



# Stakeholder engagement 2015 Feedback form

**Round table: Local Public Transport (TPL)**

**Theme: Perceptive continuity in node interchanges**

**Proposal title: More and better information visibility across the railway system (a seamless transition between the train station and local transport)**

## **Brief contextualization**

The attention of Trenitalia integration is implemented by the development of solutions focused on the traveller, such as: integrated timetables to facilitate intermodal travel, integrated tickets to travel with a one ticket purchased in a single transaction, integrated information for a quick and full overview, agreements to valorise the local public transport passenger.

On the website [www.viaggiatreno.it](http://www.viaggiatreno.it), connected to the Trenitalia App for ticket purchases, there is real-time information shown regarding the movement of individual trains, thus making it easier to monitor your journey.

## **Response formulation: positive**

- **What:** promote integrated information before and during the journey; valorising the accessibility and visibility of website [www.trenitalia.com](http://www.trenitalia.com) and the information in the interchange areas; coordinate the information contained at railway stations and in local public transport stations so that language, symbols and graphics have uniformity and the traveller has no difficulty in finding and understanding the travel information (connections, piers, arrival times, etc.). .

- ✓ **Language:** the graphics used by Trenitalia meet European standards that guarantee recognized readability.

- ✓ **Dynamic information:** Dynamic information on train movement is now provided by RFI in the station; on board trains, in the vicinity of the interchange stations related information is provided to key correspondence (currently only static).

- ✓ **Intermodal information:** the partnership with Rome's Fiumicino Airport is already active, which allowed us to have information stations and ticket sales at airports, even in the empty area (the area between the airport boarding gate, the baggage check and passenger ID), as well as monitor the departure gate already in the Roma Termini train station. In Umbria, an analysis is underway for the integration of information both in the station and in the bus terminal, as well as for purchases using the Trenitalia ticket sale systems. We are also in the process of signing a memorandum of understanding with the Emilia Romagna Region, Bologna Airport, TPER and FER for the implementation of an integrated information system regarding traffic data in real-time for buses, trains, and planes with the dual purpose of: (1) providing information exchange with other services in an integrated or dedicated manner, both at the Bologna train station, at the airport, at bus shelters and on TPER bus lines; (2) developing an information system for regional users called "MiMuovo info" capable of

being programmed for integrated intermodal trips and to monitor them in real-time. Within 6 months from the signing of the Protocol (it is currently in the process of being signed) the planned project construction of the will begin.

- Why: because the preventive integrated information facilitates the choice of the local public transport system and the information in the station makes it easier to be used and coordinated.

- When: Ongoing, with progressive activations:

- the Fiumicino Airport project resulted in the change of path indications with review of the graphics and symbols, and it has already been completed;

- the Bologna project will be completed by 2016;

- other projects are being studied, such as in Friuli-Venezia Giulia and Umbria, with early targets set for the end of 2016.