

# UPDATED AOP

## Bologna Autostazione Operating Policy

*Approved and Adopted by the Board of Directors on 29/07/2020*

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## 1. INTRODUCTION

Autostazione di Bologna S.r.l. ("Bologna Autostazione") bus terminal has as its sole corporate object management of the departure, arrival and transit at the bus terminal, on behalf of the Municipality and Metropolitan City of Bologna, which includes all scheduled bus and coach route services for passenger road transport for the City of Bologna, as well as the management of facilities, systems, services and whatever else may be deemed useful and complementary to such object or for other public utility purposes. The corporate purpose of Bologna Autostazione also includes offering bus terminal services for non-scheduled coach lines for passenger road transport, subject to the priority of Bologna Autostazione terminal services for scheduled bus and coach routes.

This Autostazione di Bologna S.r.l. Operating Policy ("AOP") has been prepared in compliance with Annex A (Regulatory Policy) to Resolution no. 56 of 30 May 2018 of the Italian Transport Regulatory Authority (*Autorità di Regolazione dei Trasporti - ART*) regarding "measures to ensure fair and non-discriminatory access conditions to bus terminals that meet passenger mobility requirements through intermodal and intramodal service connection".

This AOP provides a description of the infrastructure features of Bologna Autostazione bus terminal, the facilities and areas, and the technical and economic conditions for their use by carriers, as well as the access conditions for persons with reduced mobility (PRM).

## 2. MAIN DEFINITIONS

**Bologna Autostazione:** bus terminal - Autostazione di Bologna S.r.l., located in Piazza XX Settembre 6, Bologna.

**Congestion:** a contingent situation resulting in the shortage of bus terminal capacity that may be remedied via optimal coordination of access requests.

**Person with Reduced Mobility (PRM):** "any person whose mobility when using transport is reduced, as a result of any physical disability (sensory or locomotory, permanent or temporary) mental disability or impairment, or any other cause of disability, or as a result of age, and whose condition requires appropriate attention and adaptation to said person's particular needs of the service made available to all passengers "(see Regulation (EU) 181/2011 - CHAPTER I, article

3(j)).

**Autostazione Operating Policy (AOP):** This is the essential reference document for the regulation of access to the bus terminal and the definition of the relevant technical/financial terms and conditions of use by carriers, prepared by the operator in order to guarantee fair and non-discriminatory treatment, as well as transparency, in the access methods to the bus terminal, in accordance with the provisions of section 37(2)(a) of Decree-Law 201/2011, converted by Law 214/2011.

**Saturation:** a situation in which access requests to Bologna Autostazione by carriers cannot be adequately satisfied, albeit in certain periods only, and which cannot be remedied via the optimal coordination of access requests.

**Standard agreement:** a standardised contractual instrument which establishes the rules, procedures, obligations and responsibilities with which the parties (Bologna Autostazione and carriers/service operators) are required to comply or submit to, in relation to bus terminal access.

**Medium-long distance services (MLD):** medium-long-distance passenger transport services of national interest and responsibility, as defined under article 3(1)(c) of Italian Legislative Decree no. 422 of 19 November 1997: "international road passenger transport services, with the exception of cross-border services and inter-regional lines connecting more than two regions".

**Non-regular or non-scheduled services (HIRE):** tourist and occasional road passenger transport services.

**Local public transport services (LPT):** "regional and local public transport services which are not amongst those of national interest, operating continuously or periodically, with pre-established routes, timetables, frequencies and fares, with generalised access, within a normally regional or sub-regional area", meaning urban/suburban or intercity (see Italian Legislative Decree no. 422 of 19 November 1997, article 1(2)).

**Layover:** time spent by the bus/transport vehicle inside the bus terminal, occupying dedicated areas, normally for extended periods, for reasons not directly related to service performance, outside operating hours and without passenger handling.

**Carrier (or service operator):** a natural or legal person, other than a tour operator, travel agent or ticket vendor, offering public transport services" (see Regulation (EU) 181/2011, article 3(e)).

### **3. BUS TERMINAL INFRASTRUCTURE FEATURES**

#### **3.1 Location**

The headquarters and main pedestrian entrance of the Bologna Autostazione bus terminal is in Piazza XX Settembre no. 6; the bus terminal is approximately 300 metres from the Central Train Station and 1500 metres from the city centre (Piazza Maggiore).

