### Mandatory validation

Since August 25, 2014, the experimental phase of mandatory validation of tickets and subscriptions on all public transport in Bologna has been in effect. Validation at each access is a common practice in much of Europe.

### Travel information

The [Tper](#) website and the [Roger](#) app provide all the necessary information on the schedules and routes of urban, suburban, and extra-urban services. The Roger app also indicates the occupancy level of each bus arriving at the stop.

## User involvement

Tper promotes competitions reserved for users who correctly validate their subscription. Participation in the work of the Bologna Basin User Advisory Committee.

### Remote control and video surveillance

The entire Tper fleet is equipped with systems for a centralized service control system. Urban buses are equipped with cameras integrated into the remote control system.

## ESG Commitments

Tper is committed to accelerating its environmental strategy for renewing the vehicle fleet. The company focuses on “zero-emission” electric vehicles and liquefied methane buses.

## Privacy and Cyber Security Protection

Tper has implemented an organizational model for the correct application of the reference legislation on the protection of personal data. The Data Protection Officer function has been established since the entry into force of Regulation (EU) 2016/679.

## Sanctions

Violations related to travel tickets and other regulations are subject to administrative sanctions. The methods of payment of sanctions are detailed in the document.

## Refunds

The document describes the conditions for the refund of personal annual subscriptions. The refund is issued with a voucher that can be used at Tper Points and online.

## Lost Property

Lost property is delivered to the competent Municipality. The data from the Customer Satisfaction analysis are published on the Tper website.

# Travel Rules

## Art. 1 – Information

Information on travel methods, fares, and schedules is provided through vehicles, company infrastructure, and other dedicated information spaces. Line schedules are promptly published in easily accessible locations. In case of route changes due to scheduled events, all variations from the standard service are communicated in advance. In case of sudden deviation or accident, passengers receive instructions on the possibilities and methods of continuing the journey.

## Art. 2. – Boarding, traveling and disembarking

Boarding:

1. Passengers waiting should signal their intention to board to avoid unnecessary stops, contributing to better service quality.
2. Passengers must use the designated boarding doors as indicated by signage.
3. Boarding is not allowed outside stops or when the vehicle is in motion; at the stop, passengers should not approach the bus until it is statio-





nary with the boarding door fully open. This also applies to “open door” transfers previously described.

Traveling:

4. Passengers should not occupy more than one seat.
5. To optimize space, passengers should avoid standing near doors and ticket validators.
6. Leaning out of windows and throwing objects out of the vehicle is prohibited.
7. Smoking is not allowed on the bus.
8. Passengers should avoid making noise, causing discomfort, or disturbing others, maintaining decorum and respect.
9. Passengers must cooperate with drivers and ticket inspectors, showing respect and facilitating their service.
10. Passengers can ask the driver for information without distracting them from





driving to ensure everyone's safety. Drivers wear visible ID badges and provide their personal ID if requested, ensuring traceability during the journey.

11. The company aims to provide a clean travel environment, maintaining hygiene and cleanliness of vehicles. Passengers should help keep the bus clean by not littering or damaging parts or equipment.
12. Emergency devices should only be used in case of serious necessity for safety reasons.
13. Transporting flammable materials is prohibited, except for small quantities of common use packaged according to legal standards.
14. Firearms must not be transported unless disassembled and unloaded (this rule does not apply to law enforcement officers).
15. Without authorization, distributing, posting, or displaying objects or prints, engaging in commerce, and selling or offering items for promotional purposes is prohibited. Begging is not allowed

on company vehicles.

16. If found objects must be handed over to the driver, providing personal details. Lost items are sent to the appropriate offices.
17. On extra-urban routes outside inhabited areas, seated passengers must use seat belts where available, as required by law.

Disembarking:

18. Passengers should signal their intention to disembark in advance using the stop request button. Unnecessary use of the stop request signal is not allowed.
19. Passengers must use the designated exit doors as indicated by signage.
20. Passengers should not ask the driver to disembark outside designated stops, as this is only allowed within defined areas.

### **Art. 3 – Travel Documents and Verification**

At the start of the journey, passengers must comply with the rules for using travel tickets: validating ordinary or multi-ride tickets and adhering to the rules for different types of subscriptions.

1. For services with on-board ticketing, passengers can purchase a ticket at the start of the journey. The ticket must remain intact and recognizable throughout the journey. Passengers must validate their ticket each time they board, as required by Article 40 of Regional Law 30/98 and subsequent amendments. For validation methods of different tickets, consult the company's website.
2. After validation, passengers must check the accuracy of the timestamp (date and time on the ticket) and immediately inform the driver of any errors.
3. According to Article 40, paragraph 2 of Regional Law Emilia-Romagna No. 30 of 2/10/98 and subsequent amendments, passengers must show their ticket to inspection, control, and verification

personnel, who are Public Officials in the exercise of these functions. The ticket must be intact, recognizable, and not tampered with or altered. In case of irregularities, inspectors are authorized to identify the passenger (Article 40, paragraph 12).

