

## ***VEHICLE REGULATION***

### **ART. 1 TRAVEL DOCUMENTS**

1. It is mandatory for each passenger:

a) to have a regular document for travel consisting of:

- **a ticket**, which must be validated upon boarding the vehicle using the ticket machine on board;
- **a pass** that, where required, must be completed according to the instructions shown on the back of the same, and validated using the on board ticket machine during the first leg of the trip upon entry into the vehicle.
- **a document or card** that, for certain user categories, attests to the exemption of travel payment in accordance with specific provisions of the law.

b) to present the ticket or pass or other travel document, in addition to a valid ID, upon each and every request by a member of the monitoring staff; the ticket or pass or other document must be recognizable, not crumpled or in any way tampered with or altered; tickets or passes or other documents that are not in good standing will be confiscated and administrative penalties pursuant to article 8 of these regulations will be applied.

2. The timed ticket is valid until the expiration of the period indicated on said ticket, starting from the time of validation by the on board ticket machines.

3. Children shorter than 1 meter in height travel for free, provided they are accompanied by a parent or an adult.

4. Aside from the prohibitions indicated in article 2, paragraph 2, let. c), each passenger with a regular ticket or pass or other travel document, is entitled to the free transportation of two (2) parcels or bags no larger than 30x40x55 cm.

5. For parcels or bags exceeding those limits, or if transporting several parcels or bags over a total number of three (3), even if individually within the limit, transport is allowed – at the sole discretion of the working staff pursuant to article 2, paragraph 2, let. c) of this Regulation – with payment of an additional travel ticket in addition to the passenger's. Therefore, if the passenger uses a pass or a travel document other than a ticket, he or she will have to buy an additional travel ticket and validate it using the on board ticket machine.

6. Moreover, the following shall be transported free of charge: wheelchairs and walkers used by people with physical disabilities or reduced mobility according to article 3; strollers and carriages for the transport of infants according to article 4; guide dogs that accompany the visually impaired and small-sized pets according to article 6.

## **ART. 2 BEHAVIOUR IN THE VEHICLE**

1. Travellers are required to behave in a civil and educated manner, in particular by giving up their seat to people who are entitled under existing provisions of the law (e.g. impaired or disabled), as well as by accommodating people with physical disabilities or reduced mobility, the elderly, pregnant women, and people with infants.

2. It is forbidden to:

a) enter or exit the vehicle from a door other than that specified, except as expressly permitted under articles 3, 4, and 6 of the current Regulation (people with physical disabilities or reduced mobility, in a wheelchair; people with infants in a stroller or carriage; visually impaired people with guide dogs);

b) access the vehicle carrying weapons, except for:

- law enforcement officers;
- parties expressly authorized to carry weapons by the competent Authorities;
- other persons pursuant to the specific rules under the T.U.L.P.S.;

c) access the vehicle with dangerous, inflammable, explosive or foul-smelling materials, or with objects or casings that - at the sole discretion of company staff, by volume, form, or nature - may pose a potential threat to the safety of the passengers and/or cause any damage to the vehicles;

d) enter the vehicle while intoxicated or in an otherwise altered mental-physical condition so as not to ensure a correct use of the service and/or represent a danger to themselves and the other passengers, or discomfort to the latter;

e) enter the vehicle in a condition resulting from a physical trauma, such as a wound or otherwise, without having adopted appropriate safeguards so as to contain the effects of the trauma, or in a known medical state with a serious disease that can be spread through contact or through the air, without having adopted appropriate safeguards so as to prevent transmissibility.

f) enter the vehicle wearing indecent clothing;

g) smoke in the vehicle, no matter the instrument or medium used (cigarette, electronic cigarette, cigar, pipe, etc.);

h) occupy more than one seat for each ticket or pass or other travel document, or in any way obstruct the exits or passageways;

i) lean out of windows or throw objects out of the vehicle;

j) enter the driver's cabin, whether manned or unmanned;

k) operate the emergency equipment unnecessarily;

l) behave inappropriately or harass so as to in any manner disturb people or damage the vehicles;

m) distract, impede, obstruct, or disturb the conductor in any way while he is performing his job;

n) ask the conductor to board or exit the vehicle in any place other than the authorized stops;

o) engage in advertising, commercial, or informational activities of any type, even if for charity, without proper authorization from Trieste Trasporti S.p.A, in addition to begging or soliciting alms and the like, in any form.

3. All passengers must comply with any other provision that the staff responsible for the service may have.

### **ART. 3 RULES FOR THE TRANSPORT OF PERSONS WITH PHYSICAL DISABILITIES OR REDUCED MOBILITY**

1. This Regulation provides for those persons with physical disabilities or reduced mobility, defined as those people “... *whose mobility is reduced when using transport because of a physical disability (sensory or locomotive, permanent or temporary), mental disability or impairment, or for any other cause of disability, or for reasons of age, whose conditions require appropriate attention and an adjustment according to specific needs of the services offered to all passengers*” (as established in article 3, paragraph 1, let. j), Regulation no. 181/2011 of the European Parliament and of the Council dated 16.02.2011, concerning the rights of bus passengers that modifies Regulation (CE) n. 2006/2004), the use of local public transport services, with the limitations and conditions specified below.