The transport vehicle entrance (coaches) is at the rear of the main pedestrian entrance, in via Capo di Lucca, accessible from Viale Angelo Masini.

The main forecourt for bus layover is in via Capo di Lucca.

Annex 1 to this AOP includes the bus terminal layout.

#### **3.2 Areas available and facilities**

This section provides details on the relevant areas and their infrastructure facilities.

The overall Bologna Autostazione bus terminal area covers approximately 17 thousand square metres and is divided into four areas:

- the manoeuvring forecourt
- the main building (terminal)
- bus layover forecourt
- car parking

##### **3.2.1 Manoeuvring forecourt**

The manoeuvring forecourt is intended for vehicle arrival and departure and passenger embarking and disembarking. Vehicles allowed inside the manoeuvring forecourt include:

- carriers operating local public transport (LPT) services
- carriers operating medium-long distance services (MLD) and, in general, non-LPT scheduled services
- carriers operating non-scheduled transport services (tourist and occasional services) (HIRE).

Additional vehicles authorised by the Bologna Autostazione bus terminal include law enforcement vehicles, ambulances and other emergency vehicles.

The manoeuvring forecourt features:

- an arrivals passenger walkway over 170 metres long
- a covered departure passenger walkway, with 24 bus bays (terminus). The passenger walkway also features benches, waiting room, pay toilets and electronic information displays
- a central walkway (terminus 25) for the loading/unloading of tourist coaches.

The forecourt features:

- an information display at the forecourt entrance providing carriers with information on the allotted terminus
- traffic lights for regulating transit inside the forecourt, specifically at the terminus ("small" traffic lights for reversing vehicle consent) and the central corridor ("large" traffic lights for departure consent)
- CCTV access control cameras
- electronic passenger information panels with travel information

The forecourt is open from 00:00 to 24:00 (including holidays) and is always manned.

Whenever exceptional events may occur requiring opening times to be reduced, Autostazione di Bologna S.r.l. will notify carriers in a timely manner.

### **3.2.2 Main building**

The main building consists of the following areas:

- administrative area dedicated to bus terminal staff and other corporate offices
- concourse with ticketing desks and business services (TPER, Bus Center, Atlassib, Ticket Bus and Baltour)
- new pay toilets from 1 January 2020, located on the departure walkway. There are disabled toilet facilities and a baby room equipped with sink and changing table.

- new air-conditioned waiting room located in the new portion of the main concourse, located at the beginning of the departure walkway
- drivers' room, equipped with toilet facilities, located on the departure walkway and open from 06.00 am to 08.00 pm.

Site plan 3 is available.

### **3.2.3 Bus layover forecourt**

Autostazione has an area used for bus layovers, where passenger embarking/disembarking is not permitted.

The area is owned by the Municipality of Bologna and leased to Bologna Autostazione.

Use of the area by carriers is subject to the continued leased availability to Bologna Autostazione bus terminal.

### **3.2.4 Car parking**

Bologna Autostazione has a pay underground car park, with entrance access on Viale Angelo Masini (Viali di circonvallazione - Bologna ring boulevard). Free parking is also permitted for the first 15 minutes after access to facilitate *Kiss & Ride* procedures.

The square in front of the main bus terminal entrance has PRM parking bays.

The underground car park features "ladies only" parking bays.

The underground car park, open 24-hours, from August 2020, will be equipped with CCTV surveillance, with licence plate recognition system and parking bay cameras.

Vehicles may use the forecourt in front of the bus terminal for embarking/disembarking passengers or park in the underground car park managed by Bologna Autostazione; the underground car park is directly linked to the bus terminal.

## **4. ACCESS CHARGES**

### **4.1 Charges for scheduled route carriers**

Access by transport vehicles to Bologna Autostazione bus terminal is based on the payment of a charge, which covers payment for the use of the arrival and departure forecourt, relevant vehicle



access and passenger services, but excludes any layover parking and any other services, whose payment is not included in the charge.

Autostazione di Bologna S.r.l. determines the charge based on principles of fairness and non-discrimination of carriers, taking into account the vehicle average stopover time (that we define as the average time that the vehicle stays at the terminal) for the various service market segments (provincial, national, LTP and international), efficient use of infrastructure capacity, services provided, as well as the company's net operating and investment costs.

The following time slots for arrival or departure are used for establishing daytime and night-time charges:

- Daytime: time slot from 04:00 am to 08:30 pm.
- Night-time: time slot from 08:30 pm to 04:00 am.

