

Service Charter

Co.Tr.A.P. – Consorzio Trasporti Aziende Pugliesi

Year 2025 Puglia, Italy 41 Member Companies 24.4 million passengers

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Introduction

The Service Charter is both a tool for informing its customers about the services and activities provided, and a suitable document for publishing the results achieved and declaring the Consortium's objectives. To improve the quality of the service provided, increase communication with customers, verify the results achieved based on the commitments made, and identify potential improvements, Co.Tr.a.P. periodically conducts surveys to gather user feedback and highlight the evolution of its service standards.

These results are published annually in the Service Charter, highlighting which planned objectives have achieved the predefined quality standards and which require improvement.

Regulatory Framework

The main regulatory framework for the Service Charter is the **Prime Ministerial Directive of January 27, 2004**, introducing the "Principles for the Provision of Public Services" and the **Prime Ministerial Decree of December 30, 1998**, prepared by the Department of Public Administration of the Presidency of the Council of Ministers, which constitutes the general framework for the preparation of the public service charter for the transport sector.

The Service Charter

This Service Charter is the document that governs the relationship between the Consortium and its customers. It is also the main communication and information tool in which Co.Tr.a.P. explicitly states its commitments and objectives and reports the results of its process of improving the quality of the services offered.

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Principles of the Service Charter

With the Service Charter, Co.Tr.a.P. is committed to the following principles:



Equality and Impartiality

The service offered is accessible to all, without discrimination based on nationality, ethnicity, income, gender, religion, or culture. The service is



Participation and Transparency

Customers have the right to submit comments, complaints, and suggestions for improving the quality of the service. The Company voluntarily subjects its quality and



Continuity

CO.TRA.P. ensures a continuous and regular transport service in compliance with operating schedules and timetables. In the event of a

provided in accordance with criteria of objectivity and impartiality.

environmental management system to periodic audits by Certiquality.

strike, minimum services required by current regulations are guaranteed.



Efficiency and Effectiveness

CO.TR.A.P. is committed to offering an adequate service using available resources and seeking the best possible value for money, training staff and improving satisfaction standards.



Respect for the Environment

The Consortium aims to improve its performance while protecting the environment through policies geared toward sustainable development: anti-pollution engines and noise pollution reduction.

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The Consortium

Co.Tr.A.P. (Consorzio Trasporti Aziende Pugliesi), headquartered in Bari, brings together all passenger transport companies operating within the Puglia Region until December 31, 2026 (Dgr. 1368 of October 10, 2022), providing minimum interurban services for a total of **48,795,565 km**, distributed among 41 Consortium member companies.

Interurban Services – Distribution by Competent Entity

COMPETENT ENTITY	ANNUAL KILOMETRES
Apulia Region	Km. 23,372,328
Metropolitan City of Bari	Km. 5,974,424
Province of Brindisi	Km. 3,411,774
Province of Foggia	Km. 10,912,497
Province of Lecce	Km. 5,124,542
Province of Taranto	Km. 6,474,026

Urban Services – 4,245,858 km (Regional Decree 1256 of July 28, 2021)

The Consortium, on its own behalf and on behalf of its members Acapt, Bucci & Tarantini, Chiffi, Centra, Ferrovie del Gargano, STP Brindisi, and Sita Sud, is responsible for minimum urban services.

MUNICIPALITY	ANNUAL KILOMETRES
Municipality of Castellana Grotte	Km. 86,412
Municipality of Corato	Km. 104,660
Municipality of Conversano	Km. 64,371
Municipality of Palo del Colle	Km. 32,805

MUNICIPALITY	ANNUAL KILOMETRES
Municipality of Putignano	Km. 102,249
Municipality of Brindisi	Km. 2,201,949
Municipality of Fasano	Km. 383,467
Municipality of Ostuni	Km. 250,003
Municipality of San Giovanni Rotondo	Km. 458,118
Municipality of Gallipoli	Km. 68,027
Municipality of Manduria	Km. 322,699
Municipality of Francavilla Fontana (Br)	Km. 80,182
Municipality of Manfredonia	Km. 407,723

Consortium Key Figures – Year 2024

2,029 Employees – member companies	1,349 Authorised intercity vehicles	246,540 Direct customers 2024 (+2.15%)
24.4M Total passengers – all members	980 Affiliated sales outlets	21 Direct employees

