

# MOBILITY CARD



2025



## **MOBILITY CARD**

*In the 1990s, various EEC states initiated public service revaluation actions by asking the supplying bodies to improve the quality of the services provided to the users/customers and the communication relationship between the body and the user/customer, also through the development and dissemination of "Charters of Services".*

*Companies that provide public services are required to draw up the document in implementation of legislative provisions, the reference regulatory framework consists of the following provisions:-*

- Directive of the President of the Council of Ministers of 27 January 1994 "Principles on the provision of public services;*
- Decree of the President of the Council of Ministers of 05.19.1995 "Identification of the sectors of provision of public services for the issuing of the general reference schemes";*
- Law No. 273/95 "Urgent measures for the simplification of administrative procedures and for the improvement of the efficiency of public administrations;*
- Decree of the President of the Council of Ministers of 30.12.1998 "General reference scheme for the preparation of the charter of public services in the transport sector;*
- DGR dated 07.05.2007 n.° 56-6346 "Art.50 of the regional law 04.23.2007 n. 9 - Application methods for free circulation on local public transport services, pursuant to art. 2 of the Regional Law Piedmont Region no. 1/2000".*

*The Charter of services is a document that aims to make the relationship between companies operating public transport services and citizens transparent, as users of the service itself.*

*In fact, according to what is stated in the Decree of the President of the Council of Ministers, it strengthens the guarantee of citizens' freedom of movement (mobility) provided for by article 16 of the Italian Constitution according to which "every citizen can move and reside freely in any part of the national territory..." and "every citizen is free to leave the territory of the Republic and to re-enter it..." and from article 8 of the Maastricht Treaty according to which "every citizen of the European Union has the right to move and reside freely within the territory of the member states".*

*In particular, the Directive establishes that public service providers must:*

- Identify the factors on which the quality of the service depends;*



- Adopt and publish the relevant quality and quantity standards which they ensure compliance with;
- Prepare annual programs aimed at the progressive improvement of these standards.

The objective of this document is to demonstrate the commitment to provide services in compliance with these guidelines.

### **NAVIGAZIONE LAGO D'ORTA SRL**

The navigation service on Lake Orta began in 1878 with three steamers (Cusio, Mergozzolo and Umberto I) carrying out the service between Gozzano, Orta and Omegna but continued only until 1887, when the

activation of the Novara - Domodossola railway made collapse lake transport.

The service was therefore suspended for over twenty years until it was resumed in 1910 with the steamer Riviera, previously doing cabotage service on the French waters of the Côte d'Azur.

In 1935 the steamer Principe di Piemonte was destroyed by a serious fire, putting an end to navigation on the Cusio; we will therefore have to wait until 1984 with the birth of "Navigazione Cusiana srl".

In 2008, the abolition of the line service is expected, despite the

120,000 passengers transported each year by the two motor vessels, due to a lack of qualified personnel for the role of captain and in charge of scheduled public navigation. A positive solution is reached in the same season by also introducing some additional trips to Omegna as well as evening and night cruises in the summer and therefore the aim will be to develop not only local public transport but also tourist services.



On 12 March 2009, the limited liability company "Navigazione lago d'Orta" was established as a merger of the already operational Navigazione Cusiana srl.

On 24 April 2020, a temporary business meeting, RTI, was set up between NAVIGAZIONE LAGO D'ORTA SRL and VCO TRAPORTI SRL, a publicly-owned company, which manages various bus concessions in the provincial territory of Verbano Cusio Ossola, aimed at awarding by the Piedmontese Mobility Agency of the local public transport service on Lake Orta. On 1 April 2023 the shipping company was bought by VCOTRASPORTI SRL.

NAVIGAZIONE LAGO D'ORTA SRL manages the Local Public Transport service on Lake Orta under a service contract signed with the "Agenzia della Mobilità Piemontese".

## NAVIGATION ROUTES

**Green line:** Omegna – Oira – Ronco – Pettenasco Punta di Crabbia – Pettenasco Giardinetto – Pettenasco – Pettenasco l'Approdo – San Giulio Island – Orta San Giulio Piazza Motta.

**red line:** Orta San Giulio piazza Motta – Island of San Giulio – Pella – San Filiberto – Lagna – Island of San Giulio – Orta San Giulio piazza Motta.

