

# 5 TIPS FOR GETTING AROUND TOWN

A SHORT GUIDE ON LOCAL PUBLIC TRANSPORT



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*The project’s general objective is to promote and facilitate, through information, assistance and counselling, activities to make citizens aware of their rights as passengers and know about all the opportunities and ways protect themselves.*

## INTRODUCTION

### CITTADINANZATTIVA AND LOCAL PUBLIC TRANSPORT

Cittadinanzattiva has been organising for several years now policy initiatives, information and awareness campaigns, with the aim of promoting a new approach to local public services with the **involvement of citizens in the design, accessibility, quality and care of services**.

The aim of this guide is to inform citizens on how to participate in and actively contribute to assert their rights, and which tools to use to enforce them since we believe that ***acting as a citizen is the best way to be one!***

### WHAT IS LOCAL PUBLIC TRANSPORT

Regional and local Public transport services are mobility systems (land, sea, internal waterways, rivers, etc.) with regional or inter-regional itineraries, schedules, frequency of routes and tariffs.

Transport services are regulated by the Burlando Decree which puts them under the responsibility of the regions. This Decree introduces important items such as the **service contract** - a regulatory instrument between owner, i.e. the municipality, and the contracting company, i.e. the transport company.

### PRINCIPLES

Travelling on public transport should be a right guaranteed to all citizens according to the fundamental principles of:

- *equality and impartiality* - transport services must be accessible to all users, with no distinction. Accessibility must be guaranteed especially for the elderly and people with disabilities;
- *continuity* - transport services must be continuous and regular (except for interruptions due to force majeure). Alternative services must be guaranteed and, in the event of a strike, also minimum services with prompt communication to travellers;

- *participation* - companies providing transport services must ensure the participation of citizens, including consumer associations, to debates on key issues affecting the services;
- *efficiency and effectiveness* - companies providing transport services must develop, produce and deliver the service aiming at its continuous improvement in both efficiency and effectiveness;
- *freedom of choice* - individuals should be able to move freely and choose among the services offered.

### **Did you know that...**

*...in the first half the 1800s many Italian cities already offered transport services?*

*On 12 June 1845 Rome had its first horse drawn omnibus line, an ancestor of the modern buses, connecting Piazza Venezia to the Basilica of Saint Paul (about 4.5 km) at the cost of about 5 cents. Departures were not regular and the vehicle travelled only when it was full. The omnibus was followed by the horse drawn tram which started its service first in Turin in 1872, then in Naples in 1875 and then in other cities (Rome 1877).*

## (1) LEARN HOW TO TRAVEL AROUND THE CITY

*Travelling on public transport implies compliance with some rules for your own safety and that of other passengers. Furthermore, if you have special requirements, you are entitled to special rates. Find out before travelling!*

### GENERAL CONDITIONS

These supply all the information about the use of the service. In particular, if you have special transport needs, you should consult the General Conditions in order to avoid problems. You can find all the information in the Mobility Charter or on your local transport company's website.

- If you are **travelling with one or more items** of luggage, check which sizes are allowed and under what conditions.  
Usually one or two bags are ticket exempt when no larger than cm. 50x30x25. For baggage up to cm. 80x45x25 you have to buy an extra ticket. However, it is forbidden to travel with bigger luggage.
- **Dogs** are allowed to travel with you under certain conditions which differ from one city to another.  
In **Rome**, for example, small and medium-sized dogs are allowed on public transport vehicles upon payment of a regular ticket, but strictly on a leash and they must wear a muzzle. The same applies for small animals, cats and birds, transported in cages or baskets. In **Naples** and in **Bologna** small animals can travel free.  
**Guide dogs can always travel free of charge.**

### Etiquette on public transport

Here are a few simple rules of good manners for a more comfortable and civilized journey for everybody:

- tickets must always be validated; always check whether to validate them directly on board or prior to boarding;
- respect the signs of entrance and exit on the vehicles;
- help other passengers access the vehicle by not standing in the space in front of the entrance/exit;
- do not occupy more than one seat;
- do not dirty and do not damage the inside of the vehicle, its furnishings and accessories;
- do not to smoke;
- do not disturb other people with unwelcome behaviour;
- lower your voice when talking on a mobile phone. Not everyone is interested in knowing the details of your private life!
- do not use the alarm buttons, or any other emergency device, except in case of serious and imminent danger;
- if you have a 4-legged friend, check the conditions for their transport;
- do not occupy the seats reserved for specific categories of citizens (e.g. the elderly, pregnant women, etc.).
- give your seat to those who might need it more than you!

### REDUCTIONS AND FREE TICKETS WHEN TRAVELLING ON PUBLIC TRANSPORT

Each city offers a series of different tariffs and sometimes also free journeys for certain user groups. The requirements concern, in most cases, the handicapped with a certain degree of disability, disabled civilians, the deaf, the blind, etc., as defined by the regional laws of each area.

