

STRUCTURAL AND ACCESSIBILITY CHARACTERISTICS OF THE BUS TERMINAL AND CONDITIONS FOR SERVICE UTILISATION

The bus terminal, operated by FS Park S.p.A. and constructed by Grandi Stazioni Rail S.p.A., is strategically located in close proximity to Bari Centrale railway station. Its placement is intended to strengthen intermodal connectivity and promote seamless integration with the national rail network.

The bus terminal features a single access point from Via Capruzzi.

It spans a total area of approximately 7,644 square metres, within which the following facilities are allocated exclusively for bus operations:

- 8 bays allocated for idle parking;
- 1 bay allocated for passenger drop-off, intended for services not involving departures or layovers;
- 10 bays reserved for passenger boarding and alighting, serving both arrivals and departures.

The bays allocated for passenger boarding and alighting (short-stay bays) are located adjacent to the platforms and are sheltered by canopies. Bus parking in these bays is permitted for 15 minutes.

Access to and exit from the bus terminal are generally managed via an automatic number plate recognition system, comprising a local control unit and a track-side unit placed at the designated monitoring points.

The following buildings form an integral part of the infrastructure:

- a building comprising:
 - a shared area with a ticketing desk, including dedicated sanitary facilities;
 - a waiting room;
 - public pay-per-use toilets;
 - technical rooms;
 - a control and access management room, staffed by an FS Park operator;
- a building intended for drivers of the transport providers, located in the central section reserved exclusively for idle parking, and equipped with a rest area and sanitary facilities;

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UNI EN ISO
9001:2015



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14001:2015



Associazione Italiana Operatori Staz. e Mobilità



- a building housing technical installation.

The infrastructure is equipped with a closed-circuit television (CCTV) system.

Operating Hours

The area is open to the public from 03:45 to 02:00 a.m.

Conditions for Service Utilisation for Transport Providers

The Transport Providers can use the Bus Terminal according to the following methods:

- The signing of an agreement for Local Public Transport (LPT) Providers or for Medium/Long-Distance Passenger Transport (LDP) Providers;
- Acquiring an access authorization for occasional use (Occasional Transport Providers).

The request must be accompanied by appropriate documentation certifying the authorisations held for carrying out the transport activity, and by the appropriate Company Registration Report and the identity card of the company legal representative; the bus timetable schedule is also required.

The Transport Providers, who are interested in signing an agreement, can submit a request to the e-mail address clientibusiness@fspark.it attaching the above mentioned documentation and using the appropriate format (see **Annex 5**) https://www.fspark.it/content/dam/metropark_nd/pia-bari-centrale/Allegato%205%20Manifestazione%20interesse%20stipula%20convenzione.pdf.

FS Park S.p.a. will send within 15 working days a proposal for an agreement. The Transport Provider must sign the agreement, if accepted, and send it to FS Park S.p.a. to the above e-mail address. FS Park will ask the list of the bus license plates and will provide the number of the requested Keycards; in case of loss or damage of the keycards, the cost of replacement is € 8.20 plus VAT.

The request for Occasional use of the Bus Terminal must be submitted at least 24 hours before actual use, providing the list of bus licenses plates. If the request is not submitted within the established deadline, FS Park can accept or deny the request, based on the occupancy of the area's capacity. The driver will carry out the payment to the staff at the entrance of the Bus Terminal, according to the fee conditions for occasional Transport Providers.

Requests from Transport Providers with outstanding debts to FS Park will be rejected, for payments more than 30 days past due.

Any situations of congestion or saturation of the Bus Terminal will be managed by FS Park according to the Measure 3 (points 3, 4 and 5) of ART Resolution No. 56/2018.



Passenger Information

Within the area, variable message panels are installed to provide users with scheduled arrival and departure times of services operating to and from the bus terminal. These details are updated based on notifications received by FS Park from the Transport Providers.

Physical Accessibility of the Bus Terminal

The premises and areas of the bus terminal have been designed and constructed in compliance with current accessibility regulations. Directional signage is installed throughout the terminal, indicating the services available within the area.

Wherever feasible, vehicular and pedestrian flows have been separated; where necessary, crossings have been provided and clearly marked with fixed horizontal and vertical signage. For a visual representation of the routes, please check the graphic documents attached (**Annex 1B**). These routes have also been published on the official website:

https://www.fspark.it/content/dam/metropark_nd/pia-bari-centrale/Allegato%201B%20percorsi%20PRM.pdf

The information has also been posted in the common areas of the terminal and within the ticket offices.

LOGES tactile pathways have been installed throughout the bus terminal to assist visually impaired passengers.

Passengers requiring specific assistance are responsible for notifying the Transport Provider of their needs upon purchasing the ticket. Passengers who have requested assistance must report to the staff at the entrance to the Bus Terminal at least 30 minutes prior to the scheduled departure time of their service.