2. People with physical disabilities or reduced mobility, who use a wheelchair, cannot access the services provided by the tramway, since the vehicles, with their unique features and stops, are not structurally equipped so as to ensure such access.

3. People with physical disabilities or reduced mobility, who use a wheelchair, have access to the TPL services provided by bus, on properly equipped vehicles, which are identified by a special sign placed in a position that is clearly visible from outside the vehicle.

Boarding onto and descent from the vehicle are made by mobile platform that is operated by Company staff, or under that person's responsibility.

The company will not be liable in the event that the passenger is not able to report the total weight constituted by said passenger and the wheelchair, or if this exceeds the approved bearing capacity of the mobile platform, which may constitute a potential risk to the safety of the passenger, and structural damage to the vehicle.

The wheelchair user, once on board, should place him or herself in the designated area identified by a sign in a clearly visible position, and make sure, using the proper equipment on board, to notify the staff on board indicating which stop he/she intends to alight on, so that they can be ready, or they can notify the passenger in the event that, for any reason, that stop is temporarily or permanently inaccessible.

In any case, the service in question may be refused to users due solely to general or specific security reasons, in terms of both the vehicles and the stops, at the sole discretion of the company staff, which must, in either case, fully explain the situation to the passenger in question.

This service is provided in view of a travel document belonging solely to the passenger.

**4.** People with physical disabilities or reduced mobility, who use a walker, can access the service with a travel document belonging solely to the passenger.

For these cases a moving platform is not generally used.

## **ART. 4 RULES FOR THE TRANSPORT OF INFANTS WITH STROLLERS OR CARRIAGES**

**1.** Parents, or other adults, can access the company buses with infants in a stroller or carriage, as long as it complies with current regulations, as well as with the limits and methods referred to in this article.

**2.** There is no limit to the number of users who can access the public vehicle with infants and strollers, as long as the strollers are folded/closed/stowed away before embarking and are kept this way for the duration of the trip, so as to minimize the floor space taken and to ensure maximum security and safety of people and property on the same vehicle, as well as the full functionality and viability of the same, particularly so as to be able to access and operate the doors.

**3.** Infants in open strollers or in carriages are also allowed in vehicles made for transporting people with physical disabilities in wheelchairs (vehicles and spaces identifiable by a sign that is located in a clearly visible location), as long as all the devices for retaining the infants inside the strollers or carriages are being used.

The same strollers or carriages must be located in the aforementioned location equipped for the physically disabled in wheelchairs, and in place against the perimeter of the same location, the wheels must be blocked with the brakes, so as to avoid in any way blocking the central corridor.

In this case access is limited to the simultaneous presence of a maximum of two (2) open strollers/carriages on board of the vehicle, as long as the dimensions of the equipped location allow it, and must be done through the door for wheelchair users.

For the access of infants in open stroller or carriages, the mobile platform is not usually used.

The person with physical disabilities or reduced mobility, however, will still have precedence and priority for vehicle access and for use of the space.

**4.** In any case the passenger who brought the stroller (whether closed or open) or the carriage onto the vehicle, must hold it firmly for the duration of the transport.

**5.** The transport of infants with strollers or carriages on company vehicles is the sole responsibility of the passenger, in terms of any damage to Trieste Trasporti S.p.A. and/or third parties.

## **ART. 5 RULES FOR THE TRANSPORT OF BICYCLES ON THE TRAMWAY**

**1.** On tramway vehicles, any adult passenger, or passenger accompanied by an adult, can transport one bicycle, excluding tandem bicycles, per passenger, up to the maximum limit allowed

by the dedicated equipment supplied on these vehicles, by means of a payment of a regular travel document in addition to that already owed by the passenger.

Transport will, in any case, be consistent with environmental conditions or either way pertaining to safety, at the sole discretion of the company staff, and according to the following criteria:

- a) the loading and unloading of bicycles from the vehicle can occur at the terminus and, toward the Opicina terminus, also on the intermediate stops (except for the Obelisco stop), consistent with the security needs connected to operation, at the sole discretion of the company staff.
- b) Each user intending to use the bicycle carrier service must load and unload the bicycle from the vehicle by themselves, under their own responsibility, using the equipment supplied for this purpose and ensuring that it is perfectly positioned and secured in its place without it causing any interference or hindrance during transport.

2. For any damages caused to the company's assets or to third parties by the user of the service during loading/unloading, or by the bicycles during transport due to faulty positioning and/or securing, Trieste Trasporti S.p.A. will hold the passenger liable.