Each municipality can also define additional terms such as discounts for students (which is very common), families, certain income brackets, workers, the unemployed, pensioners, and sometimes even housewives.

*For information about reductions/free tickets in your municipality, you can:*

- *check the Mobility Charter*
- *visit the transport service website*
- *call the contact numbers*



## (2) TRAVEL “GREEN”

*Before starting your journey, consider the different options and try to choose the most sustainable for you, your family and your city!*

### TOWARDS A MORE SUSTAINABLE MOBILITY

The concept of sustainable mobility concerns both transport and our way of travelling, and implies the decrease of several **environmental, social and economic impacts**, such as:

- air pollution and the resulting climate change;
- noise pollution;
- traffic congestion;
- number of accidents;
- degradation of urban areas (caused by the space occupied by the vehicles at the expense of pedestrians);
- land exploitation (caused by the construction of roads and infrastructures).

The way we decide to travel is **sustainable from a social point of view** when it is viable and accessible by people with disabilities or reduced mobility; when it offers alternative mobility (e.g. easy and immediate access - via telephone, internet - to information on public and private services, more opportunities to move around on foot or by bicycle, quality of local public services); if it helps to solve traffic congestion and improve the protection of travellers.

From an **environmental** point of view, transport is sustainable when it does not increase but reduces pollution, noise, etc. Consider that in Italy half of the particle pollution comes from transport!

From an **economic** point of view, sustainability is related primarily to costs for citizens depending on the use of collective or individual transport.



**Warning:** worrying about mobility is one way to promote a **better quality of life for citizens**. Local communities are the ones who pay the “costs” arising from the (dis) organization of the transport system. It is up to citizens to embrace a culture of sustainable mobility by shifting their preferences from private to public transport and alternative forms of mobility (e.g. car sharing).



### (3) AWARENESS AND PARTICIPATION

*Besides using local public transport be informed on how it is run and on the ways you could contribute to improve the service.*

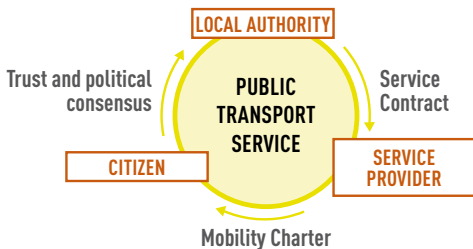
#### LEARN ABOUT THE LOCAL PUBLIC TRANSPORT IN YOUR CITY

In order to know the details of the public transport service in your city consult the **Mobility Charter** (also called **Service Charter**). You can find it on the transport company's website or at their ticket offices. The Charter strengthens the guarantee of freedom of movement for all citizens (as provided for by art. 16 of our Constitution and art. 8 of the Maastricht Treaty) establishing a proper **pact**: transport companies are committed towards citizens/users to the supply of the service, its delivery, quality standards and forms of protection.

For further information ask for the **Service Contract** signed by the local authority and the service provider. You will find useful information such as the type of service, minimum quality standards (in terms of age, maintenance, comfort and cleanliness of vehicles as well as the frequency of routes, tariffs, penalties for breach of contract etc.)

**Warning.** The transport service is represented by three actors: **local authorities**, **service providers**, which run it, and **citizens** who are the end users and on whom services **must** therefore focus. The Service Contract is the tool with which the public administration is committed to pursue the general interest and therefore offer its citizens a public transport service.

The following image shows the relationship among the three subjects involved.



## CITIZENS' PARTICIPATION

We citizens can and must contribute to the organisation of a public transport service that meets our needs for mobility. As final users we can participate both in the planning and in the assessment of the services.

→ Give your contribution to the **drafting of the Urban Mobility Plan for your city**. The Urban Mobility Plan (UMP) is an important tool for all municipalities. Its policies and measures affect **all types of transport**, public and private urban transport, motorized and non-motorized passengers and cargo, traffic and parking.

**Be informed on how to participate as a citizen. Your contribution can make a difference!**

**A practical example.** In order to prepare the UMP, the Municipality of Perugia has introduced an innovative way of consultation and participation, promoting the campaign "the best way to move is to stop and talk about it" to allow all citizens to express their own points of view, evaluate services, give their contributions and proposals for the contents of the Plan.

### → Participate in the definition and evaluation of the quality of the transport service.

The 2008 Budget, Article 2, **paragraph 461**, introduces a number of provisions to protect consumers' rights regarding local public services in general, and therefore also public transport. The most important new feature introduced is the involvement of consumer associations and the general public in the development and monitoring of the standards of services. The article commits the service provider to adopt the Charter of quality of services, prepared and disseminated in accordance with the agreements with enterprises and with consumer associations. Moreover, both the consultation of the associations and the periodic testing of the adequacy of qualitative and quantitative parameters of the service are mandatory (but any citizen can submit comments and proposals).