Given recent design and construction of the bus terminal, the pedestrian pathways have been developed without architectural barriers and are located within protected zones (including crossings marked by pedestrian zebra stripes).

These pathways are physically separated from adjacent vehicular roadways by non-breachable metal railings, equipped with tactile guidance systems for visually impaired users, and fitted with appropriate signage and tactile maps to support wayfinding. Wherever feasible, they are also sheltered from adverse weather conditions by canopies. Therefore, given the physical accessibility of the facility, compliant with modern safety standards and free from architectural barriers, the presence of additional staff from FS Park dedicated to reception and assistance has not been deemed necessary. Such support is instead provided by the mandatory personnel of the Transport Providers, who are responsible for assisting passengers with reduced mobility (PRM).



Based on requests made upon purchasing the ticket, the staff of the Transport Provider are required to provide the necessary assistance to ensure that passengers with reduced mobility (PRM) are able to identify and access the designated bus departure bay, using, where needed, of the terminal's facilities and spaces.

Regulation (EU) No. 181/2011 concerning the rights of passengers is available at the following website:

[http://eur-](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:055:0001:0012:IT:PDF)

[lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:055:0001:0012:IT:PDF](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:055:0001:0012:IT:PDF)

and a summary has also been posted in the common areas of the terminal and within the ticket offices.

FS Park S.p.A. personnel operate within the Bus Terminal and can be identified by high-visibility vests. They are available to provide assistance and information to customers.

Within the ticketing and waiting area, an information board will provide terminal users with clear and appropriate details regarding their passenger rights. Transport Providers may also use this board to display their General Conditions of Carriage.

ACCESS FEE CONDITIONS

In order to ensure equal usage conditions for all Transport Providers concerned, and in accordance with Measure 4.2, letter D of ART Resolution No. 56/2018, the access fee conditions are defined based on operating costs, as well as the investments made to ensure operations and ensure the current quality and efficiency of the services provided.

Fees are subject to potential annual adjustment in the event of significant inflationary increases, and to periodic adjustments based on changes in operating costs for terminal management and any additional charges defined under regional regulations, or where necessary to support extraordinary investments not covered by other funding sources, aimed at maintaining and improving the quality and efficiency of the services provided.

The periodic review will be conducted by the FS Park every five years through an internal assessment to compare recorded revenues with operating costs and with the amortisation value of the investments made to initiate the operation of the Bus Terminal. This process will evaluate the actual profitability required to ensure the economic sustainability of the terminal's overall operation. Should this assessment suggest the need to revise the tariffs in accordance with the criteria outlined above, the updated fees will be communicated to the Transport Providers that have already signed the relevant agreement, as well as to the Region of Apulia and the Metropolitan City of Bari, prior to their publication.

The above fees include ancillary services and charges, which comprise, by mere way of example:

- Cleaning and maintenance of the premises;



- Safety services;
- Sanitary facilities for the Transport Provider's operating personnel;
- Dedicated refreshment area for the operating personnel.

The access fee conditions to the Terminal vary depending on the type of Transport Provider: those operating under agreements for Local Public Transport (LPT), those operating under agreements for Medium/Long-Distance Passenger Transport (LDP), and occasional transport providers."

5.1 Access Fee Conditions for Contracted Local Public Transport (LPT) Providers

Contracted LPT transport providers are operators providing local public transport services under Service Agreements with the Apulia Region and the Metropolitan City of Bari.

From 00:00 to 23:59 – for parking, passenger boarding and alighting operations:

- ✓ Maximum stay: up to 8 minutes: €2.00 plus VAT;
- ✓ Maximum stay: up to 20 minutes €3.00 plus VAT;
- ✓ Maximum stay: up to 1 hour: €4.00 plus VAT;
- ✓ Maximum stay: up to 2 hours: €5.00 plus VAT;
- ✓ Stay exceeding 2 hours: €21.00 plus VAT, plus €5.00 per each additional hour or fraction of an hour, plus VAT, up to a maximum amount of €60.00 plus VAT.

5.2 Access Fee Conditions for Contracted Medium/Long-Distance Passenger Transport (LDP) Providers

Operators classified as contracted LDP transport providers are those providing medium- and long-distance commercial transport services.

From 00:00 to 23:59 – for parking, passenger boarding and alighting operations:

- ✓ Maximum stay: up to 20 minutes: €6.00 plus VAT;
- ✓ Stay from 21 minutes up to 60 minutes: €11.00 plus VAT;
- ✓ Stay exceeding 1 hour: €11.00 plus VAT, plus €5.00 per each additional hour or fraction of an hour, plus VAT, up to a maximum amount of €60.00 plus VAT.

