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Priority Area 2.4: Quality of life issues relating to handicapped/disabled people

Task 1: Accessibility of public transport systems for people with disabilities

Title of Report:

State of the Accessibility of Public Transport Systems for People with Disabilities in Italy (IT)

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PTaccess – Public Transport Systems' Accessibility for people with disabilities in Europe

One specific area, for which there is still a lack of EU level data, is the accessibility of public transport for people with disabilities and its impact on their employment and social integration prospects.

The European project 'PTaccess' offers the chance to fill this gap in knowledge and obtain information on the current state of accessibility of urban and rural public transport systems in 25 EU member states. For each member state PTaccess analyses the state of accessibility of public transport from the point of view of national disabled organisations, national transport operators, and governmental authorities. For regions where public transport is not accessible PTaccess identifies and analyses applied alternative transport solutions (WP1).

PTaccess also identifies and analyses good practices and innovation in making public transport accessible, and enhances the scientific base of policy by providing a sound assessment of the costs and benefits of making public transport accessible (WP2).

Furthermore PTaccess deepens the understanding of the transport-related contexts of social exclusion of disabled people, and draws conclusions about the effects that accessible public transport has on the employment and social inclusion prospects for disabled people. (WP3).

The PTaccess-project runs from the 1st of February 2007 until the 31st of January 2009.

More information about PTaccess can be found on the project's website: www.ptaccess.eu

The PTaccess consortium:

- FGM AMOR (Austria)
- Independent Living Institute ILI (Sweden)
- TU Dresden, Lehrstuhl für Verkehrsökologie (Germany)
- JMP Consultants Limited (United Kingdom)

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Priority Area 2.4: Quality of life issues relating to handicapped/disabled people, Task 1: Accessibility of public transport systems for people with disabilities]

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1 Introduction

This document aims to give an overview on the current state of the accessibility of public transport in Italy (IT).

This document has been prepared within the framework of the European project PTaccess by FGM-AMOR based on interviews conducted with representatives of people with disabilities, transport operators and governmental authorities in 25 European countries.

In order to draw a comprehensive picture of the current state of the accessibility of public transport in Europe, the following topics have been discussed with the interviewed national experts:

- Statistical data
- Legal and regulatory framework conditions
- Organisational framework conditions
- Accessibility of passenger information
- Accessibility issues in ticketing
- Accessibility of stops and stations
- Accessibility of vehicles
- Safety, reliability and services
- Alternatives to public transport

How this report has been made

In order to obtain actual information on the current state of accessibility of urban and rural public transport systems in Europe, the PTaccess team has directly contacted and interviewed national experts within 25¹ EU member states. In each of these 25 member states a representative of a national disabled organisation, a representative of national transport operators, and a representative of a governmental authority have been interviewed and asked to provide their point of view regarding the accessibility of public transport in their country. In order to obtain comparable interview results in each of these countries, interview guidelines and questionnaires have been prepared by the PTaccess consortium. The interviews (at least three per country) have been conducted personally by “national contact persons” in their national language.

For each of the investigated 25 countries the results of all the interviews with the national experts have been compiled into a draft “country report” by FGM-AMOR. These “country reports” describe the state of the accessibility of public transport from the point of view of disabled people, transport operators and governmental authorities. In order to make sure that the interview results have been interpreted correctly, these draft country reports have been checked and corrected by the national contact persons, who had conducted the interviews with the national experts. This is the finalised country report for Italy (IT).

What can be expected from this report

This report gives an overview of the state of the accessibility of public transport in Italy (IT). However, this report does not provide only “official” data and information, since in most countries such data and information does not exist. Instead the report provides spotlights on the current situation regarding the accessibility of public transport from the subjective, but informed, point of view of people with disabilities, transport operators and governmental authorities. Since each interview-partner brought in her/his subjective viewpoint, it must not be

¹ At the time of the preparation of the PTaccess-project Bulgaria and Romania haven't been member states of the European Union, yet. Therefore no interviews have been conducted in these two countries.

expected to get an objective overview of the situation in the country. However, by asking different experts (representing three important stakeholder groups) about their point of view, and by taking into account the viewpoints of all these concerned stakeholder-groups the authors of this report hope to be able to draw a picture of the situation regarding the accessibility of public transport for people with disabilities in Italy (IT) that is not too biased.