**blu line:** Orta San Giulio piazza Motta – Island of San Giulio – Miami Tower of Buccione – Lido di Gozzano.





### **ORTENSIA**

*Length: 23.10 meters;  
Width: 5.90 meters;  
Immersion: 1.33 meters;  
Power supply: diesel;  
Motor power: KW324;  
Propulsion: Propeller;  
Gross tonnage: 96.74 tons;  
Net tonnage: tons: 65.78;  
Total places: n. 289;*



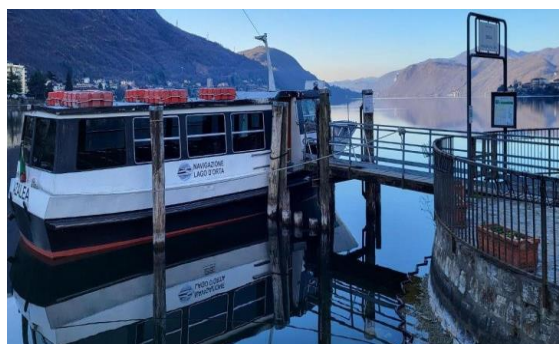
### **VALENTINA**

*Length: 17.60 metres;  
Width: 4.45 meters  
Immersion: 0.65 meters  
Power supply: diesel;  
Engine power: 125 kW;  
Propulsion: Propeller;  
Gross tonnage: 19.83 tons  
Net tonnage: tons: 13.48  
Total places: n. 107  
Seats 85*



### **AZALEA**

*Length: 13.14 meters;  
Width: 3.90 meters;  
Immersion: 0,45 meters;  
Power supply: diesel;  
Motor power: KW324;  
Propulsion: Propeller;  
Net tonnage: tons: 9,95;  
Total places: n. 70  
Seats: 60;*





**Employee staff**

**EMPLOYEE STAFF 2024**

		Annual permanent contract	seasonal
Staff on board	Captain	2	-
	Moter driver	-	3
	Ship Assistant	-	4
Office employee	Communications and administration	1	-
<b>TOTAL EMPLOYED</b>		<b>3</b>	<b>7</b>

**BASIC PRINCIPLES**

**Equality and impartiality**

- NAVIGAZIONE LAGO D'ORTA SRL guarantees accessibility to services and infrastructures without discrimination on grounds of race, sex, language, religion and opinion.
- NAVIGAZIONE LAGO D'ORTA SRL guarantees equal treatment, under the same conditions of the service offered, both between the different geographical areas of users, and between the different categories or groups of users.
- NAVIGAZIONE LAGO D'ORTA SRL guarantees compliance with the principles of the criteria of objectivity, justice and impartiality.
- NAVIGAZIONE LAGO D'ORTA SRL promotes accessibility to transport services and related infrastructures for elderly and disabled people through the progressive adoption of suitable initiatives, in compliance with contractually defined obligations.

**Continuity**

- NAVIGAZIONE LAGO D'ORTA SRL undertakes to provide transport services on a continuous and regular basis as established by the programs authorized by the granting bodies and made known; interruptions due to force majeure, unforeseeable circumstances, acts of a third party, a state of necessity beyond the control of the Company, are managed in accordance with the law.
- NAVIGAZIONE LAGO D'ORTA defines and communicates in advance, in compliance with current legislation, the minimum services guaranteed during the strike phase; this fulfillment may be conditioned by the behavior of third parties with respect to the Company.



### **Participation**

- NAVIGAZIONE LAGO D'ORTA started a relationship of information exchange with Users/Customers on the main problems of the services provided through the analysis of suggestions, reports and/or complaints received and the method of comparison between organized representation bodies.

### **Efficiency and effectiveness**

- NAVIGAZIONE LAGO D'ORTA SRL, within the scope of its competences and in compliance with the established standards, undertakes to adopt technical and organizational measures aimed at improving the efficiency and effectiveness of the service offered.

## **FACTORS AND INDICATORS OF QUALITY AND SERVICE STANDARDS**

The Decree of the President of the Council of Ministers of 30.12.1998 defined the fundamental factors that characterize the quality of each aspect of travel (travel safety, personal and financial security of the traveller, regularity of service and punctuality of vehicles, cleanliness and hygienic conditions of means and/or nodes, travel comfort, etc.) and, within each of them, the specific quality indicators which represent the performance levels of the service provided. Each indicator corresponds to:

- A specific unit of measurement of the results that reflects the company reality in place;
- A standard (or level of promised service) which is the value that the Company undertakes to respect; - A way of detecting the results.

