

2023 - 2024 SERVICE CHARTER



www.ferrovieappulolucane.it
numero verde: 800 050 500





Ferrovie Appulo Lucane



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FERROVIE APPULO LUCANE

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INTRODUCTION

PREMISE

The Service charter is the document that regulates the relationships between the body that provides the transport service and the citizens who use it, establishing a transparent link with them in order to define and continuously improve the level of quality of the services provided.

The Service charter obliges Corporate Governance and employees to do better, to respond more quickly to any disservices, but above all to accompany users towards an increasingly efficient, accessible and green service.

In the public transport sector, the Service charter is also known as the **“Mobility Charter”** and is drawn up in implementation of specific regulatory references.

The purpose of the Service charter is to promote the active participation of the Customer by describing the listening and travel assistance methods that the Company activates and the tools for consumer protection.

The Company, therefore, assumes precise commitments towards its Customers in compliance with their legitimate expectations; if the user believes that they have been disregarded, he may make complaints, observations and suggestions. The Company undertakes to provide precise and comprehensive answers, with the dual objective of satisfying the user and improving services.

The effort made by the Company, in this process of change in recent years, also favours users in the exercise of access, participation and information. The Service charter represents for the Company a pact with users and for users, based on transparency which places the users themselves at the centre of company activity.

Finally, the Service charter is a tool intended as a commitment to do better but above all to make the trip more accessible, in fact every suggestion from users is welcomed by the Company as a tool to better respond to their needs.



INTRODUCTION

NORMATIVE REQUIREMENTS

The Service charter of Ferrovie Appulo Lucane s.r.l. is drawn up in compliance with the following regulatory references and guidelines:

- Art. 16 Italian Constitution
- Article 8 Maastricht Treaty
- Directive of the President of the Council of Ministers of 01/27/94 “General principles on the provision of public services”
- Decree of the President of the Council of Ministers of 12/30/98 “General reference scheme for the preparation of public service charters in the transport sector”
- Law n. 244/2007 art. 2 paragraph 461
- EU Regulation 2021/782 repealing the regulation of the European Parliament and of the Council no. 1371/2007
- Legislative Decree 17/04/14 n. 70. Sanctions for violations of the provisions of Regulation (EC) no. 1371/2007
- Regulation (EC) n. 181/2011 which modifies Regulation (EC) n.2006/2004, relating to the rights of passengers in bus transport - art. 4, paragraph 2 - art. 9 - art. 10, paragraph 1
- Art. 16, paragraph 1, letter b) - art. 16, paragraph 2 - art. 17, paragraphs 1 and 2 and articles. from 24 to 28)
- Legislative Decree n. 169/2014 containing the sanctions for violations of the provisions of Regulation (EC) no. 181/2011
- Legislative Decree 33/2013 “Reorganization of the regulations concerning the obligations of publicity, transparency and dissemination of information by Public Administrations”
- Service contracts stipulated with Puglia and Basilicata Regions
- UNI EN ISO 9001: 2015





INTRODUCTION

FUNDAMENTAL PRINCIPLES

The service charter is based on some fundamental principles defined by the Constitution and reflected in the regulatory provisions.

In carrying out its activities, the effort of Ferrovie Appulo Lucane s.r.l. is to carry out its corporate mission in compliance with the principles of **Equality and Impartiality - Regularity and Continuity - Participation - Efficiency and Effectiveness - Freedom of choice.**

Equality and Impartiality

Company services and infrastructures must be accessible to anyone without distinction of age and/or nationality, geographical area of belonging and equally, they must progressively be adapted to the reference regulatory standards which allow full use of the service also by people with disabilities.

Regularity and Continuity

L'erogazione del servizio offerto deve essere assicurata in modo regolare e continuato, nel rispetto del The provision of the service offered must be ensured on a regular and continuous basis, in compliance with the exercise program and supported by correct and complete information; therefore, the establishment of replacement services must be guaranteed whenever planned interruptions occur or irregularities are recorded during the provision of the service.

In all cases of strike, the timely dissemination of related information must also be guaranteed, making use of all available company information channels, accompanying the information relating to the strike with the timely reporting of the daily time slots, in which the transport service offered is in any case guaranteed.

The train service is cancelled on Sundays and on public holidays during the week when a replacement car service is provided.

Participation

The commitment is to encourage maximum user participation and information, also through the recognition of organized representative bodies, favouring them the right of access to information that may directly interest them.

Furthermore, discussions and debates with users of the service are desirable, using all the channels and methods made available by the company, so that useful observations and suggestions can emerge which can have a more punctual impact on the improvement of the service offered F.A.L. s.r.l. undertakes to periodically acquire customer evaluations through Customer Satisfaction surveys.



INTRODUCTION

Efficiency and Effectiveness

Ferrovie Appulo Lucane s.r.l. is committed to adopting every solution so that the services are efficient, safe and comfortable.

Freedom of choice

Citizens who use the public transport service must always be able to enjoy the right to mobility; therefore it is necessary that the company that produces the offer takes every initiative aimed at facilitating the freedom of choice between multiple solutions, diversifying and planning the provision of the service in order to be able to satisfy the real needs of the users.

Validity of the company service charter

The Service charter of Ferrovie Appulo Lucane s.r.l. is updated December 2023 and is valid until the publication of the next edition.

Any change in the data contained therein will be promptly communicated to users through all information channels available to the Company.

Service charter availability

In compliance with the publication obligations established by art. 32 of the Legislative Decree 33/2013 on administrative transparency, the service charter is published on the company website www.ferrovieappulolucane.it. Furthermore, the External Relations / General Affairs Office of Ferrovie Appulo Lucane s.r.l. can deliver a paper copy to anyone who requests it.



SHORT STORY

Ferrovie Appulo Lucane s.r.l. was founded in 1915 with the name “Società per le Strade Ferrate del Mediterraneo”; following vicissitudes that led to the revocation of the original concession and the consequent commissionership by the central government, they acquired, in 1963 with Legislative Decree. n° 1855, the name “Ferrovie Calabro Lucane”.

In 1991, with D.M. 02.10.90, in place of Ferrovie Calabro Lucane, the “Ferrovie della Calabria e Autoservizi Integrativi “ and the “Ferrovie Appulo Lucane s.r.l.” are established; also in this case the Company retains the character of Government Commissioner Management.

Subsequently, in implementation of the combined legislation established by law no. 59/97, Legislative Decree n. 422/97 and Prime Ministerial Decree of 11.16.2000, on 1 January 2001, Ferrovie Appulo Lucane transformed from Government Commissioner Management into a limited liability company, 100% owned by the Ministry of Transport.

COMPANY PROFILE

Ferrovie Appulo Lucane s.r.l. is a “Traveller Transport Service” company by rail and road operating in the provinces of Bari, Matera and Potenza, which are entrusted with rail and car transport services and the management of the related railway infrastructures, by virtue of service contracts stipulated with the Puglia and Basilicata Regions.

They make use of the work of 531 employees (data updated as of 31 December 2023), distributed in the regional areas of Puglia and Basilicata, and dedicated to carrying out the administrative and operational activities necessary to guarantee the offer and provision of the service on a daily basis.

The railway network extends for a total of 183 km along two routes in Puglia and Basilicata: Bari – Altamura – Matera; Altamura – Potenza – Avigliano. The automotive network extends for over 1000 km and integrates and completes the railway network. The fleet of vehicles is made up of 33 trains and 125 buses operating between Puglia and Basilicata. With the recent entry into service of new trains and new buses, FAL’s fleet of vehicles has been 100% renewed in both Puglia and Basilicata. With an average age of 9 years, the FAL fleet is among the youngest in Italy (according to Legambiente - Pendolaria 2023 data, the average age of Italian trains is 18.5 years).

Renewal of the network, to raise safety standards and to renovate the stations in a modern and “green” way. Furthermore, as part of the implementation of railway projects, the Company has carried out important public works aimed at redeveloping some urban areas and improving the traffic and liveability of neighborhoods adjacent to the railway. In recent years, FAL has transformed itself into a modern and efficient company, growing together with the territories it passes through and managing to intercept the ever-growing demand for local public transport.

OBJECTIVES AND COMMITMENTS

Innovation, sustainability, accessibility. These are the three headlines that have characterized the Company's action and investments in recent years, always having as its main objective that of improving services and responding to the growing demand for public transport from the citizens of Puglia and Basilicata. "Customer satisfaction" is at the centre of company policy.

In December 2010, FAL obtained the first Quality Certification based on the international standard UNI EN ISO 9001 from the TÜV Italia Certification Body, subsequently and successfully adapting the Quality standards achieved to the dictates of the new edition of the international standard reference UNI EN ISO 9001 (TÜV Italia certificate No. 50 100 10001 – Rev.004)

At the same time, dialogue and discussion with users have always been encouraged through the management of information and contact channels (External Relations Office, call centre, toll-free number also active on holidays, service communications and real-time news on the website www.railwayappulolucane.it and on the FAL application, Facebook page, dedicated email addresses), specifically created to promote the user's right to an adequate Information Service. The purchase of travel tickets online and on the APP is a consolidated tool that can be used both through the use of the easy procedure on the company website and through the FAL application downloadable in the Android or IOS versions.

The company website offers users services such as: online ticketing, service communications, news, publication of data relating to quality, customer satisfaction and transparency. Through the "Work in progress" section, users can follow the progress of construction sites underway on the line, while in the "Buses and Trains in real time" section it is possible to "monitor" trains and buses, search for the route of interest and view the route with details on timetables and any changes and/or delays. The FAL APP, among the first of its kind in Italy, allows you to consult train and bus timetables in real time with indications of any delays; to read notices and news and, upon registration, to purchase travel tickets. Once you have chosen the route, just click on the route to see the entire route and any warnings relating to it. By clicking on the station of interest there is also the possibility of opening a Google map that indicates how to reach the station of interest.

The stations, almost all completely renovated and free of architectural barriers, are accessible, equipped with turnstiles, free Wi-Fi, security cameras, automatic self-service ticket dispensers; they are powered by photovoltaic systems and illuminated with LED lights. They are equipped with audio-visual information systems that allow access to updated information on train circulation and delays by simply consulting the station monitors and listening to vocal announcements prepared for arriving trains.

OBJECTIVES AND COMMITMENTS

The fleet of vehicles is among the youngest in Europe: the new trains are equipped with air conditioning, services, monitors that transmit updates and news from Puglia and Basilicata and bike racks, to allow users to travel with their bike.



In October 2023 FAL presented the project of the first train powered entirely by battery.

The company will be the first in Italy and the second in Europe to experiment with the use of battery-powered trains, thanks to a totally 'green' intervention, with the aim of decarbonising the railway service on the Altamura - Matera route. The trains, designed by Stadler, are characterized by "zero emissions"; FAL purchased 5 of them, for a total investment of 45 million euros, partly from the Complementary Fund to the PNRR, partly from the PON-PAC 2014-2020; they will enter service in 2026.



In order to guarantee everyone the right to travel and therefore total accessibility on board the vehicles, both trains and new generation buses are equipped with platforms that facilitate access even for people with reduced mobility. In the central Bari station there is a lift that connects the FAL platform level with that of the Ferrovie del Nord Barese allowing travellers, thanks also to the activation of the integrated ticket, to pass from one station to another without having to exit at the external; this also facilitates access to the rail connection with Bari airport, managed by Ferrovie del Nord Barese.

Furthermore, by virtue of an agreement between Trenitalia and all Apulian operators, in the ticket offices and on the Trenitalia website it is also possible to purchase a single ticket for the integrated routes between Trenitalia and FAL.

OBJECTIVES AND COM-

Projects and construction sites: the Company is proving increasingly capable of investing the resources made available by the Puglia and Basilicata Regions and the Government, also through the PNRR, to enhance TPL services. The investments were aimed at better guaranteeing the right to mobility of the citizens of Puglia and Basilicata, raising the standard of services and promoting modern, sustainable and accessible mobility.

Important railway works have been carried out and, at the same time, large public works such as the new Matera central station; the undergrounding of the station and 2 km of railway line in Modugno, with the simultaneous elimination of 2 level crossings and redevelopment of the surrounding area with the creation of an equipped square; the replacement, in Potenza, of three level crossings with as many underpasses and the construction of the Gallitello Terminal; the new stations of Potenza Inferiore scalo and Avigliano Città; the elimination of level crossings in Bari with the Strade Nuove project and the creation of 4 roundabouts, a cycle-pedestrian underpass and 2.6 kilometres of cycle path; the redevelopment of the Bari Policlinico railway stop, currently equipped with servo staircase, escalator and video surveillance systems. Added to these works are the railway doublings already carried out on the Bari - Matera line and those underway between Palo and Grumo and between Grumo and Toritto and the works underway for the renovation of the Altamura station. Furthermore, with PNRR funds, construction is underway for the burial of the second track in Modugno.



Current state



Project status - Canopy



OBJECTIVES AND COMMITMENTS

With **FAL** security takes new paths.



MODUGNO STATION



PIAZZA STAZIONE DI MODUGNO

Ferrovie Appulo Lucane

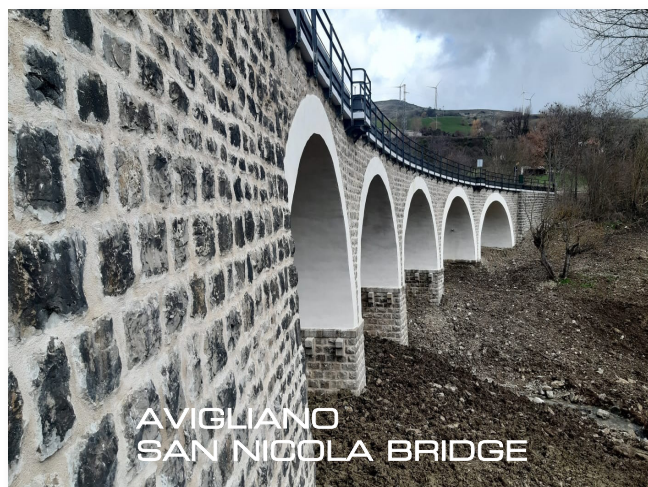


FERROVIE APPULO LUCANE

In the Lucanian area, renovation and adaptation works were carried out on the headquarters, with interventions on the most important works of art, located on the Gravina - Avigliano Lucania route (Genzano - Tarantella - Acerenza - Pietragalla - San Nicola), as well as on the Venusio - Matera route South of the Bari - Matera line. Furthermore, the Genzano – San Nicola di Pietragalla railway line was reopened to traffic following the completion of extraordinary maintenance work on the track, the refurbishment of the railway site and an increase in safety levels. A shuttle service is active on the 28 kilometres of line with 8 daily journeys and 5 stops: Genzano, Tarantella/Oppido Lucano, Acerenza, Pietragalla and San Nicola.



Particular attention was also paid to the modernization of the railway line and the raising of safety standards: the SSC-Train stop system was installed on the Bari – Matera line, which guarantees a high standard of safety in train travel. Stations and lines are equipped with cameras and an operations centre is active for the control of signalling and safety systems on the line and an operations room that controls in house over a thousand cameras installed between Puglia and Basilicata.



SERVICE CONTRACTS

Service Contracts: Ferrovie Appulo Lucane s.r.l. carry out the Public Transport Service by rail and road by virtue of Service Contracts signed with the Puglia and Basilicata Regions which are responsible for the planning and administration functions of the Local Public Transport Service and that of supervising the regularity, quality and safety thereof. Consequently, the Service Contracts stipulated with each of the Regions involved regulate the mutual obligations between the parties and regulate the methods of execution of the supplementary and/or replacement public rail and car transport services carried out by the Company within the lines managed. The contracts contain the minimum transport services to be guaranteed, the operating programmes, timetables, stops, tariffs, as well as the lists relating to the vehicle fleet.

The Company undertakes to respect the characteristics of the guaranteed quality level and to constantly improve travellers' comfort, both during the journey and during their stay in the stations.

The quality standards identified represent the objectives to be achieved.

The Company guarantees the ordinary and extraordinary maintenance of the rolling stock, as well as the decorum of the internal fittings and managed systems, in order to ensure optimal conditions of safety and operational efficiency.

The minimum characteristics of the quality level that the service must guarantee in terms of regularity, punctuality, safety, cleanliness, comfort as well as in terms of information and assistance to customers with particular regard to travellers with disabilities are identified and signed in the Service Contracts.

With the Service Contract, the parties agree on the need to implement control actions that can be carried out through systematic surveys on the actual production of the service provided, through inspections and checks also carried out by the personnel appointed by the competent Region, and agree on the need to constantly monitor the level of quality perceived by users through "Customer Satisfaction" surveys. Upon completion of the checks on compliance with the quality and quantity levels of the services agreed in the Contracts, pecuniary sanctions or bonuses may be awarded.

The Service Contracts in force can be consulted on the company website at the following link:

<https://ferrovieappulolucane.it/ammtrasparente/amministrazione-trasparente/servizi-erogati/costi-contabilizzati/>



SERVICES OFFERED

THE RAILWAY SERVICE

The offer relating to rail transport is available and concentrated on weekdays of the year, from Monday to Saturday; however, on Sundays and public holidays during the week, a corresponding replacement car service is provided and regularly carried out.

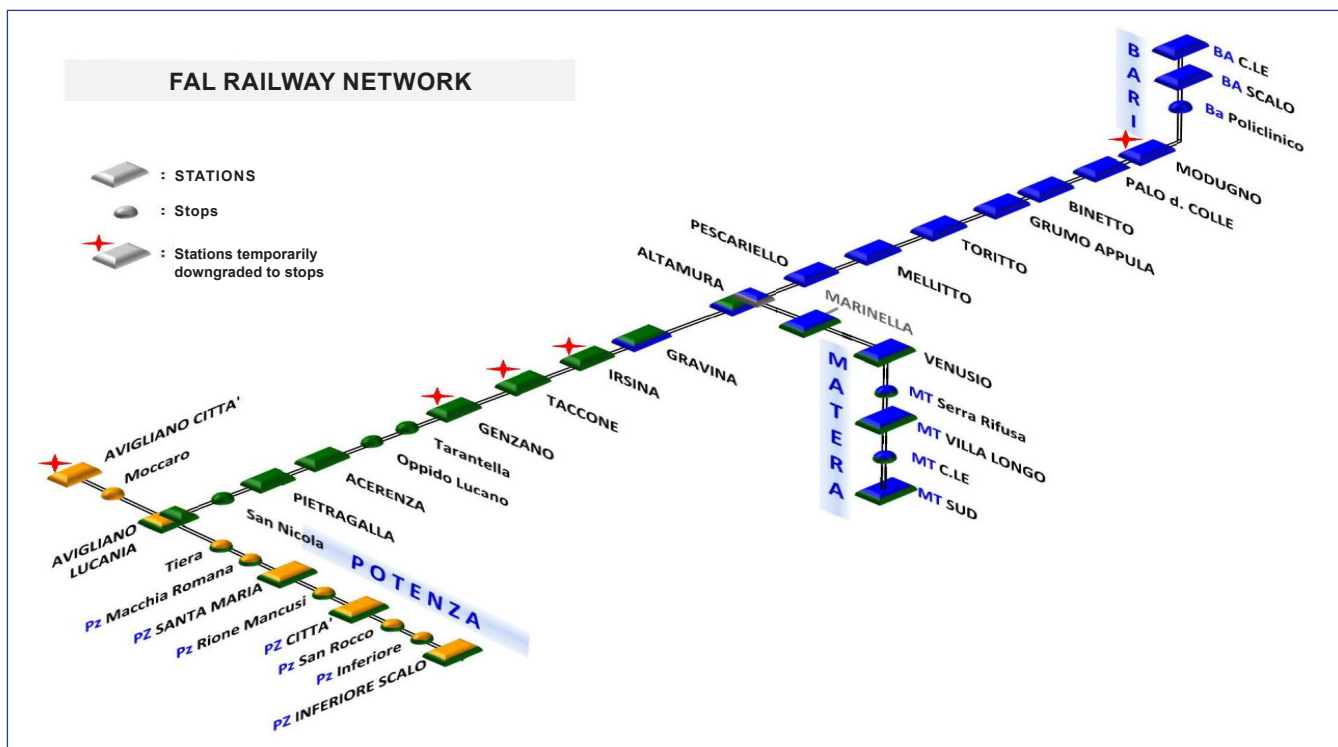
In the summer period, coinciding with the month of August, Ferrovie Appulo Lucane s.r.l. suspends the operation of some trains, previously identified and reported in the service timetable, for approximately 30 days, promptly notifying users via all channels company information available.

Railway network stations and stops

Ferrovie Appulo Lucane s.r.l. manages a single-track, narrow-gauge railway network (950 mm), which runs along a continuous railway route of 183 km branching out along the following routes:

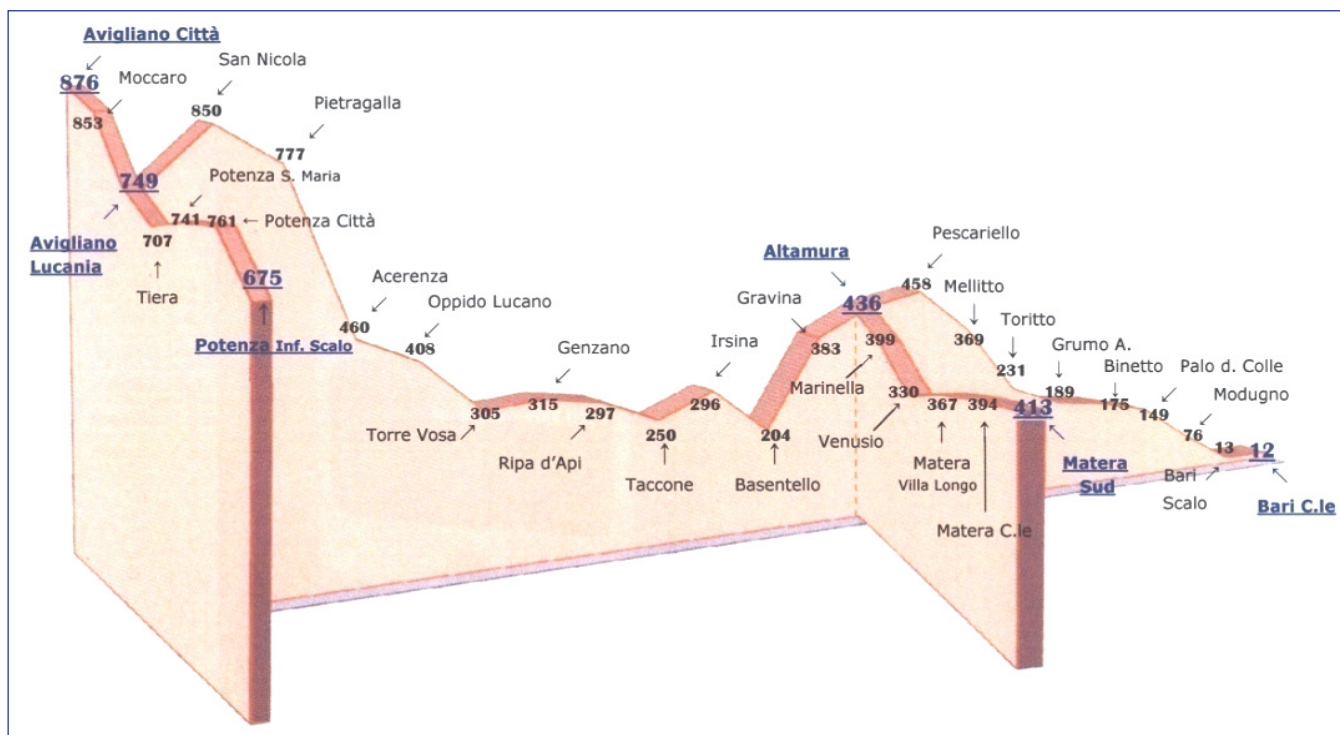
- Line Bari – Altamura – Matera;
- Line Altamura – Gravina – Avigliano Lucania – Potenza;
- Line Avigliano Città – Avigliano Lucania.