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Consortium Members

The Consortium brings together the following **41 transport companies** of the Puglia Region:

Kyma Mobilità S.p.A.	AMET S.p.a.	ACAPT Nord Gargano Srl	Autolinee Chiarelli Viaggi S.r.l.
Dover Bus Lines S.r.l.	Fratelli Blanco Bus Lines S.a.s.	Lorusso Bus Lines S.r.l.	
Marino Michele Bus Lines S.r.l.	Mastrorocco Donato Bus Lines S.a.s.		
Roberto & Dongiovanni Bus Lines S.r.l.	Bucci & Tarantini Bus Services S.a.s.	Chiffi Bus Services S.r.l.	
Chiriatti Bus Services S.r.l.	Conca Michele & C. S.n.c.	Tarantini Brothers Bus Services S.r.l.	
Tempesta Bus Services S.r.l.	Autoservizi Tommasulo S.r.l.	ATA Foggia S.p.a.	
Bruno Sante – Bus Rental	Caponio Francesco	Caputo Giuseppe	
Caruso Pasquale – Caruso Viaggi	Ceglie Eurobus	Centra S.r.l.	Ciccimarra Sante & Figli S.r.l.
CTP S.p.A.	D&D Travel S.r.l.	Due Mari Viaggi e Turismo S.r.l.	Elios Autolinee S.r.l.

Ferrovie del Gargano S.r.l.

Ferrovie del Sud Est S.r.l.

Fini Luigi – Fini Viaggi

Fivi S.r.l.

Gramegna Isabella & Figli S.n.c.

Gravame Palmieri & C. S.r.l.

Gruppo Gigante S.r.l.

Impresa Autoservizi Borman S.r.l.

Louvain Vito Paolo

Heirs of Lentini Giovanni S.D.F.

Marino S.r.l.

Martina Tours srl

Metauro Bus S.r.l.

Miccolis S.p.a.

Paolo Scoppio & Figlio Autolinee S.r.l.

Re Manfredi Cons. Coop. Sociale A.r.l.

Speedy Enterprise s.r.l.

S.T.P. Brindisi S.p.A.

S.T.P. di Terra d'Otranto S.p.A.

S.T.P. Bari S.p.A.

Sabato Michele – Sabato Viaggi

Saps S.r.l.

Sassi Autotrasporti S.n.c.

Seat S.r.l.

SGM S.p.A.

Sita Sud S.r.l.

Cerignola Transport Company A.r.l.

Giuseppe Strecapede

Vito Topputo

Marozzi Travel & Tourism S.r.l.

Pietro Zecca

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Customer Protection

To foster a clear and positive relationship with service users, the Consortium pays particular attention to the complaints management process and related monitoring activities. Complaints are promptly monitored and analysed to determine the underlying cause of the incident.

Complaint Submission Channels

Cotrap has implemented a complaint handling mechanism that is easy to access and use, with particular attention to the needs of users with disabilities. Complaints may be submitted in English or Italian (a response will be provided in the same language).

- **Online:** by completing the editable form on the website and sending it to reclami@cotrap.it
- **Registered Mail:** sending the completed form to c/o Cotrap – Via Bruno Buozzi, 36 – 70132 Bari
- **In Person:** at Cotrap – Via Bruno Buozzi, 36 – 70132 Bari, with an official stamped receipt issued by staff

Communication with Customers

CO.TR.A.P. considers communication with its customers an essential element of its business and a fundamental element in offering a quality service. The Consortium is committed to improving existing communication tools and responding to any requests for information by telephone, email, or fax. The company website provides information on bus schedules and single-journey ticket bookings. Travel tickets and information on schedules, stops, and fares can also be obtained at participating agencies.

 **Contact Details**

✉ Complaints: reclami@cotrap.it

📍 Via Bruno Buozzi, 36 – 70132 Bari (BA)

🌐 www.cotrap.it

🕒 Telephone information service (weekdays): 7:30 – 20:00

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Service Satisfaction

The Consortium measures its passengers' satisfaction through an anonymous questionnaire sent by email to all customers registered on www.cotrap.it, dedicated to ticket sales on the provincial lines directly managed by the Consortium (Andria–Bari Z.I.; Bitonto–Santo Spirito; Corato–Trani).