### **Monitoring**

On the basis of the factors and service quality indicators indicated by the Directive, the Companies undertake to periodically verify compliance with the promised standard in order to evaluate the degree of User/Customer satisfaction in various ways and through the following tools:

- Analysis of standards related to quality indicators;

Reports of complaints received by the Company

### **Quality factors**

The quality factors, as described in the Decree of the President of the Council of Ministers of 30.12.1998 ("General reference scheme for the preparation of the Service Charter of the transport sector or "Mobility Charter") are the following:



QUALITY FACTORS	Quality factor indicators
Travel safety	Vehicle accident
	Assive accident of the vehicle
	Age of vehicles
	Overall perpection of the level of travel safety
security	Theft, damage and harassment
	Effectieness of supervisory actions
	Overall perception of the leve of personal security
Service regulrity and punctuality	Territory served
	Overall regularty of the service
	Stroke frequency
	Daly coverage
	Distance stops
	speed
	punctuality
	Ordinary cleaning
cleaning	cleaning
	Radical cleaning
	Overall perception of cleanliness level
Travel confort	Crowding
	Air conditioning
	Overall perception of travel confort
disabled	Vehicle for disabled
	Overall perception of services for disabled
Customer information	timeliness
	Timetable distribution at the stops
	Overall perception of the lever of customer information
Relational and behavioral aspects	Response to proposals and complaints
Counter service level	Overall perception of the level of ounter service
Intermodal integration	Coincidence with other modes of transport
	Intermodal integration
Attention to the environment	Low sulfur fuel
	Attention to the environment

The results recorded in 2023 are shown below:

#### QUALITY FACTOR QUALITY AND STANDARDS 2023 RESULTS

**Travel safety Vehicle accidents** no. dead/passenger km  $\leq$  0.10% 0.00%

**Accident rate of vehicle** no. injured/travellers km  $\leq$  0.20% 0.00%

**Vehicle accidents** no. of claims/vessel km  $\leq$  5% 0.00%





**Passive accident of the vehicle** n. dead/passenger km  $\leq 0.001\%$  0.00%

**Passive accident of the vehicle** n. injured/travellers km  $\leq 0.20\%$  0.00%

**Passive accident rate of the vehicle** no. of claims/vessel km  $\leq 0.30\%$  0.00%

**Age of vehicles** % boats >15 years  $\leq 35\%$  33%

**Overall perception of the level of travel safety** % satisfied  $\geq 90\%$  98%

#### **QUALITY FACTOR QUALITY INDICATORS AND QUALITY STANDARDS 2022 RESULTS**

**Personal and patrimonial security Complaints** n. reports/passengers transported 0% 0%

**Overall perception of the level of personal and financial security** % satisfied  $\geq 90\%$  98%

**Cleaning Ordinary cleaning** n. of daily ordinary cleaning interventions carried out / no. of vehicles in service  $\geq 0.5$  1

**Radical cleaning** average frequency in days 7 days 7 days

**Overall perception of cleanliness level** % satisfied  $\geq 50\%$  92%

**Travel comfort Average crowding** on day no. passengers per km of service/no. seats offered per km of service  $\leq 60\%$  28%

**Average crowding on day** n. passengers per km of service/no. seats offered per km of service  $\leq 50\%$  34%

**Air conditioning** no. boats equipped with air conditioning/n. total buses NP NP

**Overall perception of travel comfort** % satisfied  $\geq 70\%$  98%

**Services for the disabled Vessels** prepared for the transport of the disabled n. boats designed for the transport of disabled people/n. total buses 100% 100%

**Overall perception of services for the disabled** % satisfied  $\geq 80\%$  98%

**Information to customers Timeliness** Average user waiting time even on the phone  $\leq 1.5$  minutes 1.5 minutes

**Average downtime**  $\leq 2$  minutes 2 minutes **time slot of the information service** At least 8 hours a

day 10 hours a day from Monday to Sunday **Bus visual signals equipped with audiovisual**

devices/no. total buses  $\geq 70\%$  100%

**Timetable broadcast at stops n. of piers equipped with timetable**/n. total stakes  $\geq 90\%$  100%

**Overall perception of the level of customer information** % satisfied  $\geq 70\%$  98%

**Relational and behavioral aspects**



**Overall perception level of relational behavioral aspects** (presentability, recognizability, behavior) % satisfied  $\geq 70\%$  98%