Important: The reader of this report must always keep in mind that this report is based on the viewpoints of individual people (i.e. each interview partner has brought in her/his personal point of view and her/his personal experiences), and therefore the information given in this report must not be interpreted as an objective official “national” view!

How to use this report

People, who are interested to get **more (detailed) information on the accessibility of public transport in Italy (IT)**, should read this “country report”. There are also “country reports” for each of the other 24 countries, where PTaccess surveys have been made.

People, who are interested to get **a quick overview on the actual state of the accessibility of public transport in Europe**, should read chapter 3 of the summary report “State of the Accessibility of Public Transport Systems for People with Disabilities in Europe”.

People, who would like to know more **details about the interviews** which form the basis of this report, should read Annex II of the summary report “State of the Accessibility of Public Transport Systems for People with Disabilities in Europe”, where all interviewers, interview-partners and questionnaires are listed.

2.1 General Information

2.1.1 About the PTaccess interviews

| Interviewer: | Name | Organisation |
|--|---|--|
| PTaccess National Contact Person | Claudia Caprile, Francesca Fernandes | STUDIO C&C |
| Interview partners: | Name | Organisation |
| Representatives of Transport Operators | Priscilla Costantini | ATAC |
| Representatives of People with Disabilities | President Salvatore Provenza | Fondazione "Don Carlo Gnocchi" |
| Representative of Governmental Authority | Ing. Antonio Mallamo (President) | AREMOL (Regional Agency for Mobility) Lazio Region |

Table 1: Interviewer and Interview-partners in Italy

2.1.2 Statistical Data from Italy

| Statistical Data for Italy | |
|--|--|
| Number of inhabitants | 59,131,287 ² |
| Inhabitants with disabilities | 2,800,000 ³ |
| Inhabitants with motor impairments | 1,414,000 ⁴ |
| Inhabitants with visual impairments | 0.61% of the total population ⁵ |
| Inhabitants with hearing impairments | 1.52% of the total population ⁶ |
| Inhabitants with cognitive / learning impairments | 0.82% of the total population ⁷ |
| Inhabitants who are functional illiterates | >500,000 ⁸ |
| Share of disabled people living in urban areas | motor: 2.64% of total population in the same area; cognitive 0.9%; visual 0.79%; deaf-mute 0.19%; hearing 1.75% ⁹ |
| Share of disabled people at working age | 1.4% of total population are at working age (15-64) |
| Share of disabled people at working age who are actually working | - ¹⁰ |

Table 2: Statistical data for Italy

2.1.3 Legal and regulatory framework conditions in Italy

In Italy there is a national anti-discrimination law (Legge 67/2006) containing measures for the juridical protection of people with disabilities. There are also national regulations ensuring support for full accessibility to

² Source: ISTAT 2006

³ Around 4.9% of the population (>6 years old) if you consider the following narrow definition of disability: total lack of autonomy in at least one essential function in daily life. If you consider disability as relevant difficult in at least one essential function in daily life then 6.606.000, 12%

Source: ISTAT "Condizioni di salute e ricorso ai servizi sanitari 2004-2005 - Health conditions and access to health public services"

⁴ invalidità motorie (motorical invalids)- 2,47% of total population (>0 years old)

Source: ISTAT

⁵ Source: ISTAT

⁶ 0,16% of total population (>0 years old) hearing/talking (deaf-mutism)- 1,52% total population (>0 years old) hearing

Source: ISTAT

⁷ Source: ISTAT

⁸ confinamento individuale (total lack of autonomy) 0,47 of total population (>0 years old) in bed - 0,47% chair - 1,2% home

⁹ municipalities<2000 inhabitants

¹⁰ 70% of total person with disabilities is currently not working

people with disabilities and general national standards with regard to safety equipment, vehicles and stations and regional policies.

The accessibility of public transport is definitely a mainstream topic on the political agenda and is getting more important because it is an opportunity to save costs so far related to the health system.

Anti-discrimination law

There is a general Law (Legge 67/2006) that put into force the EC Directive 2000/78/CE. The Law is "Misure per la tutela giudiziaria delle persone con disabilità vittime di discriminazioni - Measures for the juridical protection of people with disabilities who have been discriminated". The law deals with discrimination; it introduces the concept of direct discrimination "when one person is treated less favourable because of his/her disability" and indirect discrimination "when one administrative act/law/criteria/praxis even though appears to be neutral de facto puts one person with disability in a less favourable condition than others".

