

# Quality and Service Charter 2023

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# Introduction

## What is the Quality and Service Charter?

It's an official document that governs the relationship between public utility companies and those who use them. Published annually, it's a tool to inform and communicate with its citizen-users. It describes the services entrusted to Cotral S.p.a. by the Region of Lazio in the assigned territory, through the Service Contracts. It states the results achieved in the previous year (2022) and indicates the goals for the current year (2023), based on the indicators established by the Service Contracts. Moreover, this annual document is a tool that is helpful for learning about the ways to file a claim, the fare system, the findings of customer satisfaction surveys, the type of service(s) offered and the many activities of the company.

### Distribution

Cotral raises awareness of its Service Quality Charter through its website.

### Legal regulations that govern the Report

- Directive of the President of the Council of Ministers, 27 January 1994, 'Principles of the provision of public services';
- Law n. 273 of 11 July 1995, 'Urgent measures for the simplification of administrative procedures and to improve the efficiency of public administrations';
- Decree of the President of the Council of Ministers, 30 December 1998, 'General reference framework for the predisposition of the Public Service Charter for the transport industry';
- Regulation (EU) n. 181/2022 of the European Parliament and of the Commission of 16 February 2011, on the rights of passengers who travel by bus and coach, which modifies Regulation (EC) n. 2006/2004;
- Italian Legislative Decree n. 169/2014, which determines the penalties for violations of the provisions of Regulation (EU) 181/2011;
- Italian Legislative Decree n. 201/2022, Reorganization of the regulation of local public services of economic importance;
- Resolution Art n. 154/2019;
- Resolution Art n. 106 of 2018;
- Resolution Art n. 28 of 2021;
- Resolution Art n. 120 of 2018.

### GENERAL PRINCIPLES OF THE COMPANY

- Equality and impartiality
- Continuity
- Participation
- Efficiency and Efficacy
- Respect for the environment

## Service Contracts

### The Service Contract for local public transport by road

The Service Contract between Cotral S.p.a. and the Region of Lazio governs the management of local public transport by road for the region. The Contract has a term of 10 years, from 2023 to 2032. The quantity of the services in 2023 is equal to 75,500,000 km-vehicles.

By virtue of the Service Contract, the Region of Lazio establishes precise quantitative and qualitative standards for Cotral's performance, which are measured by a set of indicators.

### The Service Contract for public transport by rail

Regione Lazio has entrusted Cotral S.p.a. with the contract to provide public transport services by rail that are of regional and local economic interest, relative to the ex-concession Roma-Viterbo and Metromare/Roma-Lido railway lines for 10 years, from July 2022 to June 2032. In implementation of the Contract in 2023, Cotral has committed to producing 1,335,000 train-km per year on the Metromare/ Roma - Lido line and 1,166,000 train-km per year on the Roma – Civita Castellana – Viterbo line.

By virtue of the Service Contract, the Region of Lazio establishes precise quantitative and qualitative standards for Cotral's performance, which are measured by a set of indicators.





# 1 THE COMPANY

# 1.1 Company profile

Cotral S.p.a. is the number one national vector of motor lines for extra-urban public transport by road: with over 8,000 trips per day, these regional transport buses connect the 376 municipalities in the region of Lazio with each other and with Rome. The over 3,000 employees of Cotral work daily to guarantee the transportation of citizens who ride to reach places of work, education, healthcare and leisure, in a region with six million residents.

Starting in July 2022, Cotral is also a railway company, responsible for the management of the Metromare/Roma - Lido and the Roma - Civita Castellana - Viterbo lines. With the acquisition of this branch, the company has extended its industrial perimeter and has accepted a new challenge with the goal of re-qualifying the connections between Rome and Ostia and between the Capital city and the municipalities to the north.

**PRESIDENT**  
AMALIA COLACECI

**BOARD MEMBER**  
ANDREA FERRO

**BOARD MEMBER**  
MASSIMO BUCCIONI

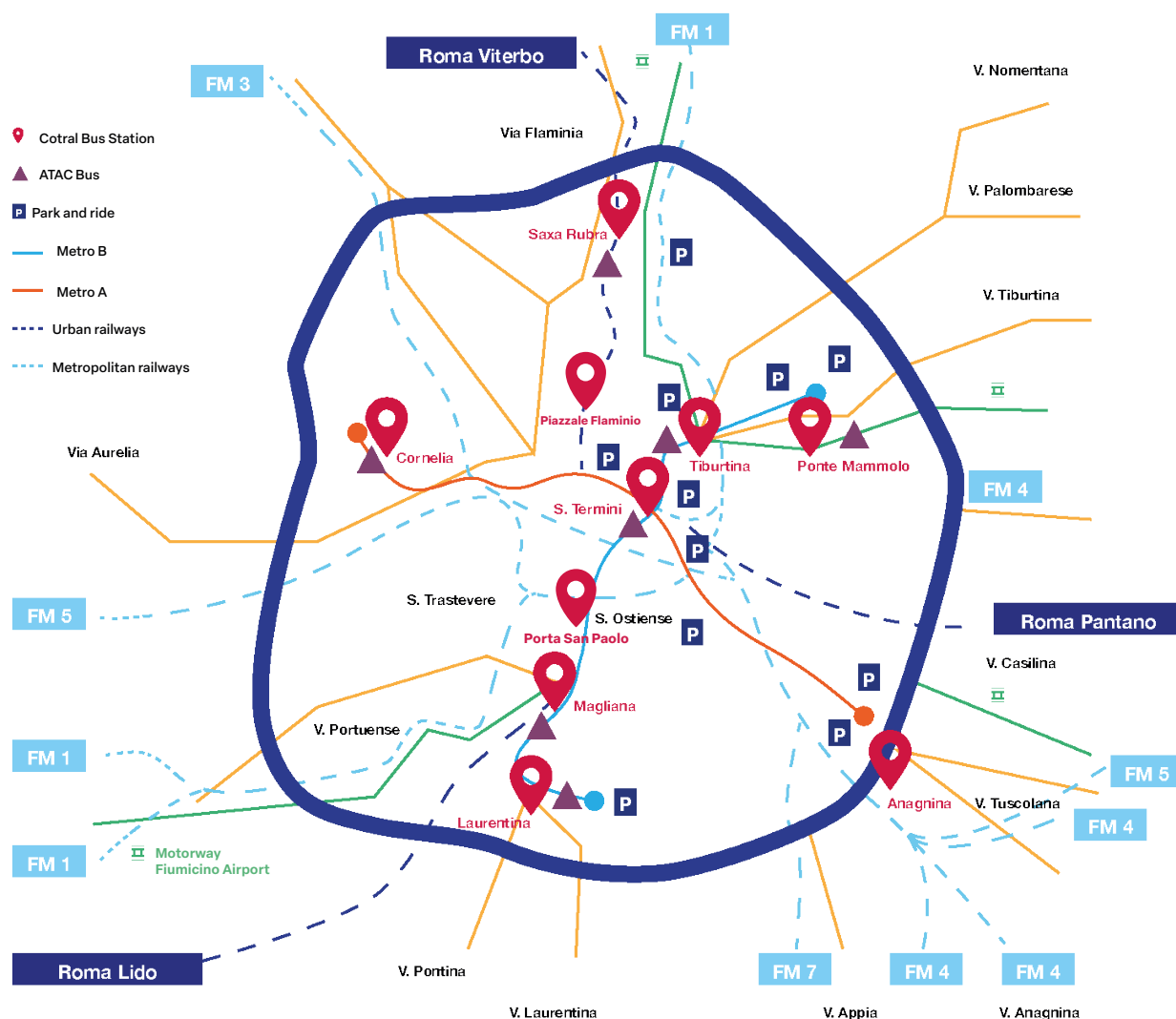
**GENERAL DIRECTOR**  
GIUSEPPE FERRARO

EMPLOYEES	OVERALL	WOMEN	MEN
Total bus drivers	2206	205	2001
Administrative staff	386	149	237
Operational staff	448	44	404
On-train staff (operators and conductors)	195	46	149
<b>TOTAL WORKFORCE</b>	<b>3235</b>	<b>444</b>	<b>2791</b>

HEADQUARTERS	
Rome	Via Bernardino Alimena, 105 -00173 Tel + 39 06 72051
OPERATIONAL OFFICES	
Frosinone	Via Fontana del Melo s.n.c.
Latina	Via Ofanto s.n.c.
Rieti	Via J.F. Kennedy s.n.c.
Viterbo	Via Cassia nord km 88.400
Rome	Porta San Paolo – 8 Piazzale Ostiense
Rome	Acqua Acetosa - Via dei Campi sportivi
Civita Castellana	4 Via Falerina, Catalano (VT)

FACILITIES	
Province of Rome	20
Province of Frosinone	7
Province of Latina	5
Province of Viterbo	10
Province of Rieti	6
<b>TOTAL</b>	<b>48</b>

TERMINUS STATIONS	
Porta San Paolo	Metromare/ Roma – Lido di Ostia Railway
Cristoforo Colombo	Metromare/ Roma – Lido di Ostia Railway
Roma Flaminio	Roma – Civita Castellana - Viterbo Railway
Montebello	Roma – Civita Castellana - Viterbo Railway
Civita Castellana Catalano	Roma – Civita Castellana - Viterbo Railway
Viterbo	Roma – Civita Castellana - Viterbo Railway



### TERMINUS STATION OF BUS ROUTE

Anagnina	Anagnina - Tuscolana; Appia - Casilina; A1 Motorway
Cornelia	Fiumicino - Aurelia
Laurentina	Laurentina - Pontina - Appia
Magliana	A12 Motorway
Ponte Mammolo	Tiburtina - Prenestina - A24 Motorway
Saxa Rubra	Tiberina - Flaminia - Cassia Veientana - Cassia - Braccianese
Termini (Via Giolitti)	Roma - Fiuggi Bus Route via A24 Motorway - A1 (Transit stop for Fiumicino Airport)

# 1.2 Quality policy

## The certification system

Cotral's mission is to provide transportation to the residents of Lazio, while also guaranteeing the safety of the workers and minimizing the environmental impact created by public transport as much as possible.

We take the full satisfaction of our users to heart, and we are committed to guaranteeing them on-time, efficient services and responsiveness to all their requests.

We are also aware that the service provided has a notable impact on the environment, not just in terms of air pollution, but also in terms of global warming. Moreover, producing so many km also requires that we guarantee safety standards for our workers and for the passengers who ride with us, in-line with applicable laws and with European standards.

This is why we are committed, with investments large and small, to keep everything under control and reduce our environmental impact, and to improve our internal workplace safety standards.

To achieve that mission, Cotral Spa has identified, in the UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, and UNI ISO 4500:2018 standards, a reference to inspire and shape all the choices which regard quality, environmental protection and the safety of workers in compliance with relevant applicable regulatory requirements with a view to continuous improvement.

UNI EN ISO 14001:2015 environmental certification was obtained for 10 company sites and the environmental certification of the two main railway sites (Catalano and Acqua Acetosa) acquired from ATAC in 2023 are expected to be maintained, in compliance with environmental laws, monitoring and control of direct and indirect environmental aspects, and a focus on continuous improvement.

Here are our most important goals:

## Quality

1. Establishing continuous dialogue with our users through various direct communication channels, with the goal of intervening in a timely manner for every identified need;
2. modernizing the bus fleet through the purchase of more comfortable and efficient vehicles, to improve the riding experience of our customers;
3. guaranteeing the availability of tickets throughout the geographical area served, through the installation of new ticket machines and by selling them online through the Cotral corporate website;
4. reducing fare evasion by reinforcing verification activities on board and visual inspections;
5. incentivizing the installation of canopies in the municipalities served, in order to improve the waiting experience at the stops;
6. installing new bus stop posts throughout the area, contributing to brand recognizability;
7. guaranteeing free and/or discounted transport for the elderly and the most underprivileged user categories;
8. guaranteeing a certain, timely response to every complaint or feedback filed, through the implementation of a CRM system;
9. improving the decorum of our headquarters and end-of-the-lines/transfer points through structural restyling.

## The environment

1. The promotion of renewable energy sources by equipping our facilities with solar panels or photovoltaic systems; replacing high-environmental-impact energy sources with cleaner ones, e.g., by replacing diesel heating plants with methane-based ones, promoting efficiency and reduced energy use (for example, by replacing halogen light bulbs with LEDs and using timers to regulate the turning on and off of lights);
2. using as little water as possible by equipping our washing systems and water purifiers with water reuse systems;
3. constant monitoring of the noise emitted through the external receptors of our production facilities and, as necessary, the adoption of mitigation efforts;
4. the introduction of 'green' requirements to our call for tenders so as to keep the indirect environmental impact of our suppliers under control, so that they are aligned with the company's environmental protection strategies;
5. the modernization of our bus fleet, increasing the percentage of EURO 6 vehicles, thereby reducing their polluting power;
6. prioritizing recovery over disposal of special waste produced by our activities;
7. the constant management and monitoring of underground tanks;
8. the constant monitoring, in all facilities, certified or not, of the environmental standards reached through local monitoring;
9. promoting respect for the environment;
10. planting the Cotral Forest to offset at least part of the CO2 emissions from our buses and, at the same time, helping support small businesses in developing countries.

## Safety

1. Identification of the risks attributable to accidents, potential accidental events or emergencies and enacting the necessary prevention and protection measures;
2. reducing the risk factors for worker safety, ensuring they have means and gear that are aligned with European safety standards;
3. guaranteeing the prompt inspection of all injuries and enacting all potential solutions to prevent them;
4. promoting the culture of workplace safety among workers;
5. creating a safe work environment that's hygienic and ergonomic, in order to prevent occupational illness;
6. constantly monitor the microclimate and all the environmental conditions that our employees work in;
7. introduce safety requirements in our calls for tenders so that our suppliers are aligned with our prevention strategies also;
8. the constant monitoring, in all facilities (certified or not) of the safety standards reached through local monitoring.

## 1.3 Sustainability

Cotral's mission is to ensure the services of the local public transport of the Region of Lazio, providing efficient services that respect the local land and environment. Eco-friendly services are part of the goals of the strategic business plan adopted by the company.

It has undertaken different initiatives to limit the environmental impact caused by maintenance and by the public transport services offered in Lazio.

### Industrial wastewater

For a few years now, our new environmental sustainability policy has been aimed at guaranteeing the quality of the wastewater from the storm water and car washing arch water purifiers while complying with applicable industry regulations.

In the various satellite facilities throughout Lazio, the company has implemented substantial actions for improved chemical-physical and biological treatment, final filtration and de-oiling of the various types of discharges that persist on individual depots.

In 2022, 3 new single-brush machines were provided on-site, with the related purification plants for the water used for washing in the sites of Ronciglione, Acquapendente and Bagnoregio; moreover, the water purifier in Grottaferrata was expanded and the completion of the purification of the Sora facility was started.

### Identification and management of environmental noise at our facilities

The monitoring campaign of the noise emitted outward from our production units continues; these acoustic analyses are aimed at estimating the noise pollution of our plants and their impact on residential and/or sensitive residents facing the plants themselves, through daytime and nighttime phonometric surveys of the ambient and residual noise level. The analyses are carried out by following the instructions found in the national and local technical regulations for the industry.

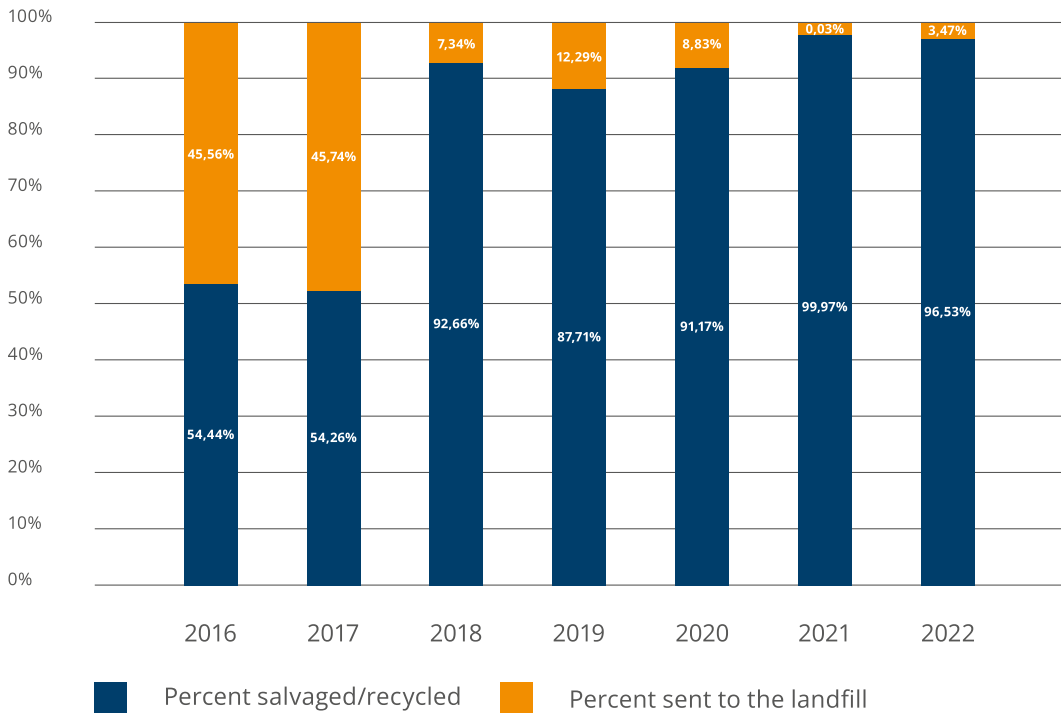
### Waste management information

Hazardous and non-hazardous special waste related to bus and rail maintenance activities are produced daily in each local unit; more rarely, special waste related to infrastructure maintenance is produced. Every local unit manages the storage of waste produced on-site, through a temporary depot. All waste produced is disposed of in accordance with applicable regulations: in fact, special care and attention must be given to following and complying with all environmental requirements. To this end, new waste/recycling separation centres accessed exclusively by authorized personnel were set up in the facilities in Grottaferrata, Poggio Mirteto, Rieti and Viterbo. Throughout 2023, other waste/recycling separation centres will be created in the facilities in Frosinone and Latina.

In reference to the destination of the waste produced, over the past few years Cotral is working to encourage the recycling of materials instead of sending them to the landfill, as shown in the graphic below.