4. Drivers cannot prevent access to the service or remove passengers from the vehicle. For safety reasons, they alert the Tper operations center to request law enforcement intervention.

### **Art. 4. – Transport of Children**

1. Children under one meter tall, accompanied by an adult passenger, travel for free.
2. On properly equipped buses, recognizable by specific signage, passengers can board with children in strollers. On non-equipped buses, strollers must be folded. Strollers, even when open, are transported for free.

#### **4.bis – Passengers with Disabilities**

1. Passengers with disabilities or reduced mobility can travel on company vehicles under the same fare conditions as other passengers. Additional services and assistance provided by the operator to facilitate service use should not incur additional costs for passengers with disabilities.
2. On buses equipped with ramps and recognizable by specific signage, passengers can board with wheelchairs or similar devices. The system is designed to transport wheelchairs up to a maximum weight of 350 kg and standard dimensions (112x70x109 cm).
3. During boarding, traveling, and disembarking, exceptions to Article 2 of these regulations are allowed if necessary to provide adequate assistance and ensure better travel experience for passengers with disabilities.

#### **Art. 5. – Transport of Animals**

1. Small pets can travel for free if carried in arms or in protected containers smaller than 55x40x20 cm (the limit for objects transportable without a ticket). Larger dogs can board for a fee.
2. Transported dogs must always wear a muzzle and leash.
3. Each passenger can accompany only one animal.
4. Animals must not obstruct access and exits and cannot occupy seats.
5. If an animal soils or damages the vehicle or causes harm to people or property, the owner or custodian is liable for damages.
6. Dangerous wild animals cannot be transported on public transport.
7. Guide dogs accompanying visually impaired passengers can board freely and for free.

### **Art. 6. – Transport of Luggage**

1. Luggage smaller than 55x40x20 cm can be transported for free.
2. Larger luggage can be transported for a fee and must not exceed 40x60x80 cm.
3. Each passenger can carry no more than two pieces of luggage.
4. Luggage must not contain dangerous, flammable, explosive, or foul-smelling materials that could cause problems for other passengers.
5. Luggage must be placed or held in a position that does not obstruct passage and must not occupy seats.

### **Art. 7. – Penalties**

1. Violations related to travel tickets (Article 3) are subject to administrative penalties as provided by Regional Law Emilia Romagna No. 30 of 2/10/98 and subsequent amendments, Article 40, Paragraph 6.
2. Other penalties are applied based on the same Regional Law Emilia Romagna No. 30 of 2/10/98

and subsequent amendments, Article 40, Paragraphs 15 and 16:

- For violations of Article 2, point 6 (throwing objects out of the vehicle), a penalty ranging from a minimum of 5 euros to a maximum of 15 euros is imposed.
- For violations of Article 2, point 7 (smoking is not allowed), a penalty ranging from a minimum of 2 euros to a maximum of 7 euros is imposed.
- For violations of Article 2, point 11 (maintaining cleanliness, not damaging, removing, or tampering with vehicle parts or equipment), a penalty ranging from a minimum of 103 euros to a maximum of 309 euros is imposed (in addition to compensation for damages).
- For violations of Article 2, point 12 (related to emergency devices), a penalty ranging from a minimum of 258 euros to a maximum of 1,549 euros is imposed.
- For violations of Article 2, point 14 (not transporting firearms), a penalty ranging from a

minimum of 77 euros to a maximum of 232 euros is imposed.

- For violations of the rules established in Articles 2, 4, 5, and 6 not specifically mentioned in this Article 7, penalties ranging from a minimum of 7 euros to a maximum of 23 euros are imposed.

### **Art. 8 – Payment Methods for Penalties**

Penalties related to “Travel Rules” can be paid:

- Directly to the inspector or within 5 days from the date of the report at the minimum established amount.
- Within 60 days from the date of the report at the reduced amount (i.e., the most favorable sum for the customer between twice the minimum amount and one-third of the maximum amount established for each individual penalty).
- After 60 days without payment at the reduced amount, an order-injunction will be issued for the maximum amount established by law.

# Compensation

TPB provides insurance coverage for passengers in case of accidents and outlines the procedures for claiming compensation. If a passenger suffers personal injury while traveling on company vehicles, they must submit a compensation request according to the procedures outlined in Articles 141, 145, and 148 of Legislative Decree No. 209/2005. For information on the insurance company to address the request, passengers can contact the Tper Claims.

Office at the following phone numbers:

- 051 350264
- 051 350265
- 051 350266

In all other cases, unless specific exceptions are provided by law, the injured party must submit the compensation request to their own insurance company against RCA, in accordance with Legislative Decree No. 209/2005 and Presidential Decree 254/2006.

### **L'Autorità di Regolazione dei Trasporti**

Gli utenti che avessero già inviato reclamo, nei limiti e nei casi definiti dalla normativa europea (Dlgs n°70/2014 e Dlgs n° 169/2014) possono rivolgersi all'ART, Autorità di Regolazione dei Trasporti: [autorita-trasporti.it](http://autorita-trasporti.it)