Regulations regarding the accessibility of public transport

According to the interviewed governmental authority, there is a national Law DPR 384/1978 and there is a regional Law 21 dated 22/02/1985 which rules the intervention at regional level to support full accessibility to people with disabilities. There are general national standards for Public transport for safety equipment and vehicles and stations.

There is a policy that guarantees mobility for people with disabilities (e.g. transport to healthcare, working place, educational institutions) in the Region of Lazio.

According to the interviewed disability organisation, the most important Law is 13/1990 but also the Framework Law 104/92. There is a policy to guarantee mobility for people with disabilities at the Province level "Servizi dedicate".

"Priority" of accessibility of public transport on the political agenda

According to the interviewed governmental authority, the accessibility of public transport is definitely a mainstream topic on the political agenda. In 2006 Regione Lazio and Trenitalia have signed a contract for regional train services. Among these services (art. 22 of the contract) there is the official commitment of Trenitalia to prepare a plan of actions in order to grant full independent access to people with motor impairments to all railway stations and trains of our region. The agreement includes the provision of special wagons equipped with all safety and accessibility features for wheelchair users.

According to the interviewed disability organisation, the issue of accessibility is becoming more important in political debates at all levels. It is highlighted that if you support the accessibility for people with disabilities on the "normal" way of transport then you can reduce the impact of costs related to the health system.

Monitoring of the accessibility of public transport

The monitoring is carried out by the interviewed governmental authority.

According to the interviewed disability organisation, although specific inspection activities are foreseen, unofficial monitoring of the accessibility of public transport for people with disabilities is more efficient as this

will highlight specific problems or deficiencies to the public authority/associations who then put pressure of the specific authority.

Special fares and public transport tariffs for people with disabilities

According to the interviewed governmental authority, Regione Lazio guarantees mobility for people with disabilities.

The interview-partner of the interviewed disability organisation stated that the guarantee for mobility for people with disabilities is on the province level “Servizi dedicate”. There are tickets available at special prices and discount within the main public transport providers. There are some Municipalities that distribute special grants for people with disabilities using taxis.

According to the interviewed public transport operator, there are special tariffs for people with disabilities: people with disabilities can access public services with special prices (monthly ticket at 4 Euros).

2.1.4 Organisational framework conditions

In Italy the responsibility for social inclusion issues and public transport is with the Presidency of the Council of Ministers Equal Opportunities Dept. that coordinates implementation at the regional, provincial and local level. Another responsible ministry is the Ministry for Welfare and Social Policies, again at the national level there is coordination. Concrete implementation stays at lower administrative levels.

According to disability organisations in Italy the cooperation with governmental authorities and transport operators is only moderate but improving. There is currently no information about cooperation between governmental authorities and transport operators.

The accessibility of public transport is an important issue for the public transport operator in Italy but has no national perspective. It differs from town to town and region to region. The interviewed representative of disabled people stated currently 90% of people with disabilities that use public transport need the assistance of another person.

Governmental authorities dealing with anti-discrimination and social inclusion issues referring to people with disabilities

- Presidenza del Consiglio dei Ministri - Dipartimento Pari Opportunità (Presidency of the Council of Ministers - Equal Opportunities Dept.)
- Ministero del Lavoro e delle politiche sociali (Ministry for Welfare and Social Policies)

The Ministry for Equal Opportunities is the coordinator for anti-discrimination policies that are then implemented at regional (NUTSII), provincial (NUTSIII) and local level. Discrimination is mainly considered to be against gender, ethnicity, sexual orientation although disability is also mentioned. Stronger emphasis on discrimination for people with disabilities is indicated in the fields of employment and social policies showing recognition from the Ministry for Welfare. At national level there is evidence of coordination. The concrete implementation stays at lower administrative levels.

- Presidenza del Consiglio dei Ministri – Dipartimento Pari Opportunita – Ufficio per gli interventi in comp economico e sociale (Presidency of the Concl of Ministers – Equal Opportunities Dept. – Office for social and economical interventions) Ministero della Soliderieta sociale (Ministry of social solidarity)