## Bus facilities

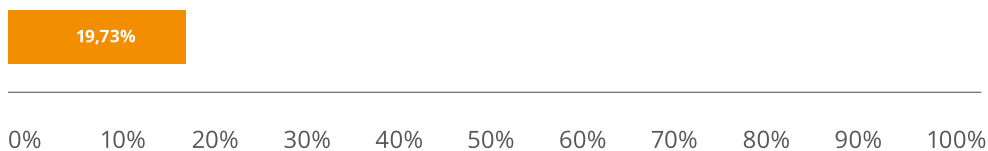
### % of waste sent for recycling in bus facilities



## Train facilities

### % of waste sent for recycling/salvaging in the train repair depots of Acqua Acetosa and Catalano

SECOND HALF OF 2022



## Asbestos monitoring

In-line with new environmental regulations, the verification of the presence of asbestos in company structures, especially the older ones, is constantly monitored. After initial recognition, and once the objects to be removed or preserved were identified, all planned asbestos abatement activities have been carried out and the Pontecorvo, Colleferro, Grottaferrata and Castel Gandolfo sites.

# 1.4 Goal: Carbon neutrality

## The plan

Cotral, involved daily in the reduction of the emissions of its bus fleet, has undertaken to pursue the goal of zeroing CO<sub>2</sub> globally, extending it to the entire real estate portfolio, with the ambitious goal of zeroing/offsetting the carbon footprint of the corporate real estate portfolio by 2030, with an intermediary target of 30% by 2025.

The actions included in the general Carbon Neutrality strategy mainly involve the energy used, but also water use and the production of waste.

The Plan defines a baseline to 2022 that represents Cotral's current level of emissions that derive from the energy consumption of its real estate assets, waste cycle (offices, depots and repair garages), water consumption, and the fuel consumption of the company fleet. After having defined the starting level, emissions mitigation actions were identified that will make it possible to significantly reduce CO<sub>2</sub> emissions in the short term (2025), as were actions (offsetting included) that will lead to the zeroing of CO<sub>2</sub> emissions in the medium term (by the end of 2030).

Also working towards this goal, we have launched the smart building project, which includes the creation of connected sensor infrastructure and a related management platform to monitor the use of the main energy vectors and environmental quality (wastewater, air, water) of company sites.

Such infrastructure will also make it possible to determine and manage environmental noise directed inwards and/or outwards, helping to further improve the comfort in corporate structures.

## Reducing energy use

Our strategy involves the identification and implementation of a number of actions to reduce our environmental impact, such as, though not limited to:

- improving the energy efficiency of our facilities;
- producing our own electricity from renewable sources that we can then use;
- reducing waste and the use of water, and collecting rainwater for allowed uses;
- producing less rubbish and optimizing the waste recycling chain (including transport);
- green provisions and maintenance of the provision contract for electric energy produced from renewable sources with a CO<sub>2</sub> zeroing certificate;
- the purchase of carbon credits for the offsetting of the remaining CO<sub>2</sub>;
- actions to improve and monitor the ESG parameters (environment, social and governance);
- monitoring and messaging (internal and external) about intermediary and final results;
- a full green transition for the company fleet.

All actions to reduce emissions and improve our ESG parameters are designed to be in line with all other Cotral initiatives for environmental, ethical and social sustainability.

## Energy management

In line with the goals of Carbon Neutrality, the process of limiting the use of power and heat of the real property portfolio continues.

In 2022, the creation of another four solar plants was launched, at the sites of Pontecorvo (100kW), Fiuggi (60kW), Sora (60kW) and Genazzano (40kW).

At the same time, we have extended the light bulb updating campaign, swapping them out for LEDs in Bagnoregio, Palombara and Frosinone.

To reduce the use of heating, we have begun work to update our facilities, with next-gen condensing boilers, in the thermal power plants in Viterbo, Frosinone and Latina.

## ESG Rating

This is the evaluation tool which Cotral uses to measure the environmental, social and corporate governance performance of its real property portfolio.

The points obtained (the ESG score) can be compared annually to ascertain the company's evolution towards the highest score possible.

### ENVIRONMENTAL SCORE

**4,5/37**



### ENVIRONMENTAL MEDIA

**1,5/3**



### SOCIAL SCORE

**2/23,5**



### SOCIAL MEDIA




**1,5/6,5**



### GOVERNANCE SCORE

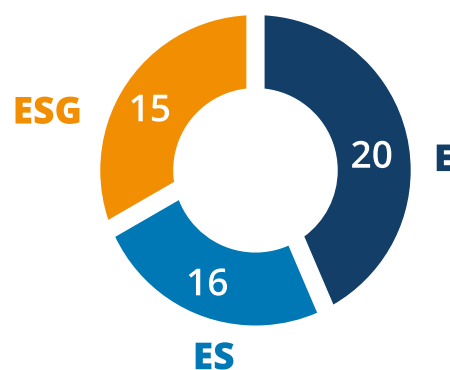
**14,5/30**



PILLAR	CATEGORY	TOPIC
<b>ENVIRONMENTAL 40%</b> 	<b>CLIMATE CHANGE 37.5%</b>	<ul style="list-style-type: none"> <li>• THE ORGANIZATION'S CO<sub>2</sub> EMISSIONS 47%</li> <li>• ENERGY USE 30%</li> <li>• EXPOSURE TO CLIMATE CHANGE 23%</li> </ul>
	<b>NATURAL RESOURCES 37,5%</b>	<ul style="list-style-type: none"> <li>• WATER USE 40%</li> <li>• SUPPLY OF MATERIALS 30%</li> <li>• BIODIVERSITY AND LAND USE 30%</li> </ul>
	<b>POLLUTION 25%</b>	<ul style="list-style-type: none"> <li>• WASTE PRODUCTION 50%</li> <li>• WATER DISPOSAL 20%</li> <li>• HAZARDOUS SUBSTANCES 30%</li> </ul>
<b>SOCIAL 30%</b> 	<b>HUMAN CAPITAL 43%</b>	<ul style="list-style-type: none"> <li>• HUMAN RIGHTS 47%</li> <li>• HEALTH AND SAFETY 38%</li> <li>• DEVELOPMENT OF HUMAN CAPITAL 15%</li> </ul>
	<b>ACCESSIBILITY 15%</b>	<ul style="list-style-type: none"> <li>• RISK MANAGEMENT 44%</li> <li>• REAL PROPERTY CAPITAL 56%</li> </ul>
	<b>GLOBAL CITIZENSHIP 43%</b>	<ul style="list-style-type: none"> <li>• LISTENING TO STAKEHOLDERS 48%</li> <li>• SOCIAL RESPONSIBILITY OF SUPPLIERS 20%</li> <li>• ENGAGEMENT OF LOCAL COMMUNITIES 32%</li> </ul>
<b>GOVERNANCE 30%</b> 	<b>QUALITIES OF THE GOVERNING BODY 66,5%</b>	<ul style="list-style-type: none"> <li>• MANAGEMENT OF RISKS AND OPPORTUNITIES 12.5%</li> <li>• GENDER EQUALITY IN LEADERSHIP ROLES 30%</li> <li>• COMPENSATION OF ADMINISTRATORS 17.5%</li> <li>• SUSTAINABILITY REPORTING 40%</li> </ul>
	<b>ETHICAL BEHAVIOR 33,5%</b>	<ul style="list-style-type: none"> <li>• BUSINESS ETHICS 20%</li> <li>• FIGHT AGAINST CORRUPTION</li> <li>• FINANCIAL TRANSPARENCY</li> </ul>

## COTRAL'S ASSETS BASED ON ESG

- Small properties (0-100 m2) with a reduced staff presence (e.g. night parking of the fleet + offices) are assessed exclusively according to the Environment pillar, because they are inconsequential or inapplicable to the Social and Governance pillars.
- Medium sized assets (e.g. 100-1000 m2) with the presence of significant staff are assessed according to the Environment and Social pillars.
- For the large facilities (e.g. > 1000 m2) that house managerial structures, the Governance pillar is also taken into consideration.

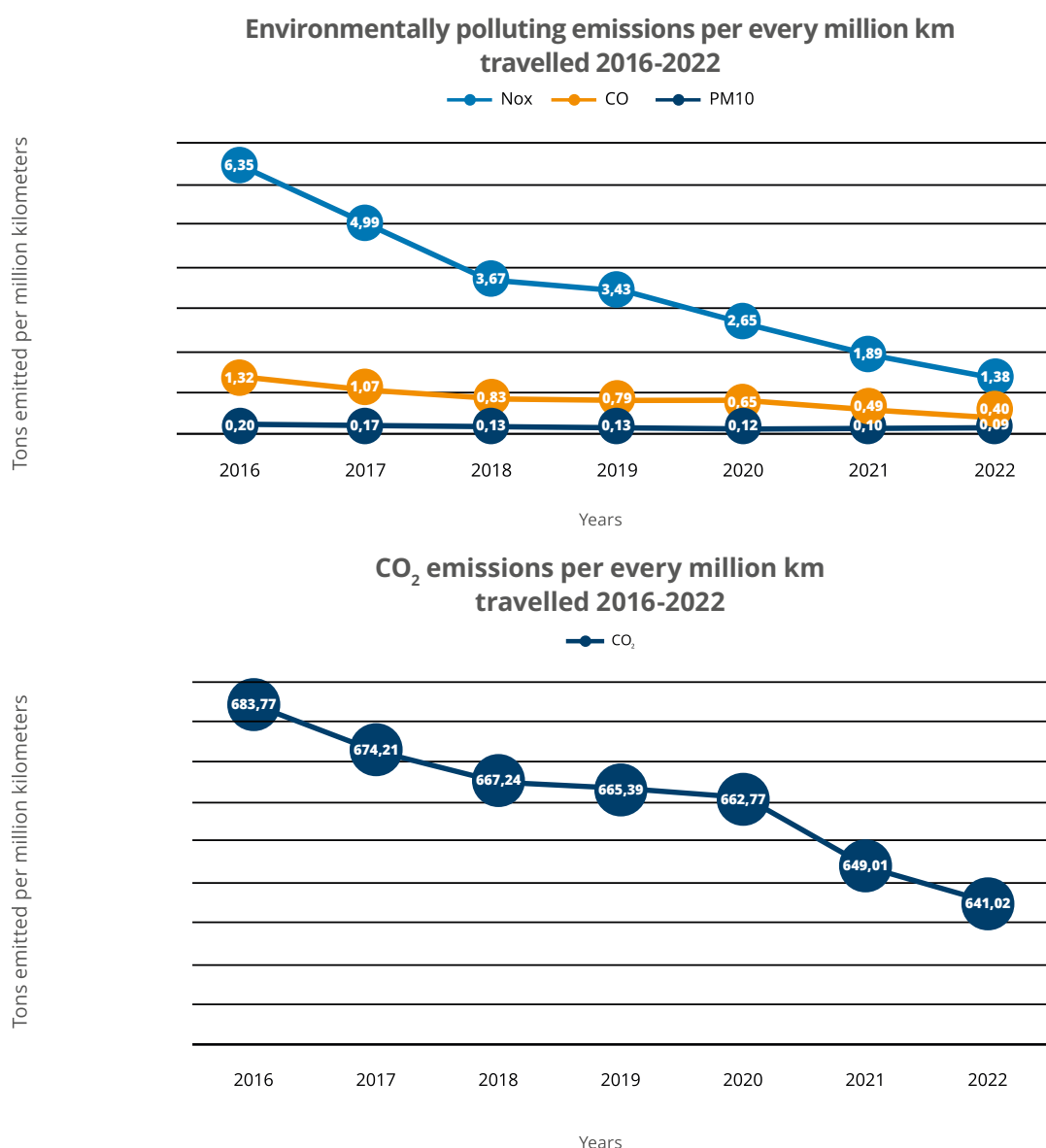


■ 0 - 100 ■ 100 - 1000 ■ >1000

## Bus fleet

The significant replacement of the buses (about two-thirds of the fleet), which started in 2017 and so far has involved the introduction of a total of 954 Euro 6 buses, has had relevant positive impact in terms of the environment and a substantial reduction of the average age of our bus fleet. In early 2023, another 63 Euro 6 buses measuring 12 meters and 12 Euro 6 buses measuring 10 meters, which can also be used on the lines with limited circulation, were brought into service. In July, we expect to bring into service the first 12-meter-long buses which run on natural gas (methane) purchased with the funds of the National Recovery and Resilience Plan (NRRP), which will be completed by December and which will bring 178 vehicles into use. By the end of the year, we expect to purchase another 56 Euro 6 buses measuring 12 meters and 8 minibuses, expanding the company's minibus fleet, which guarantees the connection between the small municipalities of the Region.

The subsequent graphics demonstrate the reduction in environmental pollutants and that of CO<sub>2</sub> due to the gradual renewal of the Cotral bus fleet.



Data on the fleet as of December 2022 Source of emissions data: database of average emissions factors for the fleet operating in Italy ISPRA 2020.

## 1.5 Personal data

Cotral dedicates a lot of attention to the protection of personal data and to the security of that information. In carrying out its institutional work, it thus is committed to consistently implementing measures targeted at the protection of data that refers to the users of services, our employees and other collaborators, including any potential job candidates, and in general, all natural persons who interact with Cotral. Of course, the need for privacy is balanced by the need to protect the safety of public transport and property, and applicable laws regarding transparency and anti-bribery.

With the full application of the General Data Protection Regulation (REG EU 679/2016), Cotral has for some time now been working to raise awareness among and educate its staff about privacy matters so so that protections for data subjects are built directly into the design of data processing. The company's top management, but also its corporate employees, along with the Data Protection Officer, are dedicated to the creation of a culture of security and respect (which also includes privacy) that is suitable for the technological evolution which will accompany the provision of Cotral S.p.a's public transport services.





## **2 PUBLIC TRANSPORT BY ROAD**

## 2.1 Extra-urban public transport by road

### Service provided

In fulfilment of the Service Contract with the Region of Lazio, Cotral has been tasked with producing over 75.5 million km/vehicles per year. Every day, the company ensures that there are 8,192 routes travelled, with coverage for 20 out of 24 hours. Cotral guarantees the connection between all Municipalities of Lazio with an extended transport network that covers a surface area of 17,000 km<sup>2</sup>. Moreover, the buses provide connections with 17 municipalities in neighbouring regions.

**1648\***

Bus fleet

**326\***

Buses with a platform for disabled people

**376\***

Municipalities served in Lazio

**4.301\***

Lines

**320mila\***

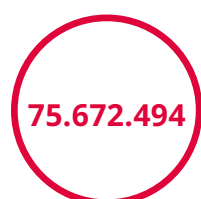
Passengers transported per day

CONNECTIONS WITH THE MUNICIPALITIES OF NEIGHBOURING REGIONS			
Abruzzo	Campania	Umbria	Toscana
Avezzano	Rocca d'Evandro	Calvi dell'Umbria	Abbadia S.Salvatore
Carsoli	S. Pietro Infine	Cascia	Manciano
L'Aquila		Castel Giorgio	Piancastagnaio
Oricola		Castel Viscardo	
Rocca di Botte		Orvieto	
		Porano	
		Terni	

\* Data updated in December 2022

## 2.2 Our Bus Service Quality objectives

Cotral is committed to a policy of transparency and information. This chapter contains last year's objectives and actual services provided, as well as the targets set to be reached in 2023.



**Vehicle - Km**  
**TOTAL 2022**



**Vehicle - Km**  
**GOAL 2023**

### Service quality standard 2022

The charts below indicate the goals and totals according to the quality standards (SLAs) defined in the 2011 - 2022 Service Contract.

SERVICE REGULARITY				
Quality factor	Indicator	Unit of measurement	Goal 2022	Total 2022
Service regularity	Overall regularity	% scheduled bus journeys actually completed	99%	98,4%
	Daily coverage	Service hours per day	18-22	18-22
	Average stop distance	Meters	538	538
	Driving speed	Km/h driven on the line	38 km/h	38 km/h
	On-time arrivals	% satisfied, last Customer Satisfaction survey	93%	96%

SAFETY				
Quality factor	Indicator	Unit of measurement	Goal 2022	Total 2022
Travel safety	Accident rate	Number of accidents without fault/100,000 km of service	0,67	0,62
	Anti-theft and harassment security	% satisfied, last Customer Satisfaction survey	92%	88%
Personal and property security	Sicurezza contro furti e molestie	% satisfied, last Customer Satisfaction survey	92%	88%
	Sicurezza contro furti e molestie	% buses with a camera on board/total number of buses	62,5%	55,8%

CLEANLINESS AND COMFORT OF THE FLEET				
Quality factor	Indicator	Unit of measurement	Goal 2022	Total 2022
Fleet cleanliness	Daily cleaning	% outgoing vehicles that are regularly cleaned daily	99%	99%
Comfort	Availability of seats at peak hours	% satisfied, last Customer Satisfaction survey	92%	88%
	A/C and heating	% buses with AC or heating	100%	100%
	Access for disabled people	% buses with a ramp	25,6%	19,8%

**ENVIRONMENTAL EFFORTS**

Quality factor	Indicator	Unit of measurement	Goal 2022	Total 2022
<b>Environmental efforts</b>	Low-sulphur fuel	% of all fuel consumed	100%	100%
	Vehicles with alternative fuel (LPG)	% of all buses	1,9%	1,6%
	No. of buses Euro 3 or above	% of all buses	100%	91,2%
	Average age, bus fleet	Average age, vehicles	8,4	9,7

**ATTENTION TO CLIENTS**

Quality factor	Indicator	Unit of measurement	Goal 2022	Total 2022
<b>Information provided to clients</b>	Claims	Average response time (in days)	5 days (web form) 10 days (letter/Pec) 5 days (Urp Regione Lazio)	7 days (web form) 10 days (letter/Pec) 7 days (Urp Regione Lazio)
	Distribution on board	% buses with a monitor	100%	91,1%
	Distribution hours	Number of terminus stations with monitors for real-time info	10	10
	Timetables	Number of timetables published	All published on the website	All published on the website
	Call centre	% satisfied, last Customer Satisfaction survey	98,5%	66%
<b>Politeness of staff</b>	Friendliness and politeness of drivers	% satisfied, last Customer Satisfaction survey	99%	97%
<b>Traditional sales window services</b>	Points of sale	Number of points of sale/resident population/1000 inhabitants	0,74	0,84
<b>Automated sales services</b>	Automatic ticket machines and web POS	Number of electronic points of sale	154 Mobile hand-held POS included	158
	Places to top-up a pass	Number of places to top-up a pass	2500	3116

## Minimum service quality conditions 2023

The chart below indicates the goals of the Minimum Quality Conditions (MQC) as defined in the Service Contract 2023 - 2032 for extra-urban Local Public Transport (LPT) by road, drawn up pursuant to the regulation of the Transportation Regulatory Authority.