**Counter service level Response to proposals and complaints** within n. days 30 days 30 days

**Overall perception of the counter service level** % satisfied  $\geq 70\%$  92%

**Modal integration Coincidence with other modes of transport n. intermodal journeys/no. total trips**  $\geq 30\%$  32%

**Overall perception of the level of intermodal integration** % satisfied  $\geq 50\%$  62%

**Care for the environment Low sulfur fuel** % fuel consumption 100% 100%

## RIGHTS AND DUTIES

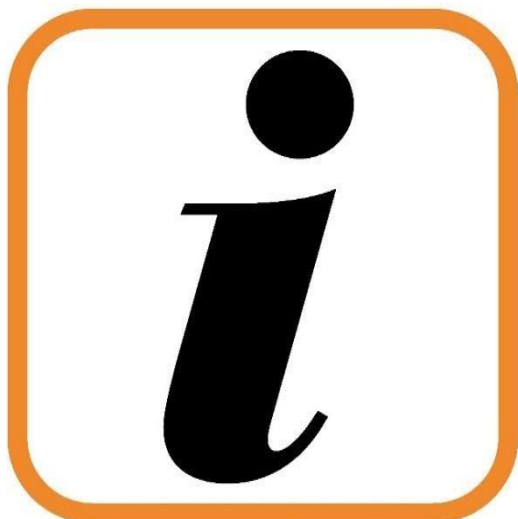
With the validation of the travel document, the transport contract is formalized between the customer and the Company, characterized by reciprocal conditions of law/duty regulating the use of the service in general

### Duties:

*Duties of the traveller*

- Do not use the vehicles without a validated travel document and/or reservation (if this is mandatory);
- Do not occupy more than one seat;
- Do not cause damage or dirty means of transport or infrastructure;
- Respect the smoking bans on vehicles and in spaces open to the public;
- Do not throw any object from the vehicle
- Facilitating elderly people during the journey and complying with the provisions relating to the seats reserved for them;
- Do not behave in such a way as to disturb other people;
- Do not transport objects included among those classified as harmful and dangerous, and respect the rules for the transport of things and/or animals;
- Not to carry out advertising and commercial activities without the consent of the Company;
- Comply with the rules governing the formalities relating to checks in the car;
- Comply with the warnings and provisions of the Company, as well as the indications received from the staff in order not to compromise travel safety and service levels in any way.

## INFORMAZIONI ALL'UTENTE E ASPETTI RELAZIONALI-COMUNICAZIONALI



### **User information**

Information relating to timetables, fares, retailers authorized to sell travel tickets can be requested by calling the company number 3455170005.

In order to ensure the widest and most timely dissemination of information, it is possible to consult the company website [www.navigazioneilagodorta.it](http://www.navigazioneilagodorta.it) which is constantly updated, or send an e-mail to [segreteria@navigazioneilagodorta.it](mailto:segreteria@navigazioneilagodorta.it). Notices relating to any changes to the methods of providing the service are also posted at the embarkation piers.

### **Lost items**

The staff deposits what is found on board the boats or in areas open to the public and the objects found are deposited at the company offices. Information

relating to lost items can be requested by calling the company number 3455170005.

Relational-communicative aspects of the personnel in contact with the User

NAVIGAZIONE LAGO D'ORTA SRL proposes itself as one of the main objectives for the achievement of a good quality level of the service that all the traveling staff and in contact with the User / Customer operate in a qualified and qualifying manner with the objectives set in the quality policy corporate.

### **Complaints**

Any violations of the principles and commitments assumed by NAVIGAZIONE LAGO D'ORTA SRL indicated in this Charter must be reported to the email address:

[segreteria@navigazioneilagodorta.it](mailto:segreteria@navigazioneilagodorta.it)

At the time of submitting the complaint, the user must provide, in addition to his personal details, all the details in his possession relating to the incident, or to what is believed to have been the subject of a violation, so that the Company can proceed with a precise reconstruction of the facts. In this regard, the personnel in charge are available to the User/Client to facilitate him in submitting the complaint, providing him with all the necessary information. Within 30 days of submitting the complaint, the User/Client must be notified in writing of the outcome of the investigations carried out, also undertaking to provide the necessary time for the Company to remove the irregularities found.