The survey covers: **punctuality, travel safety, vehicle comfort, cleanliness and staff relations**, rated on an excellent/good/adequate/average/poor scale (5 to 0 points). The overall score ranges from 0 to 30; the minimum acceptable satisfaction rating is **18/30**.

Average satisfaction result 2024: **26.86/30** (vs 27.14/30 in 2023)

The Consortium's Board of Directors is satisfied with the monitoring results.

Breakdown by Aspect

🕒 Punctuality



25.15/30

🛡️ Safety



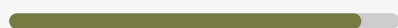
28.15/30

🚗 Comfort



27.23/30

🧹 Cleanliness



27.00/30

👤 Staff



26.77/30

Conclusions: A positive trend in overall customer ratings is evident. The Consortium intends to implement continuous improvement measures. All customer satisfaction results are reviewed by company management and made public through this Service Charter.

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Travel Tickets

My Card Electronic Card

My Card is the platform (mycard.cotrap.eu) where customers can request an electronic identification card, which can be used to load electronic weekly or monthly travel passes. The application process is exclusively online. The card is personal and non-transferable.

Types of Travel Tickets

TYPE	VALIDITY	WHERE TO PURCHASE
Single Ticket	One journey	Online, authorised sales points, on board (with surcharge)
Reduced Weekly Pass	Calendar week – Mon/Fri	Authorised sales points and Cotrap website/app
Ordinary Weekly Pass	Calendar week – all days	Authorised sales points and Cotrap website/app
Reduced Monthly Pass	Calendar month – Mon/Fri	Authorised sales points and Cotrap website/app
Ordinary Monthly Pass	Calendar month – all days	Authorised sales points and Cotrap website/app

Pursuant to art. 27 paragraph 3 of Regional Law No. 18/2002, weekly passes must include a minimum of 12 journeys (reduced: 10), monthly passes a minimum of 52 (reduced: 42).

Passes for Persons with Disabilities

War invalids, civilian invalids, and disabled persons certified by the competent authority (pursuant to Art. 30 c.3 of Regional Law No. 18/2002) are eligible for free travel documents on local public transport services. Free travel documents are issued by authorised sales points exclusively to holders of a Disabled Identification Card.

Sales Points

The Co.tr.a.p. sales network consists of commercial establishments such as tobacconists, newsstands, and bars. Currently, **21 authorised sales points** are available for the three direct lines (as of December 31, 2024).

Penalty for Fare Evasion

Customers found without a valid ticket are subject, in addition to payment of the evaded single-journey fare, to an **administrative fine of €100.00**, reduced to €50.00 if the violation is remedied within 30 days (Article 32, Regional Law No. 18/2002). Possession of a counterfeit travel document will be reported to the Judicial Authority.

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Customer Rights and Obligations

Rights

- Safety and peace of mind during travel

Obligations

- Follow the Company's instructions and those received from staff

- Continuity of service, with multimodal integration
- Timely access to timetables and service information
- Punctuality and adherence to scheduled times
- Cleanliness of buses and waiting areas
- Staff identification
- Minimised waiting times at ticket offices
- Compliance with rules of conduct (smoking ban)
- Easy access to communication channels and complaints procedure with clear response times
- Travel with a properly validated ticket
- Refrain from behaviour that could cause harm to the Company or customers
- Respect the "Travel Regulations" on board and in company facilities
- Assist elderly or disabled persons when boarding and during the journey

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Complaints Handling Policy

The Cotrap Consortium, in compliance with current legislation on the minimum rights of bus transport service users regarding the handling of complaints, has implemented an easily accessible and usable complaint handling mechanism, with particular attention to the needs of users with disabilities.

Processing Timelines

- 1 Within 3 months** of the service date: the passenger may submit a complaint.
- 2 Within 1 month** of receipt: the carrier notifies whether the complaint has been accepted, rejected, or is still under consideration.
- 3 Within 3 months** of receipt: the carrier must provide a definitive response.