Graphic representation of the FAL railway network



SERVICES OFFERED

Altimetric development of the FAL railway network



On the route Bari - Altamura - Matera there are 17 stations distinguishable in stations and simple stops, on the Altamura - Gravina - Avigliano Lucania - Potenza route there are 17 equally distinguishable stations and finally on the Avigliano Lucania - Avigliano city route there are 3 stations, namely the RFI station of Avigliano Lucania, the “Moccaro” stop and the F.A.L. station of Avigliano Città.

Bearing in mind that there are two railway hubs, respectively the Altamura station and the RFI station of Avigliano Lucania, it can be stated that the entire F.A.L. railway network. is accompanied as a whole by a total of 35 available stations, of which 14 of a metropolitan nature falling in the urban areas of the main regional centres, specifically 3 in the urban centre of Bari, 4 in the urban centre of Matera and ° 7 in the urban centre of Potenza.

What has just been represented allows not only the continuity and capillarity of connections in the respective regional areas, but also the continuity of connections in an inter-regional context by relating the urban centres of Bari, Matera and Potenza to each other on a stable basis.

Below are the main stations and railway stops within the F.A.L. railway network: Bari Centrale (station) – Bari scalo (station) – Bari Policlinico (stop) – Modugno (stop) – Palo del Colle (station) – Binetto (station) – Grumo Appula (station) - Toritto (station) – Mellitto (station) – Pescariello (station) – Altamura (station)

SERVICES OFFERED

– Marinella (station) – Venusio (station) – Matera - Serra Rifusa (stop) - Matera Villa Longo (station) – Matera C.le (station) – Matera sud (station) – Gravina (station) – Irsina (stop) – Genzano di Lucania (stop) – Tarantella (stop) – Acerenza (stop) – Pietragalla (stop) – San Nicola (stop) – Avigliano Lucania (RFI station) – Moccaro (stop) – Avigliano Città (stop) – Tiera (stop) – Potenza Macchia Romana (stop) – Potenza Santa Maria (station) – Potenza Rione Mancusi (stop) – Potenza Città (station) – Potenza San Rocco (stop) – Potenza Inferiore (stop) – Potenza Inferiore scalo (station).

REGULATION OF RAILWAY STOPS ONLINE

The railway stops scheduled on time are obligatory, unless otherwise specifically indicated through notes, reminders reported on the paper railway timetables posted in the stations, on the station monitors in reference to the respective announcements of arrival and/or departure of trains, through specific reminders reported in the legend of the railway timetables published in “pdf” format on the company website in the “timetables and fares” section and in the notes accompanying the electronic timetable search also available on the company website.

Any non-mandatory optional stops present in the General Service Timetable specifically indicated in the manner described above, can however still be used by interested travellers provided that they make a prior request to the service staff present on board the train or to the company staff on the ground.

In this regard, on all new generation “STADLER” cars there is an internal button, corresponding to the access gates of each car, capable of independently booking the descent at any optional stop available online.



SERVICES OFFERED

RAILWAY ROLLING FLEET

Ferrovie Appulo Lucane s.r.l., for the provision of the managed railway service, uses bidirectional diesel-electric rolling stock type “STADLER” and bidirectional diesel traction rolling stock type “AT FIAT” divided as follows:

The Bari Railway sector manages the following vehicles for passenger services:

- n° 16 STADLER vehicles belonging to the Puglia Region, of which No. 4 with two bodies and
- n° 12 with three bodies carrying out service on the Bari – Altamura – Gravina route. The 4 two-body vehicles will be transformed into 3-body vehicles by 2025;
- n° 3 three-body STADLER vehicles belonging to the Basilicata Region which operate on the Altamura – Matera route;
- n° 1 three-box STADLER car belonging to FAL which carries out the service on the Bari - Altamura – Matera route, purchased with operating profits from the FAL balance sheet;
- 2 Fiat single-body railcars, currently being decommissioned.

The Potenza Railway sector manages the following vehicles for passenger services:

- n° 1 2-body STADLER SB vehicle belonging to the Basilicata Region, being transformed into a 3-body vehicle (by 2025);
- n° 3 3-body STADLER vehicles belonging to the Basilicata Region which operate on the Potenza – Avigliano route;
- n. 2 3-body STADLER vehicles belonging to the Basilicata Region, being put into service on the Potenza – Avigliano route (by the first quarter of 2024);
- n° 5 Fiat single-body railcars, used for the service on the Genzano - San Nicola route.

The new generation “STADLER” type railway material is equipped internally with route information monitors, audio stop announcements, air conditioning, racks available for storing transported bicycles and is also equipped with convenient automatically extractable platforms, present close to the entrance doors, which facilitate access and disembarkation for travellers with reduced mobility.



SERVICES OFFERED

WEEKDAY RAILWAY SCHEDULE

(1) Bari - Matera railway line + Altamura - Gravina railway line

O.G.S. Ferroviario D.E. MV/BA-MT

ANALYSIS OF THE SCHEDULED SERVICE

Number of scheduled weekday replacement trains and buses	2022	2023
Bari C.le - Matera Sud	0	0
Matera Sud - Bari C.le	0	0
Bari C.le - Gravina	19	20
Gravina - Bari C.le	21	20
Bari C.le - Toritto	0	0
Toritto - Bari C.le	0	0
Altamura - Matera Sud	18	18
Matera Sud - Altamura	18	18
Altamura - Gravina	1	1
Gravina - Altamura	0	0
Altamura - Bari C.le	0	0
TOTAL NUMBER OF TRAVELS	77	77
Number of weekday train connections among locations served	2022	2023
connections Bari C.le - BA Policlinico	19	20
connections Bari Policlinico - BA C.le	21	20
connections Bari - Modugno	19	20
connections Modugno - Bari	21	20
connections Bari - Palo d. Colle	19	20
connections Palo d. Colle - Bari	21	20
connections Bari - Binetto	19	20
connections Binetto - Bari	21	20
connections Bari - Grumo	19	20
connections Grumo - Bari	21	20
connections Bari - Toritto	19	20
connections Toritto - Bari	21	20
connections Bari - Altamura	19	20
connections Altamura - Bari	21	20
connections Bari - Gravina	19	20
connections Gravina - Bari	21	20
connections Bari - Matera	0	0
connections Matera - Bari	0	0
connections Altamura - Gravina	20	21
connections Gravina - Altamura	21	20
connections Altamura - Matera	18	18
connections Matera - Altamura	18	18
connections MT V.L. - MT C.le - MT sud	18	18
connections MT sud - MT C.le - MT V.L.	18	18

SERVICES OFFERED

WEEKDAY RAILWAY SCHEDULE			
(2) Gravina - Avigliano Lucania railway line + Avigliano Città - Potenza railway line			
O.G.S. Ferroviario D.E. MV/PZ			
ANALYSIS OF THE SCHEDULED SERVICE			
Number of scheduled weekday replacement trains and buses		2022	2023
Gravina - Genzano *		4	4
Genzano - Gravina *		4	4
Genzano - Potenza Inf. Scalo		9	9
Potenza Inf. Scalo - Genzano		8	8
Avigliano Città - Potenza Inf. Scalo *		18	18
Potenza Inf. Scalo - Avigliano Città *		17	17
Avigliano Città - Avigliano Lucania		0	0
Avigliano Lucania - Avigliano Città		1	1
Potenza St. Maria - Potenza Inf. Scalo **		19	19
Potenza Inf. Scalo - Potenza St. Maria **		19	18
TOTAL NUMBER OF TRAVELS		99	98
Number of weekday train connections among locations served		2022	2023
connections Gravina - Genzano - Potenza (with replacement bus)		4	4
connections Potenza - Genzano - Gravina (with replacement bus)		4	4
connections Genzano - Potenza (with replacement bus)		9	9
connections Potenza - Genzano (with replacement bus)		8	8
connections Avigliano - Potenza		18	18
connections Potenza - Avigliano		17	17
connections Avigliano Città - Avigliano Lucania		18	18
connections Avigliano Lucania - Avigliano Città		18	18
connections PZ St. Maria-PZ Città-PZ Inf. Scalo		19	19
connections PZ Inf. Scalo-PZ Città-PZ St. Maria		19	18
metropolitan urban railway connections			
On the Genzano - San Nicola route, n. 4 railway connections.			
On the San Nicola - Genzano route, n. 4 railway connections.			
On the Potenza - Genzano route, n. 4 rail connections coinciding with buses coming from Potenza.			
On the Genzano - Potenza route, n. 4 rail connections integrated by buses on the S. Nicola - Potenza route.			
On the Genzano - Potenza route and vice versa available n. 17 replacement connections in both directions also with the intermediate locations of Oppido, Acerenza, Pietragalla, San Nicola.			
APPENDIX:			
Number of interregional weekday connections		2022	2023
connections Bari - Potenza (from Gravina to PZ replacement bus)		4	4
connections Potenza - Bari (from PZ to Gravina replacement bus)		4	4



SERVICES OFFERED

HOLIDAY REPLACEMENT AUTOMOTIVE PROGRAMMING (3) REPLACEMENT AUTOMOTIVE CONNECTIONS Bari - Gravina - Irsina - Matera - Potenza

ANALYSIS OF THE SCHEDULED SERVICE

No. of scheduled holiday replacement Journeys/Buses	2022	2023
Bari - Matera	7	7
Matera - Bari	7	7
Bari - Gravina	4	4
Gravina - Bari	4	4
Bari - Irsina	1	1
Irsina - Bari	1	1
Bari - Toritto	0	0
Toritto - Bari	1	1
Matera - Potenza	1	1
Potenza - Matera	1	1
TOTAL No. JOURNEYS	27	27

Number of replacement connections on holidays among loca	2022	2023
connections Bari - Modugno	3	12
connections Modugno - Bari	4	13
connections Bari - Bitetto	4	4
connections Bitetto - Bari	2	2
connections Bari - Palo d. Colle	11	11
connections Palo d. Colle - Bari	9	9
connections Bari - Binetto	11	11
connections Binetto - Bari	9	9
connections Bari - Grumo	11	11
connections Grumo - Bari	9	9
connections Bari - Toritto	11	1
connections Toritto - Bari	9	9
connections Bari - Altamura	12	12
connections Altamura - Bari	12	12
connections Bari - Gravina	5	5
connections Gravina - Bari	5	5
connections Bari - Irsina	1	1
connections Irsina - Bari	1	1
connections Bari - Matera	7	7
connections Matera - Bari	7	7
connections Matera - Potenza	1	1
connections Potenza - Matera	1	1
connections Bari - Potenza (coincidence in Matera C.le)	1	1
connections Potenza - Bari (coincidence in Matera C.le)	1	1



SERVICES OFFERED

THE AUTOMOTIVE SERVICE

The car transport service was originally established to guarantee with different methods some connections that would have been prohibited at a railway level, such as, for example, the connection between Matera – Montescaglioso - Ferrandina – Pisticci and Montalbano Jonico, the connection between Potenza - Calvello and Laurenzana as well as the connection from Laurenzana which allowed the continuation of the journey towards Castelluccio and Calabria.

Over the years, the constant expansion and adaptation of the road network that unites the Puglia Region to the Basilicata Region has made the connections developed with buses increasingly safer, more widespread and easier, allowing the increase and progressive diffusion of the transport offer on road. To date, the car transport offered is to be considered, in most cases, supplementary to the corresponding railway service.

The F.A.L. automotive service it is an extra-urban service and is carried out on weekdays, from Monday to Saturday, and also on Sundays and public holidays during the week as a replacement for the train service.

The road service is also programmed to offer a greater number of journeys during weekdays when schools are educationally active, in order to satisfy the demands of the commuting flow resulting. However, in accordance with the provisions for rail transport, a physiological reduction in operations is also expected for car transport in conjunction with the month of August, active for approximately 30 consecutive days.

The car races involved in the aforementioned reduction in operation are regularly reported in the car timetables aimed at the public which can be consulted on the company website and FAL-Ferrovie Appulo Lucane.

The time limits for the summer reduction in automotive operations are, however, always announced in advance to the interested users via all available company information channels.



SERVICES OFFERED

F.A.L. car network, municipalities and localities served

TABLE 1



TABLE 2



SERVICES OFFERED

TABLE 3



The car network managed by Ferrovie Appulo Lucane s.r.l. it extends for approximately 1,044 km and branches widely in the provinces of Bari, Matera and Potenza, with appreciable extensions towards centres such as Atena Lucana Sala Consilina and Paestum in the Campania region and towards centres such as Praia a Mare and Laino Borgo in the territory of Calabria.

The planning of the Automotive Transport Service guarantees the direct, daily and stable connection between the aforementioned three provincial capitals as well as the frequent and functional connections between each of them and their respective hinterlands.

The complete mapping of F.A.L. automotive connections is represented, at a sector level, in the above **Tables 1, 2 and 3**

Ferrovie Appulo Lucane

SERVICES OFFERED

The main Technical/Administrative management centres are the automotive structures located in Bari and Potenza, however, in the Lucanian area, it is necessary to mention an adequate constantly attended depot with an adjoining automotive workshop, at the F.A.L. headquarters. of Matera Serra Rifusa, as well as mentioning the logistics base located at the detached centre of Castelluccio Inferiore. Below are the lists of locations served by the F.A.L. automotive network in relation to the programmed connections:

- BARI – Modugno – Bitetto – Binetto – Palo del Colle – Grumo Appula – Toritto – Altamura – Gravina – MATERA - Irsina - Poggiorsini – Spinazzola – Genzano di Lucania - POTENZA;
- MATERA – Montescaglioso – Ferrandina – Pisticci – Montalbano Jonico;
- POTENZA – Avigliano – Pietragalla - Pignola – Abriola – Calvello – Laurenzana;
- Lagonegro – Sala Consilina - Atena Lucana – Brienza – Nemoli – Marsico Nuovo – Villa d’Agri;
- Lagonegro – Lauria – Praia a Mare – Castelluccio Inferiore – Castelluccio Superiore – Rotonda – Laino Borgo;
- Paestum – POTENZA (locations connected exclusively in the summer period).

The frequency of scheduled bus races is particularly concentrated in the time slots most subject to commuting to and from each of the three provincial capitals served and guarantees stable connections that branch out to all the locations within the respective hinterlands.



SERVICES OFFERED

REGULATION OF AUTOMOTIVE STOPS

The company car stops are marked with a special sign bearing the logo F.A.L. and the words “stop”. All the stops in question, with the exception of the arrival and departure terminals, are to be considered optional and therefore travellers can use them by requesting them from time to time both for getting off and getting on board.

The boarding and descent of passengers is permitted only at the prescribed stops. Company car transport has an extra-urban nature.

AUTOMOTIVE ROLLING FLEET

To proceed with the provision of the scheduled and contractually agreed automotive service with the Puglia and Basilicata Regions, Ferrovie Appulo Lucane s.r.l. they make use of a total of 125 bus units of which 53 are used as part of the services contracted with the Puglia Region, 72 are used as part of the services contracted with the Basilicata Region.

The aforementioned buses are located as shown below:

n° 53 units (average age 8.2 years), used for the provision of the automotive service contracted with the Puglia Region, entrusted and managed by the Bari airport automotive plant as follows:

- n° 15 “IVECO Crossway” type buses registered in 2023 regularly equipped with a platform for easier access for disabled travellers (12.00 m - available seats: 50 seated, 31 standing);
- n° 9 “IVECO Crossway” type buses registered in 2018 regularly equipped with a platform for easier access for disabled travellers (12.00 m - available seats: 50 seated, 25 standing);
- n° 1 “Solaris Urbino 18” type bus registered in 2016 regularly equipped with a platform for easier access for disabled travellers (18.00 m - available seats: 38 seated, 124 standing);
- 5 “Solaris Interurbino” type buses registered in 2015 regularly equipped with a platform for easier access for disabled travellers (12.00 m - available seats: 49 seated, 18 standing);
- n° 14 “Temsa Safari RD” type buses of which n° 10 registered in 2010 (12.00 m - available seats: 49 seats, 20 standing), n° 5 registered in 2011 (available seats: seats 53, 20 standing), regularly equipped with a platform for easier access for disabled travellers;
- n° 9 “Temsa Avenue” type buses of which n° 8 registered in 2011 and n° 1 registered in 2012 duly equipped with a platform for easier access for disabled travellers (11.99 m - available places: 33 seats, 70 standing).

SERVICES OFFERED

n° 39 bus units (average age 6.9 years), used for the provision of the service contracted with the Basilicata Region, entrusted and managed by the Potenza Inf. Scalo automotive plant to which the Castelluccio detached logistics centres report and Athena) so distinct:

- n° 17 “IVECO Crossway MH” type buses with hybrid power (Diesel - Electric) registered in 2023 regularly equipped with a platform for easier access for disabled travellers (12.00 m - seats available: 46 seats, in feet 22).
- n° 3 “IVECO Crossway” type buses registered in 2023 regularly equipped with a platform for easier access for disabled travellers (12.00 m - available seats: 46 seated, 34 standing);
- n° 5 “Temsa Aventurin” type buses registered in 2012 regularly equipped with a platform for easier access for disabled travellers (available seats: 37 seated, 13 standing);
- The “Temsa Aventurin” buses (9.00 m) are intended for transporting passengers on limited distance routes (max. 30 km);
- 13 “Temsa Safari” type buses of which 6 registered in 2011 and 7 registered in 2010 regularly equipped with a platform for easy access for disabled travellers (12.00 m - seats available: 54 seats , standing 20);
- n° 1 “Iveco My way” type bus registered in 2000 (12.00 m - max available seats: 54 seated, 28 standing).





SERVICES OFFERED

n° 33 bus units (average age 7 years), also used for the provision of the service contracted with the Basilicata Region, however entrusted and managed by the Matera Serra Rifusa automotive plant as distinct:

- n° 20 “Solaris Interurbino” type buses registered in 2012 regularly equipped with a platform for easier access for disabled travellers (12.00 m - available seats: 49 seated, 22 standing);
- n° 13 “Iveco Crossway” type buses registered in 2023 regularly equipped with a platform for easier access for disabled travellers (12.00 m - available seats: 46 seated, 34 standing).



SERVICES OFFERED

WEEKDAY AUTOMOTIVE PROGRAMMING

(4) SUPPLEMENTARY BARESI BUS LINES AND CONNECTIONS BARI - MATERA - POTENZA

ANALYSIS OF THE SCHEDULED SERVICE

N°. of scheduled weekday journeys/buses:		School Weekday Journeys		N°. of scheduled weekday journeys/buses:		School Weekday Journeys	
Bari - Modugno	Aut. 106	15	10	Bari - Toritto	Aut. 103	17	10
Modugno - Bari		14	10	Toritto - Bari		12	10
Bari - Bitetto	Aut. 106	3	2	Bari - Grumo Appula	Aut. 103	2	0
Bitetto - Bari		6	4	Grumo Appula - Bari		1	0
Bari - Palo d. Colle	Aut. 106	5	1	Bari - Altamura	Aut. 103	1	1
Palo d. Colle - Bari		4	2	Altamura - Bari		0	0
Modugno - Bitetto	Aut. 106	2	0	Bari - Gravina	Aut. 103	17	17
Bitetto - Modugno		2	0	Gravina - Bari		17	15
Modugno - Palo d. Colle	Aut. 106	3	0	Bari - Irsina	Aut. 103	1	1
Palo d. Colle - Modugno		2	0	Irsina - Bari		1	1
Bitetto - Palo d. Colle	Aut. 106	1	0	Bitetto - Toritto	Aut. 103	2	0
Palo d. Colle - Bitetto		1	0	Toritto - Bitetto		2	0
TOTAL NUMBER OF TRAVELS		58	29	Modugno - Toritto	Aut. 103	0	0
				Toritto - Modugno		2	0
Bari - Matera	Aut. 102	5	5	Bitetto - Grumo Appula	Aut. 103	0	0
Matera - Bari		6	5	Grumo Appula - Bitetto		1	0
Altamura - Matera	Aut. 102	1	1	TOTAL NUMBER OF TRAVELS		76	55
Matera - Altamura		1	1				
TOTAL NUMBER OF TRAVELS		13	12				
Bari - Genzano	Aut. 107	1	1				
Genzano - Bari		1	1				
Altamura - Genzano	Aut. 107	1	1	Matera - Potenza		1	1
Genzano - Altamura		1	1	Potenza - Matera		1	1
TOTAL NUMBER OF TRAVELS		4	4	TOTAL NUMBER OF TRAVELS		2	2
TOTAL SCHOOL WEEKDAY JOURNEYS		151					
TOTAL NON-SCHOOL WEEKDAY JOURNEYS		100					
TOTAL SCHOOL WEEKDAY JOURNEYS GUARANTEED		111					
TOTAL GUARANTEED NON-SCHOOL WEEKDAY JOURNEYS		65					
TOTAL JOURNEYS CANCELED IN THE MONTH OF AUGUST		27					



SERVICES OFFERED

AUTOMOTIVE PROGRAMMING

(5) SUPPLEMENTARY AND REPLACEMENT BUS LINES (MATERA AND PROVINCE)

ANALYSIS OF THE SCHEDULED SERVICE

N°. of scheduled weekday journeys/buses:		School Weekday Journeys			N°. of scheduled weekday journeys/buses:		School Weekday Journeys		
		School Weekday Journeys	Non-School Weekday Journeys	Holidays			School Weekday Journeys	Non-School Weekday Journeys	Holidays
Matera - Pisticci Scalo	Aut. 201	6	6	2	Matera - Montescaglioso	Aut. 202	24	16	3
Pisticci Scalo - Matera	Aut. 201	5	5	3	Montescaglioso - Matera	Aut. 202	27	18	3
Ferrandina - Pisticci	Aut. 201	1	1	0	TOTAL NUMBER OF		51	34	6
Pisticci - Ferrandina	Aut. 201	1	1	0					
Pisticci Scalo - Montalbano J.	Aut. 201	3	3	0	Matera - Ferrandina	Aut. 203	12	8	1
Montalbano J. - Pisticci Scalo	Aut. 201	3	3	0	Ferrandina - Matera	Aut. 203	14	11	1
Pisticci Z.I. - Montalbano J.	Aut. 201	4	4	0	Matera - Ferrandina Scalo	Aut. 203	0	0	1
Montalbano J. - Pisticci Z.I.	Aut. 201	4	4	1	Ferrandina Scalo - Matera	Aut. 203	1	1	1
Pisticci Scalo - Pisticci Città	Aut. 201	1	1	0	TOTAL NUMBER OF TRAVELS		27	20	4
Pisticci Città - Pisticci Scalo	Aut. 201	0	0	0					
Pisticci Città - Montalbano J.	Aut. 201	2	1	0	Montescaglioso - Pisticci ANIC	Aut. 204	1	1	0
Montalbano J. - Pisticci Città	Aut. 201	1	0	0	Pisticci ANIC - Montescaglioso	Aut. 204	1	1	0
Matera - Pisticci Città	Aut. 201	2	2	0	TOTAL NUMBER OF TRAVELS		2	2	0
Pisticci Città - Matera	Aut. 201	2	2	0					
Pisticci ANIC - Montalbano J.	Aut. 201	1	1	0	* : units journeys/buses cancelled in the summer period (* = -1)				
Montalbano J. - Pisticci ANIC	Aut. 201	1	1	0					
TOTAL NUMBER OF TRAVELS		37	33	6					
OVERALL TOTAL scheduled weekday journeys Journeys/Buses on a school weekday					OVERALL TOTAL scheduled weekday journeys Journeys/Buses on a non-school weekday				
Journeys/Buses N.: 117					Journeys/Buses N.: 89				
OVERALL TOTAL scheduled weekday deliveries guaranteed in the event of a strike on a school weekday - time slots:					OVERALL TOTAL scheduled weekday operations guaranteed in the event of a strike on a non-school weekday - time slots:				
(hours 5:30-8:30/12:30-15:30) Journeys/Buses N.: 76					(hours 5:30-8:30/12:30-15:30) Journeys/Buses N.: 52				
% of scheduled weekday journeys Guaranteed journeys/buses in the event of a strike on a school weekday					% scheduled weekday operations Guaranteed journeys/buses in the event of a strike on a non-school weekday				
65,0 %					58,4 %				
No. of scheduled weekday journeys/buses canceled in the summer period					OVERALL TOTAL scheduled holiday operations Journeys/Buses on a public holiday				
Journeys/Buses N.: 2					Journeys/Buses N.: 16				