#### What can you do?

- Fully understand article 2;
- Push for prompt action by your local administration;
- Contact the local offices of consumer associations, such as Cittadinanzattiva and be involved in the activities of your local administration.

## (4) PROTECT YOURSELF AND EXERCISE YOUR RIGHT TO MOBILITY

*If you are not satisfied with the public transport in your city remember that you can forward a complaint!*

### → Complaints

The Mobility Charter lists all the numbers to contact in case you wish to forward a complaint for unsatisfactory services.

**Warning.** If the commuter train you use everyday often runs late, is cancelled without warning or is in appalling conditions, turn **your dissatisfaction into a complaint!** A complaint represents your rights but it is also a civic duty being the first step towards change.

→ **Contact the agencies for the quality of local public services.**

These agencies are already active in some cities, such as Grosseto, Rome and Turin, and citizens can contact them in order to contribute to a better efficiency and quality of the local public services.

→ **Contact the Consumer associations**

To give more strength to your recommendations you can contact the Consumer Associations.

**Cittadinanzattiva** is one of them, accredited since 2000 with the National Council of Consumers and Users at the Ministry of Economic Development.

To learn more visit [www.cittadinanzattiva.it](http://www.cittadinanzattiva.it)

→ **Contact the Authority for the regulation of transport (ART)**

ART has the power to evaluate complaints, petitions and reports submitted by users and consumers, individuals or groups, on the observance of quality standards and tariffs, and to impose administrative fines.

## New

ART was established in 2011 for the regulation of transport (Article 37 of Law Decree no. 201 of December 6, 2011). It is responsible for regulating transport and access to its infrastructures. Its tasks include, for example, the definition of the levels of quality of transport services, of the minimum rights which users can appeal for with service providers also regarding compensation.



## (5) KNOW YOUR RIGHTS AS A RAIL PASSENGER

*There are new rights for rail passengers*

The European regulation **on passenger rights in rail transport** came into force in Italy in 2009.

The following are the main rights regarding the **national, regional and local rail network**:

1. the right to equal access to transport without discrimination based on nationality, residence or disability;
2. right to access for passengers with reduced mobility. Passengers with a disability or reduced mobility have the right to travel comfortably. These passengers can request railway companies and ticket vendors to provide information on the accessibility of rail services, the conditions of access to cars and services offered on board;
3. the right to information prior to departure (e.g. tariffs) and during the journey (e.g. delays, connections);
4. the right to reimbursement (on a percentage basis) of the ticket price (from €4 tickets and over) in the event of cancellation or long delays;
5. the possibility to buy tickets on board a train without extra charge if it was not possible to purchase it at the station, or there were no ticket offices/machines close to the station if this service was temporarily unavailable;
6. the right to an alternative transport service in the event of long delays or cancellations;
7. the right to a prompt and accessible complaint handling in the event of unsatisfactory service.

## Do you want to receive information, report an unsatisfactory service or forward a complaint?

Contact the nearest Cittadinanzattiva agency by writing to the offices of:

|                |   |
|----------------|---|
| Bologna        | <i>segreteria@cittadinanzattiva-er.it</i>         |
| Cagliari       | <i>cittadinanzattivaca@tiscali.it</i>             |
| Catania        | <i>pit.catania@yahoo.it</i>                       |
| Chiaravalle    | <i>cittadinanzattiva_ancona@yahoo.it</i>          |
| Chiavari       | <i>cittadinanzattivaliguria@yahoo.it</i>          |
| Latina         | <i>cittadinanzattivalt@libero.it</i>              |
| Milano         | <i>consumatori@cittadinanzattivalombardia.com</i> |
| Perugia        | <i>perugia@cittadinanzattiva.umbria.it</i>        |
| Riva del Garda | <i>info@cittadinanzattivadeltrentino.it</i>       |
| Roma           | <i>pitroma@cittadinanzattiva.it</i>               |
| Spoletto       | <i>cittattiv.umbria@libero.it</i>                 |
| Torino         | <i>pit.torino@cittadinanzattiva.it</i>            |
| Urbino         | <i>urbino@cittadinanzattiva.it</i>                |

The National head office can be contacted at: [pit.servizi@cittadinanzattiva.it](mailto:pit.servizi@cittadinanzattiva.it)

**Do you want to learn more about Cittadinanzattiva, participate in its activities organized in your area, or join our Movement?** Visit [www.cittadinanzattiva.it](http://www.cittadinanzattiva.it), look for the assembly closest to you ... *and good participation!*



**Cittadinanzattiva – ACN is associated partner of the European Mobility Week**  
([www.mobilityweek.eu](http://www.mobilityweek.eu))



Verbraucherzentrale Südtirol  
Centro Tutela Consumatori Utenti



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