**Charges in effect from 01 May 2019 and valid until 30 April 2020 HAVE BEEN EXTENDED DUE TO THE COVID-19 EMERGENCY AND SHALL REMAIN IN FORCE UNTIL FURTHER NOTICE, as shown in the following table:**

**Table 1: Unit day charges - in force from 01 May 2019, in addition to VAT**

Unit charges	Departure unit charge (€)	Arrival unit charge (€)
Provincial and Regional	2.90	2.90
National	6.69	6.69
International	8.03	8.03

**Table 2: Unit night-time charges - in force from 01 May 2019, in addition to VAT**

Unit charges	Departure unit charge (€)	Arrival unit charge (€)
Provincial and Regional	4.04	4.04
National	9.32	9.32
International	11.18	11.18

Charges valid from 1 May 2019 provide that carriers disembarking and embarking passengers on the same bus line stopping at the Bologna Autostazione are required to pay the unit charge once only.

Payment of the charge is due for all arrival, departure or transit journey services (including supplementary services), whether scheduled or not, regardless of any service cancellations. However, the charge is not due whenever the service operator has notified Autostazione di Bologna S.r.l. via Public Certified Electronic Mail (PEC) at: [autostazionebo@pec.it](mailto:autostazionebo@pec.it) or, if certified mail is not available, via electronic mail at: [capistazione@autostazionebo.it](mailto:capistazione@autostazionebo.it), or by fax to the number: +39 051 4214198, of the service cancellation, at least 12 hours prior to the scheduled arrival, departure or transit time.

The amount of charges due is invoiced at the end of each two-month period, based on the scheduled transits for the reference two-month period, duly notified to Bologna Autostazione, except as provided under the previous paragraph.

Payment shall be made by bank wire transfer NET30 date of invoice issued by Autostazione di Bologna S.r.l.

Charges are reviewed annually by Autostazione di Bologna S.r.l., based on the variables listed in this section, as well as on changes reported by the ISTAT-FOI index (consumer prices for households of white and blue collar workers) and also using specific surveys conducted by third-party companies on vehicle stopover time, with the aim of ensuring the fair treatment of carriers.

Any changes to variables used for calculating charges are required to be approved by Bologna Autostazione General Meeting of Shareholders.

**Although the model used, together with the variables adopted for calculation provided for an increase in charges from 01 May 2020, following the Covid-19 health emergency, the Board of Directors, with the favourable opinion of the Shareholders' Meeting, resolved not to increase charges until further notice, for the purpose of avoiding further exacerbation to a sector already seriously affected by the current health emergency.**

Bologna Autostazione discloses charges on its website.

## 4.2 Layover charges

The transport vehicle layover charge for carriers operating scheduled services is:

- € 40.00 + VAT up to 24 hours from the time of arrival
- € 10.00 + VAT for every additional 12-hour period.

Carriers operating scheduled services that frequently require short layovers may also apply to Bologna Autostazione to enter into annual agreements.

Layovers are possible subject to prior booking and space availability.

#### **4.3 Fees for use of ticketing areas and advertising space**

Each service operator is allowed to manage and promote its services through the ticketing desks already at the terminal or, based on space availability, through the rental of space intended for customer support information and ticket sales and/or other business services.

Bologna Autostazione rents the space used for ticketing at Bologna property market prices, adopting principles of equal and fair treatment of applicants. Legislation applicable for allocation of space is rental contract under Law 392/78, as amended.

The buying of advertising space has an annual cost of € 2,500.00 + VAT for a 2.80 x 0.90 metre poster box, not including poster box equipment and backlighting.

The methods for rental payments and invoicing charges are established under agreements between the parties.

#### **4.4 Default interest and penalties**

In the event of late payment, Bologna Autostazione shall be entitled to apply default interest, within the meaning of Italian Legislative Decree 231/2002, as amended.

Carriers are required to ensure full compliance with disclosed timetables displayed to the public and are required to promptly notify the Bologna Autostazione Traffic Office of any delays or cancellations, also via direct access to timetable panels and to provide the relevant reasons, to allow passengers to be immediately notified and for implementing any necessary organisational measures.

Carriers are also required to comply with the provisions of this AOP, as well those under the Bologna Autostazione Bylaws and under agreements entered into with Bologna Autostazione. Autostazione di Bologna S.r.l., also by using of its own traffic control staff on the arrival and departure forecourt, will monitor compliance with the provisions of the aforementioned documents.