Ferrovie Appulo Lucane



SERVICES OFFERED

AUTOMOTIVE PROGRAMMING

(6) SUPPLEMENTARY AND REPLACEMENT BUS LINES IN POTENZA

ANALYSIS OF THE SCHEDULED SERVICE

N°. of scheduled weekday journeys/buses:		gg. Feriali Scolastici			Holidays	N°. of scheduled weekday journeys/buses:		gg. Feriali Scolastici		
		gg. Feriali non Scolastici	Holidays	Holidays				gg. Feriali non Scolastici	Holidays	
Potenza - Pignola	Aut. 302	12	10	0	Lagonegro - Sala Consilina	Aut. SA	1	1	0	
Pignola - Potenza		13	11	0	Sala Consilina - Lagonegro		1	1	0	
Potenza - Arioso	Aut. 302	3	2	0	Atena - Brienza	Aut. SA	1	0	0	
Arioso - Potenza		1	1	0	Brienza - Atena		1	0	0	
Potenza - Contrada Pozzillo	Aut. 302	0	0	0	Brienza - Villa D'Agri	Aut. SA	1	0	0	
Contrada Pozzillo - Potenza		1	0	0	Villa D'Agri - Brienza		1	0	0	
Potenza - Laurenzana	Aut. SA	5	4	0	Atena - Villa D'Agri	Aut. SA	0	1	0	
Laurenzana - Potenza		5	4	0	Villa D'Agri - Atena		0	1	0	
Potenza - Abriola Convento	Aut. SA	2	2	1	TOTAL NUMBER OF TRAVELS		6	4	0	
Abriola Convento - Potenza		2	2	1						
Calvello - Laurenzana	Aut. SA	2	0	0	Lagonegro - Laino Borgo	Aut. 504	1	0	0	
Laurenzana - Calvello		2	0	0	Laino Borgo - Lagonegro		1	0	0	
TOTAL NUMBER OF TRAVELS		48	36	2	Lagonegro - Rotonda	Aut. 504	2	2	0	
					Rotonda - Lagonegro		2	2	0	
Avigliano - Potenza	Aut. 303	6	3	3	Lagonegro - Castelluccio	Aut. 504	6	0	0	
Potenza - Avigliano		4	3	3	Castelluccio - Lagonegro		6	0	0	
TOTAL NUMBER OF TRAVELS		10	6	6	Castelluccio - Laino Borgo	Aut. 505	1	1	0	
					Laino Borgo - Castelluccio		0	0	0	
Pietragalla - Potenza	Aut. 309	2	2	0	Praia a Mare - Laino Borgo	Aut. 505	1	1	0	
Potenza - Pietragalla		3	2	0	Laino Borgo - Praia a Mare		1	2	0	
Badia Sant'Angelo - Potenza	Aut. 309	1	0	0	Praia a Mare - Rotonda	Aut. 505	0	1	0	
Potenza - Badia Sant'Angelo		0	0	0	Rotonda - Praia a Mare		0	0	0	
Pietragalla C. - Pietragalla Sc.	Aut. 309	0	0	0	Castelluccio - Praia a Mare	Aut. 505	0	1	0	
Pietragalla Sc. - Pietragalla C.		1	1	0	Praia a Mare - Castelluccio		0	0	0	
TOTAL NUMBER OF TRAVELS		7	5	0	TOTAL NUMBER OF TRAVELS		21	10	0	
Potenza - Paestum	Aut. Balneare	0	1	1	<p><i>The Potenza-Paestum seaside journeys and vice versa were not considered in the underlying overall counts of the number of journeys because the bus company they belong to is seasonal</i></p>					
Paestum - Potenza		0	1	1	<p>^ : Journeys/Bus units carried out exclusively in the summer months (^ = +1)</p>					
TOTAL NUMBER OF TRAVELS		0	2	2						

OVERALL TOTAL scheduled weekday trips
Trips/Buses on a school weekday

Journeys/Buses N.: 92

OVERALL TOTAL scheduled weekday trips
Trips/Buses on a non-school weekday

Journeys/Buses N.: 63

OVERALL TOTAL scheduled weekday deliveries guaranteed in the event of a strike on a school weekday - time slots:

Journeys/Buses N.: 70

OVERALL TOTAL scheduled weekday operations guaranteed in the event of a strike on a non-school weekday - time slots:

(hours 5:30-8:30/12:30-15:30) Journeys/Buses N.: 38

% of scheduled weekday trips Guaranteed trips/buses in the event of a strike on a school weekday

76,9 %

% of scheduled weekday trips Guaranteed trips/buses in the event of a strike on a non-school weekday

61,3 %

No. of scheduled weekday journeys/buses canceled in the summer period

Journeys/Buses N.: 0

OVERALL TOTAL scheduled holiday services
Journeys/Buses on a public holiday

Journeys/Buses N.: 10



SERVICES OFFERED

TRANSPORT OF PEOPLE WITH DISABILITIES

Ferrovie Appulo Lucane s.r.l. pay particular attention to the needs of people with disabilities or reduced mobility who wish to travel by train or bus.

To best organize assistance, travellers who find themselves in the aforementioned conditions are invited to communicate their needs, at least 24 working hours before departure, to the following contacts based on the carrier and the lines to be used:

TRAVELS BY TRAIN

Bari – Matera and Altamura – Gravina railway line

Bari Scalo Station 080/57 25 524

Bari Centrale Station 080/57 25 721 – 342/18 64 783

Gravina– Avigliano Lucania and Avigliano Città – Potenza Inferiore Scalo railway line

Station manager Potenza Città 0971/41 15 61 – 345/99 50 498 - 0971/54 354 – 345/64 39 190

TRAVELS BY BUS

Bari – Altamura – Gravina - Matera car line

Warehouse Bari Scalo 080/57 25 519 – 080/57 25 520

Car lines in the Matera hinterland and direct journeys from Matera to Bari

Warehouse Matera Serra Rifusa 080/57 25 730 - 080/57 25 731

Automobile lines in Potenza and Lagonegro

Warehouse Potenza 0971/ 60 32 43 – 0971/60 32 29

For further information and/or clarifications you can send an e-mail to

relazioniesterne@ferrovieappulolucane.it

or contact the following telephone numbers:

toll-free number 800.050.500

External Relations Office 080/57 25 421



SERVICES OFFERED

TRANSPORT OF PEOPLE WITH DISABILITIES

Users requesting assistance to use railway services must present themselves at the station offices at least half an hour before the indicated train departure time in order to ensure the correct carrying out of the dedicated procedures.

While waiting for the renovation works of the Lucanian stations to be completed and for the renewal works on the Potenza – Genzano railway section to be completed, for journeys made on the Potenza lines, every reasonable effort will be made to provide the necessary assistance to people with disabilities or mobility reduced, in compliance with the provisions of EC Regulation no. 1371/2007.

To this end, car services replacing the railway service are usually carried out with buses equipped with a platform to facilitate the boarding of travellers with reduced mobility.

However, based on the provisions of art. 10, paragraph 1, of EC Regulation 181/2011, the company has the right to refuse to issue or provide a ticket or to allow a person with a disability or reduced mobility on board:

- To comply with safety obligations established by Union, international or national legislation or health and safety obligations established by competent authorities;
- If the configuration of the vehicle or the infrastructure, including at stops and stations, makes it physically impossible to board, disembark or transport a person with a disability or reduced mobility in safe and practically achievable conditions.



SERVICES OFFERED

TRANSPORT OF PEOPLE WITH DISABILITIES

PUGLIA		BASILICATA	
STATION/STOPS	ACCESSIBILITY	STATION/STOPS	ACCESSIBILITY
BARI C.le	with platform	VENUSIO	stop prohibited at traveller service (1)
BARI Scalo	with platform (*)	MATERA Serra Rifusa	with platform (*)
BARI Policlinico	with platform (*)	MATERA Villa Longo	with platform (*)
MODUGNO	with platform (*)	MATERA C.le	with platform (*)
PALO del Colle	with platform (*)	MATERA Sud	with platform (*)
BINETTO	with platform	IRSINA	stop prohibited at traveller service (1)
GRUMO Appula	with platform	TACCONE	stop prohibited at traveller service (1)
TORITTO	with platform	GENZANO	NO
MELLITTO	with platform	TARANTELLA	NO
PESCARIELLO	with platform	OPPIDO Lucano	NO
ALTAMURA	with platform (*)	ACERENZA	NO
GRAVINA	with platform (*)	PIETRAGALLA	NO
MARINELLA	stop prohibited at traveller service (1)	SAN NICOLA	NO
		AVIGLIANO Città	Stadler trains only (*)
		MOCCARO	NO
		AVIGLIANO Lucania	NO
		TIERA	NO
		P.M.TIERA	NO
		POTENZA M. Romana	NO
		POTENZA S. Maria	Stadler trains only (*)
		POTENZA R. Mancusi	NO
		POTENZA Città	NO
		POTENZA S. Rocco	Stadler trains only (*)
		POTENZA Inferiore	Stadler trains only (*)
		POTENZA Inf. Scalo	Stadler trains only (*)

N.B.: (*) Platform aid only for particular types of wheelchairs

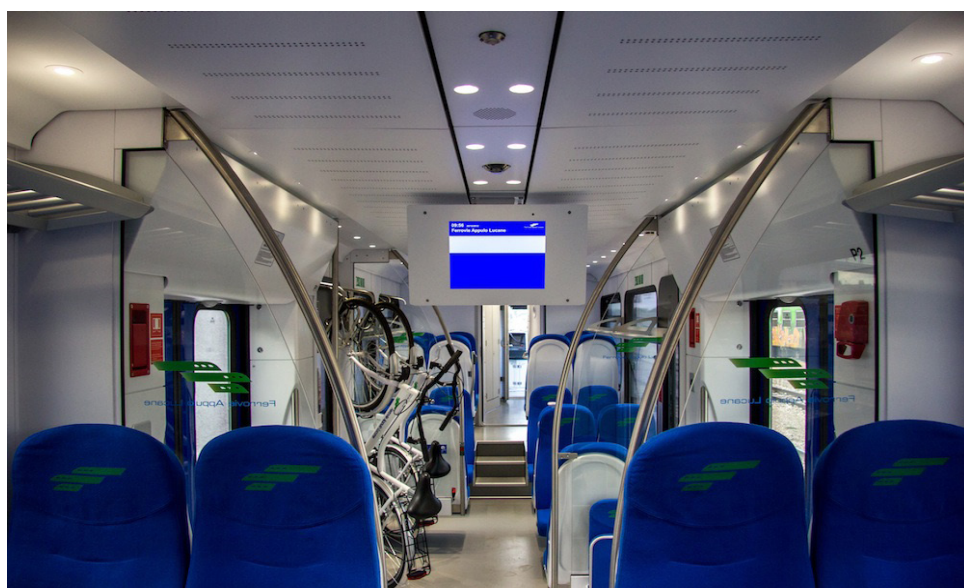
(1) The Marinella, Venusio, Irsina and Taccone stations are currently closed to the service for passengers getting on and off.

SERVICES OFFERED

BICYCLE TRANSPORT

In the modernization program launched by Ferrovie Appulo Lucane s.r.l., among the interventions aimed at improving the comfort and quality of user services, the Company has undertaken to promote sustainable mobility practices to protect the environment and cycling mobility by encouraging and supporting bike-train intermodality in the regional territory.

In order to pursue this objective, strongly supported by the Puglia Region, the F.A.L. s.r.l. have signed, with the Department of Infrastructure and Mobility, a memorandum of understanding which allows the transport of bicycles on board trains operated with the new STADLER rolling stock. Details are indicated in the “F.A.L.” and bicycles” section on **page. 59**.



SCOPE OF APPLICATION OF REGIONAL TARIFFS

SCOPE OF APPLICATION OF REGIONAL TARIFFS

Lines or sections of line subject to the application of the tariff regime dictated by the PUGLIA Region:

RAILWAY LINES

- Bari – Altamura – Matera;
- Altamura – Gravina route (section of the Altamura – Avigliano Lucania line);

AUTOMOTIVE LINES

- Matera – Bari (bus line 102);
- Irsina – Gravina – Bari (bus line 103);
- Genzano – Gravina – Bari (bus line 107);
- Palo del Colle – Bari (bus line 106).

INTERREGIONAL RAILWAY CONNECTIONS MANAGED BY FAL s.r.l.

The list of stations and stops on the Bari – Altamura – Matera railway line and on the Altamura – Gravina railway line, as well as the list of locations connected to each other by the local car service, can be viewed by accessing the kilometre tables represented in the tariff section of the Form 07 RATES relating to the Puglia Region; the list of locations connected at an interregional level is also available by accessing the kilometre tables represented in the tariff section of the aforementioned Form 07 TARIFFS relating to interregional connections.

It should be noted that all connections to and from Matera passing through Altamura are to be considered interregional connections.

Lines or sections of line subject to the application of the tariff regime dictated by the BASILICATA Region:

RAILWAY LINES

- Gravina – Avigliano Lucania route (section of the Altamura – Avigliano Lucania line);
- Potenza – Avigliano Città;

AUTOMOTIVE LINES

- Pignola – Potenza (bus line 302);
- Avigliano – Potenza (bus line 303);
- Potenza – SS. 407 - Matera – Bari (bus line 304 direct journeys);
- Pietragalla – Potenza (bus line 309);
- Potenza – Laurenzana (SA);
- (Lagonegro – Sala Consilina) – Atena – Villa d’Agri (SA);
- Laino Borgo – Rotonda – Lagonegro (bus line 504);
- Laino Borgo – Praia a Mare (bus line 505);
- Matera – Montalbano J. (bus line 201) and (SA);
- Montescaglioso – Matera (bus line 202);



TRAVEL DOCUMENTS

- Ferrandina – Matera (bus line 203);
- Montescaglioso – Pisticci ANIC (bus line 204);
- Potenza – Paestum (periodic bus line).

The list of stations and stops on the Gravina – Avigliano Lucania railway line and on the Potenza – Avigliano Città railway line, as well as the list of locations connected to each other by the local car service, can be viewed by accessing the kilometre tables represented in the tariff section of the Form 07 RATES relating to the Basilicata Region.

Form 07 TARIFFS is published in full in pdf format in the specific “TIMES AND TARIFFS” section of the company website. (www.ferrovieappulolucane.it).

PREMISE: FAL travel tickets, when purchased, are to be considered personal and therefore non-transferable. The preservation of the implicit and explicit requirements aimed at guaranteeing their integrity, functionality, identifiability and validity is a task borne by the users, starting from the moment they come into possession of them. Therefore, throughout the overstated validity period, users are invited to keep their travel document, keeping the original issuing format unchanged, refraining from applying on their own initiative, evolutionary treatments that may cause partial or total alteration.

METHODS OF SALE OF TRAVEL TICKETS

F.A.L., s.r.l. travel documents all of which are considered personal and non-transferable and can be purchased:

1) At the station outlets equipped with a computerized sales counter station, located within the railway facilities of Bari C.le, Bari Policlinico, Modugno, Palo del Colle; Grumo Appula, Toritto, Altamura, Gravina, Matera C.le - Matera Sud - Potenza Inf. Scalo, Potenza Città, Potenza Santa Maria, Avigliano Città and Genzano di Lucania as well as at the self-service dispensers located in the railway facilities of Bari C.le (➤); Bari Scalo (➤), Bari Policlinico (➤), Modugno, Palo del Colle (➤), Binetto, Grumo Appula, Toritto (➤), Altamura (➤), Gravina (➤), Matera Serra Rifusa (➤) - Matera Villa Longo (➤), Matera C.le (➤), Matera Sud (➤), Potenza Inf. Scalo, Potenza Città, Potenza Santa Maria, Avigliano Città and at the waiting room of Ospedale della Murgia di Altamura.

(➤): self-service dispensers enabled for purchases with credit cards, debit cards and prepaid cards.

2) Through “Online ticketing” usable on the company website or specific FAL application downloadable for free on new generation mobile phones with “Android” technology and “IOS” technology”.

3) At affiliated external retailers located in the areas served; in the latter case, however, the sale refers only to travel tickets for automotive use.

The identification and location of external retailers in each of the locations served are reported in the dedicated “SALE POINTS” section of the company website www.ferrovieappulolucane.it.

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TRAVEL TICKETS AVAILABLE AT THE STATION'S COMPUTERIZED SALES POINT

Below is the overall list of products on sale at the station's computerized sales points (computerized sales counters and self-services):

- A ORDINARY RAILWAY TICKETS**
Single journey tickets;
Weekly subscriptions;
Monthly subscriptions.
- B ORDINARY AUTOMOTIVE TICKETS**
Single journey tickets;
Weekly subscriptions;
Monthly subscriptions.
- C INTEGRATED TRAIN+BUS TRAVEL TICKETS**
(where applicable, consult Form 07 TARIFFS in this regard)
Weekly subscriptions;
Monthly subscriptions.
- D INTERREGIONAL RAILWAY TICKETS**
Single journey tickets;
Weekly subscriptions;
Monthly subscriptions.
- E INTEGRATED INTERREGIONAL TRAIN+BUS TRAVEL TICKETS**
(where applicable, consult Form 07 TARIFFS in this regard);
Weekly subscriptions;
Monthly subscriptions.
- A TRAVEL TICKETS FOR URBAN RAILWAY SERVICE CITY OF POTENZA** ■
Reduced fare single-journey tickets for travel on the Potenza Inf. Scalo – Potenza St. Maria route and vice versa.
- A A FAST TRAVEL AUTOMOBILE TICKETS** ■
(Matera – Bari route, consult Form 07 TARIFFS in this regard);
Single journey tickets; Weekly subscriptions;
Monthly subscriptions.


TRAVEL DOCUMENTS

B INTEGRATED TRAIN+BUS TRAVEL TICKETS 
 (Potenza – Avigliano route, consult Form 07 TARIFFS in this regard)

Abbonamenti settimanali;
 Abbonamenti mensili.

C INTEGRATED TRAIN+BUS TRAVEL TICKETS 
 (Potenza – Avigliano route, consult Form 07 TARIFFS in this regard)

Return tickets;
 Monthly subscriptions.

N.B.:  these are special fare travel tickets on sale exclusively at computerized station sales points and self-service outlets.

The computerized station sales points are the only stations authorized to issue travel tickets reserved for people with disabilities, as specified on page. 35



At the computerized sales counters of the Bari C.le, Bari Policlinico, Modugno, Palo del Colle stations; Grumo Appula, Toritto, Altamura, Gravina, Matera C.le and Matera Sud and at the self-service dispensers in Bari C.le; Bari Scalo, Bari Policlinico, Modugno, Palo del Colle, Binetto, Grumo Appula, Toritto, Altamura, Gravina, Matera Serra Rifusa, Matera Villa Longo, Matera C.le and Matera Sud, for the entire period affected by train circulation, they can be purchase the types of travel

tickets listed above as long as the departure location coincides with the point of sale, place of purchase. Purchases made at the self-service dispenser located in the waiting room of the Murgia Hospital in Altamura are accessible during the hours in which the hospital facility in question is open to the public. Conversely, at the corresponding computerized sales counters present in the stations of Potenza Inf. Scalo, Potenza Città, Potenza Santa Maria and Avigliano Città and Genzano as well as at the self-service dispensers located in Potenza Inf. Scalo, Potenza Santa Maria, Potenza City, Potenza Santa Maria and Avigliano City, for the entire period involved in the circulation of trains, all the above-listed types of travel tickets can be purchased without any restriction linking the facility or the place of purchase to the facility or to the place of departure.



TRAVEL DOCUMENTS

facsimile of travel documents issued by the station's computerized stations (counter and self-service stations)



REGULATIONS

The travel documents in question, regardless of whether they are single journey tickets or season tickets, must be validated by the holder by the holder until otherwise notified.

If the tickets are railway tickets, the stamping will take place at the stamping machines positioned in the departure stations, if instead the tickets are car tickets, the stamping will take place at the stamping machines mounted inside the buses; (please note that the travel document must be stamped on the yellow margin adjacent to the QR code).

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Any type of subscription requires a single stamp to be stamped on the first day of use. Single-journey railway tickets can be used exclusively on the day corresponding to the overprinted validity date clearly shown after the date of issue and the time of issue, with the exception of **single-journey tickets** referring to the “Urban Railway Service of the City of Potenza” which, as they do not clearly state the validity date, can instead be used only once on any weekday.

Upon specific request of the customer, single-journey railway tickets can be issued by the station’s computerized sales points, valid for days not corresponding to the date of issue.

Even single-journey car tickets do not have the validity date superimposed on them and, therefore, can only be used once on any given day.

All types of weekly and monthly passes, whether valid for rail journeys or car journeys, allow you to travel freely in both directions along the route purchased, for the entire course of the calendar week of validity (from Monday to Sunday) shown in clear, or for the entire course of the calendar month of validity (from the first to the last day of the month) also reported in clear.

The integrated train + bus passes allow the intermodal use of the rail/bus service and can be purchased in all cases where the departure and destination locations are connected both by rail and by car.

The sale of weekly passes is available from the Friday of the week preceding the week of use until the Thursday of the week relating to use.

The sale of monthly passes is available from the 25th of the month preceding the month of use until the 24th of the month relating to use.

Once any subscription has been purchased, the holder of the same is obliged to register it in his name by signing his surname, name and date of birth on the back.

If requested by the verification staff, the season ticket holder is required to show an identification document confirming ownership together with his/her travel document.

The use of travel tickets must comply with the chosen and overlaid travel method; this means that a railway ticket must be used exclusively for travel on board the train, while a car ticket must instead be used exclusively for travel on board a bus; the integrated train+bus travel tickets, vice versa, allow you to use both travel modes made available by FAL without distinction.

Please note, however, that on public holidays due to the suspension of the railway service, the use of railway tickets is also permitted for travel on board buses.



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DOUBLE “ROUND TRIP” PURCHASES

It is possible, upon request, to purchase round-trip travel tickets at the computerized sales desks; in this case, however, these are two opposite single journey tickets, one for the outward journey and the other for the return, sharing the same validity date and the same inverted parking spaces delimiting the route purchased.

Finally, it should be noted that on all self-service dispensers available locally, an information plate is applied where the simple “touch” procedure is described, which allows the guided purchase of your travel ticket even in cases where the user opts for the purchase of return tickets.

SPECIFICATIONS OF USE

All rail/bus travel tickets issued by the station’s computerized sales counters as well as by the self-service dispensers are equipped with an active QR code for reading and checking.

