

Trenitalia's AI Sign-Language Avatar — Real-Time LIS/IS Interpretation at Milan and Rome Stations

AI in the Public Sector · Good practice · Italy

Quality score: 60/100

Evidence strength: Descriptive / self-reported

Summary

Trenitalia deployed an AI avatar at Milan Centrale and Rome Termini ticket offices that interprets live in Italian Sign Language and International Sign, trained with 30 deaf signers on 8,000 videos. Launched free for the 2026 Paralympics; no usage results published yet.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-23

[Trenitalia \(Gruppo FS\), with Ente Nazionale Sordi \(ENS\)](#) — accessed 2026-09-23

[ANSA — Informazioni nella lingua dei segni, Trenitalia sperimenta avatar](#) — accessed 2026-09-23

[ENS — Trenitalia avvia la sperimentazione del Sistema multimediale LIS e IS](#) — accessed 2026-09-23

[FSNews — Trenitalia, al via il Sistema multimediale LIS e IS](#) — accessed 2026-09-23

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