Indicator	Description	MQC 2023
<b>Availability of Seats Offered</b>	Use of vehicles with transport capacities equal or higher than programmed	100%
<b>Regularity</b>	% of fully completed bus departure-arrivals out of those scheduled each month	95%
<b>Punctuality</b>	% of buses which reach their destination on time, as scheduled, each month <sup>1 2</sup>	95%
<b>User information pre-travel</b>	Publication in at least 3 of the modes of <sup>3</sup> a. terms and conditions of transport b. fares c. how to buy tickets/passes d. validating tickets and fines e. arrival/departure times f. seat availability and passengers with limited mobility	In compliance with the Service Contract provisions.
<b>User information during travel</b>	Publication, communication and distribution of a. line identifier b. seat availability and passengers with limited mobility c. passenger safety information and what to do in case of danger d. general transport T&C and MQC e. information about complaints	In compliance with the Service Contract provisions.
<b>Commercial accessibility of sales channels</b>	% bus departure-arrivals compared to those programmed, for which it is possible to buy a ticket through a digital and/or physical sales channel <sup>4</sup>	95%
<b>Commercial accessibility of digital services</b>	Availability and functioning of digital sales systems <sup>5</sup>	97%

1 - Late buses: delay greater than 5 minutes (for routes up to 20 minutes); 10 minutes (for routes from 20 to 60 minutes) and 15 minutes (for routes of over 60 minutes).

2 - Stops surveyed in the first regulatory period Transfer points in Rome (Saxa Rubra, Anagnina, Ponte Mammolo, Laurentina, Tiburtina, Cornelia, and Magliana), Frosinone, Latina, Rieti, and Viterbo.

3 - a) static modes at the terminus b) on-board monitors or posted on board c) on the website in a special section d) an app e) toll-free contact centre number f) social media (Instagram and Twitter).

4 - Physical sales channels: Ticket Machines (TMs), or ticket sales within 1 km from a terminus, or 200 m from a relevant stop, or on-board, or on land.

5 - Unavailability: failure of the system to operate for more than 8 consecutive hours.

<b>Access to ticket validators</b>	% of functional ticket stamping machines (or similar validation systems) on the buses	90%
<b>Cleanliness implementation</b>	% of cleaning cycles carried out compared to those scheduled	96%
<b>Cleanliness Compliance</b>	Conformity of cleaning operations Number of anomalies found compared to all inspections of the Assigning Entity	90%
<b>Comfort</b>	% operational AC/heating systems	92%
<b>Accessibility Passengers with limited mobility</b>	% departures that are accessible to PLMs compared to those scheduled as accessible	95%
<b>Accessibility USB</b>	% of buses with outlets/USB ports	35%
<b>Transparency</b>	Required publications under the Service Contract	Published on the website in the <a href="#">Corporate Transparency section</a>
<b>Safety</b>	Implementation of the Safety and Inspection Operational Plan	Published on the website in the <a href="#">Corporate Transparency section</a>

## 2.3 Quality monitoring

Cotral has developed a model to survey customer satisfaction and gather it into an index, called the CSI (Customer Satisfaction Index), which makes it possible to monitor the quality of all elements, as perceived by users (company image, general satisfaction, greater use of the service, likelihood of promoting the use of public transport) and to identify the needed adjustments to the minimum quality conditions (MQC) of the service provided compared to demand. The Customer Satisfaction survey will gradually adapt to the requirements of measure 5 of deliberation 16/2018 of the Transportation Regulatory Authority.

The goals of the monitoring system are:

- to constantly detect the emergence of new desires, expectations and demands of users in relation to regional public transport;
- to have a tool to segment the market in order to design targeted services and related communications;
- to assess, in advance, the proper allocation of resources and investments in quality;
- to define customer profiles;
- to determine the degree of user satisfaction for each service factor offered;
- to collect the Customer Satisfaction findings according to that established in the Service Contract and in compliance with the deliberations of the Transportation Regulatory Authority.

### The goals of the monitoring system are:

As part of our effort to monitor the quality of our services, we have conducted a Customer Satisfaction survey, the main goal of which is to measure the quality perceived by our clientele in relation to different service aspects, thereby ensuring we receive their opinions during various moments of their journey. The Customer Satisfaction study was conducted via face-to-face interviews with Cotral users, administered via Computer Assisted Personal Interviews (CAPI) on tablets. Monitoring was carried out on weekdays (Mon to Sat) and involved users in all hours in which the service is offered<sup>6</sup>.

### Passenger profile

The sample of interviewed passengers is more or less equally distributed between men and women, with a slight majority of women (56%) and, in line with previous surveys, it has the following socio-demographic characteristics:

- the presence of all age ranges, with a lower presence of those 25-35 years old and of those over 65, and greater weight for those 45-54 (average age: 45.1 years);
- in terms of education, most riders have a secondary school diploma (60%);
- 2 out of 3 passengers are employed (54% employed by others, 13% self employed), while 33% don't work (mainly students, 17%);
- most passengers are Italian nationals (76%), but foreigners represent a quarter of those using Cotral's extra-urban lines, with a peak recorded in the interviews at the Saxa Rubra terminus;
- the majority of those interviewed live in the province of Rome (57%), reflecting, though to a reduced degree, the actual distribution of the population of Lazio.

The survey confirms the profile of an intensely loyal user:

- almost 3/4 of Cotral passengers ride the same line, while just 21% use different lines depending on their needs (a practice more widespread in and around Latina);

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6 - In 2023, Cotral will collaborate with consumer groups and commuter committees in order to prepare the Customer Satisfaction survey, as established by law 244/2007.

- 50% have used Cotral lines for over 5 years, and another 21% have used it for 3 to 5 years;
- 2/3 of the sample was made up of regular passengers, who use Cotral lines at least 3-4 times per week; the average frequency of use was found to be 3.6 times per week, with higher values among those 35-54 years old, and a drastic reduction among the elderly.

These data, consistent with those which emerged in surveys from past years, ensure the collection of opinions and evaluations by expert users who are very familiar with the service.

It should be noted that, compared to the pre-pandemic period, respondents by a very large majority (77%) say they have not changed their line-use habits, while 16% say they have changed their habits, particularly in the direction of more consistent use, which is particularly evident for those under 34.

On each workday, the use of Cotral vehicles is spread over all time segments, mostly concentrated (88% of users) in the morning (up to noon), with a peak from 7 to 8 am. Use in the afternoon (56%) and evening (53%) is also quite common. The time segment distribution is consistent with the main motivations for use: going to work (53%) or to school/university (14%).

## Customer Satisfaction bus service 2022

The assessment scale and the Customer Satisfaction index are composed of values that range from 1 to 9, where 7 is the first degree of 'satisfied' and 9 is the maximum, as established by deliberation Art n. 16/2018, measure 5, point 4/C. The Customer Satisfaction index conveys the degree of satisfaction and the opinion of users in relation to the single minimum conditions.

<b>Organization of the service - general opinion</b>	<b>6,8</b>
Regularity of the service (compared to the schedule)	6,9
Frequency/Availability of departures	6,5
Modal integration with other transport options (e.g. timelines, stops, etc. that coincide)	6,8
On-time departures	7,1
On-time arrivals	6,8
Geographical coverage	6,7
Price/quality ratio	6,9
Functioning of the validation machines/turnstiles	6,6
<b>Comfort of travel - general opinion</b>	<b>6,8</b>
Crowdedness/Likelihood of finding a seat at peak hours	6,4
Fleet cleanliness	6,7
Integrity/Condition of the fleet	6,8
Safety and reliability of the fleet	6,9
Comfortable temperature inside/air conditioning	6,7
Safety in relation to theft, pickpockets and/or harassment	6,7
Driving style of the drivers (physical safety)	7,0
<b>Attention to users - overall opinion</b>	<b>6,7</b>
Availability and clarity of information/timetable	6,6
Availability and clarity of information about the service in general	6,6
Service accessibility, ease of getting on/off	7,0
Availability of places to sit when boarding the bus at the terminus	7,1
Availability of places to sit when boarding at a stop	6,5
Accessibility of the service for people with mobility issues	6,1
<b>Relational aspects of company staff - general opinion</b>	<b>6,8</b>
Courtesy/Friendliness of the drivers	6,9
Grooming and look of the staff	6,9
Efficiency of the claims and info service	6,5
<b>Attention to sustainability and environmental matters</b> (use of Euro 6 buses, attention to waste/recycling and limiting the noise of the systems, systems with solar panels, LED lighting)	<b>6,8</b>
<b>Ticket/pass sales network</b>	<b>7,3</b>
<b>CSI - OVERALL OPINION OF THE BUS SERVICE OFFERED BY COTRAL</b>	<b>7,1</b>

## 2.4 Passenger rights and protections

### Right to a refund or compensation for a single delay

No compensation is offered pursuant to the provisions of Article 2 of European Regulation No. 181 of 2011 for rides shorter than 250 km.

### Right to a refund or compensation for pass holders

No compensation is offered pursuant to the provisions of Article 2 of European Regulation No. 181 of 2011 for rides shorter than 250 km.

### Right to compensation for PLM<sup>9</sup>

Cotral guarantees passengers with disabilities or reduced mobility a compensation of 20 euros, in addition to a refund for their ticket, in the event that a scheduled journey indicated as accessible was actually inaccessible or unsuitable.

The payment of that refund or compensation takes place via bank transfer.

The request for a refund or compensation can be submitted up to 90 days from the date on which the disservice occurred, via the following channels:

- a special [web form](https://cotralspa.it/rimborsi-e-indennizzi) on the company website: [cotralspa.it/rimborsi-e-indennizzi](https://cotralspa.it/rimborsi-e-indennizzi). The form is sent automatically. The system then generates a confirmation message that attests to the proper registration of the request, containing the ID number of the claim;
- in person at the Cotral office in Via Bernardino Alimena 105, Rome;
- via return-receipt registered post, to be sent to Cotral Spa – Servizio clienti, Via Bernardino Alimena, 105 - 00173 – Rome. In this case, it is possible to use the paper form available in Italian and English found on [cotralspa.it/rimborsi-e-indennizzi](https://cotralspa.it/rimborsi-e-indennizzi) and at the terminus stations in Rome (Anagnina, Ponte Mammolo, Laurentina, and Cornelia) and Latina, Frosinone, Rieti and Viterbo. The form can be printed and sent via registered post;
- by filling in the special paper form available in Italian and English on [cotralspa.it/rimborsi e indennizzi](https://cotralspa.it/rimborsi-e-indennizzi)

The request for a refund or compensation must necessarily include the following information, essential to its processing:

- the identifying data of the passenger (first name, surname, address) or their representative, attaching in the latter case the delegation and a copy of the user's ID card;
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the user's ticket or pass. The number of the bus, if known;
- a copy of the validated ticket;
- a description of the disservice experienced.

The request can be submitted in Italian and English.

Cotral will reply to the user within 30 days from submittal, both in case of granting of the refund/compen-

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9- People with limited mobility

sation or in case of its denial. Cotral will provide the user with a motivation for denial of their request and will also inform them of the ways to contest that denial.

If the user does not find the response received satisfactory, they may challenge the rejection of their claim for compensation or a refund through the procedure of the Regional Settlement Chamber or by filing a follow-up complaint with the Transportation Regulatory Authority.

The payment of that refund or compensation takes place via bank transfer.

## Time limits

The request for a refund or compensation is received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system;
- the day in which the form is physically delivered to Cotral, if sent via return-receipt registered mail or hand-delivered.

## Complaints and claims

For Cotral, complaints and claims are a chance to communicate with its users and to come up with solutions to improve its services. They can be submitted in Italian or in English.

For this reason, the company is committed to responding to users requests and offering:

- communication tools (website, contact centre);
- complete, comprehensible responses within 30 days;
- responses in Italian and/or in English;
- instructions on the ways to contest or object to unsatisfactory responses and the related timelines;
- quickly actions that resolve any indicated problems.

To help ensure that we meet these standards, Cotral has an advanced Customer Relationship Management system.

## How to file a claim

Cotral provides a response within 30 days, indicating if the claim has been approved or rejected (and the motivations why) within 30 days.

To submit a claim, users can use

- the [online form](https://cotralspa.it/reclami) found on [cotralspa.it/reclami](https://cotralspa.it/reclami). The form is forwarded automatically. The form is sent automatically. The system then generates a confirmation message that attests to the proper registration of the request, containing the ID number of the claim;
- the toll-free number **800 174 471**, active from Monday to Saturday, 7 am to 8 pm. The user will be sent a confirmation email which states that their request has been properly registered in our systems and includes the unique case number for their claim;
- in person at the Cotral office in Via Bernardino Alimena 105, Rome, filling in the paper form available in Italian or in English on [cotralspa.it/reclami](https://cotralspa.it/reclami);
- via certified post to: Cotral Spa | Servizio Clienti, via Bernardino Alimena 105 - 00173 Rome. In this case, it's possible to use the form found on [cotralspa.it/reclami](https://cotralspa.it/reclami) or the printed form available at the terminus stations in Rome (Anagnina, Ponte Mammolo, Laurentina and Saxa Rubra), and Frosinone, Rieti, Viterbo and Latina.

Claims must include:

- the identifying data of the user (first name, surname, address);
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the user's ticket or pass;
- a description of the disservice experienced and/or detected in relation to European or national legi-

slation, the General Terms and Conditions of Transport or the Service Charter.

It's possible to submit claims within 90 days from that of the event which is being contested occurred.

## Time limits

The claim is defined as received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system;
- the day on which the form is physically delivered to Cotral, if sent via return-receipt registered mail or hand-delivered.

If the claim received is not under Cotral's jurisdiction, the company will inform the user, indicating the proper entity to send the claim to.

## Late responses (automatic compensation)

- For every response which is delayed by 91 to 120 days, the user will receive compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim. If the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips;
- for every response which is delayed by over 120 days, the user will receive compensation equal to 20% of the cost of the ticket required to cover the journey referred to in the claim.

If the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips.

The payment of that refund or compensation takes place via bank transfer.

Compensation for late responses will not be awarded if:

- the amount of the compensation is less than 4 euros;
- the claim isn't sent via the methods described above, or if it is missing the required information;
- the passenger has already received automatic compensation due to a late response or no response at all in relation to that same journey.

## What to do if no response is received or if the response is unsatisfactory

If no response is received within 30 days of claim submission, from the request for a refund or compensation, or if the response is unsatisfactory, the user can:

- use the procedure offered by the [Regional Settlement Chamber](#);
- submitting a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/>;
- submit a claim with the Transportation Regulatory Authority (TRA), using the Site system found on [www.autorita-trasporti.it/site/](http://www.autorita-trasporti.it/site/).

## Regional Settlement Chamber

Regional Settlement Chamber Regional Law n. 1 of 7 March 2016 'Provisions to facilitate the settlement of health care and public service disputes'. Art. 2, section 1 - Settlement clause: 'Service users have the right to turn to the Regional Settlement Chamber for the out-of-court settlement of disputes arising as

a result of disservice or irregularities encountered in the fulfilment of the service or in the provision of services and in any case of violation of the quality standards set forth in this Charter. Users are also entitled to turn to the Regional Settlement Chamber through the consumer associations with which they are registered and by which they wish to be represented.

The initiation of the proceedings with the Regional Settlement Chamber is voluntary and is defined, in case of agreement between the parties, by a private-law contractual act pursuant to Article 1965 of the Italian Civil Code. Failure to accept the settlement proposal drawn up by the Regional Settlement Chamber or failure to formulate a settlement proposal shall be without prejudice to the right to appeal or initiate the judicial safeguards recognized by law. The initiation of proceedings before the Regional Settlement Chamber results in the obligation for local health authorities and public service providers to appoint a contact person and to submit a documented report on the matter to the Regional Settlement Chamber within ten days from the date of notification of the initiation of proceedings. In the event of an agreement, the parties shall fulfil their commitments within thirty days from the signing date of the settlement report'. The procedures and criteria for submitting applications are set out in Regional Regulation n. 21 of 4 November 2016: 'Provisions relating to proceedings before the Regional Settlement Chamber'. For more information, please consult [jemolo.it](http://jemolo.it) [here](#).

## Complaints filed with the Transportation Regulatory Authority

The Transportation Regulatory Authority (TRA) was founded pursuant to art. 37 of Law Decree n. 201 of 6 December 2011 (converted into law, with modifications, by Law n. 214 of 22 December 2011). The TRA is also responsible for the verification of violations of Regulation (EC) n. 1371/2007 on the rights and obligations of passengers in rail transport and the application of the prescribed penalties, pursuant to Legislative Decree n. 70 of 17 April 2014. The TRA may therefore investigate possible non-compliance by railway companies automatically, or following a complaint submitted by passengers, including through associations representing their interests (where warranted).

Only after having submitted a claim to Cotral, can passengers forward their complaints to the TRA through SiTe (the Online Claim Submission System), which is found on [autorita-trasporti.it](http://autorita-trasporti.it) more specifically [www.autorita-trasporti.it/site/](http://www.autorita-trasporti.it/site/) or by sending the appropriate 'Claim Form' (also available on the TRA website) to Via Nizza 230, 10126 Turin, or by e-mail to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it):

- when the answer received is believed to be unsatisfactory;
- if no response was received within 30 days from the date the claim was submitted.

Moreover, users can use the [ConciliaWeb](#) platform to present, directly or through a delegate (any natural person they trust, a consumer association, a public rights entity, a lawyer), requests for settlement to resolve certain controversies relative to travel by train, ship, bus or airplane. For more information, users can consult the TRA settlement service section. The procedure is entirely completed online.

## Claims and interactions with users

User relationships - Bus service	2022	2022
	tot	%
Complaints	10433	8
Information	11912	89
Suggestions	959	1
Lost items	2861	2
Reason for claims	2022	2022
	tot	% of all claims
Service regularity	4398	42
Staff behaviour	770	7
Quality and comfort	332	3
Various types of disservice	3912	37
Website/app	423	4
Tickets/passes	598	6
Total claims	10433	100%

## Transport of people with disabilities and reduced mobility

On Cotral buses, the service is available for everyone who requests it at least three days in advance in order to organize the proper service for that user's specific needs. Requests are made online by filling in a form that is accessed from the special 'Transport of people with reduced mobility' banner found on the homepage of [cotralspa.it](https://cotralspa.it), users must insert their personal data and contact information, and the date, departure time and destination of the journey they would like to take.

## 2.5 General Bus transport Terms and Conditions

### Article 1 - Use of tickets/passes and rules for boarding buses

Passengers must:

- obtain a suitable ticket or pass before boarding the bus, making sure that the price paid corresponds to the applicable fare on the route they intend to take;
- board the bus through the front door;
- validate the ticket as soon as they are on board the vehicle and show it to the driver;
- if using a paper ticket, check that the date and time printed by the validation machine are correct;
- if using a paper pass, check that the date and time printed on the first day of use are correct;
- validate paper passes and electronic cards on each journey;
- where required (e.g., paper passes), fill in their information, in pen, as necessary and carry a valid identity document.