Specifically, the QR codes of travel documents issued for rail use and for intermodal rail+bus use allow validation at the appropriate optical readers mounted on the controlled station gates, allowing them to be crossed if the host facilities correspond to the departure and destination locations imprinted on them; furthermore, they allow access to the company public toilet if the latter is also previously equipped with a controlled gate.

In the urban railway areas of Bari, Matera and Potenza, it is possible to opt, for both boarding and alighting, for any of the railway stations within the city limits regardless of the urban layout specified on the ticket.

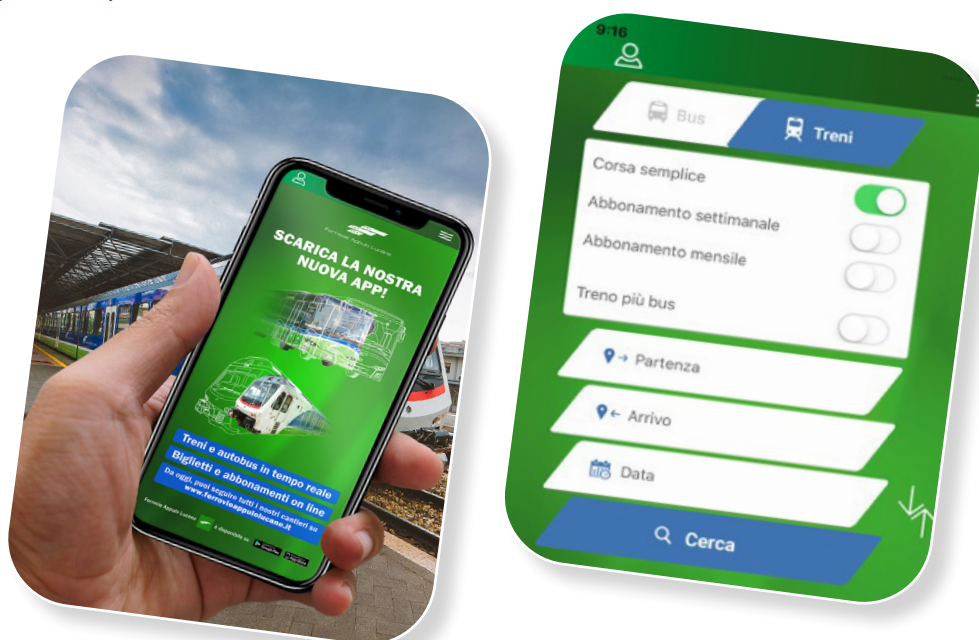


TRAVEL DOCUMENTS

TITOLI DI VIAGGIO IN VENDITA TRAMITE BIGLIETTAZIONE ONLINE

Below is the list of products that can be purchased via the online ticketing system, which can be used on the company website and via the F.A.L. APPs. dedicated downloadable for free on reception devices with “Android” or “IOS” operating systems:

- A** ORDINARY RAILWAY TICKETS
Single journey tickets;
Weekly subscriptions;
Monthly subscriptions.
- B** ORDINARY AUTOMOTIVE TICKETS
Single journey tickets;
Weekly subscriptions;
Monthly subscriptions.
- C** INTEGRATED TRAIN+BUS TRAVEL TICKETS (where applicable, consult Form 07 TARIFFS in this regard);
Weekly subscriptions;
Monthly subscriptions.
- D** INTERREGIONAL RAILWAY TICKETS
Single journey tickets;
Weekly subscriptions;
Monthly subscriptions.
- E** INTEGRATED INTERREGIONAL TRAIN+BUS TRAVEL TICKETS (where applicable, consult Form 07 FARES in this regard);
Weekly subscriptions;
Monthly subscriptions.





TRAVEL DOCUMENTS

SAMPLE OF THE TRAVEL TITLE PURCHASED ONLINE



PROCEDURES FOR ONLINE PURCHASES

For online purchases you must have:

- a personal email address;
- a networked PC to access the online ticketing system set up on the company website www.ferrovieappulolucane.it, connected to a printer;
- or
- a receiving device with an “Android” or “IOS” operating system connected to the internet, on which the dedicated FAL-Ferrovie Appulo Lucane APP is available;
- a valid credit card falling within the VISA or MASTERCARD circuits or a prepaid card enabled for online purchases which falls within the VISA ELECTRON or MAESTRO circuits to make the payment.

Ferrovie Appulo Lucane



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To access the online purchase, it will finally be necessary for the buyer to proceed with a single prior registration of their account in “online ticketing” via the website or via the APP (for registration, it will be sufficient to complete the mandatory fields represented in the “FORM” accessible via touch “REGISTER” finally confirming the data entered).

After a few minutes, a message confirming registration will arrive from eticket@ferrovieappulolucane.it to the user’s email address; from that moment on it will be possible to proceed with online purchases.

Once the purchase procedure has been completed, the travel tickets in question will be transmitted from the online ticketing system, in the same way, to the purchaser’s e-mail address both in electronic format and in PDF format (printable from a PC).

Tickets purchased online clearly display the underlying mandatory information entered by the purchaser when filling them out individually:

- *Type of trip: train, bus or train + bus*
- *Departure station;*
- *Arrival station;*
- *Type of travel ticket: single journey or season ticket;*
- *Day or period of use;*
- *Name and surname of the buyer;*
- *Name, Surname and Date of Birth of the holder.*

The cost of the travel ticket appears automatically and is expressed numerically in euros.

All tickets purchased online also automatically contain further coded information useful for identifying and tracing them at an IT level and furthermore, they contain a QR code at the bottom, on the right side, which allows you to cross the automatic station gates, if passed under the optical reader. The online purchase can refer to a single travel ticket or can be cumulative, i.e. referring to multiple products, even different ones, to be placed in your virtual shopping cart before making the unified payment with a credit card.

REGULATION

Travel tickets purchased online are not subject to validating obliteration actions by the holders, however, during the check phase, it is mandatory for the holders to show the printed paper travel ticket or the electronic image of the same to company staff authorized to carry out checks. via smartphone, together with a personal identity document.

Single-journey tickets, whether for rail or car use, can be used exclusively on the day corresponding to the overprinted validity date chosen during purchase.

All types of weekly and monthly passes, whether valid for rail or car travel, allow you to travel freely in both directions along the water route, respectively for the entire course of the calendar

TRAVEL DOCUMENTS

week of validity opted for during the purchase phase (from Monday to Sunday) or for the entire course of the calendar month of validity only (from the first to the last day of the month) also opted for during the purchase phase.

The integrated train+bus season tickets allow the intermodal use of the rail/bus service and can be purchased in all cases where the departure and destination locations are connected both by rail and by car.

The sale of weekly passes is available from the Friday of the week preceding the week of use until the Thursday of the week referred to in use.

The sale of monthly passes is available from the 25th of the month preceding the month of use until the 24th of the month relating to use.

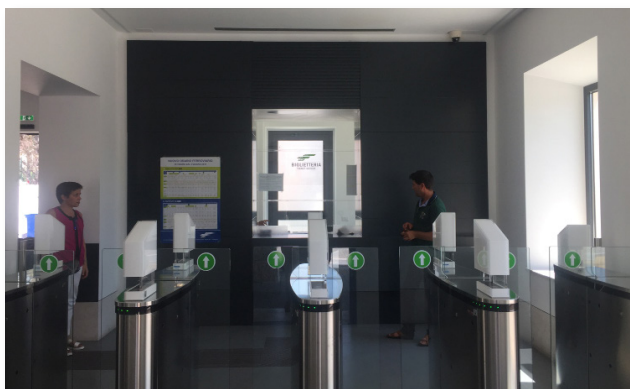
The use of travel tickets must comply with the chosen and overlaid travel method; this means that a railway ticket must be used exclusively for travel on board the train, while a car ticket must be used exclusively for travel exclusively on board a bus; the integrated train+bus travel tickets allow you to travel using both modes indifferently.

Please note that, on public holidays, due to the suspension of the railway service, the use of railway tickets is also permitted to travel on board buses.

SPECIFICATIONS OF USE

All rail/bus tickets purchased online are equipped with an active QR code for reading and control. Specifically, the QR codes of travel documents issued for rail use and for intermodal rail+bus use allow validation at the appropriate optical readers mounted on the controlled station gates, allowing them to be crossed if the host facilities correspond to the departure and destination locations imprinted on them; furthermore, they allow access to the company public toilet if the latter is also previously equipped with a controlled gate.

In the urban railway areas of Bari, Matera and Potenza, it is possible to opt, for both boarding and alighting, for any of the railway stations within the city limits regardless of the urban layout specified on the ticket.



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TRAVEL TICKETS AVAILABLE AT AFFILIATED EXTERNAL SALES POINTS

These are mileage-based travel tickets for exclusive automotive use, the sale of which is entrusted to entities carrying out commercial activities outside the stations.

The affiliated external sales points are present in variable numbers in almost all the inhabited centres served by the F.A.L. s.r.l.

The list of external retailers can be consulted in the specific “SALE POINTS” section of the company website (www.ferrovieappulolucane.it).

All travel documents in question are equipped with an anti-counterfeiting hologram.

Below are the types of products in question:

A ORDINARY AUTOMOTIVE TICKETS WITH KILOMETRIC BAND

(scope of application: Puglia Region tariffs)

- Single journey tickets (Mod. A001 Series ACSBA);
- Weekly subscriptions (Mod. A002 Series ASBA);
- Monthly subscriptions (Mod. A003 Series AMBA).

B ORDINARY AUTOMOTIVE TICKETS WITH KILOMETRIC BAND

(scope of application: Basilicata Region tariffs)

- Single journey tickets (Mod. A001 Series BCSPZ);
- Weekly subscriptions (Mod. A002 Series BSPZ);
- Monthly subscriptions (Mod. A003 Series BMPZ).

C ORDINARY AUTOMOTIVE TICKETS WITH KILOMETRIC BAND

(scope of application: Basilicata Region tariffs)

- Single journey tickets (Mod. A001 Series DCSLG);
- Weekly subscriptions (Mod. A002 Series DSLG);
- Monthly subscriptions (Mod. A003 Series DMLG).

N.B.: the travel documents reported in points B) and C) are subject to the same tariff regime, however, those reported in point B) are issued for travel on the car routes connected to the centre of Potenza while those reported in point C) are issued for travel on the routes not connected to the centre of Potenza such as • Lagonegro – Sala Consilina – Atena – Villa d’Agri (SA) • Laino Borgo – Rotonda – Lagonegro (bus line 504) • Laino Borgo – Praia a Mare (bus line 505).



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Sample automotive travel documents with kilometer range - scope of application: Puglia Region Tariffs



AVVERTENZE

Biglietti: dopo la convalida sono personali ed incedibili.
 Settimanali: sono validi dal lunedì alla domenica.
 Mensili: hanno validità di un mese solare.
 Gli Abbonamenti sono validi se accompagnati da un documento di riconoscimento.
 Per le irregolarità si applicano le sanzioni previste dai regolamenti e leggi in vigore.

AVVERTENZE

Biglietti: dopo la convalida sono personali ed incedibili.
 Settimanali: sono validi dal lunedì alla domenica.
 Mensili: hanno validità di un mese solare.
 Gli Abbonamenti sono validi se accompagnati da un documento di riconoscimento.
 Per le irregolarità si applicano le sanzioni previste dai regolamenti e leggi in vigore.

SIG. _____ Nato il _____
 Valido nel mese di _____ anno _____
 Sulla relazione da _____ e SIG. _____
 IL CLIENTE PRIMA DEL VIAGGIO DEVE TRASCRIVERE I DATI RICHIESTI IN MODO LEGGIBILE.

Sample car travel documents with kilometer range - scope of application: Basilicata Region Tariffs



AVVERTENZE

Biglietti: dopo la convalida sono personali ed incedibili.
 Settimanali: sono validi dal lunedì alla domenica.
 Mensili: hanno validità di un mese solare.
 Gli Abbonamenti sono validi se accompagnati da un documento di riconoscimento.
 Per le irregolarità si applicano le sanzioni previste dai regolamenti e leggi in vigore.

AVVERTENZE

Biglietti: dopo la convalida sono personali ed incedibili.
 Settimanali: sono validi dal lunedì alla domenica.
 Mensili: hanno validità di un mese solare.
 Gli Abbonamenti sono validi se accompagnati da un documento di riconoscimento.
 Per le irregolarità si applicano le sanzioni previste dai regolamenti e leggi in vigore.

SIG. _____ Nato il _____
 Valido nel mese di _____ anno _____
 Sulla relazione da _____ e SIG. _____
 IL CLIENTE PRIMA DEL VIAGGIO DEVE TRASCRIVERE I DATI RICHIESTI IN MODO LEGGIBILE.

Ferrovie Appulo Lucane



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As can be seen, on the back of the travel documents examined, the warnings are shown and in the case of season tickets, the appropriate mirror is shown in which the holder must obligatorily enter the following data in his own hand:

- Surname;
- Name;
- Date of birth;
- Specify the week and year of use if it is a weekly subscription;
- Specify the month and year of validity if it is a monthly subscription;
- Specification of the route purchased.

REGULATION

The travel tickets in question, regardless of whether they are single journey tickets or season tickets, must be validated by obliteration by the merchant holder.

The validation will take place at the validation machines mounted inside the buses; (please note that the travel document must be stamped on the yellow margin adjacent to the QR code).

Any type of subscription requires a single stamp to be stamped on the first day of use.

Single-journey car tickets, Mod. A001 ACSBA Series, Mod. A001 BCSPZ Series and Mod. A001 DCSLG Series are valid for travel only once, upon validating validation, on any day of the year in compliance with the kilometre range corresponding to the route purchased.

Weekly subscriptions, Mod. A002 ASBA Series, Mod. A002 BSPZ Series and Mod. A002 DSLG Series and monthly subscriptions, Mod. A003 AMBA Series, Mod. to the route purchased respectively for the entire course of the calendar week of validity (from Monday to Sunday) written by the holder on the back of the travel ticket and for the entire course of the calendar month of validity (from the first to the last day of the month) also in this case written by the holder on the back of the travel document.

The purchase of mileage-based travel tickets is possible on the days and times of operation in which each affiliated external sales point carries out its commercial activity to the public.

The days and times available for each point of sale in question can be consulted in the “POINTS OF SALE” section on the company website www.ferrovieappulolucane.it.

If requested by company personnel authorized to carry out checks, the season ticket holder is required to show both their travel document and an identification document.

TRAVEL DOCUMENTS

REGULATION, SANCTIONS AND PENALTIES

Passengers are required to take a seat on trains and buses already in possession of a valid ticket. In reference to the scope of tariff application dictated by the Puglia Region, travellers who are found to be without a ticket or in possession of invalid or non-validated travel documents are considered violators and are subject to the payment of an administrative fine of €100, 00 and the payment of a single fare ticket at the ordinary rate, calculated, if it is not possible to ascertain the place of boarding, from the place of origin to the place of arrival of the employed carrier (art. 32 paragraph 1 of Regional Law no. 18 of 31 October 2002).

The amount of the administrative fine is reduced to €50.00 if the traveller immediately extinguishes the offense deriving from the disputed infringement or in any case extinguishes it no later than 30 days following the date of the disputed infringement or notification of the infringement (assessment report).

In reference to the scope of tariff application dictated by the Basilicata Region, travellers who are found to be without a ticket or in possession of invalid or non-validated travel documents are considered violators and are subject to the payment of an administrative fine of €25, 82 as well as the payment of a single fare ticket at the ordinary rate, calculated, if it is not possible to ascertain the place of boarding, from the place of origin to the place of arrival of the occupied carrier. (LR 27 July 1998, n. 22 art. 28 paragraph 1).

For interregional rail and car services, as required by Regional Law no. 4 February 2003. 7, the administrative sanction amounts to €100.00 and is reduced to €50.00 if the traveller immediately extinguishes the offense deriving from the disputed infringement or in any case extinguishes it no later than 30 days following the day of the notification of infringement or to that of the notification of the infringement (assessment report).

If the traveller found without a travel document on board refuses to regularize the journey, where his identity cannot be ascertained through a valid identification document accompanied by a passport photo and on which the name, surname and date are shown and place of birth and place of residence, will be dropped off from the train at the first available station on the line, or from the bus at the first available stop of the next inhabited centre on the line.

If the traveller informs the staff on board the train in advance that he wishes to purchase the ticket, he will be subject to the purchase of a single journey ticket to be filled in manually and at an increased rate for the additional on-board sales service; the same applies to the regularization of the transport of baggage and animals following which they exceed the expected free fees and for which the ordinary regularization on the ground has not been carried out.

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In reference to the scope of tariff application dictated by the Puglia Region and for interregional connections, the surcharge is calculated on a tariff basis of €3.00 for individual bands of 25 km up to 100 km; for journeys exceeding 100 km the cost of the ticket is always €15.00.

In reference to the scope of tariff application dictated by the Basilicata Region, the surcharge is calculated on a tariff basis of €3.00 for individual bands of 30 km up to 120 km; for journeys exceeding 120 km the cost of the ticket is always €15.00.

(in this regard, consult the reference tables reported in Form 07 TARIFFS, respectively in the “Puglia” section, in the “Basilicata” section and in the “Interregional Connections” section published on the company website www.ferrovieappulolucane.it.)

However, in the case of clear impossibility of accessing the purchase of the travel ticket at the departure railway facility for technical reasons attributable to concomitant failures of the local computerized sales counter stations and self-service areas, the company staff on board the train, under through a specific prescription from the DCO, will have to issue for interested travellers without a travel document, Single journey tickets to be filled in manually and at the ordinary rate on which the route and mileage range purchased will be specified, the date and time of issue as well as the cost and the identification number of the carrier employed.

Travellers who show altered or counterfeit tickets during inspection on board vehicles or inside railway facilities commit a crime and are therefore prosecutable pursuant to articles 465 and 466 of the Penal Code as well as subject to the payment of the sanctions provided for by the Legislative Decree of 30.12.1999 n° 507; the control personnel who detect the offense relating to the alteration or counterfeiting of the travel ticket in use are required to collect the ticket by drawing up a specific seizure report which must be countersigned by the offender; if the offender is a minor, the countersigning of the report must take place in the presence of a representative of the police force.

N.B.: Travellers in possession of manually filled out paper tickets for railway use, in order to cross the controlled gates of the destination railway facilities that are provided with them, will be able to avail themselves of the help of the on-board staff who issued the ticket in question or of the assistance provided to them by the ground staff who man the facility or, if the facility is unmanned, they can request the opening of the gate from an operator who will answer their call forwarded to the control unit by simply pressing the appropriate button/video intercom located along the control barrier.

SALES AGREEMENTS

AGREEMENTS F.A.L. s.r.l. - FERROTRAMVIARIA:

SINGLE INTEGRATED RAILWAY TICKET TO AND FROM THE KAROL WOYTILA AIRPORT OF BARI-PALESE.

- 1 The computerized sales points of the FAL station, in relation to the railway system where the purchase is made, can issue integrated single-journey railway tickets in a single solution which allow you to quickly reach the Karol Woytila airport of Bari-Palese on the day of validity indicated above. Conversely, from the Ferrotramviaria computerized sales point, located at the aforementioned airport, it is possible to purchase integrated single-journey tickets valid for reverse rail journeys. The FAL station of Bari C.le and the Ferrotramviaria station of Bari Centrale, connected to each other by a convenient internal lift, are a place of interchange. Validity: the validity date of the travel ticket in question is the daily one printed on each ticket.

Each ticket can be used for only one trip.

Upon request of the purchaser, the point of sale concerned can issue double "return" tickets in analogy to what was previously reported on page 39 in the paragraph "Double return purchases and specifications of use".

Cost: The cost corresponds to the ordinary single fare FAL, relating to the route purchased up to Bari or from Bari to destination FAL + €5.30 (cost of the Ferrotramviaria Bari-Airport service or vice versa)

SINGLE INTEGRATED RAILWAY TICKET VALID FOR RAILWAY CONNECTIONS BETWEEN LOCATIONS SERVED BY THE FAL COMPANY AND LOCATIONS SERVED BY THE RAILWAY COMPANY.

- 2 The computerized sales points of the FAL station and the computerized sales points of Ferrotramviaria can issue in a single solution and in relation to the system where the purchase is made, integrated single-journey railway tickets valid for railway connections that connect two locations, each located in opposite management areas.

The FAL station of Bari C.le and the Ferrotramviaria station of Bari Centrale, connected to each other by a convenient internal lift, are a place of interchange.

Validity: the validity date of the travel ticket in question is the daily one printed on each ticket.

Each ticket can be used for only one trip.

Upon request of the purchaser, the point of sale concerned can issue double "return" tickets in analogy to what was previously reported on page 39 in the paragraph "Double return purchases and specifications of use".

TRAVEL DOCUMENTS

Cost: The cost of the travel ticket in question corresponds to the ordinary one-way fare FAL, relating to the route purchased up to Bari, or from Bari to the destination FAL + the cost of the ordinary one-way Ferrotramviaria fare relating to the route purchased up to Bari, or from Bari to the Ferrotramviaria destination.

The tickets described above in points 1) and 2) to be kept until the end of the journey, allow the crossing of the gates controlled by the station turnstiles until reaching the destination, both in the FAL railway facilities of departure, destination or interchange and in the facilities and in the departure, destination or interchange stations subject to the control of the Ferrotramviaria company.

3 AGREEMENTS FAL s.r.l.- AMTAB (European project ETCP Greece – Italy 2007 – 2013 “Gift 2.0” single ticket between Amtab, Ferrovie Appulo Lucane and Ferrovie del Nord Barese):

The computerized sales points of the FAL station, in relation to the railway system where the purchase is made, can issue integrated single-journey tickets in a single solution which allow buyers who arrive in Bari or who make use of the FAL metropolitan railway service developed in within the Bari C.le, Bari scalo and Bari Policlinico stations, the subsequent use of the AMTAB car service, following an agreement stipulated on 14 December 2015, between the Amtab, the Ferrovie Appulo Lucane and the Ferrotramviaria. The validity date of the travel ticket in question is the daily date superimposed on each ticket, i.e. the day of issue or the day chosen by the customer for the train ticket.

There are two purchasing possibilities:

- the single-journey railway ticket integrated with the timed Amtab ticket with validity of 90 minutes (which start from the moment of validation carried out when boarding the bus);
- the return train ticket integrated with the Amtab ticket valid for the whole day.

The cost of the single integrated ticket Ferrovie Appulo Lucane - Amtab is equal to the sum of the prices of the tickets ordinarily issued for the distinct types by Ferrovie Appulo Lucane and Amtab.



ADVICE TO USERS

Users, after having obtained their travel ticket, are first invited to carry out the operations listed below before using it on board FAL vehicles:

- 1 check that the validity date as well as the departure and destination locations clearly printed on your travel ticket correspond to those desired;
- 2 check that the mode of transport specified clearly on your ticket, train, bus or train+bus corresponds to the one requested;
- 3 check that the type of travel ticket corresponds to that requested (single journey ticket, return ticket, ordinary weekly pass, ordinary monthly pass, train+bus pass);
- 4 refuse and ask for an immediate replacement of the travel ticket if, from the outset, it does not correspond to the required characteristics, the prescribed graphic format and presents obvious printing defects (poorly trimmed and poorly printed tickets);
- 5 carefully keep the purchased travel document for the entire period of validity, **keeping the original issuing format unchanged.**

Users are prohibited from using travel tickets and/or any similar travel support, purchased or granted by resellers or parties not expressly authorized by FAL s.r.l..