Minimum Complaint Requirements

Only complaints containing at least the following information will be considered:

- The user's identification details (name, surname, and contact information) and those of any representative
- Journey details (date, departure time, origin, and destination) and the transport contract (booking code or ticket number), or a copy of the travel document
- A description of the service inconsistency with respect to requirements defined by European or national legislation, General Conditions of Transport, or the Service Charter

Automatic Compensation

SITUATION	COMPENSATION
Response provided between the 91st and 120th day from receipt of complaint	10% of travel ticket price
No response provided within the 120th day from receipt of complaint	20% of travel ticket price

No compensation is due if: the amount is less than €4.00; the complaint is not submitted in accordance with Resolution ART No. 28/2021; or the user has already received compensation for a complaint regarding the same

Alternative Remedies

- Alternative dispute resolution procedures
- Complaint to the **ART** (Transport Regulatory Authority): art@autorita-trasporti.it – pec@pec.autoritatrasporti.it
- ART ADR conciliation service: www.autorita-trasporti.it

Note: Each member company applies its own General Conditions of Transport. Responsibility for service disruptions or complaints falls exclusively on the individual company operating the service. The Consortium's Acting Legal Representative is therefore released from any liability for service disruptions or failure to respond by member companies.

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Quality and Environment

The Consortium implements an **integrated management system** compliant with the **UNI EN ISO 9001:2015** and **UNI EN ISO 14001:2015** standards, committing to aligning the entire organisation and internal processes with the Integrated System requirements.

The adoption of a Quality Management System and an Environmental Management System demonstrates the Consortium's commitment to ensuring that its services fully meet customer needs, that its system is managed to the highest levels of effectiveness and efficiency, and that the environmental performance of its business processes consistently meets legal requirements.

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SA 8000 Certification






The Management of Co.Tr.A.P. has chosen to implement the **SA 8000 Standard** to improve the company's human resources management, which the Consortium considers strategic to the quality of the service offered and the functioning of the organisation.

Ensuring the well-being of its employees is a priority for Co.Tr.A.P., both for maintaining an optimal working environment and for operating with quality externally. The applied standard allows the company to measure, monitor, and improve the conditions of its employees and evaluate the improvement of the corporate climate at all levels.

Social Responsibility

The Co.Tr.A.P. Consortium's primary strategic objective is to fully satisfy market needs and maintain a proactive role in this regard, through continuous improvement in professionalism, effectiveness, and efficiency.

Fundamental Principles

 <p>Equality</p> <p>Prohibition of any unjustified discrimination based on race, gender, language, religion, or political opinion.</p>	 <p>Impartiality</p> <p>Service provision in compliance with the principles of objectivity, justice, and impartiality.</p>	 <p>Continuity</p> <p>Continuous, regular, and uninterrupted service provision, except for force majeure or circumstances beyond the Consortium's control.</p>
 <p>Participation</p> <p>Guaranteed participation of stakeholders, including through representative bodies, with access to relevant information and the right to submit complaints and suggestions.</p>	 <p>Efficiency and Effectiveness</p> <p>Adoption of all measures necessary to achieve or improve service efficiency and effectiveness objectives.</p>	

SA 8000 Commitments – ILO Conventions

The Co.Tr.A.P. Consortium is committed to complying with the following International Labour Conventions:

- ILO Convention 1 – Hours of Work
- ILO Conventions 29 & 105 – Forced Labour
- ILO Convention 87 – Freedom of Association
- ILO Convention 98 – Right to Collective Bargaining
- ILO Conventions 100 & 111 – Equal Remuneration; Discrimination
- ILO Convention 135 – Workers' Representatives
- ILO Convention 138 – Minimum Age
- ILO Convention 155 – Occupational Health & Safety
- ILO Convention 159 – Persons with Disabilities
- ILO Convention 177 – Home Work
- ILO Convention 181 – Private Employment Agencies
- ILO Convention 182 – Worst Forms of Child Labour
- ILO Convention 183 – Maternity Protection
- ILO Code of Practice on HIV/AIDS

- Universal Declaration of Human Rights

- International Covenant on Civil and Political Rights

- UN Convention on the Rights of the Child

- UN Convention on Elimination of Discrimination against Women

- UN Convention on Elimination of Racial Discrimination

- UN Guiding Principles on Business and Human Rights


- National Collective Bargaining Agreement


UNI EN 13816 Certification

Certification in accordance with the **UNI EN 13816** standard is intended for all public passenger transport providers and guarantees a high level of quality to service users.