These organisations are responsible for the promotion and support of projects aimed at fostering social inclusion of people with disabilities, to ensure accessibility to all, active participation in social development and to spread the new culture on disability based on the knowledge of equal dignity and equal opportunities; to ensure the full implementation of the laws in the filed of disability in particular referring to the frame law 5 February 1992, n. 104 and modifications, 8 November 2000, n. 328, and to monitor the right implementation of these laws; to provide informative support to regional and local entities; to support administrative and legislative acts through the development of specific studies, analysis and concepts related to disabled people; to promote and coordinate the setting up and maintenance of specific data base on disabilities; to manage the relationships with NGOs, social associations, social counterparts, no profit organisations and so on; to support the exchange of best practices on assistance, health, promotion of projects and so on in the field of disabilities; to participate to the activities of the EU, UN, Council of Europe, and other international organisations; and to maintain relationships with other countries in the field of disability

Governmental authorities responsible for public transport

Ministry of Transports: overall national coordination

Regions: they have the competence in the general planning of transport (as a part of the general spatial planning competence)

Provinces and Municipalities: the owner of the transport providers are normally from public bodies (they act as private entities but the majority of the shares of their capital are owned by public bodies, provinces or municipalities normally) ¹¹

Main transport operators and Public Transport associations

Ragione sociale: ASSTRA - Associazione Trasporti

Sede: Piazza Cola di Rienzo, 80 - 00192 Roma

Indirizzo e-mail: asstra@asstra.it

Centralino: 06/68603.1

Fax: 06/68603.555

¹¹ Source: Via Caraci, 36 - 00157 Roma
Tel: 0641583570 Fax 0641583514

Main disability organisations

Consiglio Nazionale sulla Disabilità ¹²
Piazza Giovine Italia, 7 - 00195 Roma
Telefono +39 06 37350087
Fax +39 06 37350758
E-Mail: sede.legale@aism.it

This organisation includes a total of 36 main organisations for disabled people.

Cooperation among stakeholders

Cooperation between the governmental authorities and disability organisations

The interview-partner of the interviewed disability organisation thinks that the cooperation is moderate, but things are improving.

Cooperation between the transport operators and disability organisations

According to the interviewed disability organisation, this cooperation is also moderate, but things are improving.

The interviewed public transport operator stated that there is cooperation between transport operators and disability organisations.

Attitude of the stakeholders regarding the importance of accessibility of public transport

According to the interviewed governmental authority, the main barriers that hinder faster improvement of the accessibility of public transport in Italy are architectural.

ATAC is constantly working to grant full accessibility for people with disabilities to their modes of transport. Still, about 15-20% of the bus vehicles do not have any facility for people with disabilities. ATAC believes that in the next 2 or 3 years the gap will be filled and the fleets will be equipped with safety equipment for wheelchairs and visual and acoustic signals for accessing the correct stop.

According to the interviewed disability organisation there is no “national perspective”, it really differs from town to town, region to region. Normally people with disabilities tend to be sceptical toward public transport and this is worst in the big metropolitan areas where specific services are much more difficult to access. In smaller towns and areas with long lasting traditions in public services the situation is better. Nowadays 90% of people with disabilities that use public transport need the support of a person.

Attitudes of the stakeholders regarding the use of public transport by people with disabilities

The interviewed governmental authority stated that people with disabilities generally have little trust in public services. There are numerous complaints about the services to AREMOL's¹³ inspectors. They are currently planning to activate a free toll number to gather all complaints. If you do not force or bind public transport

¹³ Agenzia Regionale per la Mobilità del Lazio (AREMOL)

operators legally it is quite difficult to have them considering accessibility for people with disabilities as a priority. The privatisation process has meant public transport operators have had to act to avoid further expenditure.

The interviewed disability organisation states that there is a percentage of around 10-15% of people with disabilities in Italy that use public transport. There is an opportunity provision of public transport to be improved for people with motor impairments. People with cognitive impairments are excluded from the use of public transport because of their impairment. The best situation exists within the railway system.

2.2 Accessibility of Public Transport

Pre-trip information: The accessibility and availability of pre-trip information (by internet, telephone and other special services) regarding public transport tariffs and tickets is assessed by the interviewed disability organisations to be quite good, and there are also special accompanying services like specific waiting rooms and specifically trained operators that can provide pwd with specific assistance.

On-trip information: At the underground and train stations and vehicles there is acoustic and visual passenger information provided. However, most information provided at (smaller) stops is not accessible for people with motor impairments, and there is no accessible information for people with cognitive/learning impairments.

Ticketing: There are special tickets at special prices and discounts from the main public transport providers. There are also some municipalities that distribute special grants for people with disabilities using taxis. Most train and underground stations have a ticket machine accessible for people with visual impairments.

