

Discussion: Service quality

Subject: Potential partnerships in favour of intermodality for passengers with reduced mobility (PRM)

Proposed title:

PROMOTING DIFFUSED INTERMODALITY FOR PRM AT A LOCAL LEVEL THROUGH THE INVOLVEMENT OF OTHER PRIVATE AND PUBLIC PARTIES (focus 2.2)

Brief context

The present proposal promotes activities for the integration of operations carried out by RFI, to offer an adequate standard of assistance and guidance services in stations across the national network, with activities carried out by parties at a local level who deal with mobility (e.g., transport companies, other PRM service providers, car rental companies that are implementing projects to adapt their vehicles to respond to customers with disabilities, or third-sector organisations that provide social services). The feasibility of this proposal is particularly complex due to the large number of railway stations to be connected to the surrounding urban-fabric, in order to obtain an integrated and accessible mobility system without any discontinuity.

Proposal

In a step by step approach, with progressive adjustments starting with the most significant and crucial sites, we propose a "pilot" project that consists in organising a PRM assistance service, shared between RFI and ADR Assistance, at Fiumicino Airport, so as to avoid a discontinuity of assistance services for customers in transit from the train to the plane or vice versa.

The objective to be pursued is therefore to guarantee train / air intermodality by collaborating with the Aeroporti di Roma company, which deals with PRM assistance at the Fiumicino and Ciampino airports.

The reference context is entirely unique and important as the Leonardo da Vinci airport is used by airlines that offer domestic, international and intercontinental flights and passenger volumes are constantly growing.

The station therefore is a valid "link" for the integration of the air carrier with local and long-haul rail transport, taking into consideration the introduction of high-speed rail services also.

The proposed project can be considered a vanguard compared to the current situation of modal integration of PRM services.

The feasibility is under study and by the end of April 2017, we plan to be able to evaluate, with precision, the pros and cons of the various solutions proposed, and decide whether to implement this type of integration of the PRM assistance service.