SPECIAL TARIFFS

SPECIAL TARIFFS

FAL AND PEOPLE WITH DISABILITIES

In the Apulian area, free travel tickets (with deferred payment) are issued by the managers of the computerized station sales desks in favor of disabled people, including their companions (ref: L.R. 23 October 2002 n° 18) if those entitled to make a request at the station counter providing the documentation justifying the request and proving the “status quo”. In the Basilicata area, free travel tickets (with deferred payment) are instead issued by the managers of the local computerized station sales desks in favor of the category in question and any companions (ref: L.R. 22/98 art. 25), if the those entitled to present themselves at the local computerized sales counters equipped with their numbered personal regional card, proving their disability status, as well as the corresponding regional travel voucher to be delivered to the manager of the computerized station sales point who will issue the travel document in question.

All the travel tickets in question are provided with a specific active QR code which allows the opening of the station turnstiles for train travel and are clearly marked by the relevant regional law.

For further details, please consult the reference documentation entitled “FAL and people with disabilities” published in the section of the company website entitled “ACCESS TO SERVICES”.

www.ferrovieappulolucane.it

PUGLIA REGION

Free travel with deferred payment is applied to all categories of citizens indicated in the Regional Law. n° 18 of 21 October 2002 and subsequent amendments and additions, in compliance with the maximum limit of the financial resources made available annually by the Puglia Region to compensate for the lower traffic revenues.

In reference to the above, free circulation is permitted for the following types of citizens:

- Totally blind or with residual vision not exceeding 1/10 in both eyes with possible correction and their possible companions if the right is recognized;
- Civilian war and service invalids, registered in the first, second and third categories of table “A” attached to law no. 113 of 18 March 1968 and subsequent amendments and their companions if the right is recognised;
- Civil invalids and disabled people certified by the competent authority, who have been ascertained to have a disability of no less than 80% and their possible companions if the right to do so is recognised, as well as work invalids certified by the competent authority, to whom a disability of no less than 70% has been ascertained.

SPECIAL TARIFFS

To issue the travel ticket (single journey or season ticket - the issue of integrated train+bus season tickets is not permitted), the applicant must self-certify the right to the concession and promptly complete and sign the part reserved for the declaration of the form available at the points sale of station interiors distributed on the Bari - Altamura - Gravina line and deliver it to the staff of the sales point itself; the latter, after the necessary checks, will issue the ticket from the computerized sales counter.

The title will bear the wording "LR n° 18 of 31 October 2002 - deferred payment" and the personal details of the person entitled and those of any companion must be reported, if the beneficiary of the concession is entitled to it.

The issue of Weekly subscriptions can be used from the Friday of the week preceding that of use until the Thursday of the week referring to use, while that of Monthly subscriptions can be used from the 25th day of the month preceding the month of use until the 24th of the month referring to use. Single journey tickets and double return tickets can be issued for a maximum number of 2 passengers and are valid only on the day of issue.

Finally, the categories of beneficiary citizens listed above, in compliance with Regional Resolution No. 992 of 01 July 2003 relating to the issuing of free season tickets, must deliver a copy of an identity certificate together with the application/declaration useful for receiving the free season ticket and a certification attesting to the need to travel for:

- 1 work reasons;
- 2 study reasons;
- 3 health care.

The declaration must include the period and duration of the course of study or employment or treatment.

For trips due to work or study reasons, the original certification must be attached at the time of the first request, subsequently it is sufficient to attach a photocopy of the same provided that it is self-certified by the holder with the date and handwritten signature shown on the title page; for travel due to health care it is necessary to attach the original certification from time to time.

Single journey tickets and double return tickets can be issued in a number of one for each individual application/declaration and allow the journey to be carried out in the one indicated by the concession holder at the time of the request; in the notes, the ticket office employee must indicate the day of execution and affix a stamp and signature on the back of the ticket.

SPECIAL TARIFFS

BASILICATA REGION

Special conditions and tariff concessions apply to some categories of citizens (Regional Council Decree no. 520 of 5/3/2004).

The cost of the trip is borne by each Provincial Administration (Potenza and Matera) which provides for it with deferred payment. Travel or continuation of the same to Altamura is also permitted, including on the Matera – Altamura railway route. As established by Regional Law of Basilicata n. 22/1998, the categories of entitled citizens are:

- A** those without sight with absolute blindness or with residual vision no greater than 1/20 in both eyes with possible corrections;
- B** deaf and dumb;
- C** non-ambulatory minors;
- D** war and service invalids up to the fifth category;
- E** civilian invalids and work invalids with a reduction in working capacity of no less than 2/3.

The provincial administrations issue them annually to those belonging to categories a), b) and c). n. 350 credentials (white) for free single journeys, while categories d) and ed e) they issue n. 200 (green colour). The verification of the requirements for the aforementioned benefits is the responsibility of the individual Provinces which provide the beneficiaries with the appropriate identification card.



SPECIAL TARIFFS

On the bus lines of the Castelluccio Inferiore/Lagonegro and Atena Lucana centres, the regularization of the beneficiaries of the travel concession must be carried out by the operating staff responsible for driving. As for the cost of the ticket, the same is determined:

- 1 for trips in regional territory from the ordinary tariffs - Basilicata Region - of this price handbook;
- 2 for interregional rail journeys on the Potenza/Avigliano Città/Altamura/Matera route applying the ordinary interregional fares;
- 3 for train + bus trips in continuity with the company relationship involving the Matera railway route – Altamura by adding the cost of the bus ticket (ordinary rates of the Basilicata Region) with the cost of the train ticket (ordinary rates of the Puglia Region).

FAL AND THE POLICE FORCES

Ferrovie Appulo Lucane s.r.l. has stipulated, with the Department of Mobility and Transport of the Puglia Region and with the representatives of the Commands of the Carabinieri, the State Police, the Penitentiary Police, the Guardia di Finanza and the State Forestry Corps, an agreement which guarantees the aforementioned non-uniformed staff, in exchange for their commitment to the safety of users on board the vehicles and staff, a 60% discount on monthly and weekly rail and car passes compared to the regional rate of the ticket of travel. As regards the Italian Army, the Navy Southern Maritime Command - Taranto, the Maritime Directorate of Puglia and Ionian Basilicata of the Port Authority Corps - Coast Guard, Air Force School Command - 3rd Air Region of Bari, however, the Company has signed an agreement with which it was established that the agents belonging to the aforementioned Military Forces, not in uniform, can take advantage of a 50% discount on Weekly and monthly subscriptions for traveling on trains and buses, compared to the regional ticket fare. The agreement does not include the purchase of single journey or return tickets. To benefit from the fare relief, members of the Police Force and the Army not in uniform must qualify, provide the indication of the seat occupied and the mobile telephone contact to the Train Chief for train journeys and to the driver for journeys by bus. This is in order to be easily identified for interventions aimed at restoring safety conditions on board the vehicles. If the Conductor cannot be found immediately on the platform upon departure, the Police and the Military Forces will still have to make every effort to track him down. The members of the Police and the Military Forces who do not comply with the methods of admission on board indicated above will be considered to all intents and purposes without a ticket and therefore the provisions of current legislation may be applied to them.

SPECIAL TARIFFS

The travel ticket with concession must be requested at one of the ticket offices located in the Ferrovie Appulo Lucane s.r.l. stations, limited to the territorial and administrative borders of Puglia, by presenting the form **“REQUEST FOR A SUBSCRIPTION AT A DISCOUNTED RATE FOR FORCE AGENTS”** to the counter operator duly completed and certified by the Command to which the Law Enforcement agent who intends to benefit from the reduction belongs. Once on board, the members of the Police and the Military Forces, in addition to the repression of crimes in general, if necessary evaluate the need or if invited by the company staff on duty on board, they can intervene to repress the violations of title II of the Presidential Decree n° 753/1980 reported below:

- throwing objects from windows;
- emergency brake activation;
- vehicle fouling;
- unauthorized sale of goods on board the train;
- activities dedicated to requesting money in collections on board.

Furthermore, the train conductor may request the intervention of members of the police force present on board so that they can take action:

- identify travellers without a ticket or with an irregular travel document who refuse regularization;
- allow travellers who are evidently in a state of drunkenness, or who carry out activities that harass or offend public decency and decorum, to get off the convoy or bus.

After verifying the necessary safety conditions and the availability of adequate tools, the members of the Police and the Military Forces, also have the right to comply with any requests from the Train Chief to support activities related to overcoming level crossings that have been damaged, tailgated or otherwise not functioning. In case of need, or at the request of F.A.L. personnel, the agents of the Police and the Military Forces will evaluate the opportunity to make a joint passage on board the train and will possibly report to the F.A.L. staff information about potential abnormalities or suspicious situations. In this regard, verify the eventuality, in agreement with the F.A.L. staff, they will take action for precautionary and operational interventions, also requesting support in the area. In the case of the presence of agents on board, company staff can request their intervention via the sound system and on some trains where F.A.L. staff detects possible risk situations, the same may reserve the right to communicate to customers, via audio broadcast, the presence on board of the Police and agents of the Military Forces. **The agreement will be valid until 2033.**

As regards the Basilicata Region, free train and bus travel is provided for: members of the Carabinieri, the State Police, the Guardia di Finanza, the State Forestry Corps, and military personnel of the Italian Army, to the Penitentiary Police Corps, to the Fire Brigade exclusively during the performance of the service and with the exception of home-work travel, by showing suitable certification issued by the respective commands, the holders of cards issued by the State or endorsed or issued by the Region for supervision and control reasons.

SPECIAL TARIFFS

F.A.L. AND THE VOTERS

(Presidential Decree n. 361/1957, art. 116 and 117 – Law n. 241/1990 and n. 81/1993)

For train travels (by bus only for places not served by trains), voters can benefit from the following special conditions and fare concessions:

- to each passenger - voter departing from locations served by the F.A.L. s.r.l. a nominative double return ticket (mod. F 201) will be issued, with validity limited to the company relationship and upon presentation of the electoral card, at a price reduced by 60% on the total cost of two single journeys at the ordinary rate;
- the outward journey must begin in a location served by the F.A.L. s.r.l. while the return journey must be carried out on the reverse route; the period of use of the special ticket is set at 20 days starting, for the outward journey, from the tenth day prior to the start of voting inclusive, while, for the return journey, until midnight of the tenth day following the end of the vote excluded;
- the voter has the right, if double consultation is envisaged, to participate in one of the two votes; no extension of validity is foreseen for the traveller who, after having participated in the first round of consultation, intends to remain in the locations of the polling station until the subsequent voting operations are completed;
- tickets must be validated before starting both the outward and return journey; in the event of lack or closure of the ticket office, the endorsement must be requested from the control/verification staff;
- they must be clearly transcribed on the travel ticket and the relevant stub:
 - A** the voter card number
 - B** the name and surname of the voter
 - C** the term “voter”
 - D** the period of use of 20 days
 - E** the start and end dates of the period of use
 - F** Region in which the consultation takes place
- tickets must not be issued when it is foreseeable that the voter will not be able to reach the polling station in time to participate in the election. In any case, the outward journey must be completed within the hour preceding the final closing of the polls, while the return journey cannot begin before the hour following the opening of the polls;

SPECIAL TARIFFS

- for the return journey the voter must demonstrate participation in the vote which is certified on the electoral card, by affixing, by a scrutineer, the date of the voting operation and the polling station stamp; in the case of electronic electoral cards, the voter, for the return journey, must be in possession of a specific declaration issued by the president of the polling station;
- the aforementioned provisions are also valid in the case of a possible ballot.

FREE TRAVEL

Free train and bus travels are permitted to the categories listed below:

- ✦ Company staff on duty;
- ✦ Employees and family members with a BAK mileage ticket issued for the current year and valid for the entire duration of the calendar year until December 31st; for these figures, free admission is permitted up to a total distance of 1800 km; however, holders of this type of ticket are not allowed to use any remaining mileage from the previous year in the following year.

The BAK ticket is personal and must bear the signature of the holder and is valid if presented, complete in all its parts, together with an identification document.

Before each trip, staff must indicate in pen, in the designated box, the starting and ending location of the trip and have the ticket endorsed by the company staff on duty on board. The taxable distances of individual journeys must be reported by the staff carrying out the validation; the methods for recording the mileage ranges and the rules for using the ticket are those envisaged for single journeys at the ordinary fare.

It is forbidden to alter or modify the information on the ticket; any corrections of data displayed in the individual boxes are carried out exclusively by the competent bodies who will use the first available "itinerary box".

F.A.L. AND THE KIDS

Children under the age of 10 can travel for free on our vehicles, provided they are individually accompanied by at least one adult.



SPECIAL TARIFFS

F.A.L. ANIMALS AND OBJECTS

Each traveller can carry free of charge one baggage not exceeding 20 kg in weight and with dimensions not exceeding 70 x 50 x 30 cm or, in compliance with these limits, caged birds or freshwater fish enclosed in a special container. Alternatively, duty-free transport of a small pet is permitted.

Any baggage or small pet exceeding the allowance is subject to the payment of a single ticket.

The carriage of dogs on a leash is permitted, provided that they do not cause damage or disturbance to other travellers and as long as they are wearing a muzzle, upon payment of a standard fare ticket.

The transport of large animals is not permitted.

Every visually impaired traveller can benefit from free transportation of their guide dog.

F.A.L. AND BICYCLES

The transport of bicycles on board FAL trains is permitted free of charge; within the space limits existing on the trains, and precisely to the extent of n. 3 bicycles for each rolling stock with two crates and n. 6 bicycles for each three-box rolling stock.

The actual availability of bicycles on board is subject to the possible presence, on the trains, of people with reduced mobility, equipped with wheelchairs, who evidently have priority and, clearly, to the maximum number of existing bicycle spaces. The folding seats provided in the area equipped for bicycle transport can be used by travellers only when said area is free, i.e. not occupied by either wheelchairs or bicycles. To take advantage of free transport, the traveller must be in possession of a valid travel document. Each traveller can only carry one bike with them for free. For groups that intend to travel carrying bikes on board, they must forward an explicit request to the company, by sending an email to ordiniesterne@ferrovieappulolucane.it, at least 7 days in advance of the departure date.

The Train Conductor has, however, the right not to allow the transport of bicycles on board the train beyond the number permitted by the composition of the train itself or for justified reasons of safety and security of travellers.

Folding bicycles can be transported free of charge on all trains and buses, as long as they are contained in the appropriate bag and their dimensions do not exceed 70 x 50 x 30 cm.



QUALITY OF THE SERVICE

The Evaluation of the Quality of the Service Provided and the Perception of the same by the customers are acquired through the following monitoring:

- 1 Customer Satisfaction survey, carried out periodically;
- 2 Collection and daily analysis of data relating to railway and car traffic;
- 3 Periodic monitoring of all other parameters and indicators useful for verifying and controlling company activities and processes.

CUSTOMER SATISFACTION SURVEY

FAL periodically proceeds, in compliance with the provisions contained in the “Service Contracts” stipulated with the Puglia and Basilicata Regions, to carry out the Customer Satisfaction survey, i.e. “customer satisfaction”, born from the perspective of the culture of orientation to the citizen and the growing attention to quality.

The Customer survey represents for Ferrovie Appulo Lucane s.r.l. one of the tools used to place the traveller at the centre of the company mission, through verification of the level of efficiency and effectiveness of the perceived service and the level of user satisfaction. This tool makes it possible:

- define the weak points and areas for potential improvement of structures and services;
- understand the user’s perception of the renewal actions implemented by the Company for the renewal of the company’s structures and services;
- quantitatively and qualitatively map the universe of F.A.L. users. s.r.l.: who they are, what they do and what are the drivers for using the services;
- produce new ideas for a new effective marketing and communication plan in the short-medium term.

The analysis is carried out through personal “face to face” interviews along the entire rail and road network of Puglia and Basilicata which address topics relating to safety, network coverage, management of delays, interruptions or other emergencies, cleaning, the relational aspects, the professionalism of the staff. Ferrovie Appulo Lucane s.r.l. informs users in advance of the periods in which the investigation is being carried out in order to obtain greater collaboration from the travellers themselves. Once the data is processed, it is publicized through the appropriate company information channels, including the website www.ferrovieappulolucane.it and the company Facebook page.

QUALITY OF THE SERVICE

In particular, the Customer Satisfaction survey carried out in December 2023 gives rise to overall stable performance results for the services offered by FAL, despite showing a slight overall deterioration in the overall performance of the service highlighted by 1 in 10 users, determined in particular by a more negative performance of the automotive sector. Specifically, affected by a more negative opinion than the other lines sampled are the Matera-Montescaglioso and the Matera-Montalbano Jonico.

Users are increasingly critical of the frequency of transport on public holidays and in the summer period, judged as unsatisfactory by an ever-increasing number of people.

On the other hand, there is an increase in new users compared to the past, characterized by a rather stable audience in the Post-Covid era. This is a more concrete return to the use of public transport, after a two-year period of contraction due to the economic scenario.

The evaluations on the comfort of the vehicles and the updating of the fleet of cars and trains were positive. A trend that is confirmed and gives the company the response in the field compared to the resources deployed in recent years.

The opinion on the Call Centre is critical, with declining performance. However, the opinion on assistance via Facebook and on the official website is positive, remaining above the threshold of sufficiency in performance. The online ticketing system can be improved in this regard. The only flaw is the lack of knowledge on the part of the users as a whole of these information tools, judged overall to be extremely useful. The FAL “Strade Nuove” projects and the one on the commissioning of new electric tractors are not known to users. In fact, only a very small portion knows its characteristics and extent (always below 15% of the total interviewees). It is also evident that some of these (e.g. Strade Nuove) are territorially focused on the city of Bari, but at the same time it is little known even for the people of Bari themselves.

Overall, a positive trend, confirmed with some “warnings” to be paid attention to and investigated with more attention and consistency over the short term (performance of automotive lines, call centres, broad communication of projects and assistance services).

Below is the useful link for consulting the Customer survey published on the website.

<https://ferrovieappulolucane.it/wp-content/uploads/2024/02/Customer-Satisfaction-rilevazione-dicembre-2023.pdf>

QUALITY OF THE SERVICE

PERCEPTION INDICATORS OF USER SATISFACTION

ANNUAL COMPARISON OF SATISFACTION INDEXES

ASSESSMENT BY SERVICE AREAS

LEVEL OF USERS' SATISFACTION

SATISFACTION: ROUTE COMPLETED

Punctuality of service
Frequency of service on weekdays
Line coverage over 24 hours
Line coverage in summer
Responsiveness of timetables to user needs
Interlocking coincidences
Management of delays, interruptions or emergencies
Coverage of car lines on public holidays
Respect for scheduled bus stops

	YEAR 2022				YEAR 2023			
	NONE	UNSATISFIED	SATISFIED	A LOT	NONE	UNSATISFIED	SATISFIED	A LOT
Punctuality of service	0,7%	13,8%	69,5%	16,0%	5,3%	21,4%	41,8%	31,5%
Frequency of service on weekdays	1,2%	7,5%	75,3%	16,0%	6,3%	18,6%	50,5%	24,6%
Line coverage over 24 hours	1,0%	12,8%	73,1%	13,1%	4,8%	26,5%	49,7%	19,0%
Line coverage in summer	2,9%	20,1%	65,9%	11,1%	4,4%	34,1%	45,5%	16,0%
Responsiveness of timetables to user needs	1,7%	10,2%	75,3%	12,8%	7,4%	25,6%	50,1%	16,9%
Interlocking coincidences	0,7%	9,9%	73,7%	15,7%	6,8%	23,6%	49,5%	20,1%
Management of delays, interruptions or emergencies	1,9%	19,4%	68,3%	10,4%	11,4%	26,5%	50,1%	12,0%
Coverage of car lines on public holidays	2,4%	19,9%	70,5%	7,2%	19,0%	46,9%	29,2%	4,9%
Respect for scheduled bus stops	7,6%	0,0%	73,7%	18,7%	2,4%	7,6%	23,6%	66,4%

LEVEL OF USERS' SATISFACTION

SATISFACTION: FERROVIE APPULO LUCANE STAFF

Readiness of staff to listen
Courtesy of the staff
Professionalism of the staff
Driving the vehicle
Checking of travel documents on board

	YEAR 2022				YEAR 2023			
	NONE	UNSATISFIED	SATISFIED	A LOT	NONE	UNSATISFIED	SATISFIED	A LOT
Readiness of staff to listen	0,5%	7,3%	67,1%	25,2%	3,5%	19,7%	43,3%	33,5%
Courtesy of the staff	1,0%	5,3%	65,4%	28,3%	2,2%	10,1%	41,4%	46,4%
Professionalism of the staff	0,5%	5,1%	65,9%	28,6%	2,4%	9,6%	42,0%	46,0%
Driving the vehicle	1,0%	3,4%	68,0%	27,6%	1,5%	8,5%	42,2%	47,8%
Checking of travel documents on board	4,6%	10,2%	64,9%	20,3%	17,1%	21,4%	35,0%	26,5%

LEVEL OF USERS' SATISFACTION

SATISFACTION: COMFORT OF THE SERVICE

Availability of seats
Efficiency of the air conditioning system
Internal cleaning of vehicles
External cleaning of vehicles
Safety of people and objects
Accessibility of vehicles for disabled people

	YEAR 2022				YEAR 2023			
	NONE	UNSATISFIED	SATISFIED	A LOT	NONE	UNSATISFIED	SATISFIED	A LOT
Availability of seats	1,2%	10,2%	70,2%	18,4%	6,1%	20,6%	42,7%	30,6%
Efficiency of the air conditioning system	2,7%	9,4%	72,2%	15,7%	7,9%	18,6%	43,3%	30,2%
Internal cleaning of vehicles	2,4%	11,4%	67,6%	18,6%	12,7%	20,1%	47,0%	20,2%
External cleaning of vehicles	1,9%	8,0%	76,3%	13,8%	7,8%	18,4%	56,7%	17,1%
Safety of people and objects	1,2%	7,3%	76,0%	15,5%	5,7%	13,3%	53,6%	27,4%
Accessibility of vehicles for disabled people	4,4%	17,7%	67,3%	10,7%	10,0%	26,5%	44,9%	18,6%

QUALITY OF THE SERVICE

PERCEPTION INDICATORS OF USER SATISFACTION

ANNUAL COMPARISON OF SATISFACTION INDEXES

ASSESSMENT BY SERVICE AREAS

LEVEL OF USERS' SATISFACTION

SATISFACTION: INFORMATION AVAILABLE TO THE PUBLIC ABOUT THE SERVICE

	YEAR 2022				YEAR 2023			
	NONE	UNSATISFIED	SATISFIED	A LOT	NONE	UNSATISFIED	SATISFIED	A LOT
Route information (Tables and Maps)	1,2%	10,9%	78,0%	9,9%	19,4%	27,6%	40,7%	12,3%
Information on timetables	1,5%	11,9%	78,5%	8,2%	18,6%	31,7%	39,4%	10,3%
Information on rates	1,9%	19,6%	69,3%	9,2%	21,8%	31,1%	37,9%	9,2%
Information on service changes	1,2%	21,3%	69,7%	7,8%	20,8%	38,1%	35,2%	5,9%
Information via web (website)	2,2%	10,9%	72,2%	14,8%	18,8%	28,9%	40,3%	12,0%
Ufficio Relazioni col Pubblico	3,1%	21,1%	68,1%	7,7%	20,6%	31,7%	40,9%	6,8%
Call Center	5,1%	20,8%	67,3%	6,8%	25,5%	29,8%	39,2%	5,5%

