



Example 37 **Disabled Assistance Centre by Trenitalia to Serve Travel Needs of Impaired Customers**

Country **Italy**

good practice for people with ...	kind of vehicle	kind of measure/approach
<ul style="list-style-type: none"> <li>... motor impairment</li> <li>... visual impairment</li> <li>... hearing impairment</li> </ul>	<ul style="list-style-type: none"> <li>local train</li> <li>long-distance train</li> </ul>	organisational/operational support

**Project description**

Trenitalia is the transport company of the Gruppo Ferrovie dello Stato — Italy's state railways group. The company has established disabled assistance centres as reference points for all travel needs of disabled customers. The centres organise assistance around a circuit of 225 stations upon customers' requests. They are located in the 15 main stations and provide the following services:

- information
- seat bookings
- wheelchairs
- guides at the station and escorts to the train
- guides until the train leaves the station or to a connecting train
- lift-van for wheelchair customers
- possible hand baggage service, free upon request (one item)
- distribution of informational material

The centres are open every day from 7 am to 9 pm. The services can be requested by phone or by email. The minimum prior notification time for a service depends on the kind of service requested:

- one hour before departure between 8 am and 10 pm for connections between main stations requested by telephone or from the Disabled Assistance Centres
- twelve hours before departure for other connections between the stations on the assistance circuit
- 24 hours before departure for connections requested by email at the applicable area Assistance Centre and for international journeys

This assistance centre may lower the obstacles to using regular public transport for mobility-reduced people. In the long run, a railway system completely adapted to the needs of mobility-reduced people where no assistance is needed would be the better solution and would make the public transport even more accessible.

Source:

Trenitalia: Disabled passengers, [http://www.trenitalia.com/en/servizi\\_per/disabili/index.html](http://www.trenitalia.com/en/servizi_per/disabili/index.html) (21/10/2007)