Upon boarding, users without a ticket may purchase the following from the driver the single-price ticket of € 7.00, paying exclusively with exact currency.

Drivers must deny access to the vehicle to users who do not have a ticket and who refuse to purchase one on board.

Passengers without a ticket or pass may only board the vehicle after having accepted an administrative penalty; if they refuse, the driver is obliged to request the intervention of the ticket inspectors or the police.

Under no circumstances may the driver depart with people on board who do not have ticket.

Users belonging to the categories benefiting from reduced-cost or free tickets are required to show the Cotral-issued card with their name on it, together with a valid ID:

- to resellers, when purchasing reduced-fare tickets;
- to the driver upon boarding;
- to the ticket inspectors, if they ask for it.

The failure or irregular functioning of a ticket validation machine must be reported immediately to the driver or company personnel, and the passenger is required to write the vehicle number, and the date and time of boarding on the ticket and have the driver approve it.

Tickets are personal, non-transferable and cannot be combined with other travel passes. They must be kept intact and recognizable for the entire duration of the journey up to disembarkation and, upon request, must be shown to the ticket inspectors and staff, along with a valid identity document if the ticket/pass is issued to one specific person only (i.e. it has their name on it).

- Cotral distance-based tickets entitle the holder to a single trip without getting off the bus;
- distance-based passes and Metrebus passes entitle the holder to an unlimited number of journeys during the month or year of validity;
- in the event of a delay or interruption of the journey due to force majeure, the ticket is non-refundable.

## Article 2 - Fines

Anyone found by the ticket checking staff to be without a ticket shall have to pay the full fare, from the terminus of departure to the terminus of arrival, and the administrative fine of €100.00 to €500.00 provided for by Regional Law no. 16 of 16.6.2003 art. 42 paragraph 2.

The following users shall be considered for all intents and purposes to be without a ticket:

- those who refuse to show their ticket or pass to the driver when boarding the vehicle or to purchase a single-ride ticket on board;
- those who, despite being in possession of a ticket or pass, did not validate it as required;
- those who are using an expired ticket or pass;
- those who are using an ordinary ticket or pass on special connections that require a specific ticket;
- those who are using a ticket or pass for a lower fare or route;
- those who show a discounted pass or ticket that is not accompanied by the required documentation;
- those who have improperly filled in the required data on a pass that is meant to be in their name only;
- those who present a ticket or pass no longer in use;
- those who are riding with a Cotral or Metrebus electronic card without a purchase receipt or with an illegible receipt.

Anyone presenting a ticket or pass that has been validated more than once or that shows visible signs of counterfeiting or alteration pursuant to Articles 465 and 466 of the Italian Criminal Code shall be subject to an administrative penalty of between €103.00 and €309.00, as well as the confiscation of the ticket (articles decriminalized by Legislative Decree no. 507/99).

The transfer of personal and non-personal passes or other transport documents after the start of the journey is prohibited pursuant to Article 24 of Italian Presidential Decree 753/80.

Anyone who transfers a personal ticket, whether transferee or transferor, is subject to the administrative penalty described above pursuant to Article 5 of Italian law 689/81. Anyone who violates the provisions concerning the conduct of users of public transport companies as stated in Italian Presidential Decree 753/80 shall be subject to an administrative fine ranging from €30.00 to €250.00 in addition to any amounts deemed necessary to compensate for damages caused to company assets. Cotral shall not be held liable for damage caused by property, persons or animals in violation of the following regulations:

- it is forbidden to set off alarms and emergency devices except in cases of necessity and danger;
- it is forbidden to board and alight from vehicles when they are not completely stopped and from doors other than those indicated on the vehicle;
- it is forbidden to throw objects out of windows;
- smoking is prohibited;
- it is forbidden to damage or dirty company vehicles and structures;
- it is forbidden to engage in street vending, fundraising in any capacity, singing, playing music and the like;
- it is forbidden to enter the vehicle while drunk or in a condition that is contrary to decorum and may inconvenience other passengers;
- It is forbidden to carry weapons, with the exception of law enforcement officers;
- it is forbidden to transport dangerous or harmful goods.

Users who damage or inconvenience other passengers and the driving staff may be removed from the vehicle at the discretion of the staff and without compensation of any kind. Offenders who provide false personal information, who refuse to provide said information, or who commit offences against public officials according to the Italian Criminal Code will be reported to the competent authorities.

When their proof of payment is requested by ticket inspectors, users who state that they hold a monthly pass, an annual pass, or a discounted or free pass or ticket must submit the following documentation within 5 days of the date of the fine, in original form if delivered in person to Cotral officials, or as a copy of both sides of the pass/ticket if sent by email to [ufficio.ricorsi@cotralspa.it](mailto:ufficio.ricorsi@cotralspa.it):

- their monthly pass, validated prior to the fine, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 or IBAN IT24A0760103200001001517604, with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- their annual pass, with the relative purchase agreement if a paper original, plus photocopy of payment of €10.00 to the postal current account n. 1001517604 or IBAN IT24A0760103200001001517604, with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- their discounted pass or free pass, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field.

### Article 3 - Payment of fines

In compliance with Regional Law no. 7 art. 139 of 14.7.2014, the penalty may be paid in a reduced amount within 5 days from the date of the fine (this payment method is also allowed for violations concerning the provisions of Italian Presidential Decree 753/80 without the addition of the ticket/pass and without prejudice to Cotral's right to claim compensation for damages). The offender is required to pay the fine via transfer to postal current account 1001517604 or IBAN IT24A0760103200001001517604 with Cotral Spa as the recipient, specifying the number of the fine in the reason for payment field;

### Article 4 - Appealing a fine

Users who have received an administrative fine from the Cotral staff have 30 days from the date of the official fine, ("notifica del verbale" in Italian) to submit a written defence directly to the Company, by filling in the contact us page on [cotralspa.it](http://cotralspa.it).

Notices of intent to issue a fine, the 'preavviso di accertamento' cannot be contested.

If the appeal is rejected, the offender will be charged, in addition to the fine and the cost of the ticket, the costs of the administrative procedure.

### Article 5 - Fare discounts

Citizens over seventy years of age and those who have been injured or disabled during military service who are residents of the Lazio Region can travel free of charge, provided they have a personal lifetime benefits card issued by Cotral or Trenitalia, accompanied by a valid ID certifying their residency.

Citizens residing in the Lazio Region belonging to the categories established by Lazio Regional Law no. 30 of 16.7.1998 (as modified by R.L. no. 16 of 16.6.2003) are entitled to discount cards which give them a 50% or 70% reduction on the purchase of tickets and passes.

For discounts on the Metrebus fare system, please visit: [www.cotralspa.it](http://www.cotralspa.it) and [www.regione.lazio.it](http://www.regione.lazio.it).

### Article 6 - Children

On the regional network, children under one metre tall travel free of charge, provided they do not occupy a seat, with a limit of one child per adult with a suitable ticket. Any additional children beyond the first child must have their own ticket/pass. Within the Municipality of Rome only, free

ridership is extended to children up to 10 years of age (no more than one per adult). For safety reasons, it is not possible to board the bus with children in prams and pushchairs. Such equipment must be folded up, must be within the prescribed size limits, and must be placed under the seat.

## Article 7 - Animals

Guide dogs for the blind are admitted free of charge, provided they are on a leash and wearing a basket muzzle.

The following animals can ride at normal rates:

- small and medium-sized dogs on a leash and wearing a basket muzzle. No more than two dogs per transport vehicle are permitted, and they may only travel at the rear of the buses;
- cats and birds provided they are in a cage or carrier no larger than 40x30x30 cm.

Large dogs (or other large animals) are not allowed.

During transport, animals, cages and carriers must be positioned in such a way that they do not bother or damage people or property. Passengers accompanying animals are responsible for them and will be required to compensate for any damages caused to vehicles, property or other passengers.

## Article 8 - Luggage

Bags or luggage may not occupy a seat.

The following types of luggage can be brought on board free of charge:

- hand luggage that measures approximately 50x30x25 cm and can be positioned under the seats;
- small luggage that can be stowed on the overhead shelf;
- hand luggage that is larger than 50x30x25 cm and cannot be stowed under the seats must be stowed in the luggage racks of the bus.

This option is only valid for terminus-to-terminus journeys and is only free of charge for one piece of luggage per person.

Each additional piece of luggage beyond the first is subject to payment of the standard fare. Packages with sharp edges or corners and packages of flammable or fragile materials are not permitted. For other specifications, the provisions of Regional Law no. 52 of 3.12.1982 apply.

For security reasons, passengers must report any unattended objects they find on vehicles and at departure and arrival stations to Cotral staff.

Cotral staff may prohibit objects and packages that do not comply with the above rules from entering the bus. Any breach of the aforementioned provisions shall be sanctioned pursuant to Article 42 of Lazio Regional Law 16/2003 and these Terms and Conditions of Transport. Infringements of the terms and conditions of transport are ascertained and contested by Cotral staff in their capacity as Administrative Police pursuant to Lazio Regional Law 16/2003.

## Article 9 - Lost items

Request for lost items can be made by filling in the web form found on [cotralspa.it](https://cotralspa.it).

## Article 10 – Claims and complaints

It is possible to lodge a complaint or file a claim in several ways:

- the quickest and easiest way is by filling in the web form on [cotralspa.it/reclami](https://cotralspa.it/reclami). The form will be automatically forwarded and the user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
- users can also call the toll-free number **+39 800 174 471**, active from Monday to Saturday, 7 am to 8 pm. The user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
- in person at the Cotral office in Via Bernardino Alimena 105, Rome;
- by certified post addressed to Cotral Spa | Customer Service, Via Bernardino Alimena, 105, Rome 00173. In this case, it is possible to use the paper form (available at [cotralspa.it/reclami](https://cotralspa.it/reclami) and at the terminus stations of Roma Anagnina, Roma Ponte Mammolo, Roma Laurentina, Roma Cornelia, and Latina, Frosinone, Rieti and Viterbo), which can be printed out and sent via certified post. It is also possible to send the claim/complaint without using the paper form, as long as it contains the minimum data necessary for its processing:
  1. the identifying data of the passenger (first name, surname, address) and that of their representative (if any), attaching, in the latter case, the delegation and a copy of the user's ID card;
  2. the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the user's ticket or pass. The number of the train or bus, if known;
  3. a description of the disservice experienced.
- It's possible to lodge a complaint or file a claim in English or Italian;
- it's possible to submit claims within 90 days from that of the event which is being contested occurred.

A response to the complaint will be provided within 30 days.

If there is no reply, the user is entitled to an automatic compensation calculated as follows:

- for every response which is delayed by 91 to 120 days, the user will receive compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim;
- if the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips;
- for every response which is delayed by over 120 days, the user will receive compensation equal to 20% of the cost of the ticket required to cover the journey referred to in the claim;
- if the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips;
- no compensation shall be paid if the refundable amount is less than 4 euros, if the claim was transmitted without the minimum necessary information, or if compensation has already been paid for a claim concerning the same journey;
- compensation will be paid by bank transfer.

If there is no response within 30 days, or if the response is unsatisfactory, the user may:

- submit a request to the Settlement Chamber of Lazio, established by Regional Law n. 1 of 7 March 2016 as amended;
- submit a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/>;
- submit a follow-up claim with the Transportation Regulatory Authority (TRA) through SiTe (the Telematic Claim Submission System), found on [www.autorita-trasporti.it](https://www.autorita-trasporti.it), or by sending the spe-

cial 'Claim form' found on the same website, to Via Nizza 230, 10126 Turin, or by sending a certified email (PEC) to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it).

## Article 11 - Public health and hygiene

In case of flu or other symptoms of a respiratory infection, the use of a protective face mask is recommended.

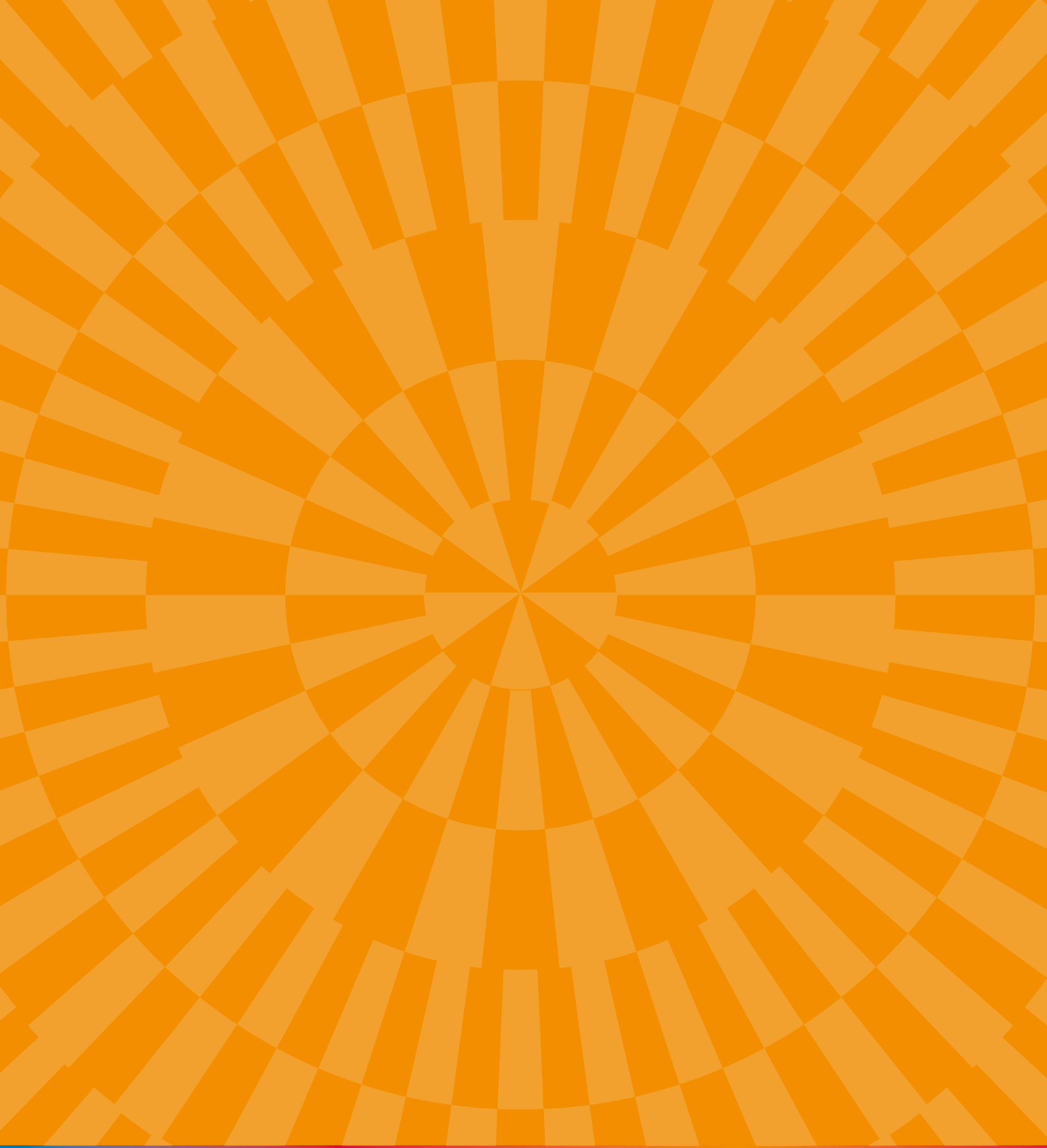
## Article 12 - Personal data processing

Personal data is processed in accordance with Regulation (EU) 679/2016 and Italian Legislative Decree 196/2003. The purposes and methods of processing are stated in the policy on [cotralspa.it](https://cotralspa.it).

## Article 13 - Transport of people with limited mobility

On Cotral buses, the service is available for everyone who requests it at least three days in advance in order to organize the proper service for that user's specific needs. Requests can be made online via [cotralspa.it](https://cotralspa.it) or by calling the toll-free number **+39 800 174 471**.

If a journey indicated as accessible to disabled people is made with a non-accessible bus, in addition to the refund of the ticket, the user will be compensated €20.



## **3 PUBLIC TRANSPORT BY RAIL**

# 3.1 Public railway lines: Metromare and Roma-Viterbo

## Service provided<sup>1</sup>

In fulfilment of the Service Contract with Regione Lazio, for 2023, Cotral has been tasked with producing 1,335,000 train/km per year on the Metromare/Roma - Lido line with service from 5:15 am to 11:30 p.m., and 1,166,000 train/km per year on the Rome - Civita Castellana - Viterbo line with service from 5:30 am to 10:30 pm on urban routes and from 5 am to 8 pm on extra-urban routes.

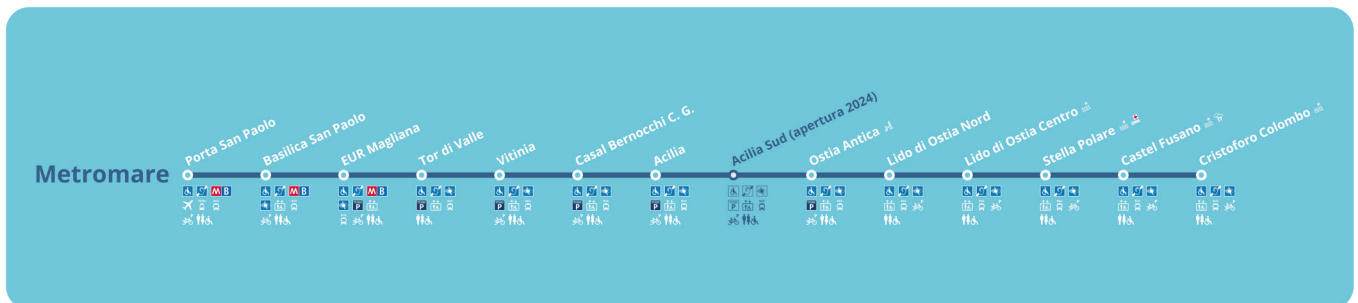
**10,34**  
MILLION

Passengers transported: Metromare  
TOTALS FOR THE SECOND HALF OF 2022

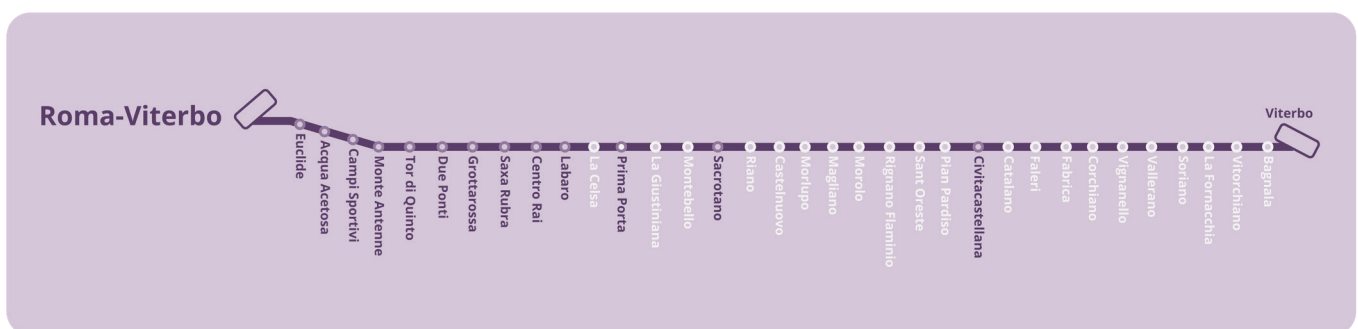
**5,27**  
MILLION

Passengers transported: Roma - Viterbo  
TOTALS FOR THE SECOND HALF OF 2022

## Metromare



## Roma-Viterbo



<sup>1</sup>—The ridership data have been obtained via surveys conducted on the two lines at various times of the day. The passenger load ratios of the wagons are related to the actual service schedule.