The Consortium has obtained **certification to the UNI EN 13816:2002 standard** for local public transport services by road for the following lines:

 Corato – Trani

 Andria – Bari Z.I.

 Bitonto – Santo Spirito

Environment

The President of the Co.Tr.A.P. Consortium has decided to implement an **ISO 14001 Environmental Management System**, integrated into the main management system, to monitor the impact of its activities on the environment and ensure that environmental performance meets and continues to meet legal requirements.

Environmental Commitments

- Formulate objectives for improving the environmental performance of processes and activities
- Adopt technological processes that offer the least environmental impact
- Comply with relevant laws, regulations, and other environmental commitments
- Prevent pollution and, where possible, reduce discharges, waste, and resource consumption
- Minimise any significant negative environmental impact
- Extend environmental objectives to suppliers and disseminate sector-wide best practices
- Develop training and education for all employees on environmental protection
- Communicate principles, objectives, and goals to all people working for the organisation

Health and Safety

The Consortium focuses on continuous improvement and prevention, involving its own personnel and those who work for and on behalf of Co.Tr.A.P. Health and safety in the workplace is considered an integral part of the corporate management system.

Health and Safety Commitments

- Protect workers' health and safety at every level
- Operate in compliance with national and EU laws, regulations, and directives
- Provide all necessary human and material resources
- Strengthen training and information for all operators on individual responsibilities
- Engage and consult workers through safety representatives
- Raise awareness among contractors and suppliers regarding safety and environmental policy
- Activate appropriate internal and external communication channels
- Periodically review the DVR regardless of any changes
- Implement procedures for ongoing monitoring of OHS and for managing non-compliance, accidents, and emergencies

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Quality

Customer satisfaction is the objective that the Co.Tr.A.P. Consortium pursues through continuous improvement of its performance, in accordance with the requirements of the **UNI EN ISO 9001** standard.

Management Commitments


- Develop the Human Resources working within the Consortium
- Foster a concrete spirit of collaboration
- Provide the financial resources necessary to support future technological developments
- Promote the central role of the customer and the importance of stakeholder requirements
- Disseminate a quality culture at all organisational levels
- Ensure continuous improvement of the quality, effectiveness, and efficiency of processes

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Organisational Model

Since January 2012, Cotrap has adopted an organisational, management, and control model in line with the requirements of **Legislative Decree No. 231 of June 8, 2001**, periodically updated to take into account legislative innovations as well as changes in internal organisational and procedural structures.

The model consists of a general section (recipients, powers, Supervisory Body, disciplinary system, whistleblowing) and a special section specifically dedicated to the prevention of offences that give rise to administrative liability, structured on a "business process" basis.

 Via Bruno Buozzi, n. 36 – 70132 Bari (BA)

 organismodivigilanza@cotrap.it

 This contact is reserved exclusively for requests regarding the Model 231. Commercial matters, complaints, and service quality issues will not be considered here.

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Service Accessibility

With the entry into force of **Legislative Decree No. 222/2023** on the redevelopment of public services for inclusion and accessibility, the Consortium is particularly committed to asserting these rights and ensuring the widest possible access to mobility for all passengers.

When purchasing a ticket, the retailer provides travel information in an accessible format, including a copy of the General Conditions of Transport and information on specific facilities available on board.

Persons with Disabilities or Reduced Mobility

Transportation will always be guaranteed and will never be refused due to disability. The following are considered "persons with disabilities" or "persons with reduced mobility":

- Persons who use a wheelchair due to illness or a documented disability
- Persons with limb problems or certified walking difficulties
- Persons who are blind or visually impaired
- Persons who are deaf or hearing impaired
- Persons with documented intellectual disabilities

In the event of loss or damage to mobility equipment or assistive devices, the Company will compensate the passenger to the extent provided by law.

Accessibility Contact

 g.barnaba@cotrap.it


 Response guaranteed within 5 days of submitting the complaint

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Transport Service Offered

CO.TR.A.P. directly manages three bus routes within the Province of Bari:

 **Andria – Bari Z.I. (worker)**

 **Bitonto – Santo Spirito**

 **Corato – Trani**

The service operates according to the annual operating schedule with 19 vehicles and includes suspensions on Christmas Day, New Year's Day, and Easter Sunday. In 2024, **246,540 passengers** were transported (+2.15% compared to 2023).

