

Discussion: Service Quality

Subject: Means of service provision of assistance services for Passengers with Reduced Mobility (PRM) and disabilities.

Proposed title:

MAPPING THE NEEDS AND DEMAND OF PRMs AND PEOPLE WITH DISABILITIES

Brief context

Currently, the mapping of the particular needs of travellers with disabilities is conveyed to FS Italiane Group Companies through national associations representing people with disabilities with which the FS Italiane Group, in compliance with the UN Convention on the rights of persons with disability and the contents of Reg. (CE) 1371/2007, maintains a constant and constructive dialogue.

Additionally, frequent conversations with individual citizens are local entities take place regarding the resolution of specific issues of accessibility to the railway service.

To date, a structured relationship with the Regions has only taken place in the more complex scope of the Service Agreements with the Railway Companies and therefore, for the FS Group, with Trenitalia.

Proposal

The proposal is considered rather difficult to be achieved due to the number of possible interlocutors at the local level.

The most coherent and shareable set-up must surely provide for interaction at a regional level, as institutional subjects are able to coordinate local entities and interact with them directly.

Therefore, a “pilot” project is proposed, to be conducted together with the Region of Tuscany, starting with the activities that have already taken place regarding the Regional Conference on Disability, with the participation of RFI and the Regional Passenger Division of Trenitalia.