### **Refund for missed services or irregularities**



NAVIGAZIONE LAGO D'ORTA SRL undertakes to provide forms of reimbursement following any disservices and irregularities encountered in the performance of its service. Upon the occurrence of the event, the following behaviors and procedures are envisaged:

- If the service is skipped or irregular due to force majeure (natural disasters, atmospheric events, vehicle breakdown, strikes, road interruptions or in any case due to causes deriving from situations not attributable to the Company): no form of reimbursement is foreseen ;
- If the service is not performed regularly due to defaults attributable to the Company: in this case the right to reimbursement of the travel ticket accrues when the departure is delayed by more than 60 minutes and there are no other departures in the same period of time.

The refund will consist in the recognition of the cost of the ticket purchased, upon return of the same or, in the case of season tickets, in the recognition of the single journey ticket for the section referred to the season ticket itself.

If the User/Client, for reasons that cannot be postponed, justified and demonstrable, not being able to use other public means of collective transport is forced to make the trip using another means of transport, the The User/Customer, within 48 hours following the event, must forward the complaint by written request, attaching the unused ticket or photocopy of the season ticket.

Name, surname, day, stop, time and line number of the failed service must also be declared.

In case of sending by postal service, the stamp of the accepting Post Office will prevail.

In the event that the User/Client is forced to make the journey using another means other than public collective transport, in addition to the above requirements, he must attach suitable documentation certifying the non-deferrable nature and the reason for the journey, accompanied by a receipt tax attesting the transport costs incurred.

Compensation for damages for civil liability

NAVIGAZIONE LAGO D'ORTA SRL reimburses any damages to persons caused by its own civil liability in the following case:

- For damages involuntarily caused to third parties by the circulation of vehicles (including passengers transported for any reason).

Company will recognize a refund equal to five times the cost of the ticket for the skipped route.

## GENERAL TRAVEL CONDITIONS

The general travel conditions are set out below. Travelers are obliged to scrupulously comply with the following regulation issued for the safety and regularity of the service.

Getting on and off the boats

- Boarding and alighting must take place exclusively at the authorized stops (piers) located along the routes of the lines;



- The traveler must demonstrate his intention to get on or off the boat by moving near the place of boarding;*
- Boarding the boat is not permitted if the maximum total number of passengers set out in the vehicle registration document has already been reached.*

#### *Travel documents*

*Below are the options for purchasing travel passes in order to use the services of NAVIGAZIONE LAGO D'ORTA SRL:*

#### *Ticket office on board the boats*

*It is possible to buy on board the boats with cash payment (euros) or credit card and debit card without any price increase;*

#### *Online ticket office*

*It is possible to buy online on the website [www.navigazioneilagodorta.it](http://www.navigazioneilagodorta.it);*

- The travel document that can be purchased on the site is valid for the chosen route and can be spent in the current year. Several travel tickets can be purchased at the same time;*
- Payment is made through the circuits and major credit cards;*
- At the end of the purchase, the user receives a QR Code, which will be read and validated on board by the crew. The QR Code can be shown on paper or on any device (tablet, smartphone);*

#### **Ticket offices on the ground**

*The authorized resellers of NAVIGAZIONE LAGO D'ORTA SRL travel tickets are listed below and can be recognized by a special window sticker:*

#### **1 ORTA SAN GIULIO**

**IL GATTO E LA VOLPE BISTROT**

*Via Panoramica 26*

*Area Minigolf, "Trenino stop" and Parking Area, 500 m walking from the landing stage in Piazza Motta*

#### **3 PETTENASCO**

**CAMPING VERDE LAGO LAGO**

*Corso Roma 76*

**HOTEL RISTORANTE RESIDENCE LA SIBILLA CUSIANA** *via*

*Provinciale 48*

**BAR DOLPHINS**





*Passeggiata al Lago, 50 - 150 m walking from the landing*

1 AMENO

ALBERGO MONTEROSA  
via Armando Diaz n. 7  
GOZZANO

1 ARMENO

HOTEL CORTESE  
Via Due Riviere 24C

1 POGNO 0

GUEST HOUSE  
Via Cremosina, 15

**Validity of the travel document**

*Tickets are valid only on the day indicated on the ticket and lose their validity when you get off at the departure pier.*

**Passengers eligible to travel free of charge**

*Members of the Carabinieri, Public Security, Traffic Police, "Guardia di Finanza" as well as the Corps of Custody Agents and the State Forestry Corps are allowed to travel free of charge on scheduled routes only if in public security service. State officials in possession of a D.G.M.T. card, as well as officials of the Region and Province responsible for the surveillance of local transport services in possession of a card issued by the institution to which they belong, have the right to free movement.*

