

MANAGEMENT OF CONGESTION AND SATURATION CONDITIONS

Traffic related to vehicle access and circulation in the bus station area is monitored 24/7 and managed through the operations room, which is active 24 hours a day. The scheduling of the carriers' routes is preemptively uploaded to the management server.

The condition of "**congestion**" is defined—pursuant to ART Resolution.....—as a "situation of temporary capacity shortage at the bus station, which can be resolved through optimal coordination of access requests." In such cases, which may arise as a consequence of unpredictable situations or during certain times of the year and/or specific time slots, the operations room manages the emergency by ensuring the best operation of the bus station, generally by reducing the maximum time allowed for each carrier at the stop. To date, no congestion condition has occurred, as access to the infrastructure has always been granted exclusively to operators meeting the required criteria.

The condition of **saturation** is defined as a "situation in which it is not possible to adequately meet the access requests to the bus station from carriers, even if only during certain periods." While it remains the case that such a condition has not occurred to date, the management of Tibus will promptly communicate the occurrence of such an event, providing notice on the website, as well as sending a specific communication to the authority that authorized the operation of the affected lines and to the Transport Regulation Authority (ART).