

T>per
Cambia il movimento



we move

**SERVICE
CHARTER**

Ferrara



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The Mobility charter

The Mobility charter for the Ferrara basin is a document by Trasporto Passeggeri Emilia-Romagna S.p.A. (Tper) that outlines the company's commitments to providing high-quality transportation services to citizens. The document is structured around several key areas:

The Mobility charter is based on various European, national, and regional regulations, including the EU Regulation 181/2011 on passenger rights in bus transport and the Italian Constitution.

The document aims to improve the relationship between TPF, its consortium companies, and customers by providing clear information about the services offered and the principles guiding them. It includes customer satisfaction surveys and feedback mechanisms to enhance service quality.

Service Management

TPF manages urban and extra-urban transport services in Ferrara, including Taxibus services. The consortium includes several companies, with Tper holding the majority share.

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 routes

The document lists the various urban, extra-urban, and Taxibus lines operated by TPF, detailing the number of daily trips and the extensive network of stops.

Access to services

Passengers must have a valid travel ticket, which can be purchased online, via the Roger app, or at various sales points. The document emphasizes the importance of ticket validation to prevent fare evasion.

Information and communication

TPF provides real-time information on bus arrivals, service disruptions, and other relevant details through the Roger app and Hellobus system. The staff is trained to assist passengers with respect and courtesy.

Environmental and social commitment

Tper is committed to sustainability, with plans to invest in new eco-friendly buses and reduce emissions. The company also focuses on social responsibility, ensuring equal access to services for all passengers.

Privacy and Cybersecurity

Tper has implemented measures to protect personal data and ensure compliance with relevant regulations.

Customer Relations

TPF provides various channels for customers to submit suggestions, complaints, and requests for refunds. The document includes information on how to handle lost property and customer satisfaction surveys.

Insurance and Indemnities

TPF offers insurance coverage for passengers in case of accidents and outlines the procedures for claiming compensation.

