



REMAINING CHALLENGES FOR EU-WIDE INTEGRATED TICKETING AND PAYMENT SYSTEMS

Annex III.n

Country Report – Italy

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Country reports

ITALY

Legislative framework

General description of legal framework:

Legislation in place and legislative initiatives mandating access to fare data and integrated ticketing schemes / Non legislative initiatives

Legislative Decree 27 October 2016, no. 255 (O.J. no. 7 of 10 January 2017), entitled "Regulation containing technical rules for the adoption of interoperable electronic ticketing systems in the national territory", establishes the technical rules necessary to implement the provisions of Article 8 paragraph 1 of Decree Law no. 179 of 18 October 2012, converted, with amendments, by Law no. 221 of 17 December 2012, which aim "to encourage the use of electronic means to improve services to citizens in the local public transport sector, reducing the related costs", promoting the adoption of interoperable electronic ticketing systems at national level and electronic integrated tickets in metropolitan cities.

The aim of the decree was to eliminate the critical issues due to the uneven adoption of electronic ticketing systems by the different Italian regions; to promote the adoption on the whole national territory of progressively interoperable and easily integrated systems; to promote the integration between the different mobility systems, both public (car, trolley bus, tram, underground, rail, cable) and collective (carsharing, bikesharing, parking) in the different territorial areas (urban, suburban, regional, interregional); to envisage solutions for issuing, validating and controlling the mobility of travel tickets, to be implemented in an interoperable logic; improve the frequencies and amount of information shared. Following the entry into force of the decree, Italian regions are leading towards initiatives to adopt increasingly innovative and interoperable systems.

The decree therefore lays down, under Article 1(d), the definition of 'integrated ticket' (as "a ticket that can be used for any purpose on different transport carriers that are party to a specific tariff agreement") and establishes the technical rules necessary to allow, even gradually and in compliance with existing solutions, the adoption of electronic ticketing systems by local public transport companies.

The single text on local public services of general economic interest ("Mada Decree") of 26 February 2016 - containing provisions in implementation of the delegation of powers conferred on the Government by Law no. 124 of 7 August 2015 ("Delegations to the Government in respect of reorganisation of public administrations") – lays down, among other things, the guidelines for the development of integrated transport systems, road pricing policies, and innovative shared mobility systems. In particular, Title V of the decree on local public services encompasses provisions on "Service contract, tariffs, transparency and consumer protection" laying down the criteria that public transport operators shall follow to set charges. Regarding the disclosure of information, within the same Title, Article 24 sets forth that the operator is obliged to make public the updated charter of services offered to users. This shall contain, inter alia, information enabling the users to know the main cost items covered by the fare and the rights that users may claim from service providers.

	<p>In December 2018, a proposed amendment to the Lombardia Region's budget, that would have allowed local public transport agencies to test integrated tariff systems through the installation of integrated fares for commuters moving through the territories between the cities of Milan, Monza and Lodi, was withdrawn due to some political disagreement on the matter.</p> <p>Non-legislative initiatives concerning integrated ticketing:</p> <p>Several initiatives on integrated ticketing are ongoing in Italy at a local level, involving at least two modes of transport (typically, rail and urban buses). An example is Formula in Piedmont, or integrated ticketing system in Alto Adige.</p>
Status of legislation	Decree no. 255 f 2016 entered into force on 25 January 2017.
Transport mode concerned by legislative/non-legislative initiatives	Public (car, trolley bus, tram, underground, rail, cable) and collective (carsharing, bikesharing, parking) modes of transport.
Level of integration (local or cross-border)	Local.
Main challenges and barriers setting up and implementing relevant legislation (according to stakeholders interviewed)	Not enough time has elapsed since the Decree came into force to measure and analyse the achievement of the objectives of the decree and to have a clear understanding of the main implementation hurdles.

Market situation

#	Transport Mode								
	Key fare component	Air	Bike sharing	Bus	Car-pooling and car sharing	Metro, Tram	Rail	Road	Taxi, water taxi
1	Authorities in charge of mobility and transport at national, regional and local level. Are they active in the promotion of integrated ticketing?	National – Ministry of Transport Regions – transport public in their own territory City – public transport owned by the city							
2	Specific rules on access to fare data	There are no rules on access to fare data. The data is made accessible voluntarily.							
3	Legal requirements about pricing information	No legal requirements.							
4	Main difficulties in concluding agreements concerning disclosure of travel and traffic information?	None, if they benefit therefrom.							

5	Information shared between organisations/companies (e.g. schedules, fares, availability, real time information)	No specifics collaborations are known.
6	How can collaboration between companies be fostered to improve access to fare data?	General rules are necessary as there is a lack of rules on how this data could be provided. In principle, market is the motivation – more revenue or more customers.
7	Are companies/organisation reluctant to share certain type of information? Why?	Public providers have to make this data available. In the private sector, there are a lot of collaborations.
8	Can voluntary agreements between companies foster further collaboration?	No, voluntary agreements are not very effective – more general rules are necessary.
9	Initiatives on fare data access. (Legislation, projects, etc.)	General guidelines for developing a framework for e-ticketing in Italy.
10	What should be done at European/national/regional/local level to foster the sharing of fare data with other players?	Providing the best possible environment for the market's development. Also providing general guidelines and encouraging data sharing.

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