*Collective tickets for group travel 10% discount on normal rates for groups of at least 30 people.*

**bikes**

*The boarding of bicycles is conditioned by the type of motor vessel operating on that route and the availability of space on board. At the docks, passengers are loaded first and bicycles last.*

*No more than three bicycles may be carried on board. For a higher number higher numbers must be notified in advance to the company. The transport involves a surcharge of EUR 5.00 per bicycle in addition to the payment of the passenger ticket.*

***The captain of the motor vessel may decide not to load any bicycles, his decision is undisputable.***

**Animals**

*It is permitted to transport small animals that are not a source of disturbance or danger equipped with*

*special tools (leash, muzzle, small cages or pet carrier) to prevent them from harming other passengers. The owner is responsible for the conduct of the transported animals and for any*



damage caused by them. If the animal soils the vehicle, the owner must provide for immediate and summary cleaning. Otherwise he is required to pay damages and is subject to penalties. Dogs accompanying blind passengers have free access to company vehicles. The embarkation of dogs may in any case be limited or excluded, in the Captain's opinion, in the event of situations of particular crowding of the vehicle or if the transport of the soul jeopardizes the safety of the passengers. Transportation is free of charge.

**For dog owners: on public transportation dogs must be muzzled and on a leash.**

### **Objects**

Free transport of shopping bags and 1 piece of luggage per passenger is permitted, with dimensions not exceeding 80x50x50 cm. It is not permitted to carry dangerous or bulky materials and objects, or which in any case may disturb the passengers. Luggage must not hinder the passage of travelers or endanger their safety.

### **Schedules and connections**

The timetables displayed to the public may undergo variations even during their period of validity. The Company declines all responsibility for the consequences deriving from delays, missed connections and, in general, for any event beyond its control.

### **Transport of children**

Each traveller, with a travel document, is entitled to travel free of charge with one child of height not exceeding one metre. When a Traveller has several children under one metre in height with him/her, in addition to the travel document for the accompanying person, it is sufficient to purchase one ticket for every two children; non-paying children are not entitled to occupy seats and must be held on the lap. Depending on to the size of the buggy and the number of passengers on board, our our crew recommends keeping them closed during navigation.

### **Transporting wheelchairs - disabilities or limitations**

The gates of our motor vessels allow wheelchairs to be loaded on board "standard" wheelchairs of a **maximum width of 60 cm** through the use of aluminium gangways equipped with handrails and placed between the jetty and the boat.

On the motorships Ortensia and Valentina there are places for wheelchairs to stop. of wheelchairs.

On board our boats there are no dedicated facilities for visually impaired or blind persons (raised tracks, obstacle horns etc.).

Navigazione Lago d'Orta provides free transport for passengers with disabilities who present a disability certificate issued by an authorised body (ATS, (ATS, Region, trade associations,...) The fare reduction for the disabled person is extended to any accompanying person to any accompanying person.

The pier at Giardinetto Pettenasco cannot be used for the transit of wheelchairs, passengers with walkers or physical

physical limitations as it has a steep staircase with a difference in height. The piers of Pella, Pella San Filiberto, Pettenasco and Omegna as they do not present any architectural barriers. Are not allowed on electric scooters and electric scooters are not allowed on board.

The use of plug sockets to recharge any battery-powered equipment is not permitted.

The use of portable photovoltaic panels for recharging lithium batteries on board is not permitted.

## BEHAVIOR RULES



of

*Travelers must comply with the warnings, invitations and instructions the company staff issued for the safety and regularity of the service.*

*They are also required to disclose and document their personal details to agents who, in the exercise of their duties, are persons in charge of a public service and as such protected by article 336 of the Criminal Code.*

*Travelers must always occupy all seats until available and remain seated for the entire duration of the journey until the boat has stopped.*

*Standing travel is allowed only for sections during which there is no seating available on board, in which case the traveler must hold on to the appropriate handles, supports and handrails. The Company declines all responsibility in the event of accidents suffered by travelers who have not complied with the aforementioned provisions.*

*It is forbidden for the traveler:*

- Smoking (Law n.584/75) and disturbing;*
- Occupying more than one seat and cluttering up and down areas for no reason;*
- Carry out advertising and commercial activities without the consent of the Company;*
- Dirtiness, damage or tamper with parts or equipment of the vehicles;*
- Getting into the car while intoxicated;*
- Make use, without need, of the stop request signal or the emergency door opening command;*
- Throw any object from the boats.*