## **ART. 6 RULES FOR THE TRANSPORT OF PETS**

1. The access and transport of pets, as identified by article 2, paragraph 1, let. a), L.R. 11.10.2012, n. 20 as amended, on buses and tramway vehicles used for TPL service, is allowed according to the following criteria and limits:

- a) Free transportation on all vehicles of guide dogs accompanying visually impaired passengers. The dogs must be muzzled and kept on a leash; the passenger using a guide dog is allowed to board and alight at any stop.
- b) Free transport of small pets, provided they are placed in a suitable container for the transport of animals, which prevents them from any contact with the outside and it is outfitted with a suitable closure.

Each passenger may carry one (1) container for small pets.

2. If the animal dirties, ruins the vehicle or causes damage in any way to people or property, the passenger must provide personal details to the company staff and pay any relative damages, along with subsequent quantification, absolving Trieste Trasporti S.p.A. of any and all responsibilities.

3. The transport of animals may be refused or discontinued, without reimbursement of travel documents to the respective passengers, at the sole discretion of the company staff, in case of significant crowding of cars, for the safety of passengers, staff or vehicles, or if it, in any way, disturbs passengers.

## **ART. 7 GENERAL**

1. It is mandatory for each passenger to comply with any request of the responsible staff.
2. In addition to any legal consequences, passengers who are harassing or who do not observe comments and requests service staff enforcing these rules, may be excluded from transport and removed without reimbursement.
3. Any complaints about the service can be directed by phone to the toll free number 800-016675, or in writing to Trieste Trasporti S.p.A. – Ufficio Relazioni con il Pubblico - via dei Lavoratori 2 – 34144 Trieste, or via email at [urp@triestetrasporti.it](mailto:urp@triestetrasporti.it), indicating the date, time, and vehicle number; written complaints must be signed and must contain the name and address of the complainant.
4. All personal data will be processed in accordance with current legislation on privacy.

## **ART. 8 PENALTIES**

Cases in which passengers undergo administrative penalties, including the extent and manner of their application, are in accordance with current legislation.

Specifically, it is highlighted that, currently, **art. 35 L.R. 20.08.2007, n. 23, as amended**, is included in the text with some specifications and **provides that, among other things:**

1. Failure to comply with any of the rules contained in this vehicle Regulation leads to the application of an administrative penalty of no less than 20 Euros and no more than 108 Euros.
2. The use of public transportation without the required travel documents will result in, in addition to payment of the regular ticket at a regular rate between the two terminus points of the line, an administrative penalty from no less than 20 Euros to no more than 126 Euros with the possibility to pay a reduced amount (*40 Euros – double of the minimum penalty prescribed by law*) referred to in Article 7 of the Regional law of January 17<sup>th</sup>, 1984, n.1 (Rules for the application of regional administrative penalties). If the same violation has been committed more than once in a calendar year, the proposed administrative penalty is increased by up to half.
3. Passengers without a travel document who, within 5 working days subsequent to the discovery, present their document, that was valid prior to said discovery, to staff, will be subject to an administrative penalty reduced by 50 percent (equivalent to 10 Euros, except for subsequent amendments and additions).
4. The monitoring and investigation into violations referred to in paragraphs 1, 2 and 3 fall under the responsibility of the Company, as part of the services performed.
5. The Company establishes any violations within its competence through expressly instructed staff, with the correct identification document issued by the company. The agents in charge of assessment are qualified to carry out verifications as provided for in Article 13 of the Law dated 24 November 1981, no. 689 (Amendments to the penal system), including those necessary for identifying the offender, as well as all the other preliminary activities provided for in Chapter 1, section II of the same law.

**6.** In order to ensure on board the vehicles and within the work premises greater passenger safety, prevention and detection activities for compliance with the provisions, the violation of which entails administrative penalties, may also be entrusted to security guards appointed according to the methods outlined in Article 133 of the royal decree dated 18 June 1931, no. 773 (Approval of the consolidated text of the public security laws), or to persons with the same qualifications who belong to private security firms.

**7.** Offenders, or those who were in charge of surveillance according to article 2, second paragraph, of law n. 689/1981, shall be confronted immediately and personally regarding their violations.

**8.** Upon confrontation, the full payment of the total amount due to the issuing agent is allowed, against a receipt.

**9.** If immediate confrontation is not possible or in case of non-payment at the time of confrontation, the issuing agent will forward the notification to the supervising office, which will in turn notify the interested party by providing a copy of the same. In this case, the interested party must pay the amount due, in addition to procedural costs, within 15 days of the notification date.

Paragraphs **10** and **11** “omitted”

**12.** For contestation, notification, in case of non-payment in the manner and under the terms foreseen by the preceding paragraphs, as well for matters not expressly provided for by this article, the provisions of regional law n. 1/1984 will be applied.

Paragraph **13** “omitted”

**14.** The provisions of the state and regional regulations in force and, in particular, as provided for by the Decree of the President of the Republic no. 753/1980, still apply.