LEVEL OF USERS' SATISFACTION

SATISFACTION: GROUND SERVICES

	YEAR 2022				YEAR 2023			
	NONE	UNSATISFIED	SATISFIED	A LOT	NONE	UNSATISFIED	SATISFIED	A LOT
Cleaning of stations	2,9%	12,8%	73,6%	10,7%	5,5%	22,8%	60,8%	10,9%
Station lighting	1,5%	12,8%	71,4%	14,3%	4,6%	20,4%	59,7%	15,3%
Operation of escalators	14,8%	23,7%	54,5%	7,0%	15,3%	26,0%	49,9%	8,8%
Operation of elevators	12,3%	21,1%	58,9%	7,7%	13,6%	21,7%	55,1%	9,6%
Vehicle timetables	2,9%	12,6%	71,2%	13,3%	5,5%	25,8%	50,3%	18,4%
Presence of sales points (ticket offices)	1,9%	13,8%	73,1%	11,2%	13,1%	30,9%	38,7%	17,3%
Operation of validation machines	1,9%	14,8%	68,5%	14,8%	15,1%	23,9%	46,4%	14,7%
Sound information	3,9%	15,0%	66,8%	14,3%	10,9%	29,5%	40,5%	19,1%
Availability of ground staff	2,7%	9,4%	70,2%	17,7%	19,0%	24,9%	37,0%	19,1%
Presence of bicycle racks	3,6%	16,9%	69,0%	10,5%	21,2%	33,9%	34,8%	10,1%
Accessibility of the stations to disabled people	6,1%	14,5%	66,8%	12,6%	10,1%	24,1%	52,5%	13,3%
Ease of finding tickets	2,2%	15,5%	69,5%	12,8%	12,9%	27,8%	39,8%	19,5%



QUALITY OF THE SERVICE

PERCEPTION INDICATORS OF USER SATISFACTION

ANNUAL COMPARISON OF SATISFACTION INDEXES

ASSESSMENT BY SERVICE AREAS

LEVEL OF USERS' SATISFACTION

SATISFACTION: Regarding aspects of the FAL website

Online ticketing service
Search function for railway and car routes
updating information
completeness of information
vehicle search function (trains and buses) in real time
Work in progress page with updated information on construction sites
clarity of contents
clarity of language
ease of navigation
graphic appearance
suitability of the site to meet user's needs
FAL website as a whole

	YEAR 2022				YEAR 2023			
	NONE	UNSATISFIED	SATISFIED	A LOT	NONE	UNSATISFIED	SATISFIED	A LOT
Online ticketing service	1,4%	8,8%	77,7%	12,1%	14,8%	29,3%	41,9%	14,0%
Search function for railway and car routes	1,1%	6,0%	77,7%	15,2%	5,0%	13,7%	62,6%	18,7%
updating information	1,4%	11,3%	72,4%	14,9%	6,7%	23,7%	53,9%	15,7%
completeness of information	1,4%	8,5%	72,1%	18,0%	4,4%	18,7%	58,7%	18,2%
vehicle search function (trains and buses) in real time	1,8%	11,3%	71,0%	15,9%	8,9%	20,7%	51,7%	18,7%
Work in progress page with updated information on construction sites	2,8%	9,5%	71,8%	15,9%	7,5%	24,3%	53,6%	14,5%
clarity of contents	1,8%	6,7%	73,9%	17,7%	4,2%	17,3%	57,8%	20,7%
clarity of language	1,1%	6,7%	71,7%	20,5%	3,3%	12,6%	58,4%	25,7%
ease of navigation	1,4%	5,3%	64,7%	28,6%	5,3%	13,7%	57,3%	23,7%
graphic appearance	1,4%	4,2%	67,5%	26,9%	4,7%	17,3%	56,4%	21,6%
suitability of the site to meet user's needs	1,1%	6,4%	69,3%	23,3%	3,6%	21,2%	56,4%	18,8%
FAL website as a whole	1,1%	5,7%	66,8%	26,5%	3,1%	16,2%	60,6%	20,1%

OVERALL RATING

overall evaluation of use of the FAL service in the last 12 months

	YEAR 2022				YEAR 2023			
	worsened	unchanged	i don't know	improved	worsened	unchanged	i don't know	improved
overall evaluation of use of the FAL service in the last 12 months	3,9%	72,2%	12,8%	11,1%	16,4%	68,9%	2,0%	12,7%



QUALITY OF THE SERVICE

QUALITY FACTORS

In the spirit of improving the service, in order to comply more and more completely with the needs and requests of travellers, quality standards have been identified which constitute the reference framework consistent with these needs and which are therefore subject to continuous monitoring:

- travel safety;
- the regularity of the service;
- cleaning of vehicles and structures;
- customer information;
- the comfort of the journey;
- transport of people with disabilities;
- attention to the environment;
- relational aspects

TRAVEL SAFETY

The safety of railway and automotive traffic on the company lines of the F.a.l. s.r.l. is guaranteed, first of all, by compliance with the legal regulations in force. Furthermore, as has already been specified, Ferrovie Appulo Lucane s.r.l. have undertaken a series of interventions aimed at ensuring safe and smooth travel for all users.

The very high level of safety is highlighted, based on the company data in possession, by a percentage of accidents close to zero, both in rail and car transport.

All staff on board the company trains and buses are equipped with an internal network mobile phone, which allows them to contact the stations, fixed systems, company offices and telephone numbers for emergency calls at any time (law enforcement).



QUALITY OF THE SERVICE

During 2019, the Company took steps to install a branched automated security system, in order to equip both the railway stations and the vehicles as a whole (trains + buses) with special video surveillance systems.

Furthermore, the Bari Scalo - Matera Sud line and the Altamura - Gravina section of the Altamura - Avigliano Lucania line are equipped with devices designed to allow Centralized Traffic Control, guaranteeing a more advanced control and safety system for train circulation. All vehicles, i.e. both trains and buses, are subjected to ordinary and extraordinary maintenance so that they maintain optimal conditions of safety and operational efficiency. The operating staff is periodically subjected to training and refresher courses as well as health surveillance in compliance with legal regulations. Always to guarantee safety levels in the railway sector, Ferrovie Appulo Lucane s.r.l. they are progressively closing the level crossings. For greater protection of travellers on board the vehicles, Ferrovie Appulo Lucane s.r.l. have stipulated an agreement with the Department of Mobility and Transport of the Puglia Region and the representatives of the Police Forces, which allows agents belonging to the Police Forces to benefit from tariff concessions in exchange for their intervention in the event of necessities while traveling. A support system for the SSC-Train Stop pipeline has been activated on the Bari - Altamura - Matera, Altamura - Gravina and Potenza Inf. Scalo - Potenza Santa Maria lines. The SSC-Train Stop is a train safety system that provides assistance to the driver by controlling the appearance of the fixed light signals, activating emergency braking in the event of passing the traffic signals or in the event in which the running constraints controlled by the system are overcome.

REGULARITY AND PUNCTUALITY OF THE SERVICE

The regularity and punctuality of the service, both rail and car, represent objectives of fundamental importance.

In the event of a strike, the Company is required to guarantee minimum essential services from 5.30 am to 8.30 am and from 12.30 pm to 3.30 pm. Rail and car journeys which started before the start of the strike will be guaranteed until the end of the journey.

The F.A.L. s.r.l. they guarantee good regularity in terms of carrying out scheduled train runs and a fair amount of regularity in terms of respecting timetables.

It is necessary to specify that the achievement of these objectives is conditioned both by the characteristic of the line, single track, and by the presence of numerous construction sites open on the line.

QUALITY OF THE SERVICE

CLEANING OF VEHICLES AND STRUCTURES

The cleaning operations of all rolling stock (trains and buses) and systems are entrusted to a specialized cleaning company and are carried out according to pre-established programs aimed at ensuring optimal hygienic conditions during the provision of the service.

- Daily cleaning of all buses and trains in circulation and of all rooms (stations - offices - waiting rooms - pavements etc.);
- Fortnightly cleaning which includes more in-depth and complete interventions
- Six-monthly radical cleaning including sanitization and sanitization interventions
The company is committed to constantly improving the service through careful checks, providing, if necessary, for further interventions beyond those scheduled.

TRAVEL COMFORT

From 2008 to today, the Company has respected all the commitments made on a daily basis with users regarding the progressive improvement of the quantity and quality of services and the convenience of travel. The renewal of the vehicle fleet has in itself made it possible to significantly improve travel comfort: the new Stadler trains are all equipped with air conditioning, information screens, and stalls for transporting bicycles. The old generation railway vehicles (only 7 out of 33 in total in operation) have been the subject of an important restyling and renovation work and, in any case, in the short term, they will be completely replaced.

A similar fleet renewal campaign, with older vehicles set aside, was also implemented in the bus sector.

CUSTOMER INFORMATION

Ferrovie Appulo Lucane s.r.l. guarantees information on all services offered to customers, on changes in routes, timetables and strike actions through the following channels:

- website www.ferrovieappulolucane.it;
- toll-free number 800.050.500 operational every day including holidays from 7.00 to 11.00p.m.;
- FAL-Ferrovie Appulo Lucane mobile application for smartphones with Android or IOS operating system;
- Facebook page;
- audible announcements on board the new Stadler trains and in the stations;
- monitors present in railway systems

QUALITY OF THE SERVICE

TRANSPORT OF PEOPLE WITH DISABILITIES

In order to guarantee the right of travel to anyone and therefore total accessibility on board the vehicles, be they trains or buses, it is underlined that all the new generation vehicles purchased by the F.A.L. s.r.l. are equipped with special platforms that facilitate access even for people with reduced mobility. A paragraph is dedicated to people with disabilities in the “The service offered” section which regulates their transport both by trains and buses.

ATTENTION TO THE ENVIRONMENT

The Company has paid particular attention to environmental protection problems and in this perspective has started a virtuous path towards reducing polluting emissions into the atmosphere of any nature aimed at obtaining ISO 14001 environmental certification.

Great attention has been paid to initiatives to reduce energy consumption with consumption monitoring systems, as well as with the installation of LED lights but above all of various photovoltaic systems which allow some systems to self-produce the necessary energy. It should be underlined that through the installation of waste bins equipped with multiple compartments in all work sites and stations, a notable increase in the collection of separated waste has been recorded in recent years.

Always from the same perspective, particular attention was dedicated to the purchase of new vehicles. The new Stadler trains are equipped with a low emission diesel-electric propulsion system (Euro IIIA - IIIB) while the latest buses built by the IVECO BUS company are of the interurban type with Euro 6 engine.



QUALITY OF THE SERVICE

In the modernization program launched by the F.a.l. s.r.l., sustainable mobility practices were also promoted in favor of environmental protection through train + bike intermodality. With this in mind, the stations have been equipped with bicycle racks and the new trains are authorized to transport them.

THE RELATIONAL AND BEHAVIORAL ASPECTS OF THE STAFF IN CONTACT WITH THE CUSTOMERS

The operating staff of Ferrovie Appulo Lucane s.r.l. in contact with the public, he wears the company uniform and is equipped with an identification tag containing the indications of the serial number, the professional profile held and the photograph which guarantees the correspondence between personal identification data and the employee.

Employees in contact with the public are required to use clear and easily understandable language for communications - both verbal and written - and to be available and correct in order to establish a relationship of trust and collaboration with customers.

Promptness and availability must be guaranteed for the resolution of traveler problems that may arise.



QUALITY OF THE SERVICE

QUALITY INDICATORS FOR THE YEAR 2022 / 2023

RAILWAY SECTOR YEAR	PUGLIA	BASILICATA (Potenza)	BASILICATA- (Altamura-Matera)	TOTAL FAL COMPANY	PUGLIA	BASILICATA (Potenza)	BASILICATA- (Altamura-Matera)	TOTAL FAL COMPANY
	2022				2023			
Km network	60	96	26	182	60	96	26	182
Trains-Km	725.581	521.024	285.048	1.531.653	723.330	592.140	283.214	1.598.684
of which replaced by bus	14.082	237.612	18.113	269.807	1.493	284.430	17.929	303.852
Places-km	148.124.242	37.286.968	39.789.143	225.200.353	162.693.860	41.165.035	39.645.820	243.504.715
No. of passengers	1.556.393	165.351	322.047	2.043.791	1.927.551	183.105	789.851	2.900.507
Passengers-Km	35.281.374	4.459.423	7.982.667	47.723.464	39.924.425	4.987.537	9.774.425	54.686.387
No. of modifications to the General Service Times	1	2	1	4	1	1	1	3
No. of available means	13	9	2	24	13	9	2	24

No. scheduled trains	1	Bari C.le - Altamura (Bari - Matera LINE) and Altamura - Gravina (Altamura - Avigliano Luc. - Potenza LINE)	12.385	Bari C.le - Altamura (Bari - Matera LINE) and Altamura - Gravina (Altamura - Avigliano Luc. - Potenza LINE)	12.345
	2	Altamura - Matera (Bari - Matera LINE)	10.898	Altamura - Matera (Bari - Matera LINE)	10.826
	3	Avigliano - Potenza Inf. Scalo (Avigliano - Potenza) and Gravina - Avigliano Luc. - Potenza (Altamura - Potenza LINE)	17.336	Avigliano - Potenza Inf. Scalo (Avigliano - Potenza) and Gravina - Avigliano Luc. - Potenza (Altamura - Potenza LINE)	20.536

No. of trains operated	1	Bari C.le - Altamura (Bari - Matera LINE) and Altamura - Gravina (Altamura - Avigliano Luc. - Potenza LINE) Punctuality of the service Regularity of the service	12.362	Bari C.le - Altamura (Bari - Matera LINE) and Altamura - Gravina (Altamura - Avigliano Luc. - Potenza LINE) Punctuality of the service Regularity of the service	12.314
			88,76%	83,81%	
			99,81%	99,67%	
	2	tratta Altamura - Matera (LINEA Bari - Matera) Punctuality of the service Regularity of the service	10.883	tratta Altamura - Matera (LINEA Bari - Matera) Punctuality of the service Regularity of the service	10.813
			83,90%	84,90%	
			99,86%	99,70%	
	3	Avigliano - Potenza Inf. Scalo (Avigliano - Potenza) and Gravina - Avigliano Luc. - Potenza (Altamura - Potenza LINE) Punctuality of the service Regularity of the service	17.281	Avigliano - Potenza Inf. Scalo (Avigliano - Potenza) and Gravina - Avigliano Luc. - Potenza (Altamura - Potenza LINE) Punctuality of the service Regularity of the service	20.506
			95,10%	96,02%	
			99,70%	99,85%	

RAILWAY SECTOR YEAR	PUGLIA	BASILICATA	TOTAL FAL COMPANY	RAILWAY SECTOR YEAR	PUGLIA	BASILICATA	TOTAL FAL COMPANY
	2022				2023		
Km network	293	751	1.044	Km network	293	731	1.024
Bus-Km	1.588.056	2.153.554	3.741.610	Bus-Km	1.671.941	2.145.706	3.817.647
Places-km	71.462.520	119.169.267	*** ** **	Places-km	77.796.653	113.734.981	191.531.634
No. of passengers	1.402.124	458.204	1.860.328	No. of passengers	864.783	445.645	1.310.428
Passengers-Km	33.734.446	13.054.964	46.789.410	Passengers-Km	35.110.761	13.007.389	48.118.150
No. of modifications to the General Service Times	4	-	4	No. of modifications to the General Service Times	6	-	6
No. of available means	55	77	132	No. of available means	53	72	125
No. of bus scheduled bus trips	36.224	76.654	112.878	No. of bus scheduled bus trips	40.131	76.654	116.785
No. of bus trips operated	36.077	76.654	112.731	No. of bus trips operated	40.085	76.654	116.739
Punctuality of the service	100%	100%	100%	Punctuality of the service	99,9%	100%	100%
% Regularity of the service	99,43%	100%	100%	% Regularity of the service	99,98%	100%	100%

QUALITY OF THE SERVICE

QUALITY INDICATORS FOR THE YEAR 2022 / 2023

TRAFFIC REVENUE SPLIT YEAR	PUGLIA at 31/ 12/2022 €	BASILICATA at 31/ 12/2022 €	TOTAL FAL COMPANY	TRAFFIC REVENUE SPLIT YEAR	PUGLIA al 31/ 12/2023 €	BASILICATA al 31/ 12/2023 €	TOTAL FAL COMPANY
	2022				2023		
Railway travellers	2.312.149	350.926	2.663.075	Railway travellers	2.600.965	193.799	2.794.764
Bus travellers	1.444.645	807.512	2.252.157	Bus travellers	1.874.637	988.350	2.862.987
Infrastructure services contract	7.325.855		7.325.855	Infrastructure services contract	8.005.735	8.998.224	17.003.959
Railway services contract	9.938.851	5.848.845	15.787.696	Railway services contract	9.748.096	5.848.846	15.596.942
Automotive services contract	6.010.873	7.648.491	13.659.364	Automotive services contract	6.497.753	7.648.490	14.146.243
Previous years travellers	-	-	-	Previous years travellers	-	-	-
Automotive services contract; additional services	157.797	-	157.797	Automotive services contract; additional services	-	-	-
TOTAL	27.190.170	14.655.774	41.845.944	TOTAL	28.727.186	23.677.709	52.404.895

SALES OF RAILWAY TRAVEL TICKETS YEAR	PUGLIA	BASILICATA	TOTAL FAL COMPANY	SALES OF RAILWAY TRAVEL TICKETS YEAR	PUGLIA	BASILICATA	TOTAL FAL COMPANY
	2022				2023		
No. of C.S. railway tickets purchased on board the train	-	46	46	No. of C.S. railway tickets purchased on board the train	-	21	21
No. of C.S. railway tickets purchased at the station counter locations	589.209	11.975	601.184	No. of C.S. railway tickets purchased at the station counter locations	599.802	26.911	626.713
No. of weekly rail passes purchased at station counter locations	9.411	2.126	11.537	No. of weekly rail passes purchased at station counter locations	7.340	2.009	9.349
No. of monthly rail passes purchased at station counter locations	7.066	1.169	8.235	No. of monthly rail passes purchased at station counter locations	7.148	1.613	8.761
No. of C.S. train tickets purchased at the station self-service machines	125.124	85.491	210.615	No. of C.S. train tickets purchased at the station self-service machines	235.557	17.755	253.312
No. of weekly rail passes purchased at the station self-service machines	807	818	1.625	No. of weekly rail passes purchased at the station self-service machines	1.637	1.005	2.642
No. of monthly rail passes purchased at the station self-service machines	251	316	567	No. of monthly rail passes purchased at the station self-service machines	677	560	1.237
No. of C.S. train tickets purchased online			32.078	No. of C.S. train tickets purchased online			48.458
No. of weekly rail passes purchased online			946	No. of weekly rail passes purchased online			1.027
No. of monthly rail passes purchased online			853	No. of monthly rail passes purchased online			853
TOTAL C.S. RAILWAY TICKET SALES No.:			633.308	TOTAL C.S. RAILWAY TICKET SALES No.:			928.504
TOTAL WEEKLY RAILWAY TICKET SALES No.:			14.108	TOTAL WEEKLY RAILWAY TICKET SALES No.:			13.018
TOTAL MONTHLY RAILWAY TICKET SALES No.:			9.655	TOTAL MONTHLY RAILWAY TICKET SALES No.:			10.851

QUALITY OF THE SERVICE

QUALITY INDICATORS FOR THE YEAR 2022 / 2023

SALES OF BUS TRAVEL TICKETS YEAR	PUGLIA	BASILICATA	TOTAL FAL COMPANY	SALES OF BUS TRAVEL TICKETS YEAR	PUGLIA	BASILICATA	TOTAL FAL COMPANY
	2022				2023		
No. of C.S. bus tickets purchased on board the train	-	-	-	No. of C.S. bus tickets purchased on board the train	-	253	253
No. of C.S. bus tickets purchased at the station counter locations	35.097	2.973	38.070	No. of C.S. bus tickets purchased at the station counter locations	28.900	8.648	37.548
No. of weekly bus passes purchased at station counter locations	3.956	1.327	5.283	No. of weekly bus passes purchased at station counter locations	3.352	1.162	4.514
No. of monthly bus passes purchased at station counter locations	6.988	1.970	8.958	No. of monthly bus passes purchased at station counter locations	7.069	2.630	9.699
No. of C.S. bus tickets purchased at the station self-service machines	7.040	33.258	40.298	No. of C.S. bus tickets purchased at the station self-service machines	9.318	36.546	45.864
No. of weekly bus passes purchased at the station self-service machines	847	1.900	2.747	No. of weekly bus passes purchased at the station self-service machines	1.177	4.064	5.241
No. of monthly bus passes purchased at the station self-service machines	215	654	869	No. of monthly bus passes purchased at the station self-service machines	383	3.941	4.324
No. of C.S. bus tickets purchased online	133.100	144.590	277.690	No. of C.S. bus tickets purchased online	142.810	113.927	256.737
No. of weekly bus passes purchased online	11.212	24.720	35.932	No. of weekly bus passes purchased online	8.940	25.058	33.998
No. of monthly bus passes purchased online	3.480	2.900	6.380	No. of monthly bus passes purchased online	3.610	2.372	5.982
No. of C.S. bus tickets purchased online			36.663	No. of C.S. bus tickets purchased online			13.431
No. of weekly bus passes purchased online			2.883	No. of weekly bus passes purchased online			4.112
No. of monthly bus passes purchased online			1.338	No. of monthly bus passes purchased online			2.139
TOTAL C.S. BUS TICKET SALES NO.:			392.721	TOTAL C.S. BUS TICKET SALES NO.:			353.833
TOTAL WEEKLY BUS TICKET SALES NO.:			46.845	TOTAL WEEKLY BUS TICKET SALES NO.:			47.865
TOTAL MONTHLY BUS TICKET SALES NO.:			17.545	TOTAL MONTHLY BUS TICKET SALES NO.:			22.144



QUALITY OF THE SERVICE

QUALITY INDICATORS FOR THE YEAR 2022 / 2023

PERSONALE IMPIEGATO	AREA BARI al 31/12/2022	AREA POTENZA al 31/12/2022	FAL INTERA AZIENDA	PERSONALE IMPIEGATO	AREA BARI al 31/12/2023	AREA POTENZA al 31/12/2023	FAL INTERA AZIENDA
	2022				2023		
ANNO:	2022			ANNO:	2023		
N° unità personale impiegato	306	218	524	N° unità personale impiegato	273	240	513
n. unità personale di Staff	4	4	8	n. unità personale di Staff	12	6	18
TOTALE unità lavorative	313	206	532	TOTALE unità lavorative	285	246	531

NUMERO DIPENDENTI RIPARTITO PER CATEGORIE OMOGENEE :	AL 31 / 12 / 2022		FAL INTERA AZIENDA	NUMERO DIPENDENTI RIPARTITO PER CATEGORIE OMOGENEE :	AL 31 / 12 / 2023		FAL INTERA AZIENDA
	2022				2023		
ANNO:	2022			ANNO:	2023		
N° Dirigenti			4	N° Dirigenti			7
N° Quadri			6	N° Quadri			5
N° Addetti			522	N° Addetti			519
TOTALE unità lavorative			532	TOTALE unità lavorative			531

SETTORE FORMAZIONE DEL PERSONALE	PUGLIA	BASILICATA	FAL INTERA AZIENDA	SETTORE FORMAZIONE DEL PERSONALE	PUGLIA	BASILICATA	FAL INTERA AZIENDA
	2022				2023		
ANNO:	2022			ANNO:	2023		
N° ore di formazione svolte internamente all'Azienda	6.201	3.472	9.673	N° ore di formazione svolte internamente all'Azienda	7.085	1.071	8.156
N° ore di formazione svolte esternamente all'Azienda	12.714	758	13.472	N° ore di formazione svolte esternamente all'Azienda	10.248	3.745	13.993
N° ore di formazione obbligatoria	18.353	4.223	22.575	N° ore di formazione obbligatoria	16.663	4.474	21.137
Totale ore di formazione per addetto	39	24	62,3	Totale ore di formazione per addetto	17	11	28
Totale ore di formazione	18.915	4.230	23.145	Totale ore di formazione	17.325	4.824	22.149

PROTECTION OF TRAVELLERS

In line with the mission and corporate culture, i.e. the centrality of the traveller's role, the Company is committed to guaranteeing the broadest protection of users' rights through listening, above all, since the opinions of its customers, the appreciations, the criticisms, suggestions and complaints represent a stimulus to better direct company choices and set objectives for the continuous improvement of the service.