Stops and stations: There are two types of operations: new infrastructure and modes of transport are all automatically equipped with modern tools and accessories for people with disabilities. The renewal and updating of existing infrastructure is a little bit slower. The situation in Rome is difficult, as the majority of existing infrastructure is bonded and difficult to modify due to its artistic value.

Vehicles: The accessibility depends on the town. Generally, small and medium size towns with significant budgets provide modes of transport that are new and fully equipped with safety features and information for people with disabilities. Poorer areas are lagging behind. However, there should be more done at the information level to inform people with disabilities about all existing public transport facilities. Apart from the modernization of the vehicles for improved accessibility there should be more support from the regional and national authorities. Until now most of the non-existing public tasks are replaced by private non-profit associations and the families. According to ATAC the company is currently investing annually in new vehicles. Pilot services are tested and a call service for people with disabilities “Transbus abile” is being tested.

Safety, Reliability, and Service: Disabled people in Italy are not very satisfied with the safety of the public transport system and even when facilities for people with disabilities are in place there is need for further assistance. The general safety equipment on long distance trains for people with motor impairments, e.g. seatbelts and emergency buttons for wheelchair users are good. 85% of the buses have facilities for wheelchair access and special seatbelts. There are acoustic information announcements in cases of emergencies and some special signs for blind people. Special plans, as foreseen by the national Law, for the evacuation of people with disabilities in the case of an emergency exist in all the main stations, but not in the vehicles and they are not very clear.

2.2.1 Accessibility of passenger information

Pre-trip information

According to the interviewed disability organisation the perception about pre-trip information is rather good and improving, especially in the railway sector.

According to the interviewed public transport operator there are free of charge numbers and websites giving pre-trip information.

On-trip information

According to the interviewed governmental authority there is approximately 15%-20% of accessible passenger on-trip information at stops and stations available for everybody.

According to the Fondazione “Don Carlo Gnocchi” the situation for motor impairments is the best. For visually impaired people there are some interactive maps and some specific paths at certain train stations. The real problems exist for cognitive impaired people where there are few specific tools or supports. Acoustic signals are present in most of the modern buses, undergrounds and trains.

According to ATAC all stops should be provided with timetables. 10-15% of the stops give real time information on delays and waiting times. However there are no special features for people with disabilities.

2.2.2 Accessibility issues in Ticketing

According to the interviewed disability organisation there are specially priced tickets and discounts from the public transport providers. There should be more information given about vending machines that are accessible for people with disabilities.

ATAC states that people with disabilities can access public transport services for a special price. (Monthly ticket costs 4 Euros).

2.2.3 Accessibility of stops and stations

The interview-partner of the Italian government stated that the accessibility of public transport stops and station in Italy is low, because unfortunately even when ramps or acoustic signals for visually impaired people exist they do not work. The plan is to invest more resources in the maintenance of accessibility features and strengthen the information process.

According to ATAC there are two types of operations: one, new infrastructure and modes of transport are all automatically equipped with modern tools and accessories for people with disabilities. Two, the renewal and “updating” of existing infrastructure is slower. The situation in Rome is difficult, as the majority of existing infrastructure is bonded and difficult to modify due to its artistic value.

In 2006 ATAC and the national representative of the sectors ASTA signed a specific agreement with associations of representatives of people with visual impairments (UIC and ADV). Within these agreements, commitments, objectives and the time schedule for the improvement of the accessibility of stations and modes of

transport are defined. The estimated number for the average share of bus stops in urban areas accessible for people with motor impairments is 63%, with visual impairments 59% and with hearing impairments 60%.

Currently there are two (A and B) underground lines operating that are accessible for people with disabilities. A third line (C) should be fully active in 2011. Line C will have all stations equipped with access for wheelchair users and tactile paths. On line A 10 out of 27 stations are equipped with lifts for wheelchairs as well as maps and tactile paths. On line B 19 out of 22 stops have accessibility lifts for people with motor impairments.

2.2.4 Accessibility of vehicles

The representative of the government stated that the general perception regarding the accessibility of public transport vehicles in Italy has improved but remains low. More trained operators who can support people with disabilities in entering/exiting the trains are used as a strategy to improve the accessibility of public transport vehicles. Where public transport is accessible for people with disabilities the use of it is always allowed.

The government representative was not aware of the exact amount of city buses that have barrier-free interior design..

