

Discussion: Local public transport

Subject: Customer experience

Proposed title:

STATIONS AS HUBS

Brief context

In the FS Group Business Plan, one of the fundamental pillars concerns integrated mobility and infrastructure.

In this context, the stations, linking infrastructure and transport, are transformed into a place for daily life, a place to carry out daily activities such as picking up a parcel or paying a bill, thus transforming waiting times into time well spent.

The stations should have desks and kiosks that inform travellers about integrated transport possibilities (e.g., buses, coaches, bicycles, car parks, car sharing...) with display boards showing the location of bus / coach stations, and parking for cars or bicycles. In infrastructural terms, the journey from the station to the "places" where it is possible to access other means of transport should be reduced, or a quick and easy connection should be provided.

To date, the Fiumicino Airport - Rome service has undergone redevelopment, while an integrated info-mobility project is underway in Umbria:

- Fiumicino Airport - Rome measures: to improve the overall travel experience of the Leonardo Express non-stop service at Termini and Fiumicino Airport stations, digital displays have been allocated showing the timetable for departing flights from Leonardo da Vinci airport. The same applies to platform 13 of the Rome Ostiense hub, where the FL1 metro service stops, which connects Fara Sabina with the airport;
- integrated info-mobility measures in Umbria:
 - from 2016, on Regional Department trains in Umbria, announcements relating to urban and suburban buses to continue journeys are made through the on-board sound information system ObOE;
 - in the main stations involved in the interchange of trains / buses, there are bulletin boards or Busitalia timetable posters;

- at the interchange points between Trenitalia and FCU (Perugia PSG and Terni) there are information boards in stations with timetables for FCU trains.

Proposal

To improve, upon arrival at the station, accessibility to information on integrated travel routes and the "physical" connection with other means of public and private transport (e.g., parking near the stations or bus terminus), experimental activities for connections with Fiumicino Airport and in Umbria will be promoted in the various Regions and with other Local Public Transport Companies. Through the involvement of the Regions and Autonomous Provinces, with whom we have signed multi-year service contracts, and local public transport companies, diffusing the integrated mobility project through an app (subject to another proposal) will also be possible.