Travel Rules

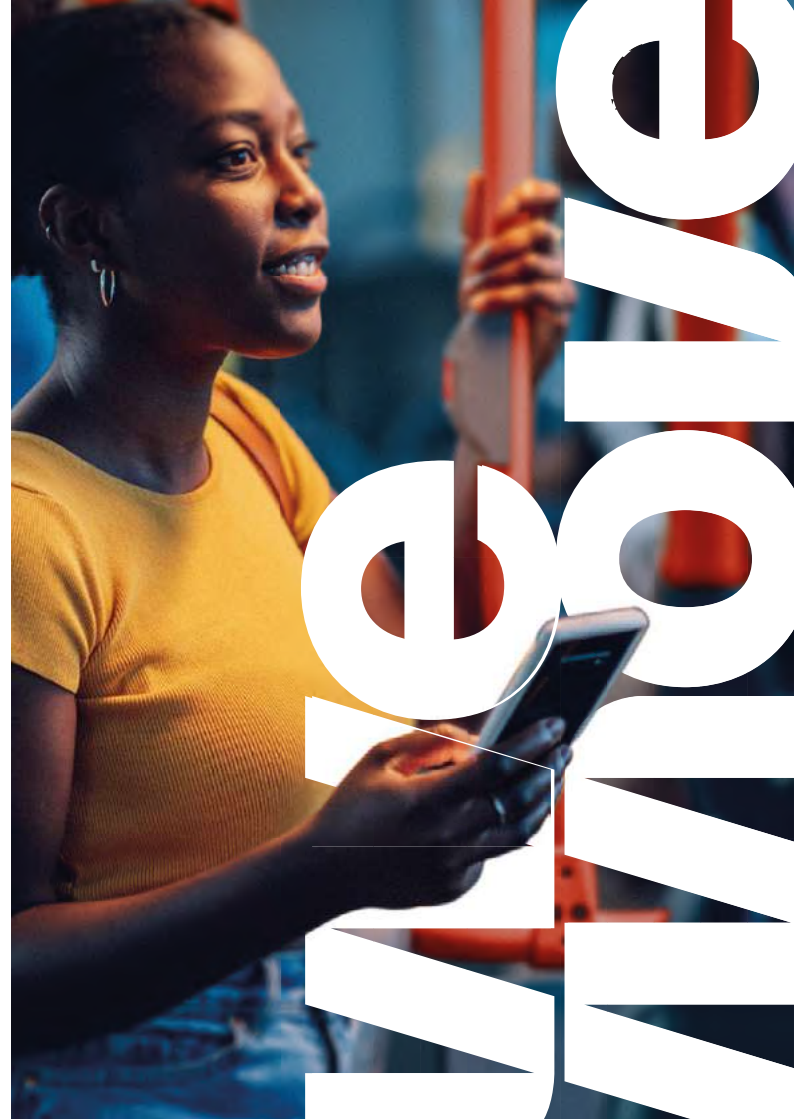
Art. 1 – Information

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.

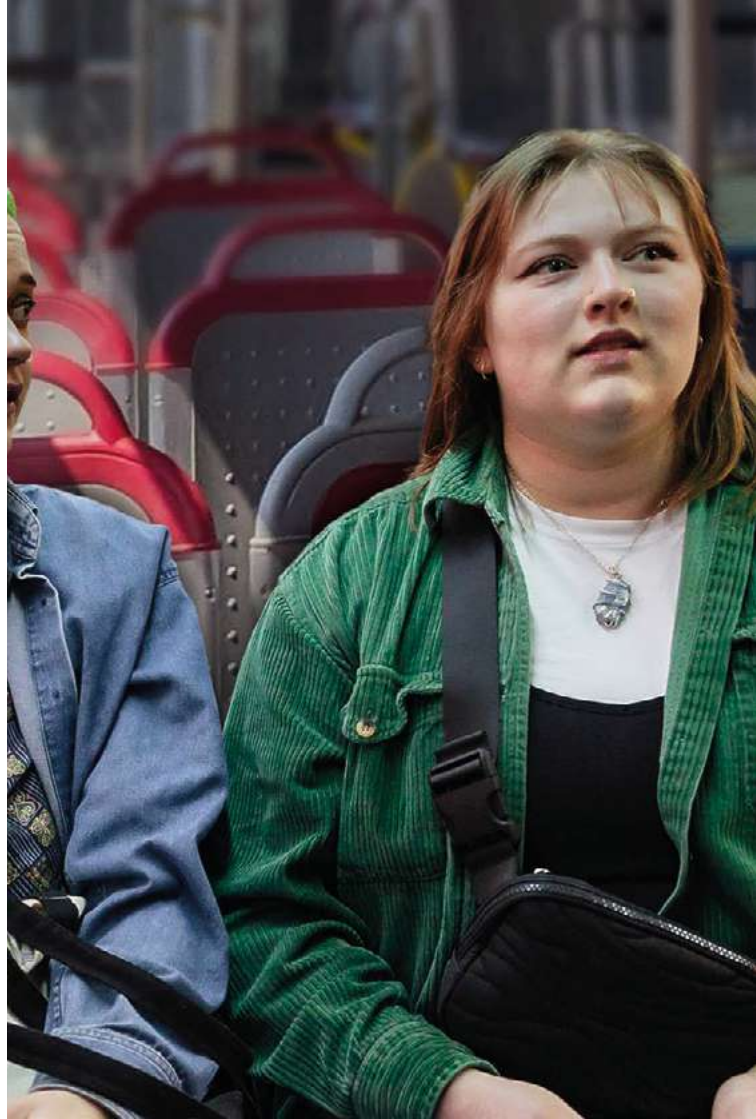
Compensation

TPF 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.



The Transport Regulation Authority

Users who have already submitted a complaint, within the limits and cases defined by European regulations (Legislative Decree No. 70/2014 and Legislative Decree No. 169/2014), may contact the Transport Regulation Authority (ART): autorita-trasporti.it

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