CLAIMS MANAGEMENT

Complaints represent an essential tool that highlights the company's weak points and allows action to be taken to better satisfy user needs. To protect the customer, the External Relations Office was established which collects and manages all the information received from users.

The office is manned from Monday to Friday from 7.45am to 1.45pm, on Tuesdays and Thursdays also from 2.15pm to 6pm. Within the External Relations office, a Call Center service has been established connected to the toll-free number, active every day from 5.00 to 11.00pm.

CONTACTS: relazioniesterne@ferrovieappulolucane.it

TOLL-FREE NUMBER: 800.050.500

URBAN LINE: 080 / 57 25 421

Complaints can be forwarded:

- By email addressed to ordiniesterne@ferrovieappulolucane.it;
- By e-mail using the forms created, both for the Railway and Automotive Services, based on the provisions issued by the Transport Regulatory Authority;

LINK: https://ferrovieappulolucane.it/docs/modulo_reclami_treni_2024.pdf

LINK: https://ferrovieappulolucane.it/docs/modulo_reclami_bus_2024.pdf

- By ordinary mail addressed to the company's registered office:

Ferrovie Appulo Lucane s.r.l. – corso Italia, 8 – 70123 BARI

- By fax to the number **080 / 57 25 497**

It is not possible to make a complaint by telephone.

Ferrovie Appulo Lucane s.r.l. undertakes to provide feedback to complaints that require a response within one month from the date of the company protocol, notifying the user whether the complaint has been accepted, rejected or still under examination. However, the time necessary to provide a definitive response must not exceed three months from the date of the company protocol.

PROTECTION OF TRAVELLERS

In order to be able to respond to the complaint, the user must clearly provide his/her information data: name - surname - address - telephone number - email and the most precise possible description of the event (date - time - train or bus journey number).

The data provided by customers are processed pursuant to Legislative Decree 30 June 2003, n. 196 Code regarding the protection of personal data.

In the event of an unsatisfactory response or, in the event of failure by the Company to respond according to the deadlines indicated above, complaints can be forwarded, in the second instance, **to the Transport Regulation Authority (via Nizza 230, 70126 TURIN - pec@pec. *autorita.trasporti.it*).**

For further information on the methods, terms and conditions for submitting complaints to the Authority, please click on the following link.

<https://www.autorita-trasporti.it/reclami-di-seconda-istanza>



Nome *

Nome Cognome

Ragione sociale

Indirizzo *

Via/Piazza e numero civico

Località Stato / Provincia / Regione

CAP / Codice postale

Telefono

Telefono

Fax

Email *

Tipo di richiesta *

Richiesta informazioni

Seleziona l'argomento della tua richiesta

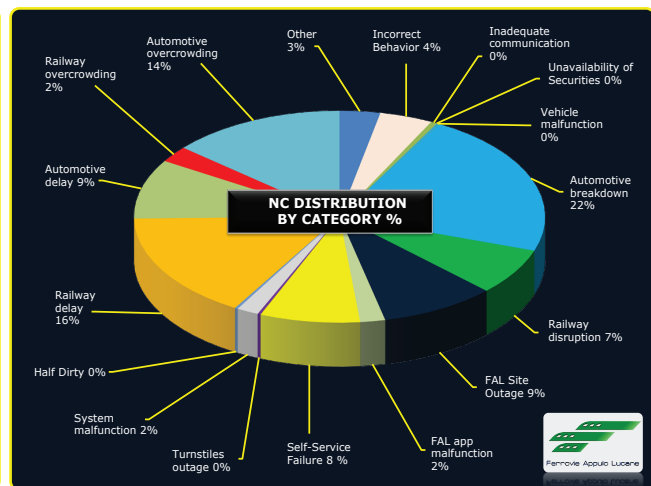
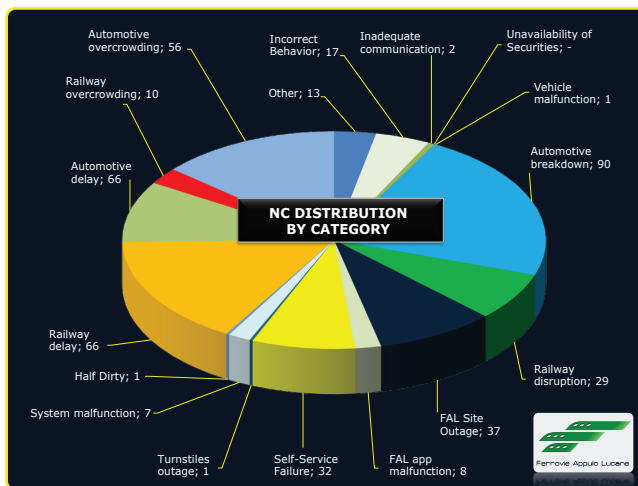
Commento

Below are the tables representing the overall number of complaints relating to the years 2022 - 2023, divided by company sector and the circular diagrams relating to each specific type of complaint received.

PROTECTION OF TRAVELLERS

COMPLAINTS BY CATEGORY YEAR 2022

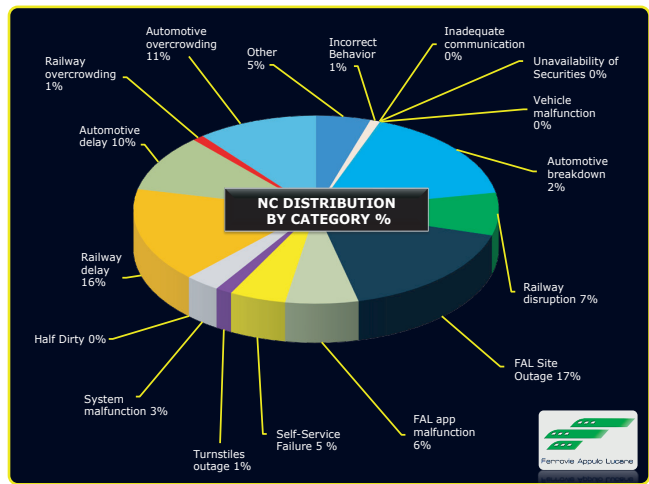
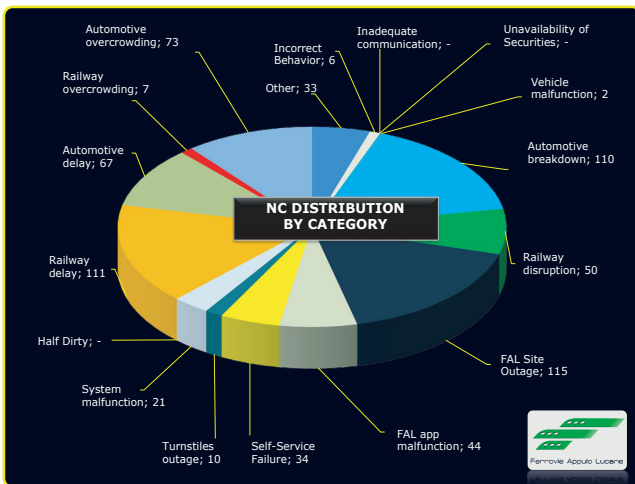
CATEGORY	%	TOTAL YEAR 2022	Complaints by Category received in PUGLIA		Complaints by Category received in BASILICATA	
			Count	%	Count	%
Other	3%	13	10	77%	3	23%
Incorrect Behavior	4%	17	8	47%	9	53%
Inadequate communication	0%	2	1	50%	1	50%
Unavailability of Securities	0%	0	0		0	
Vehicle malfunction	0%	1	0	0%	1	100%
Automotive breakdown	22%	90	61	68%	29	32%
Railway disruption	7%	29	26	90%	3	10%
FAL Site Outage	9%	37	31	84%	6	16%
FALapp malfunction	2%	8	6	75%	2	25%
Self-Service Failure	8%	32	19	59%	13	41%
Turnstiles outage	0%	1	1	100%	0	0%
System malfunction	2%	7	7	100%	0	0%
Half Dirty	0%	1	1		0	
Railway delay	16%	66	65	98%	1	2%
Automotive delay	9%	37	32	86%	5	14%
Railway overcrowding	2%	10	7	70%	3	30%
Automotive overcrowding	14%	56	46	82%	10	18%
TOTAL	100%	407	321	79%	86	21%



PROTECTION OF TRAVELLERS

COMPLAINTS BY CATEGORY YEAR 2022

CATEGORY	%	TOTAL YEAR 2023	Complaints by Category received in PUGLIA		Complaints by Category received in BASILICATA	
			Count	%	Count	%
Other	5%	33	32	97%	1	3%
Incorrect Behavior	1%	6	4	67%	2	33%
Inadequate communication	0%	0	0		0	
Unavailability of Securities	0%	0	0		0	
Vehicle malfunction	0%	2	1	50%	1	50%
Automotive breakdown	16%	110	92	84%	18	16%
Railway disruption	7%	50	40	80%	10	20%
FAL Site Outage	17%	115	114	99%	1	1%
FALapp malfunction	6%	44	44	100%	0	0%
Self-Service Failure	5%	34	24	71%	10	29%
Turnstiles outage	1%	10	7	70%	3	30%
System malfunction	3%	21	19	90%	2	10%
Half Dirty	0%	0	0		0	
Railway delay	16%	111	110	99%	1	1%
Automotive delay	10%	67	67	100%	0	0%
Railway overcrowding	1%	7	7	100%	0	0%
Automotive overcrowding	11%	73	59	81%	14	19%
TOTAL	100%	683	620	91%	63	9%



Ferrovie Appulo Lucane

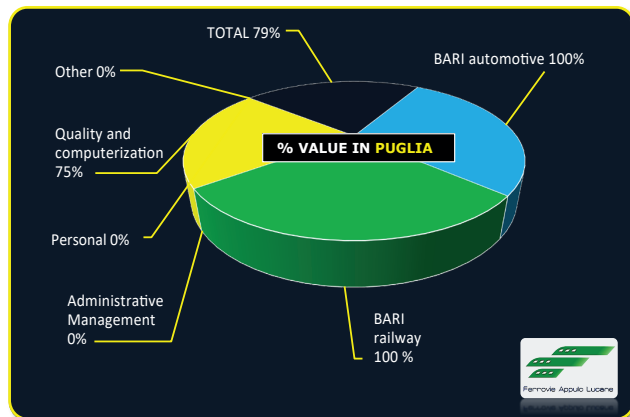
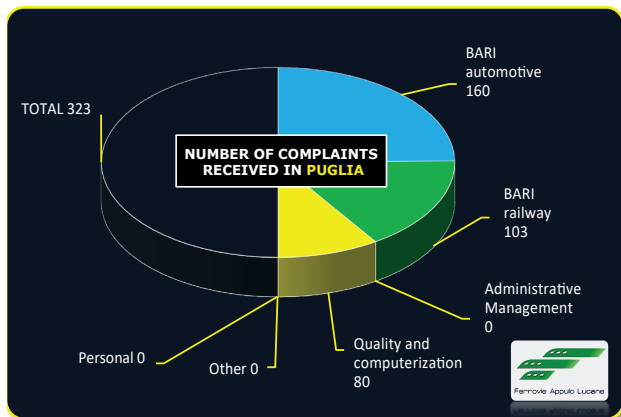


PROTECTION OF TRAVELLERS

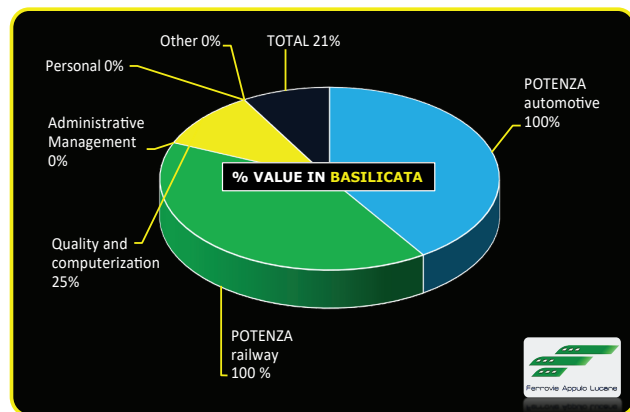
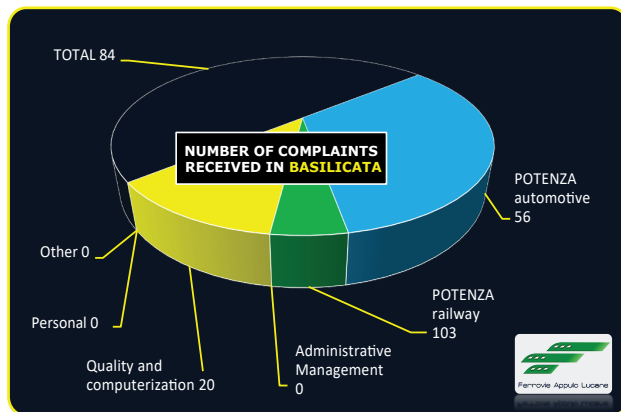
COMPLAINTS BY COMPANY AREA YEAR 2022

CATEGORY	%	TOTAL YEAR 2022	Complaints by AREA received in PUGLIA		Complaints by AREA received in BASILICATA	
			Count	%	Count	%
BARI automotive	39,3%	160	160	100,0%		
BARI railway	25,3%	103	103	100,0%		
Automotive POWER	13,8%	56			56	100,0%
POTENZA railway	2,0%	8			8	100,0%
Administrative Management	0,0%	0	0		0	
Quality and computerization	19,7%	80	60	75,0%	20	25,0%
Personal	0,0%	0	0		0	
Other	0,0%	0	0		0	
TOTAL	100%	407	323	79%	84	21%

COMPLAINTS RECEIVED IN PUGLIA



COMPLAINTS RECEIVED IN BASILICATA

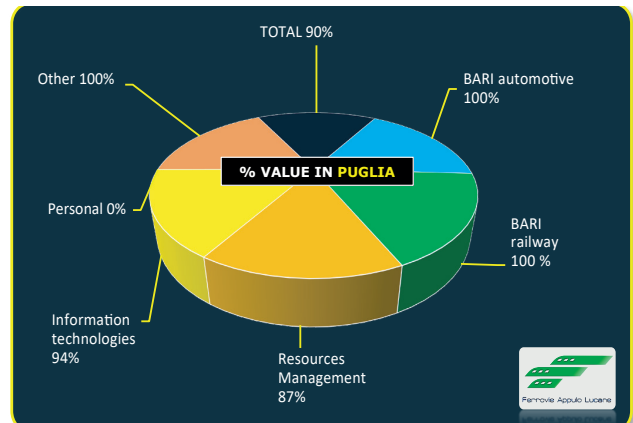
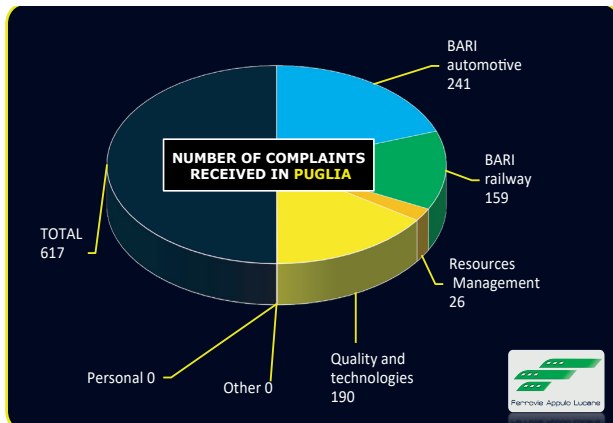


PROTECTION OF TRAVELLERS

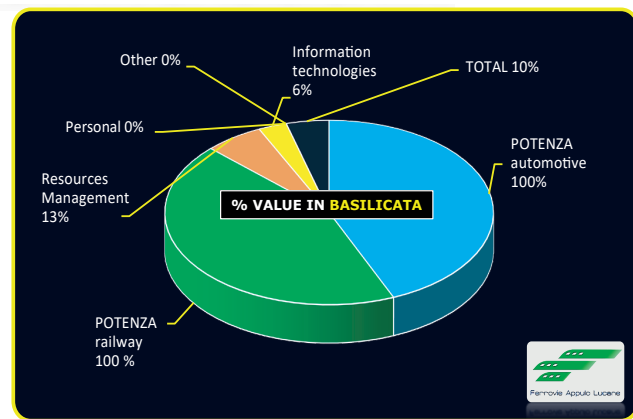
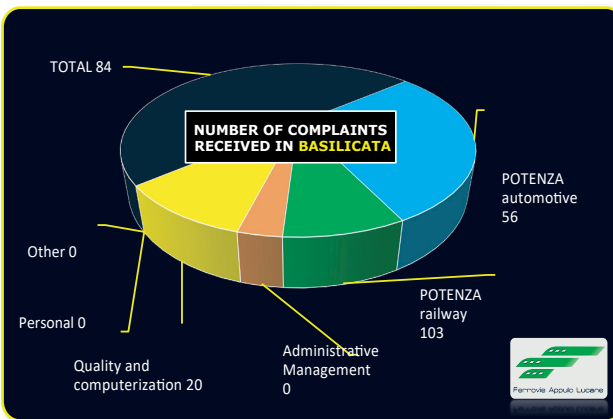
COMPLAINTS BY COMPANY AREA YEAR 2023

CATEGORY	%	TOTAL YEAR 2023	Complaints by AREA received in PUGLIA		Complaints by AREA received in BASILICATA	
			Count	%	Count	%
BARI automotive	35,3%	241	241	100,0%		
BARI railway	23,3%	159	159	100,0%		
Automotive POWER	5,6%	38			38	100,0%
POTENZA railway	1,6%	11			11	100,0%
Resources Management	4,4%	30	26	86,7%	4	13,3%
Information technologies	29,7%	203	190	93,6%	13	6,4%
Personal	0,0%	0	0		0	
Other	0,1%	1	1		0	
TOTAL	100%	683	617	90%	66	10%

COMPLAINTS RECEIVED IN PUGLIA



COMPLAINTS RECEIVED IN BASILICATA



PROTECTION OF TRAVELLERS

REIMBURSEMENT / COMPENSATION

To protect the customer, forms of reimbursement and/or compensation have been provided following any irregularities or disservices attributable to the Company during the performance of the service.

1 Refund requests are indicated for:

- ANOMALIES IN THE PURCHASE OF TRAVEL TICKETS ONLINE
- ANOMALIES IN THE PURCHASE OF SELF-SERVICE TRAVEL TICKETS
- FOR FAILURE TO MAKE THE TRIP

2 Compensation claims are indicated for:

- COMPENSATION FOR SINGLE RIDE TICKETS IN CASE OF IRREGULAR SERVICES
- COMPENSATION FOR MONTHLY SUBSCRIPTIONS IN CASES OF REPEATED IRREGULAR SERVICES
- COMPENSATION IN THE EVENT OF FAILURE TO COMPLY WITH THE TIMES COMMUNICATED FOR RESTORATION OF THE AVAILABILITY OF INFRASTRUCTURES OR STATION EQUIPMENT
- COMPENSATION IN THE EVENT OF FAILURE TO COMPLY WITH THE INFORMATION PROVIDED IN RELATION TO THE USABILITY OF THE ROLLING STOCK

3 Refund and compensation requests can be made

- By email addressed to ordiniesterne@ferrovieappulolucane.it;
- By ordinary mail addressed to the company's registered office:
Ferrovie Appulo Lucane s.r.l. – corso Italia, 8 – 70123 BARI
- By fax to the number 080 / 57 25 497

For the request for compensation, Ferrovie Appulo Lucane has prepared a special form "COMPENSATION FORM": https://ferrovieappulolucane.it/docs/modulo_indennizzi_2024.pdf

PROTECTION OF TRAVELLERS

REIMBURSEMENT / COMPENSATION

REFUND FOR ANOMALIES IN THE PURCHASE OF OLINE TRAVEL TICKETS

To obtain a refund in the event of anomalies in the purchase of travel tickets made “online” or by credit card, the Customer, within 48 hours following the event that generated the refund request, must forward it to Ferrovie Appulo Lucane srl a formal request with the methods indicated on the “Reimbursement / compensation” page of the institutional website: www.ferrovieappuloluca.it, indicating the ticket identification number, the date and time of purchase of the travel ticket. Within 30 days from the date of receipt of the request, after having carried out further checks and accepted the request, the Company will send a communication to the Customer to inform him of the right to a refund and the methods of reimbursement itself. The communication is also sent in case of non-recognition.

REFUND FOR ANOMALIES IN THE PURCHASE OF SELF-SERVICE TRAVEL TICKETS

To obtain a refund for the ticket purchased and not used due to anomalies which occurred in the purchase of travel tickets made at the automatic ticket machines (failure to issue the ticket and/or otherwise), the Customer, within 48 hours following the event which caused once the refund request has been generated, you must forward a formal request to Ferrovie Appulo Lucane srl in the manner indicated on the “Refunds and Compensation” page of the institutional website: www.ferrovieappuloluca.it, indicating the location of the automatic ticket machine, the date and the time of purchase of the travel ticket and the anomaly that occurred. Within 30 days from the date of receipt of the request, after having carried out further checks and accepted the request, the Company will send a communication to the Customer to inform him of the right to a refund and the methods of reimbursement itself.

The communication is also sent in case of non-recognition.

RIMBORSO PER MANCATA EFFETTUAZIONE DEL SERVIZIO

As regulated by **EC Regulation No. 1371/2007**, in the case of irregular services, due to non-compliance attributable to Ferrovie Appulo Lucane srl, for which a delay in arriving at the final destination of the journey of more than 60 minutes is foreseeable, the Customer can obtain reimbursement of the cost of the ticket purchased:

- for the part of the journey not yet carried out;
- for the entire trip if the Customer does not intend to start the trip;
- for the entire trip (including the part already taken) if the continuation of the trip is no longer useful in relation to the initial program.

To obtain a refund, the single ticket must be validated upon departure no earlier than 15 minutes from the start of the disruption that caused the disruption and no later than the time in which it ends.

PROTECTION OF TRAVELLERS

REIMBURSEMENT / COMPENSATION

For season ticket holders, the refund is equal to the amount of the daily fee compared to the cost of the season ticket.

To obtain a refund of the purchased and unused ticket, for the aforementioned reasons, the Customer, within 48 hours following the event that generated the refund request, must send a formal request using the methods indicated on the “Refunds and Compensations” page of the institutional website: www.ferrovieappulolucane.it, attaching a scan of the travel document; in the case of a ticket purchased online or via the App, the ticket identification number, date and time of purchase of the travel ticket must be indicated. Furthermore, the Customer must declare: day, place, time and line subject to the lack of service.

Within 30 days from the date of receipt of the refund request, after having carried out further checks and accepted the request, the Company will send a communication to the Customer to inform him of the right to a refund and the methods of reimbursement itself.

The communication is also sent in case of non-recognition.

No form of refund is indicated:

- for missed or irregular services due to causes of force majeure, such as natural disasters, atmospheric events, unforeseen vehicle accidents, strikes and, in any case, for causes deriving from situations not attributable to the Company;
- if its amount is less than 4 Euros;
- in case of theft, loss, deterioration of the ticket and in case of non-use due to the Customer’s own actions;
- for tickets and season tickets at promotional rates.

