



Stakeholder engagement 2015 Feedback form

Joint response

Round Table - Local Public Transport and Stations

Round Table: STATIONS

Theme: ACCESSIBILITY SERVICES AND FACILITIES

Proposal title: SUPER APP, ACCESSIBLE ANYWHERE

Creating an application/platform organized by the Ferrovie dello Stato Italiane and RFI with integrated information about the train trip (before, during and after), with possible interactivity, multi-lingual, friendly, also accessible to groups at risk, Integrated with a touristic and recreational component.

Round table: Local Public Transport (TPL)

Theme: EXISTING MAPPING SERVICES

Proposal title: RENDER THE VARIOUS AVAILABLE SERVICES VISIBLE TO USERS (e.g. bike sharing, car sharing, and park and ride facilities) via an application/website through which travellers can plan their trips, being aware of what they will find in the train stations.

Brief contextualization

Participants at the round table discussion highlighted the poor accessibility of information and services in the station, particularly in the event of unusual train circulation, especially in the peripheral devices of unstaffed stations. The issue to be addressed is how to provide a means to the traveller to deal with "unstable travel situations", to reorganize their journey, possibly even before arriving at the station, while minimizing the effects of the outage in progress.

In this context, for greater simplicity and economy regarding the Internet connection, a proposal requesting that all the Wi-Fi network stations be expanded has been brought to the table (v. Proposal "NETWORK AND WI-FI EVERYWHERE - STATIONS AS INFORMATION AND COMMUNICATION HUBS").

The topic of multiple "ownership" of information was also raised involving passengers and the different managers of information channels (RFI, railway companies and other parties ...).

A new type of information management was proposed, allowing us to follow the "passenger/customer trace class" (i.e. for example with a "train location service", overcoming, wherever possible, the fractioning limit of responsibilities between the various companies potentially involved) and present a virtual welcome and the "welcome to the station."

All participants at the round table discussion made reference to the creation of an App dedicated to responding to the abovementioned requests; easily usable by travellers from anywhere.

Particular attention was urged towards travellers with disabilities or reduced mobility, since access to information must be genuinely guaranteed to all.

During the discussion with Stakeholders the features of the new App developed by the parent company were illustrated at the Expo, referred to as Wi-Fi Station, which provides useful connectivity for free and information to accompany travellers frequenting the train stations Milan Central (Milano Centrale), Milano Porta Garibaldi, Rho Fiera Milano Expo 2015, Torino (Turin) Porta Susa.

Interlocutory response formulation

To date, there are checks under way regarding the competent structures of the parent company and Trenitalia, as well as RFI Departments, in order to assess the possibility of creating a Group App or several Apps of Group Companies, in relation to responsibilities for managing information requests.

The proposal, which had already been discussed earlier during past Stakeholder round table discussions, was traced back to the expertise of the Railway Companies. This repeated request underlines the importance attributed by stakeholders concerning this subject, and therefore requires further evaluations that will be undertaken in the coming months.

RFI and Trenitalia are already proceeding with a bilateral investigation relative to the functions of an App aimed at travellers with disabilities and reduced mobility, who require accessible and detailed information for both long-distance and local transport.