It is the view of the Fondazione “Don Carlo Gnocchi” that the accessibility of the public transport vehicles in Italy varies from town to town. Generally small and medium size towns that have a significant budget provide modes of transport that are new and fully equipped with safety features and information. Poorer areas still lag behind. The information level still needs improvement because there are cases where public transport facilities are available but people are not aware of them. There is also the view that, apart from the renewal of the modes of transport, more support should be provided by regional and national authorities. Up until now most of the necessary public tasks are put in place by private non-profit associations and families.

The ATAC states that they have already improved and that the company is currently investing in new vehicles annually. Pilot services are currently tested. “Tranbus abile” is a call service for people with disabilities. During 2006 ATAC and the national representative of the sectors ASSTRA have signed a specific agreement with associations of representatives of people with visual impairments (UIC and ADV). Within these agreements, commitments, objectives and the timer schedule are defined for improving the accessibility of stations and modes of transport.

2.2.5 Safety, Reliability and Service

Safety aspects

According to AREMOL the average share of vehicles that have safety equipment for wheelchair users applies to those that are equipped for wheelchairs. Regarding the accessible information in emergencies there are maps, acoustic signals, special exits for wheelchairs, all of which is regulated by law. The emergency exits are accessible for wheelchairs but light signals or tactile paths are not available in case that people with disabilities have to be evacuated in the case of an emergency.

According to the interviewed disability organisation there has not been any accidents involving people with disabilities in public transport that have been reported to the association. However, people with disabilities think that using public transport is dangerous. Furthermore there is the clear perception that even when facilities are in place there is always the need for a supporting person. The use of public transport in “full” autonomy is

considered to be feasible. More promotion and information would be required. People with disabilities think that long-distance train journeys are less dangerous because trains are the best equipped modes of public transport.

The satisfaction of wheelchair-users with the special safety equipment in the various modes of transport varies from sufficient to not at all satisfied. However there exist some local best practice examples. There is a difference of opinion with the satisfaction of safety equipment. E.g. there is good support for people with motor impairments on long distance trains that are equipped with seat belts and emergency buttons.

With regard to accessible information in emergencies there are overall acoustic announcements and some special signs for blind people. Special evacuation plans for people with disabilities as foreseen by the national law are in working in all the main stations but not in vehicles. Moreover from the experience of the representative they are unclear.

Reliability and Punctuality

The level of accessibility of vehicles and stops/stations and punctuality in each of the various public transport modes is assessed by a government representative as low.

According to the interviewed disability organisation the reliability of the accessibility of vehicles and stop/stations in each of the public transport modes is low, despite improvements over the last 10 years. Technical equipment is more regularly installed although a system of maintenance is absent.

According to an estimation of Trenitalia, approximately 75% of the local trains and 90% of the long distance trains arrive on time.

According to ATAC the level of reliability of the accessibility of vehicles and stops/stations is medium on all modes of transport and stations. Similarly the level of punctuality is assessed as medium, for city buses, trams and underground.

Customer Service

Regarding Customer Service for people with disabilities the interviewed governmental authority states that the ticket service is accessible for wheelchair users. Some stations have tactile paths for people with visual disabilities. Automatic ticket machines are available for people with disabilities. Trenitalia is currently offering an information service with all the useful information. However, as it is a printed booklet, it is not useful for all kinds of impairments. Public Transport Operators scarcely offer assistance at the stations.

As stated by the interviewed disability organisation customer services have sufficient features for people with disabilities. Luggage storage services are provided in all train stations, most train and underground stations have a ticket machine that is accessible for people with visual impairments.

According to the interviewed public transport operator, Customer Services for people with disabilities provide free of charge numbers and websites with specific services. In the main bus stations (15-20%) there are stations that provide accessible counters and information desks for people with disabilities. These are also provided in 10% of the underground stations. ATAC also states that they have trained operators available in the main bus stations to offer assistance.

Staff Training

According to the interviewed governmental authority there are no specific/special training courses (with respect to special needs of people with disabilities, interaction with people with disabilities) of personal working in public transport. However, inspectors of AREMOL that proceed on quality controls are also trained by law on disabilities.

According to the interviewed disability organisation most public transport operators have provided staff training. Normally the best conditions are found within the railway system.

2.3 Alternatives to public transport

With regard to alternatives to Public Transport offered in Italy for people with disabilities, in urban and rural areas the interviewed disability organisation states that a lot of municipalities have organised “bus on call” systems. Others are directly supported by non-profit organisations.