Whenever carrier's unjustified and irregular conduct is identified, Autostazione di Bologna S.r.l. will notify such conduct to the parties concerned by means of a specific breach report. Within five days of receipt of the report, the parties concerned may submit reasons. Whenever such reasons are deemed insufficient or are not received within the prescribed term, Bologna Autostazione will be entitled to adopt the penalties established by Bologna Autostazione's Board of Directors.

Autostazione di Bologna S.r.l. warrants to prepare and disclose, also on own website, the penalty amounts adopted.

## **5. CARRIER ACCESS AND USE CONDITIONS**

### **5.1 Execution of agreements**

In order to access Bologna Autostazione bus terminal and use its services, service operators are required to submit an application via e-mail to: [capistazione@autostazionebo.it](mailto:capistazione@autostazionebo.it) or [autostazionebo@pec.it](mailto:autostazionebo@pec.it).

Bus terminal access is prohibited to non-holders of a bus service licence issued by Local Authorities and Competent Bodies.

For applying for a permit, carriers are required to send the following documentation to Bologna Autostazione:

- client information form (Annex 2 to this AOP) duly completed and signed by the legal representative
- copy of legal representative's valid identity document in ".pdf" format.
- operating schedule including details of each service (origin, destination, time and dates/frequency)
- copy in ".pdf" format of the operating licences for MLD routes issued by the relevant authorities (only for MLD service carriers and non-LPT scheduled services)
- copy of the operating licences in ".pdf" format for LPT services issued by the granting authority (only for LPT service carriers)

Carriers are also required to notify Bologna Autostazione whenever they operate vehicles that are:

- articulated
- with trailer

In the event of incomplete or incorrect information, Bologna Autostazione will notify the applicant and, as a result, it will not be able to issue the permit until all documents requested have been received in full.

Once the permit application has been received with all required information and documents, Bologna Autostazione will prepare an agreement within 30 calendar days and forward it to the service operator, which is required to return a duly signed, stamped and dated copy.

Annex 3 to this AOP provides an agreement template which is sent to service operators.

On submitting the permit application, the carrier represents to have fully reviewed and accepted the provisions of this AOP, incorporated into the agreement by reference, to be entered into between Bologna Autostazione and the carrier.

Bologna Autostazione declines all liability for permits issued based on false statements made by carriers.

An online form is available on the Bologna Autostazione website - [www.autostazionebo.it](http://www.autostazionebo.it) - for booking bays for non-scheduled passenger service carriers (tourist and occasional coach services - HIRE).

Once the agreement has been concluded, carriers will appear on the Bologna Autostazione website, where a link to the carrier's website will be displayed, where available.

Carriers may request Bologna Autostazione, free of charge, to also insert a further link or pdf document containing any information deemed useful for their customers (carriage terms and conditions, ticketing, how to submit complaints and anything else deemed necessary and useful).

## **5.2 Revocation of Bus Terminal access permit**

The permit for accessing and using the Bologna Autostazione bus terminal may be revoked by Autostazione di Bologna S.r.l. in the event of:

- forfeiture by the service operator of the Ministerial/granting authority/competent body licence.

- existence of outstanding accounts payable to Autostazione di Bologna S.r.l.

### 5.3 Rules of conduct for ticketing operators and carriers

Inside the bus terminal various ticketing desks are available, both managed by third parties and managed by carriers, as well as tobacconist and travel agency, which operators may contact for selling their tickets to guarantee fair competition and full transparency.

Bologna Autostazione does not sell travel tickets and does not manage ticketing desks.

Applications for ticketing desks are required to be made to Bologna Autostazione bus terminal via public certified e-mail (pec). Bologna Autostazione will grant, where possible, the requested ticketing desk or place any unfulfilled applications on a special ranking list, due to lack of free spaces.

The current points of sale are shown in plan 2 annexed to this AOP.

Ticketing desk staff are required:

- to be identifiable by terminal users by means of a standard identification badge
- deal with customers based on principles of transparency and fair treatment, providing adequate support by adopting highly professional conduct
- clearly show the price of the ticket and any other charges on the tickets sold

Ticketing operators are required:

- to display opening hours to the public
- to apply to Bologna Autostazione for a permit to provide a left baggage service and to operate such service in compliance with applicable legislation; the charge system and service operating rules are required to be displayed to the public.