Minimum guaranteed services during strikes (Law 146/90): from the start of service until 08:29 and from 12:30 to 14:29.

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Quality Factors

The Consortium continuously monitors the following main quality factors to ensure ongoing improvement:



Service Organisation

Complete regularity of scheduled services and maximum punctuality. In the event of a strike, services are guaranteed during the time slots set out by law.



Safety & Environmental Protection

Continuous driver training, compliance with the Highway Code, reduction of atmospheric emissions. Company buses are equipped with oil spill collection kits.



Travel Comfort

All buses are air-conditioned. The fleet undergoes scheduled maintenance cycles to ensure the efficiency of each vehicle.



Information & Communication

Any service changes are communicated via notices on vehicles and at points of sale. Timetables and stops are available on www.cotrap.it.

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Service Organisation Standards

INDICATOR	TARGET 2024	RESULT 2024	TARGET 2025
Daily coverage (hours of service)	19.20h	19.20h	19.20h

INDICATOR	TARGET 2024	RESULT 2024	TARGET 2025
Regularity – trips completed / scheduled (excl. strikes)	100.00%	99.00%	100.00%
Trips interrupted / scheduled trips completed	0.00%	0.00%	0.00%
% trips with arrival delays >15 min	0.0001%	0.0001%	0.0001%
Back-up vehicles available during peak hours	2	2	2
Sales points / municipalities served	3.90	3.00	3.90

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Safety and Environment Standards

INDICATOR	TARGET 2024	RESULT 2024	TARGET 2025
Accident rate – incidents / trips performed	1 / 7,650 trips	1 / 2,850 trips	1 / 7,650 trips
Incidents / km travelled per year	1 / 136,554 km	1 / 83,325 km	1 / 136,554 km
Incidents / annual driver service days	1 / 1,280 days	1 / 411 days	1 / 1,280 days
Average fleet age (years)	10.65	8.16	9.16
% vehicles with EURO 3 engines	10%	6%	6%
% vehicles with EURO 4 engines	19%	6%	6%
% vehicles with EURO 5 engines	24%	28%	28%
% vehicles with EURO 6 engines	47%	61%	61%

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Travel Comfort Standards

INDICATOR	TARGET 2024	RESULT 2024	TARGET 2025
% vehicles with disabled-accessible boarding	21%	47%	47%
Frequency of external cleaning and sanitisation	Twice / week	Twice / week	Twice / week
Frequency of internal cleaning, sanitisation, and disinfection	Every day	Every day	Every day
Frequency of thorough internal cleaning	Monthly	Monthly	Monthly

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Information and Communication Standards

INDICATOR	TARGET 2024	RESULT 2024	TARGET 2025
% notices on service changes communicated ≥ 7 days in advance	100%	100%	100%
Information channels for service changes	Notices on vehicles, sales points, website	Notices on vehicles, sales points, website	Notices on vehicles, sales points, website
Telephone information service hours (weekdays)	7:30 – 20:00	7:30 – 20:00	7:30 – 20:00
Driver identification tags	Yes	Yes	Yes
Complaints and reports collection	Active	Active	Active
Website (www.cotrap.it)	Yes	Yes	Yes
Email communication	Yes	Yes	Yes
Customer satisfaction survey	Yes	Yes	Yes

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General Conditions of Transport

The "General Conditions of Transport" apply to Local Public Transport Services operated by the Consorzio Trasporti Aziende Pugliesi – COTRAP. Customers are required to comply with the General Conditions of Transport, which can be found:

- At all ticket offices
- On the website: www.cotrap.it/pagina/condizionidiviaggio
- In summary form on notices posted inside buses



Co.Tr.A.P.

Consorzio Trasporti Aziende Pugliesi

Via Bruno Buozzi, 36
70132 Bari (BA) – Italy

Useful Contacts

-  www.cotrap.it
-  reclami@cotrap.it
-  organismodivigilanza@cotrap.it
-  g.barnaba@cotrap.it (Accessibility)

Official Website



Scan the QR code
to visit the website