**METROMARE ROMA - LIDO**

Line length	Km	28,356
Trains per day	Monday-Saturday	138 <sup>2</sup>
Trains per day	Sundays and public holidays	112
Seats offered per day, Monday-Saturday	Number	172.224
Seats offered per day, Sundays and public holidays	Number	139.776
Stops/Stations	Number	13
Trains <sup>3</sup>	Number	15
Passengers Train/Km <sup>4</sup>	Number	155 million

**LINEA ROMA - VITERBO**

Line length	Km	101,885
Trains	Number	21
Passengers Train/Km	Number	98 million

**SERVICE: ROME - VITERBO (URBAN)**

Line length	Km	12,496
Trains per day	Monday-Saturday	170
Trains per day	Sundays and public holidays	80
Seats offered per day, Monday-Saturday	Number	106.670
Seats offered per day, Sundays and public holidays	Number	50.240
Places reached/Stops	Number	15

2 -Of which ten are replaced by buses from Monday to Friday, from 9 pm until the end of the service, until the upgrade work is completed.

3 -Trains running: seven Metromare and sixteen Roma - Viterbo. The number of trains running varies according to the schedule for the return of trainsets from the revamping

4 - This figure was obtained by multiplying the number of passengers carried by the average length of the journey of each (15 km for Metromare and 18.6 km for Roma-Viterbo).

SERVICE: ROMA - VITERBO (EXTRA-URBAN)		
Line length	Km	89,38
Trains per day	Monday-Saturday	42
Trains per day	Sundays and public holidays	14
Seats offered per day, Monday-Saturday	Number	22,260
Seats offered per day, Sundays and public holidays	Number	7,420
Places reached/Stops	Number	21

## Replacement buses

When there are complete or partial disruptions to rail traffic, we activate a replacement service to ensure that passengers can reach the final destination station. The replacement service for cancelled trains provides for the use of buses, taxis, and private car services depending on the number and characteristics of the passengers. It is regulated in the Intervention Plan published in the [Società trasparente](#) section of the website.

## Scheduled replacement services

In the event of planned disruptions to the train service on the Metromare/Roma - Lido and Roma - Viterbo lines, Cotral provides a replacement service by bus, depending on the route and time slot involved.

This service can take place through the use of the company fleet, or through services provided by private entities who have a contract with the company.

The number of vehicles to be provided takes into account the time slot of the disruption and the average number of passengers riding the route concerned. Currently, two replacement services are being provided on the two lines:

**Metromare** – interruption Monday-Friday from 9 pm to the end of service. Trains have been replaced by 11 vehicles equipped for public transport, which guarantee the connection between the terminuses of Porta San Paolo and Cristoforo Colombo and stop at all stations on the line.

**Roma-Viterbo** - despite fulfilling the requirements of the service schedule on this extra-urban route, Cotral, in order to further bolster its offer, runs 9 sets of journeys per day, with its own fleet, to support the rail service.

**Scheduling of the Substitute Service** The 'Operations Schedule' identifies the trains that can be substituted with the next train in the event of cancellation, according to the amount of time between their scheduled departures. In these calculations, we have considered the departure immediately following the cancelled one as a way to offer an adequate replacement if:

- it is scheduled within 30 minutes of the cancelled journey, as the maximum arrival time at the first subsequent station affected by the cancellation, and if it makes the same stops, assigned in operations as required;
- if the subsequent departure is scheduled more than 30 minutes after the cancelled journey - normally within 60 minutes and in any case no more than 85 minutes - as the maximum arrival time at the first subsequent station affected by the cancellation, and if it makes the same stops, assigned in operations as required, when this solution ensures the earliest arrival at the destination compared to the bus service (considering the sum of the time it takes to send the vehicles to the required location and longer travel times by road than by rail).

## 3.2 Our Railway Service Quality goals

### Minimum service quality conditions 2023

The chart below indicates the goals of the Minimum Quality Conditions (MQC) as defined in the Service Contract 2022 - 2032 for railway public transport on the Metromare/Roma-Lido and Roma Viterbo lines, drawn up pursuant to the regulation of the Transportation Regulatory Authority.



PUNCTUALITY AND REGULARITY				
	Goal 2022	Metromare 2022 (achieved)	Roma - Viterbo 2022 (achieved)	Goal 2023
<b>Punctuality</b> monthly % of trains on time at intermediate and destination stations compared to scheduled trains (Delay > 5 min; Relevant stops in the first and second year METROMARE -Porta San Paolo and Cristoforo Colombo; ROMA-CIVITA-CASTELLANA-VITERBO - Piazzale Flaminio, Civita Castellana and Viterbo)..	85%	86%	85%	85%
<b>Regularity</b> monthly % of actual trains compared to scheduled trains	90%	94%	84%	90%
COMMERCIAL ACCESSIBILITY				
	Goal 2022	Metromare 2022 (achieved)	Roma - Viterbo 2022 (achieved)	Goal 2023
<b>Adequate sales channels<sup>4</sup></b> % of stations with adequate sales channels, compared to the total	90%	100%	83%	90%
<b>Operation of online sales channels<sup>5</sup></b> % of days with adequate operations (no interruptions greater than 12 hours)	90%	100%	100%	100%
<b>Ticket machine operation<sup>6</sup></b> % of functional TMs compared to the overall number of relevant railway undertaking's automated ticket points (excluding acts of vandalism if fixed within 72 of being reported)	90%	100%	100%	90%
<b>Functioning of validation machines/turnstiles<sup>7</sup></b> % of functioning validation machines/turnstiles managed by the railway undertaking vs the total number of validation machines/turnstiles	90%	100%	100%	90%

4 - Online channels considered: the ATAC website; digital ATAC tickets and passes; the Cotral website; Tap&Go on ATAC. For the extra-urban section of the Roma-Viterbo line, online sales channels only include combined Metrebus passes. Physical channels considered: ATAC TMs within 500 m for stations within Rome, or within the municipal borders for the other Municipalities. For the Roma-Viterbo line, the stations of Morolo and Faleri are excluded from the calculation, as they are considered low flow.

5 - Data referring to online channels managed directly by Cotral SpA.

6 - Automatic ticket machines are integrated into the Metrebus electronic ticketing system whose agent is ATAC SpA, which provides maintenance and repairs.

7 - The validation machines installed at the platform access points in railway stations are integrated into the Metrebus electronic ticketing system, which is operated, maintained and repaired by ATAC SpA.

CLEANLINESS AND COMFORT				
	Goal 2022	Metromare 2022 (achieved)	Roma – Viterbo 2022 (achieved)	Goal 2023
<b>Execution of programmed cleaning cycles on rolling stock</b>	90%	100%	100%	90%
<b>Non-compliance detected by the assigning body on cleaning cycles carried out on rolling stock</b>	10%	0%	0%	9,5%
<b>Functioning of train air conditioning systems</b> % functional train AC/heating systems	80%	100%	100%	80%
<b>Accessibility and functioning of train toilets</b> % functioning toilets	85%	NOT applicable	85%	85%
<b>Availability and usability of PLM services</b> % trains available to PRM compared to total trains scheduled and noted as accessible to PLM	90%	100%	100%	90%
<b>Accessibility and functionality of fleet doors</b> % working doors	90%	100%	100%	90%
<b>Availability of bicycle services</b> % journeys equipped for bicycle services compared to those programmed	90%	100%	100%	90%

OTHER INDICATORS				
	Goal 2022	Metromare 2022 (achieved)	Roma – Viterbo 2022 (achieved)	Goal 2023
<b>Seats available</b>	100%	100%	100%	100%
<b>User information pre-travel</b> <b>Publication/distribution to passengers on board the train of</b> <ul style="list-style-type: none"> <li>• General Terms and Conditions of Transport;</li> <li>• how to purchase tickets and the types of tickets available;</li> <li>• how to file a complaint or claim;</li> <li>• procedures for submitting complaints to the Transport Regulation Authority;</li> <li>• indication of contact channels with the railway undertaking for information;</li> <li>• tariff system and validation methods;</li> <li>• Service Charter;</li> <li>• hours;</li> <li>• services on board;</li> <li>• guaranteed minimum services in the event of a strike;</li> <li>• how substitute services are implemented;</li> <li>• real time changes and delays, and cancellations being updated.</li> </ul>	Compliance	In compliance with the Service Contract provisions	In compliance with the Service Contract provisions	Compliance
<b>User information during travel</b> <b>Publication/distribution to passengers on board the train of</b> <ul style="list-style-type: none"> <li>• from the website/app, where they can find real-time updates;</li> <li>• company contacts for complaints;</li> <li>• availability of services on board;</li> <li>• availability of dedicated PLM places;</li> <li>• announcements of the next stop;</li> <li>• delay updates;</li> <li>• circulation anomalies.</li> </ul>	Compliance	Partially in compliance with the provisions of the Service Contract	Partially in compliance with the provisions of the Service Contract	Compliance
<b>Transparency</b> Required publications under the Service Contract				<a href="#">Link</a>
<b>Safety</b> Implementation of the Safety and Inspection Operational Plan				<a href="#">Link</a>

## 3.3 Quality monitoring

Cotral has developed a model to survey customer satisfaction and gather it into an index, called the CSI (Customer Satisfaction Index), which makes it possible to monitor the quality of all elements, as perceived by users (company image, general satisfaction, greater use of the service, likelihood of promoting the use of public transport) and to identify the needed adjustments to the minimum quality conditions (MQC) of the service provided compared to demand. The Customer Satisfaction survey will gradually adapt to the requirements of measure 5 of deliberation 16/2018 of the Transportation Regulatory Authority.

The goals of the monitoring system are:

- to constantly detect the emergence of new desires, expectations and demands of users in relation to regional public transport;
- to have a tool to segment the market in order to design targeted services and related communications;
- to assess, in advance, the proper allocation of resources and investments in quality;
- to define customer profiles;
- to determine the degree of user satisfaction for each service factor offered;
- to generate the Customer Satisfaction results according to that established in the Service Contract and in compliance with the deliberations of the Transportation Regulatory Authority.

### Methodology

As part of our effort to monitor the quality of our services, we have conducted a Customer Satisfaction survey, the main goal of which is to measure the quality perceived by our clientele in relation to different service aspects, thereby ensuring we receive their opinions during various moments of their journey. The Customer Satisfaction study was conducted via face-to-face interviews with Cotral users, administered via Computer Assisted Personal Interviews (CAPI) on tablets. Monitoring was carried out on weekdays (Mon to Sat) and involved users in all hours in which the service is offered<sup>8</sup>.

### Passenger profile

The sample of passengers interviewed had the following socio-demographic characteristics:

- for Metromare, an overall gender balance (49% male, 51% female), while there were more women (56%) on the Roma-Viterbo line;
- the presence of all age ranges, with a lower presence of those over 65, and greater weight for those 45-54 (average age: 43.3 years old on the Metromare line and 43.1 on the Roma-Viterbo line);
- in terms of education, for both lines, most riders have a secondary school diploma (60%);
- on both lines, the majority of those interviewed were part of the labour force (62% Metromare, 76% Roma - Viterbo); there was a larger percentage of students on the Metromare line (22%);
- on the Metromare line, passengers with Italian nationality were in the majority (87%); on the Roma - Viterbo line, the percentage of foreigners rose to 38%;
- all users of the Metromare line interviewed were residents of Rome, while the sample on the Roma-Viterbo line was divided between the province of Rome (59%) and the province of Viterbo (41%).

Most of the passengers interviewed are regular users of the service:

- more than 8 out of 10 people interviewed always take the same line (84% Metromare - 87% Roma-Viterbo);
- the vast majority has used the two railway lines for more than 3 years. More precisely, 77% for the Roma-Viterbo line and 68% for the Metromare line, which has a substantial percent of 'recent' users;

<sup>8</sup> - In 2023, Cotral will collaborate with consumer groups and commuter committees in order to prepare the Customer Satisfaction survey, as established by law 244/2007.

- both lines have an elevated frequency of use: the passengers that are the most steadfast users of Cotral lines (at least 3-4 times per week) are 65% for the Metromare line, rising to 84% for the Roma - Viterbo line.

## Customer Satisfaction railway service 2022

The assessment scale and the Customer Satisfaction index are composed of values that range from 1 to 9, where 7 is the first degree of 'satisfied' and 9 is the maximum, as established by deliberation Art n. 16/2018, measure 5, point 4/C. The Customer Satisfaction index conveys the degree of satisfaction and the degree of importance to users in relation to the single minimum conditions.

	Metromare	Roma Viterbo
<b>Organization of the service - general opinion</b>	<b>5,1</b>	<b>5,5</b>
Regularity of the service (compared to the schedule)	4,8	5,5
Frequency/Availability of departures	4,8	5,6
Modal integration with other transport options (e.g. timelines, stops, etc. that coincide)	5,5	5,5
On-time departures	4,8	5,5
On-time arrivals	4,9	5,6
Geographical coverage	5,2	5,4
Price/quality ratio	5,7	5,5
<b>Comfort of travel - general opinion</b>	<b>5,0</b>	<b>5,3</b>
Crowdedness/Likelihood of finding a seat at peak hours	3,9	5,4
Fleet cleanliness	4,8	5,1
Integrity/Condition of the fleet	4,9	4,8
Safety and reliability of the fleet	5,1	4,8
Comfortable temperature inside/air conditioning	5,0	5,6
<b>Attention to users - overall opinion</b>	<b>5,1</b>	<b>5,4</b>
Availability and clarity of information/timetable	4,8	5,2
Availability and clarity of information about the service in general	4,7	5,2
Service accessibility, ease of getting on/off	5,8	5,3
Availability of places to sit when boarding the bus at the terminus	5,4	5,4
Availability of places to sit when boarding at a stop	4,1	5,2
Accessibility of the service for people with mobility issues	4,0	4,8
<b>Relational aspects of company staff - general opinion</b>	<b>5,7</b>	<b>6,0</b>
Courtesy/Friendliness of the drivers	5,9	6,2
Grooming and look of the staff	6,0	6,3
Efficiency of the claims and info service	5,5	5,8
<b>Ticket/pass sales network</b>	<b>5,7</b>	<b>6,3</b>
<b>CSI - OVERALL OPINION OF THE-RAIL SERVICE OFFERED BY COTRAL</b>	<b>5,3</b>	<b>5,6</b>

## 3.4 Passenger rights and protections

### Right to a refund or compensation for a single delay

For delays of over 60 minutes, in absence of replacement services, passengers can request:

- a full refund for the validated ticket [both for the part(s) of the trip not taken and for the part(s) which were taken], if the trip is no longer useful to the original programme;
- to continue the journey to the final destination as soon as possible, including with replacement transport services.

Tickets are not refundable if the passenger is informed of the delay before having validated the ticket. Passengers who decide to continue their journey to the final destination as soon as possible, including with replacement transport services, still have the right to compensation in the measure of:

- 25% of the price of the ticket for delays between 60 and 119 minutes;
- 50% of the price of the ticket for delays equal to or greater than 120 minutes.

The payment of that refund or compensation takes place via bank transfer. Compensation of less than 4 euros will not be provided.

Reimbursements will not be paid for passes. However, compensation for each month in which more than 10% of the scheduled trains are late by more than 15 minutes or cancelled will be recognized. In this case, the compensation offered is 10% of the monthly pass or 1/12th of 10% of the annual pass. Compensation of less than 4 euros will not be provided.

### Right to compensation for PLMs<sup>11</sup>

Cotral guarantees passengers with disabilities or reduced mobility a compensation of 20 euros, in addition to a refund for their ticket, in the event that a scheduled journey indicated as accessible was actually inaccessible or unsuitable. The payment of that refund or compensation takes place via bank transfer.

### How to request refunds and compensation

Cotral guarantees its users the ability to request refunds and compensation in Italian and English and to receive information about refund and compensation processes and their time limits, also in both languages.

Requests for refunds and compensation can be sent, attaching a copy of the validated ticket, within 90 days from the date on which the disservice occurred, via the following channels:

- a special [web form](https://cotralspa.it/rimborsi-e-indennizzi) on the company website: [cotralspa.it/rimborsi-e-indennizzi](https://cotralspa.it/rimborsi-e-indennizzi). The form is sent automatically. The system then generates a confirmation message that attests to the proper registration of the request, containing the ID number of the claim;

<sup>11</sup> - People with limited mobility

- via return-receipt certified post, to be sent to Cotral Spa – Servizio clienti, Via Bernardino Alimena, 105 - 00173 – Rome, or in person at the Cotral offices in Via Bernardino Alimena 105 in Rome or at the stations of Porta San Paolo (for the Metromare/ Roma - Lido line) and Piazzale Flaminio for the Roma – Viterbo line. In this case, it is possible to use the paper form available on [cotralspa.it/rimborsi-e-indennizzi](https://cotralspa.it/rimborsi-e-indennizzi)

The paper forms in Italian and in English with which to request refunds and compensation will be available in the stations of Porta San Paolo, Acilia, and Ostia Lido Centro for the Metromare/ Roma - Lido line, and in the stations of Piazzale Flaminio, Montebello, Saxa Rubra, Civita Castellana, and Viterbo as of 15 July 2023.