It is expressly forbidden for ticketing operators, or anyone acting on their behalf, to promote a line and/or the sale of tickets in the public areas or at the arrival or departure terminuses.

Promotional activities are required to be conducted exclusively within the relevant carrier premises and/or through the advertising spaces made available by Bologna Autostazione bus terminal.

Bologna Autostazione allows transport service operators to provide passengers with support services through their staff, which are required to be clearly identified.

#### **5.4 Carrier traffic and conduct regulations**

All scheduled and non-scheduled service carriers accessing the Bologna Autostazione bus terminal are required to comply with the general and special traffic regulations, as well as with road signage.

Entry, exit, transit and stopover at the bus terminal are governed by the provisions issued by Autostazione di Bologna S.r.l.

Private car access to the manoeuvring forecourt is prohibited.

Entry is required to be made following the north lane (parallel to Viale Masini), while the other lanes are intended for vehicle exit and relevant manoeuvres. Incoming vehicles are required to always stop or, however otherwise specified by Bologna Autostazione and its staff, at the arrival passenger platform (parallel to Viale Masini), while outgoing vehicles are required to use the allocated terminus.

Vehicle speeds shall not exceed 15 km/hour.

Inside the bus terminal, it is strictly forbidden to sound horns, except for safety reasons.

Any conduct not complying with the provisions of this section may result in the payment of penalties or removal of vehicles with costs charged to the offender.

##### **5.4.1 Transit inside the Bus Terminal**

Vehicle access to the departures terminus is regulated by traffic lights with a pedestrian crossing, which provides a clear indication (green light), warning stop (yellow-amber light) and stop (red light) for incoming vehicles. In the case of an amber signal, vehicles in transit across the traffic light area are required to cross as quickly as possible, while those that can halt without problems in front of the pedestrian crossing are required to do so.

Vehicle access to the departure terminuses is clear, subject to the traffic light consent referred to in paragraph 6 and, in any case, based on any instructions from Bologna Autostazione staff (specifically, the terminus managers).

Departure (reversing) from terminuses numbered from 1 to 23 is regulated by "small" traffic lights positioned at the head of each terminus. Initial reversing manoeuvres may only take place when this traffic light is green. These manoeuvres are also permitted in the event of a flashing green light but, in this case, they are required to be performed more rapidly.

Vehicles may only reverse from terminuses numbered 1 to 23 within the specifically designated lanes, without encroaching on neighbouring lanes.

At the end of the reversing manoeuvre, entry into the central corridor lane for leaving the forecourt is regulated by a further ("large") traffic light. Departure/entry into this corridor lane is permitted only if the traffic light is green.

Departure from terminuses numbered 24 and 25 is clear, except for having to give way to all other vehicles transiting inside the bus terminal.

In the event traffic lights are non-operational, drivers are required to adopt special caution and scrupulously follow the instructions provided by Bologna Autostazione bus terminal staff.

#### **5.4.2 Terminus and layover operating procedures**

The allocation of the departure and arrival terminuses to the various buses is performed dynamically by Bologna Autostazione, based on the operational needs of the passenger embarking/disembarking forecourt.

Information is displayed via an information panel located at the entrance to the forecourt or is available via Bologna Autostazione Traffic Office staff.

Buses departing from the bus terminal are required to normally access their respective terminus no earlier than 5 minutes before scheduled departure time, unless otherwise decided and justified by Bologna Autostazione; during stops and layovers, the engine is required to always be switched off.

Unless otherwise specified by the Bologna Autostazione, terminus stops are permitted for the time strictly necessary for the efficient embarking/disembarking of passengers and baggage and, in any case, they shall not exceed 6.5 minutes for provincial and regional services, 15 minutes for national services and 18 minutes for international services. In any case, vehicles are required to



stop for the shortest time possible, while ensuring efficient passenger embarking and disembarking.

Autostazione di Bologna S.r.l. monitors compliance with these obligations, using Traffic Office staff and with the possible aid of CCTV access cameras.

Buses arriving at the arrival terminuses or at terminus 25 are required to stop at the furthest advanced point permitted, while subsequent buses are required to line up occupying the least space possible; buses are required to halt as close as possible to the passenger alighting platforms.

Whenever vehicles accessing the bus terminal (with or without passengers) find that their allocated spot on the platform or terminus is occupied, unless otherwise specified by Bologna Autostazione, they are not permitted to stop in other areas and are required to transit through the terminal until such bays are free.