COMPENSATION FOR SINGLE RIDE TICKETS IN CASE OF IRREGULAR SERVICES

In cases where a delay of more than 60 minutes is foreseeable in arriving at the final destination of the journey, due to non-compliance attributable to Ferrovie Appulo Lucane srl, the user who has not requested a refund according to the instructions given in the “Refunds” section of the institutional website: www.ferrovieappulolucane.it and has continued the journey towards the final destination with the replacement bus services made available or with the first available trip, or following an alternative itinerary without paying any price difference, can request recognition of a delay compensation equal to:

- 25% of the single ticket price for a delay between 60 and 119 minutes;
- 50% of the single ticket price for a delay of 120 minutes or more.

PROTECTION OF TRAVELLERS

REIMBURSEMENT / COMPENSATION

For season ticket holders, the compensation is calculated, in the percentages specified above, compared to the daily quota of the full cost of the season ticket. To obtain compensation, the user must within 48 hours following the event that generated the compensation request, in the case of Single journey tickets, or within 48 hours following the expiry of validity of the travel ticket, in the case of Weekly subscriptions and monthly, must forward a formal request to Ferrovie Appulo Lucane srl, accompanied by the original travel document and a copy of the identity document, in the manner indicated on the “**Refunds and Indemnities**” page of the institutional website: www.ferrovieappulolucane.it.

In the case of a ticket purchased online or via the App, the ticket identification number, date and time of purchase of the travel ticket must be indicated.

Furthermore, the user must declare: day, place, time and line affected by the delay.

In the case of sending via the Postal Service, the stamp of the accepting Post Office will prevail. The request can also be forwarded by completing the appropriate “**COMPENSATION REQUEST FORM**” https://ferrovieappulolucane.it/docs/modulo_indennizzi_2024.pdf.

Within 30 days from the date of receipt of the compensation request, after having carried out further checks and accepted the request, the Company will proceed with sending the feedback to the user with an indication of the payment methods.

The communication is also sent in the event of non-recognition of compensation.

The right to compensation is not recognized:

- to holders of free tickets;
- to holders of tickets and season tickets at a promotional rate;
- for missed or irregular services due to causes of force majeure, such as natural disasters, atmospheric events, vehicle unexpected events, strikes, road interruptions or, in any case, for causes deriving from situations not attributable to the Company;
- if the user was adequately informed of the delay at the time of purchasing the ticket;
- if the delay in the expected arrival time by continuing the journey on a different service or based on an alternative itinerary remains less than 60 minutes;
- if its amount is less than 4 Euros.

REIMBURSEMENT / COMPENSATION

COMPENSATION FOR MONTHLY SUBSCRIPTIONS IN CASE OF REPEATED IRREGULAR

In the event of repeated irregular services, due to non-compliance attributable to Ferrovie Appulo Lucane srl, monthly season ticket holders are entitled to compensation equal to 10% of the cost of the monthly season ticket if the monthly reliability index published on the website is lower or equal to 90%.

Passengers with a monthly pass are entitled to compensation in the event that, during the period of validity of the same, they incur a succession of delays or cancellations which are not replaced by car rides, in relation to the line for which the pass was issued. By the last day of the month following the month in which the season ticket is issued, Ferrovie Appulo Lucane srl will publish the so-called reliability index of the following lines on its website:

<https://ferrovieappulolucane.it/rimborsi-ed-indennizzi/indice-di-affidabilita/>

- Line Bari - Gravina
- Line Altamura - Gravina
- Line Altamura - Matera
- Line Avigliano - Potenza
- Line Genzano - San Nicola

The reliability index takes into account cancellations made (without replacement service) and any delays exceeding 15 minutes in relation to the scheduled service.

To obtain compensation for the monthly subscription by the end of the month following the month in which the reliability index is published, the user must send a formal request to the Company in the manner indicated on the **“Refunds and Indemnities”** page of the institutional website: www.ferrovieappulolucane.it, accompanied by original travel document and copy of identity document. In the case of a ticket purchased online or via the App, the ticket identification number, date and time of purchase of the travel ticket must be indicated. In the case of sending via the Postal Service, the stamp of the accepting Post Office will prevail.

Within 30 days from the date of receipt of the compensation request, after having carried out further checks and accepted the request, the Company will proceed with sending the feedback to the user with an indication of the payment methods. The communication is also sent in the event of non-recognition of compensation. The request can also be forwarded by completing the appropriate **“COMPENSATION REQUEST FORM”**: https://ferrovieappulolucane.it/docs/modulo_indennizzi_2024.pdf

Delay compensation for repeated irregular services is not recognized:

- to holders of free tickets;
- for cancelled or irregular services due to causes of force majeure, such as natural disasters, atmospheric events, vehicle accidents, strikes, road interruptions or, in any case, for causes deriving from situations not attributable to the Company.

COMPENSATION FOR FAILURE TO COMPLY WITH THE TIMES COMMUNICATED FOR RESTORATION OF THE AVAILABILITY OF INFRASTRUCTURES OR STATION EQUIPMENT

In compliance with the provisions of Resolution no. 106 of 25 October 2018 of the Transport Regulatory Authority, Ferrovie Appulo Lucane srl undertakes to recognize compensation to travellers with disabilities and reduced mobility who use transport services in the event that, in the presence of non-functioning equipment, if not failure to function is reported or the recovery times communicated or corrected are not respected. The methods for calculating the compensation are shown below.

To obtain compensation, the traveller must submit a formal request to the Company within 48 hours following the event that generated the request, using the methods indicated on the **“Refunds and Compensation”** page of the institutional website: www.ferrovieappulolucane.it , accompanied by the original travel document and a copy of the identity document.

In the case of a ticket purchased online or via the App, the ticket identification number or the date and time of purchase of the travel ticket must be indicated.

Furthermore, the traveler must declare: day, place, time and line of the missed service. In the case of sending via the Postal Service, the stamp of the accepting Post Office will prevail.

The request can also be forwarded by completing the appropriate **“COMPENSATION REQUEST FORM”** : https://ferrovieappulolucane.it/docs/modulo_indennizzi_2024.pdf

Within 30 days from the date of receipt of the compensation request, after having carried out further checks and accepted the request, the Company will send a communication to the domicile or e-mail address indicated by the applicant.

The communication is also sent in case of non-recognition.

Compensation for delay is not recognized:

- to holders of free tickets;
- if the equipment is functioning, the failure to function is reported or the recovery times communicated or rectified have been respected;

PROTECTION OF TRAVELLERS

REIMBURSEMENT / COMPENSATION

METHOD OF CALCULATION OF THE COMPENSATION

Compensation in the event of failure to comply with the communicated times for restoring the availability of infrastructure or station equipment

Compensation calculation method

The compensation is calculated according to the criteria shown in the table, developed taking the indicated parameters as reference.

CRITERIA FOR CALCULATION OF COMPENSATION				
PARAMETER A		PARAMETER B		PARAMETER C
delay in restoring the availability of the equipment compared to the times communicated/ corrected by Ferrovie Appulo Lucane		Distance to travel by train to reach the first accessible and functional station for the journey planned by the traveller		Absence of an alternative means of local public transport, accessible and economically equivalent to the train, to reach the destination station of the planned journey
≤ / 48 h	25% of the ticket cost	0-15 km	25% of the ticket cost for the 1st accessible station	In case of alternative travel assistance - to be demonstrated at the expense of the traveller - a flat-rate reimbursement of €4.00 is recognized
> / 48 h	50% of the ticket cost	> 15 km	50% of the ticket cost for the 1st accessible station	

The amount of compensation is given by the sum of the value calculated for each of the three parameters **(A+B+C)**

The calculation criteria are defined according to principles of reasonableness, proportionality and graduality.

COMPENSATION FOR FAILURE TO COMPLY WITH THE INFORMATION PROVIDED ON THE USABILITY OF ROLLING STOCK

In the event that a journey indicated on the published timetable as usable by users with disabilities or reduced mobility is made with unsuitable material or replaced with a replacement or supplementary service that is not accessible or unsuitable, the user with disabilities or reduced mobility who has already Having purchased a travel ticket that can be used for the journey concerned, the traveller is entitled, in addition to a refund of the ticket, if the traveller has not benefited from the benefits provided for by the art. 30 of Regional Law n. 18/2003, to a compensation of €4.

To obtain compensation, for the aforementioned reasons, the traveller must submit a formal request to the Company within 48 hours following the event that generated the compensation request, according to the methods indicated on the **“Refunds and Compensation”** page of the institutional website : www.ferrovieappulolucane.it, accompanied by original travel document and copy of identity document.

In the case of a ticket purchased online or via the App, the ticket identification number or the date and time of purchase of the travel ticket must be indicated.

Furthermore, the traveller must declare: day, place, time and line of the missed service. In the case of sending via the Postal Service, the stamp of the accepting Post Office will prevail.

The request can also be forwarded by completing the appropriate **“COMPENSATION REQUEST FORM”**: https://ferrovieappulolucane.it/docs/modulo_indennizzi_2024.pdf.

Within 30 days from the date of receipt of the compensation request, after having carried out further checks and accepted the request, the Company will proceed with sending a communication to the domicile or e-mail address indicated by the applicant.

The communication is also sent in case of non-recognition

Compensation for delay is not recognized:

- to holders of free tickets;
- in the event that a journey indicated on the published timetable as usable by users with disabilities or reduced mobility is made with suitable material or replaced with a replacement or supplementary car service accessible or suitable for users with disabilities or reduced mobility

PROTECTION OF TRAVELLERS

LOST ITEMS

Objects lost and found on trains by our staff will be handed over to the station manager at the end of the journey; items lost and found by our staff in the stations will be handed over to the Station Manager of the station itself.

Objects lost and found by our staff on the buses will be delivered to the managers of the automotive depots at the Bari Scalo – Matera Serra Rifusa – Potenza offices.

You can complain about the loss of an object by calling the toll-free number +39 080 57 25 421 or by sending an email to the External Relations Office email address ordiniesterne@ferrovieappulolucane.com.

Lost objects found by our staff may be collected, upon presentation of the identification document from the legitimate owner, at the stations or depots of the Automotive Service where they are stored.

INSURANCE COVERAGE FOR DAMAGE TO PEOPLE AND PROPERTY

Ferrovie Appulo Lucane s.r.l. has a suitable insurance guarantee for civil liability arising from damage, both physical and financial, involuntarily caused to third parties (travellers and otherwise) in railway and automotive operations. The insurance guarantee covers harmful events caused by the action and fault of company personnel or for causes in any case attributable to the company's responsibility, which occur on board railway and automotive vehicles, in company plants and offices, intended for operating activities.

It will be the responsibility of the injured person to promptly inform the staff on duty at the time of the incident, providing their personal details, a description of the facts and the damages suffered.

The injured person must submit a copy of the complaint accompanied by all the relevant documentation to the following address:

Ferrovie Appulo Lucane srl

Corso Italia, 8 - 70123 Bari.

segreteria@ferrovieappulolucane.it - sgprotocollo@fal.postecert.it

All documentation will subsequently be forwarded, by the competent offices of Ferrovie Appulo Lucane s.r.l., to the Company Broker and to the Insurance Company which will evaluate the existence and amount of compensation. If the damage was caused during transport on the vehicles of Ferrovie Appulo Lucane s.r.l., in order to benefit from the insurance coverage, the user must be in possession of a regular travel document, or other evidentiary elements, which will be attached to the report and the rest of the documentation to be sent to Ferrovie Appulo Lucane srl.

PROTECTION OF TRAVELLERS

STRIKE

The current legislation regarding strikes in the local transport sector requires that information be given to users at least 5 days before the date on which the strike action was proclaimed. F.A.L. s.r.l. undertakes to disseminate the notice indicating the date and method of strike through the official website, the press, the FB page and by posting it at all ticket offices, on noticeboards in stations and on buses. Essential services will be guaranteed divided into two time slots coinciding with the periods of maximum user demand. Therefore all car and train journeys will be carried out from hours 5.30am to 8.30am and from 12.30pm to 3.30pm.

Rail and car journeys which started before the start of the strike will be guaranteed until the end of the journey.

RIGHTS AND OBLIGATIONS OF TRAVELLERS

The following rights must be guaranteed to the Customer who uses our rail and car transport service:

- safety and tranquility of the journey;
- continuity and certainty of the service, also through rational integration between the different means of transport;
- timely publication and easy availability of travel methods (timetables and fares)
- timely information on the continuation of the journey by alternative means (if possible), in the event of anomalies or accidents;
- respect for train arrival times and bus departure times;
- hygiene and cleanliness of vehicles (trains and buses) and stations;
- efficiency of support equipment and infrastructure; equipped waiting rooms (or environments) (heating, seats, toilets, etc.);
- recognisability of the staff and the tasks performed; easy traceability of employees;
- correspondence between the services purchased and those actually provided;
- reduction of waiting times at counters and gates;
- compliance with the provisions on the ban on smoking on vehicles, in premises and in spaces open to the public.
- easy accessibility to the complaints procedure and quick response to them (not exceeding 30 days).

PROTECTION OF TRAVELLERS

The Customer who uses our transport service, both by rail and by car, must comply with the following obligations:

- equip yourself with a valid travel document by validating it in the prescribed manner before the start of the journey;
- do not occupy more than one seat;
- do not dirty or damage walls, accessories and furnishings;
- respect, where applicable, the smoking ban;
- do not behave in a way that disturbs other people;
- do not transport objects included among those classified as harmful and dangerous, without respecting the limitations established by the carrier;
- do not use alarm signals or any other emergency device except in cases of serious and imminent danger;
- diligently comply with all requirements and formalities relating to security checks;
- scrupulously respect the instructions and provisions issued by the company, as well as the indications received from company personnel;
- use transport vehicles and infrastructures punctually following the established rules and those of civil life, without compromising in any way the safety of the journey and the levels of service for oneself and for all those traveling.



ATTACHMENTS

COMMERCIAL CHARACTERISTICS AND AVAILABILITY IN RAILWAY SYSTEMS

ONLINE RAILWAY SYSTEMS - Current commercial characteristics and availability to the public

Ferrovia Appulo Lucane		Bari C.le	Bari Scalo	Bari Policlinico	Modugno	Palo d. Colle	Binetto	Grumo Ap.	Toritto	Mallitto	Pescorfillo	Altamura	Gravina	Marinella	Venusa	Matera S. Rufusa	Matera V. Longo	Matera C.le	Matera Sud
Station		▼	▼	•	▼▲	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼
Stop		▼	▼	•	▼▲	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼
progress. Km. (BA-MT)		0+000	1+809	2+498	9+573	16+820	19+990	21+737	24+405	31+817	39+927	48+345	60+422	65+572	71+425	72+046	74+842	75+743	
progress. Km. (ALT-AVIG.L-PZ)												0+000	11+710						
Services available		▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼
Personal Assistance Station FAL		YES	YES	YES	NO	NO	NO	NO	NO	NO	NO	YES	YES	NO	NO	NO	NO	NO	YES
Waiting room		YES	YES	YES	YES	YES	YES	YES	YES	YES	NO	YES	YES	NO	NO	YES	YES	YES	YES
WC		YES	YES	YES	YES	YES	NO	YES	YES	NO	NO	YES	YES	NO	NO	YES	YES	YES	YES
Pedestrian underpass		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	YES	NO	NO	YES	NO	NO	NO
Pedestrian overpass		NO	YES	YES	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	YES	NO	YES
Stairs access to the platforms		YES	NO	NO	YES	YES	NO	NO	NO	NO	NO	YES	NO	NO	NO	NO	NO	YES	NO
lift		YES	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO
escalator		NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO
Access turnstiles trains/station or stop		YES	YES	YES	YES	YES	NO	NO	NO	NO	NO	NO	YES	NO	NO	YES	YES	YES	YES
Luggage Storage		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Ticket sales points (TV) and availability at the counter	Sales counter manned by FAL staff	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
	Sales counter manned by an external manager	YES	NO	NO	YES	YES	NO	YES	YES	NO	NO	YES	YES	NO	NO	NO	NO	YES	NO
	Information tariffs and timetables at the counter sale	YES	NO	NO	YES	YES	NO	YES	YES	NO	NO	YES	YES	NO	NO	NO	NO	YES	NO
	Drinks and snacks available	YES	NO	NO	YES	YES	NO	YES	YES	NO	NO	YES	YES	NO	NO	NO	NO	NO	NO
	Tobacco sales available	YES	NO	NO	YES	YES	NO	YES	YES	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO
	self-dispensing machines TV service only coins and banknotes	-	-	-	YES	-	YES	YES	-	NO	NO	-	-	NO	NO	-	-	-	-
TV self-service dispensers (coins, banknotes, credit and prepaid cards)	YES	YES	YES	-	YES	-	-	YES	NO	NO	YES	YES	NO	NO	YES	YES	YES	YES	
Ticket validation machines		YES	YES	YES	YES	YES	YES	YES	YES	NO	NO	YES	YES	NO	NO	NO	YES	NO	YES
"real-time" train circulation timetable information monitors		YES	YES	YES	YES	YES	YES	YES	YES	NO	NO	YES	YES	NO	NO	YES	YES	YES	YES
Sound train announcements		YES	YES	YES	YES	YES	YES	YES	YES	NO	NO	YES	YES	NO	NO	YES	YES	YES	YES
Information noticeboards		YES	NO	NO	NO	NO	NO	YES	YES	YES	NO	YES	NO	NO	NO	NO	NO	NO	NO
Static framework of the planning of the Railway Service		YES	NO	NO	NO	NO	NO	YES	YES	NO	NO	YES	NO	NO	NO	NO	YES	YES	YES
Static framework of the Automotive Service programming		YES	NO	NO	NO	NO	NO	YES	YES	NO	NO	YES	NO	NO	NO	NO	NO	YES	YES
list publication addresses and contact details of contact of FAL		YES	YES	NO	NO	NO	NO	YES	YES	YES	NO	YES	YES	NO	NO	YES	NO	YES	YES
Advertising LED-Wall screens		NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO
Video surveillance		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Racks for bicycle storage		NO	YES	YES	NO	YES	YES	YES	YES	NO	NO	YES	YES	NO	NO	NO	YES	NO	YES
Velostation depot e bike rental		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Bar Service		YES	NO	NO	YES	NO	NO	NO	YES	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
News kiosk		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Parking area/multi-storey car park - Bus terminal		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	YES	NO	NO	NO
switches of banknotes into coins		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
ATMs/Cards of credit		NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

▼ systems not used for boarding and alighting passengers
▼▲ Station temporarily downgraded to stop

// The Matera Sud pedestrian overpass is not open to the public
▲ The Matera Serra Rufusa pedestrian overpass does not allow exiting the FAL area
∞ The pedestrian overpass of Matera Villa Longo does not allow access to the FAL area



Ferrovia Appulo Lucane

ATTACHMENTS

COMMERCIAL CHARACTERISTICS AND AVAILABILITY IN RAILWAY SYSTEMS

ONLINE RAILWAY SYSTEMS - Current commercial characteristics and availability to the public

▼ Station	▼▲	▼▲	▼▲	●	●	●	▼	●	▼▲	●	▼	●	▼	●	▼	●	▼	●	▼	
• Stop	▲	▲	▲	●	●	●	▼	●	▲	●	▼	●	▼	●	▼	●	▼	●	▼	
progress. Km. (AVIG. C. -PZ)									0+000	3+629	7+716	11+220	16+970	17+925	18+517	19+192	19+659	21+868	22+276	
progress. Km. (ALT-AVIG.L.-PZ)	33+991	40+484	52+560	58+230	61+848	66+104	75+326	80+665			85+293	88+797	94+547	95+502	96+094	96+769	97+236	99+445	99+853	
Services available	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	▼	
Personal Assistance Station FAL	NO	NO	SI o	NO	-	NO	NO	NO	-	NO	NO	NO	NO	SI	NO	SI	NO	NO	SI	
Waiting room	SI	SI	SI	NO **	-	NO **	NO	NO	SI	SI	SI	NO **	NO	SI	NO **	SI	NO **	NO **	SI	
WC	NO	NO	SI	NO	-	NO	NO	NO	SI	NO	SI	NO	NO	NO	NO	SI	NO	NO	SI	
Pedestrian underpass	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	SI	SI	NO	NO	NO	NO	
Pedestrian overpass	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Stairs access to the platforms	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	SI	SI	NO	NO	NO	NO	
lift	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
escalator	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Access turnstiles trains/station or stop	NO	NO	NO	NO	-	NO	NO	NO	SI	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Luggage Storage	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Ticket sales points (TV) and availability at the counter	Sales counter manned by FAL staff	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Sales counter manned by an external manager	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
	Information tariffs and timetables at the counter sale	NO	NO	SI	NO	-	NO	NO	NO	SI	NO	NO	NO	NO	SI	NO	SI	NO	NO	
	Drinks and snacks available	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	SI
	Tobacco sales available self-dispensing machines TV service only coins and banknotes	NO	NO	NO	NO	-	SI	SI	SI	SI	NO	NO	NO	NO	SI	NO	SI	NO	NO	SI
TV self-service dispensers (coins, banknotes, credit and prepaid cards)	NO	NO	SI	NO	-	SI	SI	SI	SI	NO	NO	NO	NO	SI	NO	SI	NO	NO	SI	
Ticket validation machines	NO	NO	SI	NO	-	NO	SI *	SI	SI	NO	SI	NO	SI	SI	NO	SI	NO	NO	SI	
"real-time" train circulation timetable information monitors	NO	NO	SI	NO	-	SI	SI	SI	SI	NO	NO	NO	NO	SI	NO	SI	NO	NO	SI	
Sound train announcements	NO	NO	SI	NO	-	SI	SI	SI	SI	NO	NO	NO	SI	SI	NO	SI	NO	NO	SI	
Information noticeboards	SI	SI	SI	SI	-	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	
Static framework of the planning of the Railway Service	SI	SI	SI	SI	-	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	
Static framework of the Automotive Service programming	SI	SI	SI	NO	-	NO	SI	SI	SI	NO	NO	NO	SI	SI	NO	SI	NO	NO	SI	
list publication addresses and contact details of contact of FAL	SI	SI	SI	SI	-	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	SI	
Advertising LED-Wall screens	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Video surveillance	NO	NO	SI	NO	-	SI	SI	SI	SI	NO	NO	NO	NO	SI	NO	SI	NO	NO	SI	
Racks for bicycle storage	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Velostation depot e bike rental	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Bar Service	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
News kiosk	NO	NO	NO	NO	-	NO	NO	NO	SI	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
Parking area/multi-storey car park - Bus terminal	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
switches of banknotes into coins	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	
ATMs/Cards of credit	NO	NO	NO	NO	-	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	

** The Potenza Inf., San Rocco, Rione Mancusi, Tiera, San Nicola, Acerenza, Tarantella and Pietragalla stops do not have a waiting room but a covered shelter
 o The Genzano di Lucania station is attended only during the arrival and departure time slots of trains
 ▼▲ Stations temporarily downgraded to line stops * Validation machine temporarily not accessible to the public



COMPANY CONTACTS

Ferrovie Appulo Lucane srl

Registered office:	Corso Italia, 8	70123 - Bari
Potenza headquarters:	Via Vaccaro, 189	85100 - Potenza
Website:	www.ferrovieappulolucane.it	

Useful numbers

Free-toll number:	800 050 500	
External Relations:	080 57 25 421	
Fax:	080 57 25 497	
e-mail:	relazioniesterne@ferrovieappulolucane.it	



Ferrovie Appulo Lucane
Corso Italia, 8 - 70123 BARI



www.ferrovieappulolucane.it
numero verde: 800 050 500