The payment of the amount due is calculated on a quarterly basis, based on actual transits. Upon reaching specific thresholds, a discount applies according to the brackets listed below, still calculated on a quarterly basis: ANNUAL AMOUNT		DISCOUNT
FROM € 10,001.00	TO € 20,000.00	5%
FROM € 20,001.00	TO € 30,000,.00	10%
FROM € 30,001.00	TO € 40,000.00	12,5%
FROM € 40,001.00	TO € 50,000.00	17,5%



FROM € 50,001.00	TO € 100,000.00	20%
FROM € 100,001.00	TO € 150,000.00	35%
FROM € 150,001.00	TO € 200,000.00	60%
OVER € 200,001.00		70%

The amount of the fees due shall be determined on a quarterly basis, calculated according to the actual traffic recorded during the relevant quarter.

Payment shall be made in arrears, in quarterly instalments, by bank transfer, within thirty (30) days from the date of the invoice issued by FS Park

5.3 Access Fee Conditions for occasional Transport Providers

From 00:00 to 23:59 – for parking, passenger boarding and alighting operations:

- ✓ Maximum stay: up to 1 hour: €13.50 including VAT;

For hours/fraction of hours following the first one: €13.50 including VAT, plus €6.50 per each additional hour or fraction of an hour, including VAT, up to a maximum amount of €80.00 including VAT.

Payment of the fee due shall be made before leaving the Bus Terminal at the checkpoint operated by the staff on duty at the access gate.-

5.4 Economic conditions for the use of the premises operating as Ticket Office

The ticket office premises are open from 06:00 to 22:00.

As a result of the expressions of interest received from Transport Providers and Resellers, two of the nine available desks within the ticket office premises have been allocated to ATS S.r.l., which has already entered into appropriate resale agreements with the Transport Providers interested in this service.

In ATS S.r.l., as Reseller, applies service commissions exclusively to the Transport Providers, without any additional charge to the end user/passenger.

The PIA shall be updated should ATS S.r.l. introduce a service commission for end users/passengers, or should additional desks be assigned to other Resellers who apply such commissions. In such cases, the amount of the service commission shall be disclosed by the Reseller through a dedicated notice displayed at its desk.

Requests for direct allocation of two additional desks have been received from Itabus and Marinobus, two Transport Providers wishing to use the such desks not only for ticket sales but also as information desks for their transport services.



Transport Providers interested in the resale service may contact the appointed Reseller. Should a Transport Provider not wish to use such service, it may submit a request to FS Park for the direct use of a desk for the sale of travel tickets.

Any additional interested parties may submit an expression of interest to FS Park for the use of a desk within the premises designated for ticketing activities. It is understood that multiple Transport Providers, either individually or in association, may share one or more desks, subject to FS Park's approval of the proposed arrangement differing from the standard configuration.

Such arrangement may be subject to revision following the receipt of requests from operators and the assessment of their respective logistical requirements.

Based on the responses received, desks may be allocated to Transport Providers on a non-exclusive and non-permanent basis, applying a proportionality criterion in relation to traffic volumes. In such cases, the Transport Provider or Association of Transport Providers shall be required to pay an hourly usage fee of €0.40 (40 euro cents), plus VAT, provided that a valid Agreement for the use of the Bus Terminal bays has been duly entered into in accordance with Annex No. 2.

Transport Providers or Associations of Transport Providers that have submitted a request to use a desk under this arrangement shall be prohibited from reselling travel tickets issued by Transport Providers other than the requesting entity, or, in the case of an Association of Transport Providers, by Transport Providers not belonging to the Association established for the use of one or more desks (prohibition of resale on behalf of third parties).

Should a request for desk usage be submitted by Resellers of travel tickets who have entered into agreements with one or more Transport Providers, an hourly usage fee shall apply for each operational desk used for ticket sales, amounting to €1.10 (one euro and ten cents) plus VAT, calculated on the basis of the operating costs of the Bus Terminal.

The above fees shall be deemed to include ancillary charges which cover, by mere way of example, the following services:

- cleaning and maintenance of the premises;
- security;
- safety;
- staff toilets.

Relations with Transport Providers and/or Resellers shall be governed by the terms set out in the attached draft Agreements (see **Annex 3** and **Annex 4**) https://www.fspark.it/content/dam/metropark_nd/pia-bari-centrale/Allegato%203%20schema%20di%20convenzione%20per%20utilizzo%20Vettori.pdf

https://www.fspark.it/content/dam/metropark_nd/pia-bari-centrale/Allegato%204%20schema%20di%20convenzione%20per%20utilizzo%20Rivenditori.pdf



There is a single authorised sales point operating under agreement with the Transport Providers, located at Via Capruzzi 244, opposite the Bus Terminal, which is also situated on Via Capruzzi, and operated by ATS Viaggi S.r.l.

5.5 Economic Conditions for Ancillary and Complementary Services

Paid toilet facilities are available at the ground services of the Bari Centrale Bus Terminal, at a rate of €1.00 per access. These facilities are equipped with automated access systems and are subject to scheduled cleaning services.

Upon request, specific agreements may be activated to allow transport company personnel to access the toilet facilities under preferential conditions, tailored to operational needs.