When stopping at bus terminuses numbered 1 to 24, the rear door on the right-hand side of the vehicle shall remain closed. The bus front door shall therefore be used (by both the public and staff); any doors on the left side of vehicles may only be used by service staff, except in the case of an emergency.

It is expressly forbidden to embark or disembark passengers in areas other than the terminus or covered bus stops/arrivals platforms.

Vehicle cleaning (inside and outside) on the forecourt and at all terminuses is prohibited unless authorised by Bologna Autostazione. Whenever cleaning has been authorised, it will not exceed the time allocated for passenger and luggage embarking/disembarking; waste collected is required to be disposed of in a dedicated area; it is forbidden to use the bus terminal waste baskets, since these are for the exclusive use of passengers and terminal users for the collection of small waste.

Under an agreement entered into between Bologna Autostazione and Tper S.p.A., carriers which have executed a Bologna Autostazione access agreement may benefit from discounted rates for vehicle servicing and storage (parking, outside vehicle washing, toilet emptying, urea/adblue restocking, and servicing and spare parts) at the "Ferrarese" Tper depot. Applications for such services should be forwarded to Bologna Autostazione.

Buses which have broken down and are unable to move (due to mechanical failure or for other reasons) are required, under the carrier's liability and expense, to be towed outside the terminal as quickly as possible. Only minor emergency repairs that do not exceed the maximum established passenger embarkation/disembarkation times are permitted at the bus terminal. Bologna Autostazione shall be entitled to have vehicles removed, charging the passenger service operator the relevant costs, in the case of stopovers exceeding the maximum established times. Carriers shall be liable for any damage caused by their buses or drivers to the terminal, to its facilities, as well as to persons and/or property within Bologna Autostazione; Bologna Autostazione shall not be liable for damage caused by third parties to vehicles parked or in transit at the terminal.

### **5.5 Baggage**

Baggage to be loaded on departing buses is required to be brought to the respective terminus no later than 15 minutes before the scheduled departure time; baggage unloaded from arriving buses is required to be removed from the platforms as soon as possible and no later than 10 minutes after arrival.

No baggage may be left or left unattended by drivers, passengers and other persons.

It is the driver's responsibility to make sure that the unloading and loading of baggage does not put passengers at risk, specifically, in the case of vehicles with a rear baggage compartment.

### **5.6 Management of congestion or saturation situations**

Any congestion or saturation situations will be managed by Bologna Autostazione, in compliance with the provisions of Measure 3 (points 3, 4 and 5) of ART Resolution no. 56/2018.

Bologna Autostazione bus terminal shall be entitled to manage congestion situations, travel delays or changes to the types of vehicles operating with respect to those scheduled by carriers (e.g. the use of articulated or wheel-mounted vehicles) to ensure the most efficient infrastructure operation.

## **6. TERMS AND CONDITIONS OF ACCESS AND USE BY TERMINAL USERS**

### **6.1 Rules of conduct for terminal users**

Inside the Bologna Autostazione bus terminal, vehicle and pedestrian flows are separate and pedestrian crossings are indicated by fixed horizontal and vertical signage.

Pavements and platforms are for passengers and any accompanying persons, who are required to transit only within such areas intended for their use, using the appropriate pedestrian crossings and strictly complying with road signage displayed, as well as any instructions from Bologna Autostazione terminal staff.

For ensuring better passenger safety, each passenger platform features a yellow line running along the perimeter of the platform which must not be crossed except for boarding the bus.

It is strictly forbidden for passengers to enter the vehicle baggage loading and unloading zone. Passengers are required to wait on the platforms before boarding buses. Specifically, access to the space strictly necessary for vehicle operations and bus lanes for loading/unloading baggage is permitted only to carrier staff, in compliance with Autostazione di Bologna S.r.l. rules and regulations.

In addition to passengers and persons accompanying them, access to the Bologna Autostazione bus terminal is permitted to the general public intending to access commercial businesses located at the bus terminal, while waiting room access is restricted to ticket-holding passengers only.

Bologna Autostazione is not liable for damage (even in the case of accidents involving carriers) or theft by third parties suffered by persons or to property (including baggage and/or vehicles parked or in transit through the bus terminal).