The request for a refund or compensation must necessarily include the following information, essential to its processing:

- the passenger's identifying information (name, surname, address) or that of their representative, if any, attaching, in the latter case the delegation and a copy of the user's ID card;
- the identifying data of the taken or scheduled journey (date, departure time, origin and destination);
- a copy of the user's validated ticket or pass;
- a description of the disservice experienced.

Cotral will reply to the user within 30 days from submittal, both in case of granting of the refund/ compensation or in case of its denial. Cotral will provide the user with a motivation for denial of their request and will also inform them of the ways to contest that denial.

If the user does not find the response received satisfactory, they may challenge the rejection of their claim for compensation or a refund through the procedure of the Regional Settlement Chamber or by filing a follow-up complaint with the Transportation Regulatory Authority (pages 44 and 45). The payment of that refund or compensation takes place via bank transfer.

## Time limits

The request for a refund or compensation is received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system;
- on the day of delivery to Cotral, if sent by return-receipt certified post or submitted in person at the offices in Via Bernardino Alimena, the stations of Porta San Paolo for the Metromare/Roma-Lido line and Piazzale Flaminio for the Roma-Viterbo line.

## Claims

For Cotral, claims are a chance to communicate with its users and to come up with solutions to improve its services. They can be submitted in Italian or in English.

For this reason, the company is committed to responding to user requests and offering:

- communication tools (website, contact centre);
- complete, comprehensible responses within 30 days;
- responses in Italian and/or in English;
- instructions on the ways to contest or object to unsatisfactory responses and the related timelines;
- quickly actions that resolve any indicated problems.

To help ensure that we meet these standards, Cotral has an advanced Customer Relationship.

## How to file a claim

Cotral provides a response within 30 days, indicating if the claim has been approved or rejected (and the motivations why) within 30 days. To submit a claim, users can use:

- the [online form](#) found on [cotralspa.it/reclami](https://cotralspa.it/reclami). The form will be automatically forwarded and the user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
- the toll-free number **800 174 471**, active from Monday to Saturday, 7 am to 8 pm. The user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
- via return-receipt registered post, to be sent to Cotral Spa – Servizio clienti, Via Bernardino Alimena, 105 - 00173 – Rome, or in person at the Cotral offices in Via Bernardino Alimena 105 in Rome or at the stations of Porta San Paolo (for the Metromare/ Roma - Lido line) and Piazzale Flaminio for the Roma – Viterbo line. In this case, it is possible to use the paper form available on [cotralspa.it/reclami](https://cotralspa.it/reclami);

The paper forms in Italian and in English with which to submit claims will be available in the stations of Porta San Paolo, Acilia, and Ostia Lido Centro for the Metromare/ Roma - Lido line, and in the stations of Piazzale Flaminio, Montebello, Saxa Rubra, Civita Castellana, and Viterbo as of 15 July 2023.

Claims must include:

- the user's identifying information (name, surname, address) or that of their representative, if any, attaching, in the latter case the delegation and a copy of the user's ID card;
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the user's ticket or pass;
- a description of the disservice experienced and/or detected in relation to European or national legislation, the General Terms and Conditions of Transport or the Service Charter.

Users have 90 days from the date of the presumed disservice to submit a claim.

## Time limits

The claim is defined as received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system or call centre;
- on the day of delivery to Cotral, if sent by return-receipt certified post or submitted in person at the offices in Via Bernardino Alimena, the stations of Porta San Paolo for the Metromare/ Roma-Lido line and Piazzale Flaminio for the Roma-Viterbo line.

Should the claim received be out of Cotral's jurisdiction, the company will send it to the infrastructure management company Astral S.p.a. within 30 days, while also informing the user.

## Late responses (automatic compensation)

- For tickets, for every response which is delayed by 91 to 120 days, the user will receive compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim. For delays of 121 days or more, the claimant is entitled to partial compensation of 20%.
- For passes, for every response which is delayed by 91 to 120 days, regardless of the Metrebus tariff bracket, the pass holder will receive 4 euros in compensation for monthly passes and 8 euros for annual passes. For every response delayed 121 days or more, monthly pass holders will receive 10 euros in compensation, and yearly pass holders will receive 20 euros. Monthly pass holders can only receive compensation one time per period of validity. Annual pass holders can receive compensation for a maximum of 6 times in the period of validity of the pass.

Compensation for late responses will not be awarded if:

- the amount of the compensation is less than 4 euros;
- the claim isn't sent via the methods described above, or if it is missing the required information;
- the passenger has already received automatic compensation due to a late response or no response at all in relation to that same journey.

## What to do if no response is received in relation to a claim or request for refund or compensation, or if the response is deemed unsatisfactory

If no response is received within 30 days of claim submission, or if the response is unsatisfactory, the user can:

- use the Joint Settlement procedure;
- submitting a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/> ;
- submit a claim with the Transportation Regulatory Authority (TRA), using the Site system found on [www.autorita-trasporti.it/site/](http://www.autorita-trasporti.it/site/) .

## Regional Settlement Chamber

Regional Settlement Chamber Regional Law n. 1 of 7 March 2016 'Provisions to facilitate the settlement of health care and public service disputes'. Art. 2, section 1 - Settlement clause: 'Service users have the right to turn to the Regional Settlement Chamber for the out-of-court settlement of disputes arising as a result of disservice or irregularities encountered in the fulfilment of the service or in the provision of services and in any case of violation of the quality standards set forth in this Charter. Users are also entitled to turn to the Regional Settlement Chamber through the consumer associations with which they are registered and by which they wish to be represented. The initiation of the proceedings with the Regional Settlement Chamber is voluntary and is defined, in case of agreement between the parties, by a private-law contractual act pursuant to Article 1965 of the Italian Civil Code. Failure to accept the settlement proposal drawn up by the Regional Settlement Chamber or failure to formulate a settlement proposal shall be without prejudice to the right to appeal or initiate the judicial safeguards recognized by law. The initiation of proceedings before the Regional Settlement Chamber results in the obligation for local health authorities and public service providers to appoint a contact person and to submit a documented report on the matter to the Regional Settlement Chamber within ten days from the date of notification of the initiation of proceedings. In the event of an agreement, the parties shall fulfil their commitments within thirty days from the signing date of the settlement report'. The procedures and criteria for submitting applications are set out in Regional Regulation n. 21 of 4 November 2016: 'Provisions relating to proceedings before the Regional Settlement Chamber'. For more information, please consult [jemolo.it](http://jemolo.it).

## Complaints filed with the Transportation Regulatory Authority

The Transportation Regulatory Authority (TRA - Law Decree n. 201 22/2011 of 6 December 2011) is also responsible for the verification of violations of Regulation (EC) n. 1371/2007 on the rights and obligations of passengers in rail transport and the delivery of the prescribed penalties, pursuant to Legislative Decree n. 70 of 17 April 2014. The TRA may therefore investigate possible non-compliance by railway companies automatically, or following a complaint submitted by passengers, including through associations representing their interests, where warranted.

Only after having submitted a claim to Cotral, can passengers forward their complaints to the TRA through SiTe (the Online Claim Submission System), which is found on [autorita-trasporti.it](http://autorita-trasporti.it) more specifically [www.autorita-trasporti.it/site/](http://www.autorita-trasporti.it/site/) or by sending the appropriate 'Claim Form' (also available on the TRA website) to Via Nizza 230, 10126 Turin, or by e-mail to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it):

- when the answer received is believed to be unsatisfactory;
- if no response was received within 30 days from the date the claim was submitted.

Moreover, users can use the [ConciliaWeb](#) platform to present, directly or through a delegate (any natural person they trust, a consumer association, a public rights entity, a lawyer), requests for settlement to resolve certain controversies relative to travel by train, ship, bus or airplane. For more information, users can consult the TRA settlement service section. The procedure is entirely completed online.

## Claims and interactions with users

METROMARE	SECOND HALF OF 2022	SECOND HALF OF 2022
	TOT	%
CLAIMS	548	26,55%
INFORMATION	1452	70,35%
SUGGESTIONS	59	2,86%
LOST ITEMS	5	0,24%
METROMARE - CAUSE OF DISSERVICES	2022	% OF ALL CLAIMS
SERVICE REGULARITY	391	71,35%
STAFF BEHAVIOUR	2	0,36%
QUALITY AND COMFORT	13	2,37%
WEBSITE/APP	28	5,11%
TICKETS/PASSES	10	1,82%
OTHER	104	18,98%
TOTAL CLAIMS	548	100%

ROMA VITERBO	SECOND HALF OF 2022	SECOND HALF OF 2022
	TOT	%
CLAIMS	340	36,32%
INFORMATION	578	61,75%
SUGGESTIONS	12	1,28%
LOST ITEMS	6	0,64%
ROMA VITERBO	TOT	%
	2022	2022
SERVICE REGULARITY	242	71,18%
STAFF BEHAVIOUR	9	2,65%
QUALITY AND COMFORT	6	1,76%
WEBSITE/APP	10	2,94%
TICKETS/PASSES	10	2,94%
OTHER	63	18,53%
TOTAL CLAIMS	340	100%

## Transport of people with disabilities and reduced mobility

On our trains, this service is available on the entire fleet for the Metromare line, and on the urban section of the Roma - Viterbo line, except for the Flaminio station. On the extra-urban section, the service for passengers with reduced mobility is available exclusively in the stations of Rignano Flaminio and Civita Castellana. The in-station assistance service for reduced mobility passengers is provided by the infrastructure management company Astral S.p.a. The service must be booked at least 48 hours before the start of the journey, via email: [assistenza.prm@astralspa.it](mailto:assistenza.prm@astralspa.it). For more information, please contact +39 3666560614 every day (Monday-Sunday) from 9 am to noon, and from 2 pm to 5 pm.

## 3.5 General terms and conditions of transport on the Metromare and Roma-Viterbo railway lines

### Article 1 - Use of seats reserved for people with disabilities

Every passenger may occupy just one seat. All seats that are marked with a special plaque/notice are reserved for certain categories of people and may be occupied by passengers only if no other passengers that fall into that category are present.

### Article 2 - Regulations

When riding Cotral railway lines, all passengers must comply with the General Terms and Conditions of Transport. All infringements will be ascertained and contested by Cotral staff in their capacity as Administrative Police pursuant to Lazio Regional Law 16/2003.

### Article 3 - Access and restricted areas

It is strictly prohibited to enter areas that are cordoned off and their annexes, in addition to the interiors of trains which are parked in depots, unless you are part of the staff. Those in violation of this regulation will be fined from €10.00 to €30.00 (art. 19, Italian Presidential Decree 753/80). Without a valid ticket or pass, accessing any area of the station delimited by turnstiles, gates, or other controlled access points is prohibited.

Unauthorized access or loitering in certain areas, enclosures and plants that are marked with signs indicating not to enter will be punished by fines from €51.00 to €258.00 and detention up to two months (Italian Presidential Decree 753/80).

### Article 4 - Prohibition on crossing the railway tracks

Crossing the tracks is prohibited, with the exception of those who work in the railway station. If there is no underpass or overpass, the railway tracks can be crossed exclusively in the pre-established points, following the rules established by the staff. Crossing the tracks is always prohibited when a train or any other railway vehicle is arriving. Crossing the tracks by passing through stationary vehicles is also prohibited. In cases of emergency, crossing the tracks may be necessary. When that occurs, however, the instructions of the staff must be followed.

Those who fail to comply with these rules will be fined from €5,00 to €15.00 (art. 21 of Italian Presidential Decree 753/80).

### Article 5 - Tickets and passes

In order to travel, all passengers must have a valid ticket or pass, that is, a document that certifies the payment of the fare and, where applicable, the luggage fee.

Each ticket must be validated at the entrance and kept throughout the journey so that it can be shown to our staff. Electronic cards and paper passes must also be validated on every journey. It is up to the passenger to check the accuracy of the date and time of validation and to fill in the tickets/passes that require manual personalisation. In the event that the electronic validation machines are out of order, it is mandatory to contact the station staff. By purchasing a ticket, you automatically accept the conditions and regulations of transport. Each ticket is personal and non-transferable. Passes, including discounted ones, cannot be combined. For more information about discounts, visit [www.cotralspa.it](http://www.cotralspa.it) and [www.regione.lazio.it](http://www.regione.lazio.it)

## Article 6 - Non-compliance

Passengers without a ticket will be fined €100.00 and will have to pay the cost of the ticket for the entire route (from the departure terminus to the arrival terminus).

Passengers are considered to be without a ticket when:

- they have a ticket in their possession, but they did not validate it;
- they use a ticket or pass that is no longer valid;
- they use an ordinary ticket or pass on connections requiring a different, specific ticket;
- they use a ticket or pass for a route or fare that is lesser than the one they are riding on;
- they have a pass that is meant to be in their name only, but they have failed to properly fill in the necessary information;
- they use an expired ticket;
- they ride with a Cotral or Metrebus electronic card without a purchase receipt or with an illegible receipt.

Anyone with a ticket/pass which has been validated more than once or which bears signs of forgery may be fined between €103.00 and €309.00, pursuant to Articles 465 and 466 of the Italian Criminal Code. In addition, the ticket/pass itself will be seized (articles decriminalised by Leg. 507/99).

Transferring tickets/passes to someone else after the start of the journey, whether said ticket/pass is in one's name or generic, is strictly forbidden (pursuant to Article 24 of Italian Presidential Decree 753/80). Anyone giving their personal ticket/pass to someone else will be fined as stated above (pursuant to Article 5 of Italian Law 689/81). Pursuant to Italian Presidential Decree 753/80, the following actions are prohibited:

- setting off alarms and emergency devices except in cases of necessity and danger;
- getting on or off vehicles that have not come to a complete stop;
- throwing objects out of windows;
- smoking;
- damaging or dirtying company vehicles or structures;
- selling, asking for money, singing, playing music and the like;
- boarding while intoxicated or in a state that may disturb other passengers;
- carrying weapons (unless one is a law enforcement officer);
- transporting dangerous or hazardous goods;
- accessing station platforms from passages other than those indicated.

Bearing in mind the provisions of Presidential Decree 753/80 and subsequent amendments regarding the safety and privacy of users, taking photographs, videos or film in the railway (including areas normally accessible to the public), without authorization, is prohibited.

## Article 7 - Smoking ban

Pursuant to Italian Law No. 3 of 16 January 2003 and its subsequent amendments, smoking is absolutely forbidden in all areas of the stations and their structures.

Offenders will be subject to a fine from €25.00 to €250.00. That fine will be doubled if the passenger

is caught smoking in the presence of a pregnant woman or children up to the age of twelve (Italian Law n. 3 of 16 January 2003 as amended).

## Article 8 - Transport of hand luggage

Each passenger may carry one piece of hand luggage which measures less than 90 cm on each side. Both at the station and during the journey, luggage must be positioned in such a way that it does not create a nuisance for other passengers. Luggage with sharp, flammable or fragile edges or corners is not permitted, with the exception of musical instruments in cases (max. dimensions 150x50x20 cm), drawing portfolios (max. dimensions 100x70x5 cm) and wheeled shopping bags. Prams for children are allowed free of charge, but the following rules must be followed:

- entry to and exit from the station must take place through the wider gates which have been designed for this purpose;
- on escalators and staircases, children must be carried or held by the hand and the pushchair must be folded up;
- where present, use the lift;
- inside the wagons of trains, pushchairs must be positioned so that they do not create an obstacle for other passengers. During the journey, pushchairs must be held and their wheels locked to prevent them from rolling away in the event of sudden braking.

## Article 9 - Children

Children up to ten years of age accompanied by an adult travel free on Cotral means of transport within the borders of Roma Capitale. Children under one metre tall travel free of charge on the regional network, with a limit of one for each accompanying adult.

## Article 10 - Animals

Animals are permitted, but only under the following conditions:

1. dogs, cats and other small domesticated animals must be kept in special carriers which are less than 50 cm on each side (max. 2 carriers per passenger);
2. small or medium-sized dogs with a muzzle, kept on a leash, are allowed from the beginning of the service until 7:30 am, from 9:30 am to 5:30 pm, and from 8:30 pm to the end of service. Only one dog may be transported per train wagon;
3. dogs accompanying blind or visually impaired persons are allowed without time restrictions, even without a muzzle. The dog must only wear a muzzle if explicitly requested by staff or other passengers.

On escalators, dogs must be carried, with the exception of guide dogs for the blind that have been declared fit for transit on escalators or moving walkways by qualified entities or schools recognized by Unione Italiana dei Ciechi e degli Ipovedenti (the Italian Union of the Blind and Visually Impaired). Guide dogs must also be insured against third parties for transit on escalators or moving walkways. Only guide dogs, kept on a leash, may access the lifts with the person they accompany. Transported animals must be kept in such a way that they do not disturb other passengers; they must not obstruct passageways or the entry/exit doors. If other passengers are inconvenienced, the animal may be removed at the request of Cotral or Astral staff. Passengers travelling with animals are responsible for them and therefore liable to pay and all compensation resulting from any damage caused to people, vehicles or property.

## Article 11 - Bicycle and kick-scooter regulations

Folding bicycles and kick-scooters can be brought on board free of charge, as long as they are smaller than 110x80x40 cm when folded and, preferably, stored in their cases.

Passengers with a bicycle or kick-scooter must comply with the following rules:

- each passenger may only bring one bicycle or kick-scooter;
- anyone travelling with a bicycle or kick-scooter is responsible for the damage they cause to property and people (including themselves), so they must be extremely careful during the journey and when entering and exiting the train and/or station (ensuring, in particular, that the wheels are clean).

In stations with lifts, including those where lifts exist but are out of service, bicycles are always forbidden:

- on flights of stairs that are less than 2 metres wide;
- on escalators;
- on flights of stairs when the parallel escalator is out of service.

Should a passenger with a bicycle be unable to enter or exit the station, they must change station.

For passengers with a bicycle or kick-scooter, the use of lifts is compulsory, and passengers travelling without a bicycle/kick-scooter always have priority.

Passengers with a bicycle or scooter are only permitted in the first wagon in the direction of travel of the train.

Entry to and exit from the station must take place through the widest gates/turnstiles;

Children under the age of 12 may only board trains with a bicycle or kick-scooter if accompanied by an adult.

Once aboard the train, bicycles and kick-scooters must be held securely so as to prevent them from falling. They must be positioned so as not to obstruct or inhibit the exit and/or entry of passengers and/or staff on duty.

Passengers with a bicycle or kick-scooter must still comply with any further instructions as dictated by the staff, either directly or by means of a PA system.

When trains are overcrowded, passengers with bicycles or kick-scooters may be asked by station staff to wait for the next train.