Lost property found at the bus terminal is required to be handed over to Autostazione di Bologna S.r.l. which, after having kept it for at least one business day after handing in, for returning to the rightful owner, will hand it over to the lost property office of the Municipality of Bologna, except for identity documents that will be handed over to the police authorities/Law Enforcement.

A complaints register is available to users. The complaints register contains all reports, complaints and observations that terminal users wish to make at their sole discretion,

complainant details, any reports made by or to the competent authorities and any measures taken in relation to individual reports, complaints and observations. Annex 4 hereto includes the complaint form.

It is forbidden to hold meetings or gatherings inside the Bologna Autostazione bus terminal, as well as to promote or conduct business, religious or recreational activities and any itinerant sales activity, unless prior written authorisation has been obtained from Bologna Autostazione and notified to Law Enforcement or the competent authorities.

It is forbidden to display, install and distribute notices, signs, advertising posters, propaganda and similar material, of any shape or size, unless prior written consent has been obtained from Bologna Autostazione, which is entitled to order the removal of abusive advertising and propaganda materials at the expense of offenders.

It is forbidden to disturb other terminal users.

It is forbidden to behave or dress in a such a way as to cause nuisance or offend public decency.

Smoking is banned on the concourse, in waiting rooms and in any other place displaying a no smoking sign.

## **6.2 CCTV Surveillance**

For security purposes at the Bologna Autostazione bus terminal, in addition to private security services, a CCTV system has been installed using cameras, active 24 hours a day, which monitors movements in Piazza XX Settembre, around the terminal and in the manoeuvring forecourt and in the car park, whose images are visible to the Traffic Office staff for security purposes, as well as for the management of the bus terminal.

Relevant data processing is performed in compliance with current personal data protection legislation.

Video images are retained for 7 days, exclusively for security purposes, with access permitted only to law enforcement and following the filing of an official police report. Access to video images is permitted in real time to Bologna Autostazione authorised staff, for the sole purpose of managing the bus terminal.

The CCTV system is maintained by a specialised company which can only access it for maintenance purposes and accompanied by Bologna Autostazione staff, with no access to video images.

### **6.3 PRM access**

The premises and areas at the Bologna Autostazione bus terminal are designed and built in compliance with current legislation regarding access for Persons with Reduced Mobility (PRM).

Access to passenger platforms, passenger embarkation/disembarkation platforms, toilet facilities and to the concourse where ticketing desks are installed, as well as commercial businesses is guaranteed by the removal of any architectural barriers, and all differences in levels are reduced to zero by ramps enabling wheelchair access.

The following PRM support services are available:

- meeting point
- assistance for the visually impaired and escort service
- wheelchair availability for PRM (the use of wheelchairs requires that the PMR is escorted)
- access to the forecourt using transport vehicles
- disabled toilet facility

Passengers are also required to notify any support needs on purchasing their ticket from the carrier or travel agency, which will then be forwarded to Bologna Autostazione.

The request for assistance is required to be forwarded to Bologna Autostazione bus terminal via e-mail to: [capistazione@autostazionebo.it](mailto:capistazione@autostazionebo.it), providing at least 36 hours' notice before departure.

Passengers requesting assistance are required to arrive at the meeting point (Traffic office/Terminal Manager's Office located at the beginning of the bus departure terminus), at least 30 minutes before the scheduled bus departure time. Traffic Office staff will provide any assistance required for helping the passenger locate and access the bus departure terminus.

#### **6.3.1 Visually Impaired Person access**

(Loges) tactile routes are provided for visually impaired persons for entering and leaving the bus terminal safely:

- the route for exiting the Bus Terminal starts at the “Arrivals” passenger walkway and leads to the bus terminal exit, bar/restaurant side.
- the entry route starts at the bus terminal main entrance (bank/BNL side) continuing along the ticketing desks and leading to the departure terminuses; the route features branches leading to the individual bus bays

For facilitating the use of terminal services by visually impaired persons, Bologna Autostazione, in collaboration with the *Unione Italiana Ciechi* - Italian Visually Impaired Union, has implemented the following series of targeted services:

- installation of a dedicated Personal Computer with an automatic voice responder application, interfaced with a time management system, providing information on bus timetables. This system may also be accessed from a toll-free number provided by the *Unione Italiana Ciechi* and it can be used from a mobile phone.
- each terminal has signs in Braille showing the terminus number
- an audible alert is placed at the bus terminal point of entry showing the actual entrance.
- on the handle of the entrance door there is a plate in Braille which shows the toll-free number to be contacted for information and route directions for visually impaired persons

The route is highlighted in plan 4. Please note that the bus terminal is undergoing remodelling work which also involves the routes for the visually impaired.