In the event of an emergency or if the train must be evacuated, bicycles and/or kick-scooters must be left on board or in an appropriate place so as not to hinder other passengers. If they can be salvaged, bicycles will be returned to their owners as long as they present their ticket and an ID.

In overcrowded stations, station staff may temporarily prohibit access to the station by passengers with bicycles or kick-scooters.

Riding bicycles or kick-scooters is prohibited inside the station: bicycles and kick-scooters must be pushed by hand, following the marked routes, if present.

## Article 12 – Paying and contesting fines

Pursuant to art. 139 of Regional Law n. 7/2014, the amount of fines is lower if paid within 5 days from the date notice of the fine was given (this payment method is also allowed for violations concerning the provisions of Italian Presidential Decree 753/80 without the addition of the ticket/pass and without prejudice to Cotral's right to request compensation for damages). Offenders must pay the fine by using a postal payment to account n. 1001517604 with the recipient: Cotral SpA, Via Bernardino Alimena 105, 00173 Roma. The fine identification number must be added to the payment description field. Users fined by Cotral staff may file an appeal within 30 days from the date of the official fine, ('notifica del verbale' in Italian) by following the procedure

found online at <https://www.cotralspa.it/scrivici>. Notices of intent to issue a fine, the 'preavviso di accertamento', cannot be contested. If the appeal is rejected, the offender must also pay the costs of the administrative proceedings.

When their proof of payment is requested by ticket inspectors, users who state that they have a monthly pass, an annual pass, or a discounted or free pass or ticket must submit the following documentation within 5 days of the date of the fine (in original form if delivered in person to Cotral officials, or as a copy if sent by email to [ufficio.ricorsi@cotralspa.it](mailto:ufficio.ricorsi@cotralspa.it)):

- their monthly pass, validated prior to the fine, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604, with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- their annual pass with the relative purchase contract if on paper, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- their discounted pass or free pass, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field.

## Article 13- Transport of people with limited mobility

Passengers in wheelchairs must use the space reserved for wheelchairs and the relative wheelchair securement device. On board the train, the service is available on the entire Metromare fleet. On the urban section of the Roma-Viterbo line, the Flaminio stop has a wheelchair lift, as do Civita Castellana and Rignano Flaminio. The in-station assistance service for reduced mobility passengers is provided by the infrastructure management company Astral S.p.a. The service must be booked at least 48 hours before the start of the journey, via email: [assistenza.prm@astralspa.it](mailto:assistenza.prm@astralspa.it). For more information, users can contact +39 3666560614 every day from 9 am to noon, and from 2 pm to 5 pm.

## Article 14 - Public health and hygiene

In case of flu or other symptoms of a respiratory infection, the use of a protective face mask is recommended.

## Article 15 - Refunds and compensation

For delays of over 60 minutes, in absence of replacement transport services, passengers can immediately choose between:

1. a full refund for the validated ticket [both for the part(s) of the trip not taken and for the part(s) which were taken], if the trip is no longer useful to the original programme. Moreover, users have the option to return to their departure point as soon as possible;
2. to continue the journey to the final destination as soon as possible, including with replacement transport services.

Tickets are not refundable if the passenger is informed of the delay before having validated the ticket.

In case 2 above, the passenger still has the right to compensation, determined as follows:

1. 25% of the price of the ticket for delays between 60 and 119 minutes;
2. 50% of the price of the ticket for delays equal to or greater than 120 minutes; Compensation of less than 4 euros will not be provided.

Reimbursements will not be paid for passes. However, compensation for each month in which more

than 10% of the scheduled trains are late by more than 15 minutes or cancelled will be recognized. In this case, the compensation offered is 10% of the monthly pass or 1/12th of 10% of the annual pass.

Compensation of less than 4 euros will not be provided.

Within 90 days, users can request a refund or compensation:

- by filling in the web form found on [cotralspa.it](https://cotralspa.it);
- the form will be automatically sent and the user will be sent a confirmation email which states that their request has been properly registered in our systems and includes the unique case number;
- in person at the Cotral office in Via Bernardino Alimena 105, Rome, and, as of 15 July 2023, at the Metromare station of Porta San Paolo, and the Roma-Viterbo station of Flaminio;
- by certified post addressed to Cotral Spa | Customer Service, Via Bernardino Alimena, 105, Rome 00173.

In this case, it is possible to use the paper form (available on [cotralspa.it/reclami](https://cotralspa.it/reclami) and at the Metromare stations of Porta San Paolo, Acilia, and Lido Centro, and at the Roma-Viterbo stations of Flaminio, Montebello, Saxa Rubra, Civita Castellana and Viterbo), which can also be sent in the letter sent via certified post.

The refund/compensation request can also be sent without the paper form, as long as it contains the information essential to its processing:

- the passenger's identifying information (name, surname, address) or that of their representative, if any, attaching, in the latter case the delegation and a copy of the customer's ID card;
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the user's ticket or pass. The train number, if known;
- a copy of the validated ticket;
- a description of the disservice experienced;
- it's possible to request a refund in English or Italian;
- if a journey indicated as accessible to disabled people is made with a non-accessible train or is replaced by a non-accessible bus, in addition to the refund of the ticket, the customer will be compensated €20.

If their request for a refund/compensation is denied, customers can:

- submit a request to the Settlement Chamber of Lazio, established by Regional Law n. 1 of 7 March 2016 as amended;
- submitting a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/>;
- submit a follow-up claim with the Transportation Regulatory Authority (TRA) through SiTe (the Online Claim Submission System), found on [www.autorita-trasporti.it](https://www.autorita-trasporti.it), or by sending the special 'Claim form' found on the same website, to Via Nizza 230, 10126 Turin, or by sending a certified email (PEC) to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it).

## Article 16 – Claims

It is possible to lodge a complaint or file a claim through several channels:

- the quickest and easiest way is by filling in the web form on [cotralspa.it/reclami](https://cotralspa.it/reclami).

The form will be automatically forwarded and the user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;

- users can also call the toll-free number 800 174 471, active from Monday to Saturday, 7 am to 8 pm. The user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;

- via certified post (posta raccomandata) to: Cotral Spa | Servizio Clienti Via Bernardino Alimena 105 - 00173 Roma.

In this case, it is possible to use the form available on [cotralspa.it/reclami](https://cotralspa.it/reclami) or the printed form found at the Metromare station of Porta San Paolo and the Flaminio Station of the Roma Viterbo line. It is also possible to send the claim/complaint without using the paper form, as long as it contains the minimum data necessary for its processing:

- the identifying data of the passenger (first name, surname, address) and their representative (where applicable), attaching in the latter case the delegation and a copy of the user's ID card;
- the identifying data of the taken or scheduled journey (date, departure time, origin and destination) and a copy of the ticket. If known, the train number should also be included;
- a description of the disservice experienced.

In person at the Cotral office in Via Bernardino Alimena 105, Rome. Users have 90 days from the date of the presumed disservice to submit a claim, in English or Italian.

A response to the complaint will be provided within 30 days.

If there is no reply, the user is entitled to an automatic compensation calculated as follows:

- For tickets, for every response which is delayed by 91 to 120 days, the user will receive compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim. For delays of 121 days or more, the claimant is entitled to partial compensation of 20%.
- For passes, for every response which is delayed by 91 to 120 days, regardless of the Metrebus tariff bracket, the pass holder will receive 4 euros in compensation for monthly passes and 8 euros for annual passes. For every response delayed 121 days or more, monthly pass holders will receive 10 euros in compensation, and yearly pass holders will receive 20 euros. Monthly pass holders can only receive compensation one time per period of validity. Annual pass holders can receive compensation for a maximum of 6 times in the period of validity of the pass.

No compensation shall be paid if the refundable amount is less than 4 euros, if the claim was transmitted without the minimum necessary information, or if compensation has already been paid for a claim concerning the same journey.

Compensation will be paid by bank transfer.

If there is no response within 30 days, or if the response is unsatisfactory, the user may:

- submit a request to the Settlement Chamber of Lazio, established by Regional Law n. 1 of 7 March 2016 as amended;
- submit a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/>;
- submit a follow-up claim with the Transportation Regulation Authority (TRA) through SiTe (the Online Claim Submission System), which is found on [www.autorita-trasporti.it](https://www.autorita-trasporti.it), or by sending the special 'Claim Form' (also available on the same website) to Via Nizza 230, 10126 Turin, or by certified email (PEC) to [pec@pec.autorita-trasporti.it](mailto:pec@pec.autorita-trasporti.it).

## Article 17 - Lost items

Requests for lost items can be made by filling in the web form found on [cotralspa.it](https://cotralspa.it).

## Article 18 - Replacement train services

When there are complete or partial disruptions to rail traffic, Cotral activates a replacement service to ensure that passengers can reach the final destination station. The replacement service for cancelled trains provides for the use of buses and taxis, depending on the number and characteristics of the passengers. It is regulated in the Intervention Plan published in the Transparency section of the company website.

## Article 19 - Personal data processing

Personal data is processed in accordance with Regulation (EU) 679/2016 and Italian Legislative Decree 196/2003. The purposes and methods of processing are stated in the policy on [cotralspa.it](https://cotralspa.it).



## 4 FARES

## 4.1 Cotral fares

Cotral is the owner of two distance-based fare systems: one for bus services and one for rail services. The distance-based ticket, the BTT in Italian, for bus routes only gives passengers the right to travel on Cotral buses throughout the region and to reach 17 municipalities in neighbouring regions. The distance-based ticket (BTT) for rail routes, on the other hand, can only be used on trains on the Roma - Viterbo line.

The cost of BTT tickets for travel on Cotral buses depends on the distance between the departure and destination points, divided into 12 distance-based segments.

The cost of distance-based tickets to travel on the Rome - Civita Castellana -Viterbo line (BTT-RV) depends on the distance between the departure and destination stations, divided into 11 distance-based segments.

Cotral distance-based passes for bus routes only gives passengers the right to travel on Cotral buses throughout the region and to reach 17 municipalities in neighbouring regions.

There are no annual passes, only monthly passes for Interregional routes, for Regional routes at fares reduced by 50% and 70% exclusively for users who are entitled to them as per Regional Law 30/1998. There is also a card for those who are over 70 years old, and for some special categories of users, which lets them travel for free on the entire Cotral network and on some Trenitalia regional routes.

### WHERE TO BUY THEM

- COTRAL TICKET OFFICES
- AUTHORIZED RESELLERS
- TM (TICKETING MACHINES)
- THE WEBSITE [cotralspa.it](https://cotralspa.it)



TICKETS						TICKETS	
DISTANCE-BASED TICKETS (BTT)		DISTANCE-BASED TICKETS (BTT), 50% DISCOUNT		DISTANCE-BASED TICKETS (BTT), 70% DISCOUNT		DISTANCE-BASED TICKETS (BTT), ROMA VITERBO	
	1,10	BTTR50 1	0,60	BTTR70 1	0,30	BTT-RV 1	0,80
BTT 2	1,30	BTTR50 2	0,70	BTTR70 2	0,40	BTT-RV 2	1,10
BTT 3	2,20	BTTR50 3	1,10	BTTR70 3	0,70	BTT-RV 3	1,80
BTT 4	2,80	BTTR50 4	1,40	BTTR70 4	0,80	BTT-RV 4	2,20
BTT 5	3,40	BTTR50 5	1,70	BTTR70 5	1,00	BTT-RV 5	2,80
BTT 6	3,90	BTTR50 6	2,00	BTTR70 6	1,20	BTT-RV 6	3,10
BTT 7	4,30	BTTR50 7	2,20	BTTR70 7	1,30	BTT-RV 7	3,40
BTT 8	4,50	BTTR50 8	2,30	BTTR70 8	1,40	BTT-RV 8	3,60
BTT 9	5,00	BTTR50 9	2,50	BTTR70 9	1,50	BTT-RV 9	4,00
BTT 10	5,30	BTTR50 10	2,70	BTTR70 10	1,60	BTT-RV 10	4,20
BTT 11	6,10	BTTR50 11	3,10	BTTR70 11	1,80	BTT-RV 11	4,80
BTT 12	6,90	BTTR50 12	3,50	BTTR70 12	2,10		

TICKETS ON BOARD		SPECIAL TICKETS	
BAB	7,00	TIBURTINA/TERMINI - AEROPORTO FIUMICINO	5,00

PASSES					
DISTANCE-BASED TICKETS (BTT)		DISTANCE-BASED TICKETS (BTT), 50% DISCOUNT		DISTANCE-BASED TICKETS (BTT), 70% DISCOUNT	
AMTTIR 1	22,00	AMTTR50 1	11,00	AMTTR70 1	6,60
AMTTIR 2	26,40	AMTTR50 2	13,20	AMTTR70 2	7,90
AMTTIR 3	41,80	AMTTR50 3	20,90	AMTTR70 3	12,50
AMTTIR 4	55,10	AMTTR50 4	27,60	AMTTR70 4	16,50
AMTTIR 5	68,30	AMTTR50 5	34,20	AMTTR70 5	20,50
AMTTIR 6	77,10	AMTTR50 6	38,60	AMTTR70 6	23,10
AMTTIR 7	83,70	AMTTR50 7	41,90	AMTTR70 7	25,10
AMTTIR 8	90,30	AMTTR50 8	45,20	AMTTR70 8	27,10
AMTTIR 9	99,10	AMTTR50 9	49,60	AMTTR70 9	29,70
AMTTIR 10	105,70	AMTTR50 10	52,90	AMTTR70 10	31,70
AMTTIR 11	121,10	AMTTR50 11	60,60	AMTTR70 11	36,30
AMTTIR 12	138,70	AMTTR50 12	69,40	AMTTR70 12	41,60

## 4.2 Cotral tickets and passes

### BTT

#### STANDARD DISTANCE-BASED TICKET

These tickets are valid for one-way travel on Cotral means of transport, and their cost is linked to the distance between the departure and destination points, expressed in distance classes.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none"><li>• COTRAL TICKET OFFICES</li><li>• AUTHORIZED RESELLERS</li><li>• TM (TICKETING MACHINES)</li><li>• BUSCOTRAL APP</li><li>• MOBILE POS OF CUSTOMER SERVICE AGENTS</li></ul>	<ul style="list-style-type: none"><li>• THROUGHOUT LAZIO AND ON INTERREGIONAL ROUTES</li></ul>

### BTT-RV

#### DISTANCE-BASED TICKETS ROMA VITERBO

These tickets are valid for one-way travel on Cotral trains exclusively on the Roma – Civita Castellana – Viterbo line, and their cost is linked to the distance between the departure and destination points, expressed in distance classes.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none"><li>• COTRAL TICKET OFFICES (VITERBO)</li><li>• AUTHORIZED RESELLERS</li><li>• MOBILE POS OF CUSTOMER SERVICE AGENTS (WILL BE AVAILABLE SOON)</li></ul>	<ul style="list-style-type: none"><li>• ON THE ROMA-VITERBO RAILWAY LINE</li></ul>

## BTTR50/70

### STANDARD DISTANCE-BASED TICKET, 50%-70% DISCOUNTS

Tickets at fares reduced by 50% or 70% are reserved for citizens who are residents of Lazio who are eligible for the rights established in Regional Law 30/1998:

- over 65 (Legislative Decree 509/88);
- fully blind people, whose visual acuity is no greater than 1/10 on the Italian classification system;
- deaf-mute people (Art. 1 of Law n. 381 of 26/5/70);
- injured or disabled during military service;
- disabled people, including those who are considered disabled and those who are unable to work (whose permanent reduced working capacity of less than 50%);
- pensioners with an income equal to or below the INPS minimum;
- the unemployed, workers in 'cassa integrazione' (paid via a redundancy fund) and people collecting unemployment benefits.

These discounted tickets can be used for one-way travel on Cotral means of transport, and their cost is linked to the distance between the departure and destination points, organized into distance classes. The departure point must coincide with the municipality of residence. 70% reduced-rate tickets can only be used outside peak hours, i.e. from 9 am to 12:30 pm and after 3pm.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none"> <li>• COTRAL TICKET OFFICES</li> <li>• AUTHORIZED RESELLERS</li> <li>• TM (TICKETING MACHINES)</li> </ul>	<ul style="list-style-type: none"> <li>• THROUGHOUT LAZIO AND ON INTERREGIONAL ROUTES</li> </ul>

## BAB

### STANDARD TICKETS SOLD ON BOARD

Users without a ticket may purchase a standard one-way ticket on the bus from the driver, which is only valid on Cotral vehicles. The flat fee of € 7.00 is independent of the distance between the departure and destination points.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none"> <li>• ON BOARD THE VEHICLE FROM THE DRIVER, EXCLUSIVELY IN THE EXACT AMOUNT REQUIRED</li> </ul>	<ul style="list-style-type: none"> <li>• THROUGHOUT LAZIO AND ON INTERREGIONAL ROUTES</li> </ul>

## The Stazione Tiburtina/Termini - Terminal Aeroporto Fiumicino ticket

On this special connection, passengers can ride with the flat-rate €5.00 ticket (price per one-way trip). Metrebus tickets/passes are not valid.

WHERE TO BUY IT
<ul style="list-style-type: none"> <li>• ON BOARD THE VEHICLE FROM THE DRIVER, EXCLUSIVELY IN THE EXACT AMOUNT REQUIRED</li> <li>• COTRALSPA.IT (METREBUS LAZIO PASSES ONLY)</li> </ul>

## AMTTIR

### MONTHLY INTERREGIONAL PASS

The monthly interregional pass is only valid for routes that start or end in the regions bordering Lazio covered by the service (see page 11). Similar to the regular ticket, the price of the pass varies according to a distance-based fare, organized into classes.

#### WHERE TO BUY IT

- COTRAL TICKET OFFICES
- AUTHORIZED RESELLERS
- COTRALSPA.IT

## AMTTR50/70

### MONTHLY PASS, 50%-70% DISCOUNT

Passes at reduced rates of 50% or 70% are reserved for residents in Lazio who are entitled to the rights established by Regional Law 30/1998:

- over 65 (Legislative Decree 509/88);
- fully blind people, whose visual acuity is no greater than 1/10 on the Italian classification system;
- deaf-mute people (Art. 1 of Law n. 381 of 26/5/70);
- injured or disabled during military service;
- disabled people, including those who are considered disabled and those who are unable to work (whose permanent reduced working capacity of less than 50%);
- pensioners with an income equal to or below the INPS minimum;
- the unemployed, workers in 'cassa integrazione' (paid via a redundancy fund) and people collecting unemployment benefits.

The discounted pass is valid only on Cotral vehicles for an unlimited number of one-way journeys during the period of validity, exclusively on the route requested by the user, whose origin must coincide with their municipality of residence. Its cost is related to the distance between the departure and destination points, organized into distance classes. The cost of these passes depends on the distance between the departure and destination points, divided into 12 distance-based segments. Tickets which are discounted by 70% can only be used on Cotral lines outside peak hours, i.e. from 9 am to 12:30 pm and after 3pm.

#### WHERE TO BUY IT

- COTRAL TICKET OFFICES
- AUTHORIZED RESELLERS
- TM (TICKETING MACHINES)

## 4.3 Metrebus Fares

Metrebus combined tickets and passes allow you to travel on Cotral, Atac and Trenitalia modes of transport, according to the characteristics of each ticket/pass.

The price of Metrebus Lazio tickets and combined passes depends solely on the number of zones crossed and not on the type of vehicle(s) ridden on or the length of the routes.

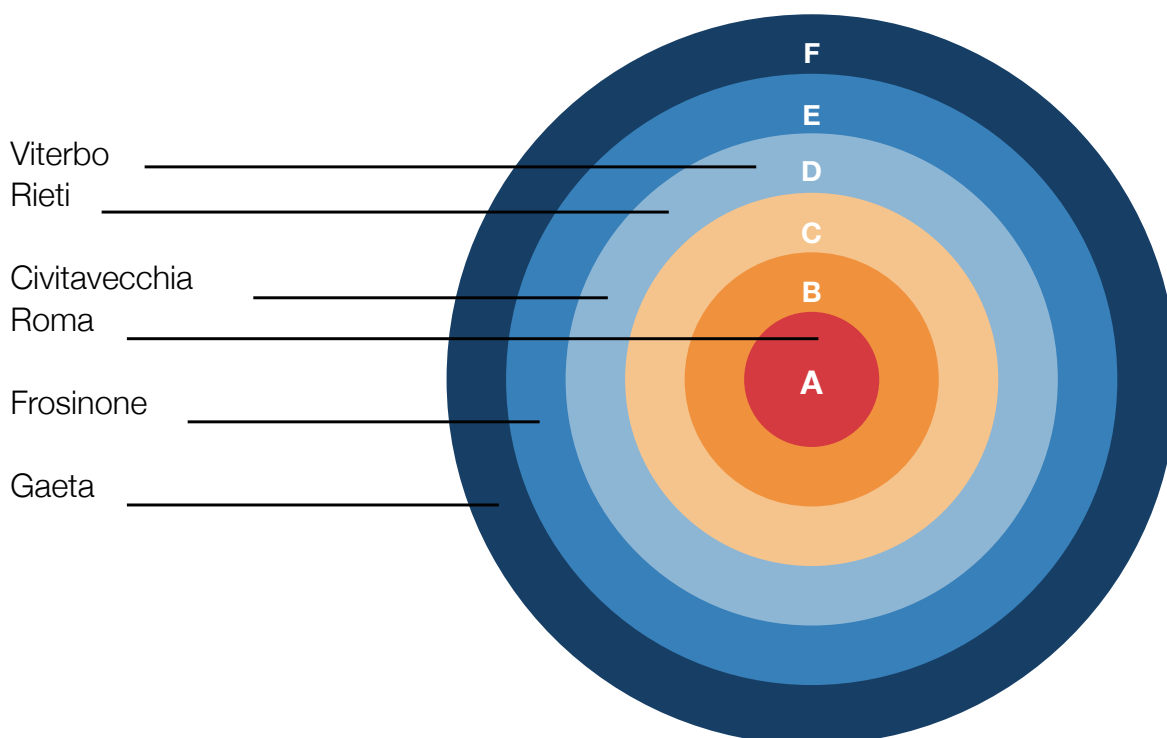
Metrebus tickets are divided into Metrebus Roma, for travel by public transport within Roma Capitale, and Metrebus Lazio for travel throughout the Lazio Region, including or excluding Rome as required.

To this end, the regional territory is divided into seven concentric zones and each municipality in Lazio is part of one zone. The zones are denominated by the letters A B C D E and F. Each zone includes several municipalities, with the exception of zone A, which includes only Roma Capitale.

When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Metrebus Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is worth 2 zones.

### WHERE TO BUY THEM

- COTRAL TICKET OFFICES (ONLY METREBUS LAZIO PASSES)
- ATAC TICKET OFFICES AND WEBSITE
- TRENITALIA TICKET OFFICES
- AUTHORIZED RESELLERS
- THE WEBSITE [cotralspa.it](https://cotralspa.it)



## METREBUS ROMA FARES

REGULAR TICKETS		REGULAR PASSES	
BTT	1,50	MONTHLY, PERSONAL	35,00
ROMA 24	7,00	MONTHLY, NOT PERSONAL	53,00
ROMA 48	12,50	MONTHLY, UNEMPLOYED	16,00
ROMA 72	18,00	ANNUAL	250,00
CIS	24,00		

## METRBUS LAZIO FARES

BIRG COMBINED REGIONAL DAILY TICKET		CIRS COMBINED REGIONAL WEEKLY CARD		BTR REGIONAL TOURIST TICKET	
BIRG 1	3,30	CIRS 1	13,50	BTR 1	8,90
BIRG 2	6,00	CIRS 2	24,00	BTR 2	16,50
BIRG 3	8,00	CIRS 3	34,50	BTR 3	22,00
BIRG 4	9,30	CIRS 4	45,00	BTR 4	26,10
BIRG 5	12,00	CIRS 5	52,50	BTR 5	33,70
BIRG 6	14,00	CIRS 6	61,50	BTR 6	39,20
BIRG 7	14,00	CIRS 7	61,50	BTR 7	39,20

## REGULAR PASSES

AIMZ MONTHLY, BY ZONES		AIAZ ANNUAL, BY ZONES		AIAZS ANNUAL, BY ZONES, STUDENTS	
AIMZ 1	24,50	AIAZ 1	172,00	AIAZS 1	141,00
AIMZ 2	35,00	AIAZ 2	245,30	AIAZS 2	198,80
AIMZ 3	59,50	AIAZ 3	404,00	AIAZS 3	329,50
AIMZ 4	73,50	AIAZ 4	488,10	AIAZS 4	401,10
AIMZ 5	91,00	AIAZ 5	590,80	AIAZS 5	490,10
AIMZ 6	108,50	AIAZ 6	688,40	AIAZS 6	576,40
AIMZ 7	108,50	AIAZ 7	688,40	AIAZS 7	576,40

## 4.4 Metrebus Lazio Tickets

### BIRG

#### COMBINED REGIONAL DAILY TICKET

The BIRG (combined regional daily ticket) is valid until midnight on the day of validation and for an unlimited number of journeys within the zones indicated on the ticket.

#### COST

The cost of the BIRG ticket depends on the number of zones within which the user wants to travel. When calculating the price/number of zones to be purchased, please note that zone A (Roma) is worth 2 zones.

If, for example, you want to travel in zones A and B, you need to buy a 3-zone BIRG because A (Rome) is counted as 2 zones.

#### WHERE TO USE IT

##### WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET:

##### ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- TOURIST SERVICES.

##### ALL ZONES EXCEPT ZONE A - ROMA:

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

## BTR

### REGIONAL TOURIST TICKET

The BTR is valid for 3 days from the date of first validation (including the day of activation), up to midnight (24:00) on the third day, for an unlimited number of trips within the zones indicated on the ticket.

### COST

The cost of the BTR ticket depends on the number of zones within which the user wants to travel. When calculating the price/number of zones to be purchased, please note that zone A (Roma) is worth 2 zones. If, for example, you want to travel in zones A and B, you need to buy a 3-zone BTR because zone A (Roma) is counted as 2 zones.

#### WHERE TO USE IT

##### WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET:

##### ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- TOURIST SERVICES.

##### ALL ZONES EXCEPT ZONE A - ROMA:

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

## CIRS

### COMBINED REGIONAL WEEKLY CARD

The CIRS pass is valid for 7 days from the date of first validation (including the day of activation), up to midnight (24:00) on the seventh day, for an unlimited number of trips within the zones indicated on the ticket.

### COST

The cost of the CIRS pass depends on the number of zones included in the pass. When calculating the price/number of zones to be purchased, please note that zone A (Roma) is worth 2 zones. If, for example, you want to travel in zones A and B, you need to buy a 3-zone CIRS because zone A (Roma) is counted as 2 zones.

### WHERE TO USE IT

#### WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET:

##### ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

#### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- TOURIST SERVICES.

#### ALL ZONES EXCEPT ZONE A - ROMA:

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

# 4.5 Metrebus Lazio Passes

## Monthly Lazio pass, by zones

Combined pass for a specific month and for an unlimited number of trips within the chosen zones.

### COST

The price of the pass depends solely on the number of zones included and not on the type of vehicle(s) ridden on or the length of the routes. When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Lazio 2 zone' pass that includes Rome.

For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is worth 2 zones.

### WHERE TO USE IT

#### WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET:

##### ZONE A - ROME:

WITHIN THE BORDERS OF ROMA CAPITALE:

- COTRAL TICKET OFFICES (ONLY METREBUS LAZIO PASSES);
- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

##### ALL ZONES EXCEPT ZONE A - ROMA:

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON COTRAL BUSES ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

#### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

## Annual Lazio pass, by zones

Combined ticket valid 365 days from the date it's loaded on an electronic Metrebus card, for an unlimited number of journeys within the selected zones.

### COST

The price of the pass depends solely on the number of zones included and not on the type of vehicle(s) ridden on or the length of the routes. When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is worth 2 zones.

### WHERE TO USE IT

#### WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET:

##### ZONE A - ROMA:

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;

##### ALL ZONES EXCEPT ZONE A - ROMA:

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

## Annual Lazio pass, by zones - Students

Pass reserved for students under 26 years of age, valid from 1 September to 30 June for an unlimited number of trips within the selected zones. If the student's 26th birthday falls within the validity window of the pass, it can still be used until June.

### COST

The price of the pass depends solely on the number of zones included and not on the type of vehicle(s) ridden on or the length of the routes. When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is worth 2 zones.

### WHERE TO USE IT

#### WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET:

##### ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

#### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;

#### ALL ZONES EXCEPT ZONE A - ROMA:

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

#### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

# 4.6 Metrebus Roma tickets

## BIT

### COMBINED 100-MINUTE TICKET

The BIT ticket is valid for 100 minutes from the first time it's validated (stamped); in the metro, it's valid for a single journey, including on multiple lines, without exiting the turnstiles to change lines (A - B - B1), and passing through the turnstiles to transfer between lines A and C.

### COST

€ 1,50

#### WHERE TO USE IT

##### WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES. (URBAN ZONE ONLY)

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- THE BIT TICKET CAN ALSO BE USED ON BUS LINES 520 AND 720, WHICH DIRECTLY CONNECT ROME WITH CIAMPINO AIRPORT.

## ROME 24/48/72 HOURS

### COMBINED METREBUS ROMA 24/48/72 HOUR TICKET

These combined Metrebus Roma tickets are valid for 24, 48 or 72 hours from the first time they're validated, and for an unlimited number of journeys within the geographical limits of Roma Capitale.

### COST

Rome 24h € 7,00

Rome 48h € 12,50

Rome 72h € 18,00

## CIS

### COMBINED WEEKLY CARD

The CIS pass is valid for 7 days from the date of first validation (including the day of activation), up to midnight (24:00) on the seventh day, for an unlimited number of journeys exclusively within the geographical limits of Roma Capitale.

**COST**  
€ 24,00

#### WHERE TO USE IT

**WITHIN THE BORDERS OF ROMA CAPITALE:**

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES. (URBAN ZONE ONLY).

**THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:**

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;

## 4.7 Metrebus Roma passes

### Monthly, personal

The personal monthly pass can be used in the moth printed on the paper pass, or loaded to an electronic card, for an unlimited number of journeys exclusively within the geographical limits of Roma Capitale. This pass is personal, assigned to a single user, and cannot be transferred.

#### COST

€ 35,00

#### WHERE TO USE IT

##### WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES. (URBAN ZONE ONLY).

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

## Monthly, general

The general monthly pass can be used in the moth printed on the paper pass, or that found on the top-up receipt for electronic cards, for an unlimited number of journeys exclusively within the geographical limits of Roma Capitale. This type of pass isn't assigned to any one individual and thus can be used alternatively by different persons.

### COST

€ 53,00

#### WHERE TO USE IT

##### **WITHIN THE BORDERS OF ROMA CAPITALE:**

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES. (URBAN ZONE ONLY).

##### **THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:**

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

## Annual pass, Rome

Pass valid 365 days from the date it's loaded on an electronic Metrebus card, for an unlimited number of journeys within the geographical limits of Roma Capitale (zone A).

### COST

€ 250,00

#### WHERE TO USE IT

##### WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO ATAC RAILWAY LINES.

##### THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

## 4.8 Discounts

### Fare discounts, Regione Lazio

Every year, Regione Lazio grants fare concessions for the purchase of annual Metrebus Lazio passes. Information on related requirements and how to request these discounts can be found on [regione.lazio.it](http://regione.lazio.it).

#### PASSENGERS WHO RIDE FOR FREE

Within the geographical limits of Roma Capitale.

The following people can travel free of charge without a ticket or pass:

##### 1- Children:

- under one metre tall, provided they do not occupy a seat, with a limit of one child per adult with a suitable ticket. Any additional children beyond the one child per accompanying adult must have their own ticket/pass;
- within the Municipality of Rome only, children up to 10 years of age (no more than one per adult);
- for safety reasons, it is not possible to board the bus with children in prams and pushchairs. Such equipment must be folded up, must be within the prescribed size limits, and must be placed under a seat.

## 2- Law enforcement

Agents and officers of the law who are employed as Italy's Carabinieri, Police Force, Prison Guards, the Finance Police, the Municipal Police and other officers who enforce law and order and public safety, members of the Fire Brigade, the Port Captaincy, ANAS personnel who have a card to conduct Road Police duties, members of the Italian Army, Navy, Air Force, Forestry Corps and private security forces provided they wear the uniform of the corps or institute they belong to and use their service card.

For members of the Municipal Police, rides are restricted to transport services within the municipality (Regional Law 16/2003 as amended).

## Metrebus Roma passes

For certain types of citizens residing in Lazio, there is a 50% discount on the price of Cotral tickets and passes. That discount jumps to 70% for journeys outside peak hours (9 am to 12:30 pm and after 3 pm).

For those who have a right to be accompanied by a caretaker, the applicant will be sent two cards in his or her name, one of which bears the 'A' symbol. The accompanying person will travel with the same discount as the card holder and only in his/her presence. The ticket/pass is not valid on ATAC and Trenitalia operated transport. Like all electronic cards, reduced-fare cards must be validated on each journey and presented together with a valid ID. They are strictly personal, assigned to a specific individual, and may not be used by others.

The reduced ticket is only valid on Cotral means of transport for a single journey on the routes for which it was purchased.

The following people are entitled to the discount:

- over 65 (Legislative Decree 509/88);
- fully blind people, whose visual acuity is no greater than 1/10 on the Italian classification system;
- deaf-mute people (Art. 1 of Law n. 381 of 26/5/70);
- injured or disabled during military service;
- disabled people, including those who are considered disabled and those who are unable to work (whose permanent reduced working capacity of less than 50%);
- pensioners with an income equal to or below the INPS minimum;
- the unemployed, workers in 'cassa integrazione' (paid via a redundancy fund) and people collecting unemployment benefits.

To purchase and use the discounted tickets, you must be in possession of the electronic card that entitles you to the discount. The card is valid for three years (three months for those mentioned in point 7) and to request it, users must fill in the form available on [cotralspa.it](https://cotralspa.it) in the 'Travel with us/Discounts' section.

Once it has been confirmed that the applicant meets the requirements, the card is sent to the applicant's address. If it is lost or cannot be used due to wear and tear, a duplicate can be requested at a cost of €7.00.

The electronic card stores all the user's data on the chip, including the route with departure and destination points, correlated to the correct tariff. When topping up a pass, any enabled device will only suggest solutions compatible with the specific route. When the discount expires, users wishing to renew it must submit a new application.

## Free pass

Pursuant to Regional Law 30/98, an electronic free circulation card (i.e., free of charge) is issued to citizens over 70 who reside in Lazio, and to injured and disabled servicemen and women, with and without accompaniment; For those who have a right to be accompanied by a caretaker, the applicant will be sent two cards in his or her name, one of which bears the 'A' symbol.

The accompanying person only travels free of charge in the presence of the card holder. The card is valid for travel on Cotral operated lines and on regional railway lines where the trains of the Service Contract between Trenitalia and Regione Lazio run, and on which the free tickets as described by regional regulations are valid. This free pass cannot be used for journeys on railway trains with departures and destinations within the geographical limits of Roma Capitale, and on services operated by ATAC and Roma TPL. Like all electronic cards, these free travel cards must be validated on each journey and presented together with a valid ID.

They are also strictly personal, assigned to a specific individual, and cannot be used by other people. They can be requested on [cotralspa.it](https://cotralspa.it) by heading to the 'Travel with us/ Discounts' section and filling in the form.

Once the request has been verified, the card will subsequently be sent to the address indicated and, if the card is lost or cannot be used due to wear and tear, a duplicate can be requested for a fee of €7.00.. All cards and electronic cards are requested on [cotralspa.it](https://cotralspa.it) and can be picked up by users at one of the 200 pick-up points in Lazio (to be chosen when filling out the application form). Passes can be topped up at Cotral ticket offices and retailers in Lazio equipped with a POS: the list of over 700 points of sale can be found [cotralspa.it](https://cotralspa.it) under the "Points of Sale" section. From the 26th of each month, it is possible to top up the next month's pass, while there are no temporary restrictions for topping up the annual pass. Free travel and discount cards will be sent directly to the user requesting them at their address of residence or another address, as indicated on the completed application form. For more information, call the contact centre: **+39 800 174 471**.



**TWITTER | @BUSCOTRAL  
AND INSTAGRAM | @BUSCOTRAL**  
Stay up to date with our offers and news.

**APP | BUS COTRAL**  
Compatible with tablets and smart phones and available on the Apple store, Google Play and the WP Store, this app lets you consult bus and train schedules and real-time wait times.

**WEBSITE | COTRALSPA.IT**  
The website includes real-time transport information: timetables, routes, and fares.  
In the 'Contact Us' area, you can submit requests, suggestions, claims and inquire about lost items.

**CONTACT CENTER**  
800 174 471 Monday - Saturday: 7 am to 8 pm.

# **COTRAL SPA**

Via Bernardino Alimena, 105 - 00173 Roma  
800 174 471 - 06 72051



**cotralspa.it**