## 7. INFORMATION TO THE PUBLIC

For each scheduled service, Bologna Autostazione displays departure and arrival times of scheduled services, the departure and arrival terminus number, destination and origin, as well as any other information useful for passengers, via clearly visible illuminated display panels placed around the bus terminal.

Autostazione di Bologna S.r.l. provides passenger service operators with the option of directly entering information on their services through direct web access to the bus terminal information panels, subject to application to Bologna Autostazione for the necessary authorisation.

Passenger service operators are required to notify any delayed or cancelled services either via direct web access or to Traffic Office staff, for ensuring that the public receives timely and correct information and for efficient management of the bus terminal.

The following electronic information panels are located inside the bus terminal:

- 3 panels around the concourse hosting commercial businesses and ticketing desks, of which 2 for departures (LPT and MLD) and one for arrivals (LPT and MLD).
- 2 double-sided panels along the departure passenger walkway.
- 1 located in the waiting room.

On the Bologna Autostazione website, terminal users may find all information concerning carriers using the bus terminal.

The Terminal manager's office located at the beginning of the departure walkway is the gathering and information and emergency management point. There is also a loudspeaker service available whenever necessary.

It is forbidden for anyone to display bus service timetables or any other information in any area belonging to Bologna Autostazione, unless provided otherwise by Bologna Autostazione bus terminal. Only passenger service operators may display timetables and/or other information notices, subject to authorisation from Autostazione di Bologna S.r.l. and restricted to spaces authorised by Bologna Autostazione.

Carriers may request Bologna Autostazione, free of charge, to also incorporate a further link or pdf document containing any information deemed useful for their customers (carriage terms and conditions, ticketing, how to submit complaints and anything else deemed necessary and useful).

Users may satisfy any travel needs around the city and in the province, as well as rent public bikes or electric cars through the TPL ticketing desk on the bus terminal concourse.

There is a car sharing point and charging station for electric cars, as well as taxi service in the square in front of the bus terminal.

At 50 metres from the bus terminal, there is the VeloTerminal where it is possible to rent bicycles.

Inside the bus terminal, there is a refreshment point in the lobby with bar, tables and self-service, as well as a vending area on the departure walkway.

## **8. DATA PROCESSING**

All personal data processed by Bologna Autostazione in performing its business activity will be protected in accordance with European General Data Protection Regulation 2016/679 (GDPR).

The Controller is Autostazione di Bologna S.r.l. The statutory notice and rights of the data subject may be consulted on the corporate website: [www.autostazionebo.it](http://www.autostazionebo.it).

For further details on data subject rights and data protection in Italy, please see the website of the Italian Data Protection Authority ([www.garanteprivacy.it](http://www.garanteprivacy.it)).

## **9. CODE OF ETHICS, ORGANISATION, MANAGEMENT AND CONTROL MODEL AND REGULATIONS**

Autostazione has adopted a Three-Year Plan for Transparency and Prevention of Corruption, a Code of ethics and an Organisation, management and control model (corporate governance) prepared in accordance with Italian Legislative Decree 231/2001. Carriers, as well as ticketing desk operators are required to review, comply with and ensure that employees, independent contractors and consultants, in any capacity, comply with the provisions of such policy documents, indemnifying and holding Autostazione harmless from any claims arising out of failure to comply therewith.

Bologna Autostazione shareholders have also adopted Bologna Autostazione Bylaws (Annex 5) which is incorporated by reference into this AOP.

All documents are available on the Bologna Autostazione website: [www.autostazionebo.it](http://www.autostazionebo.it).

## **10. AOP DISCLOSURE AND REVIEW**

The AOP is made available on the Bologna Autostazione website [www.autostazionebo.it](http://www.autostazionebo.it).

Bologna Autostazione bus terminal ensures periodic review of actual bus terminal access and operating conditions as defined under this AOP.

The conditions of use of the Bologna Autostazione bus terminal under this AOP are subject to annual review by Bologna Autostazione, for the purpose of ascertaining the adequacy of supply for satisfying demand capacity, including forecast demand capacity, and for identifying any changes necessary for pursuing the objective that ensures fair access conditions and respect for passengers' rights.

This AOP was sent to the Transport Regulatory Authority on - .....