

Trenitalia's LIS/IS Multimedia System — an AI Sign-Language Avatar at Italy's Busiest Stations

Digital Inclusion · Good practice · Italy

Quality score: 56/100

Evidence strength: Moderate

Summary

Since March 2026, Trenitalia has trialled an AI avatar at ticket offices in Milan Centrale and Rome Termini that signs in Italian Sign Language and International Sign, developed with Italy's national Deaf association ENS from 30 signers and 8,000 training videos.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	0/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-04

[Trenitalia, with Ente Nazionale Sordi \(ENS\)](#) — accessed 2026-09-04

[ENS: Trenitalia avvia la sperimentazione del Sistema multimediale LIS e IS](#) — accessed 2026-09-04

[ANSA: Informazioni nella lingua dei segni, Trenitalia sperimenta avatar](#) — accessed 2026-09-04

Cite this — Evidoria. *Trenitalia's LIS/IS Multimedia System — an AI Sign-Language Avatar at Italy's Busiest Stations*. Persistent ID: 4c888d4b-71bf-4dcb-ad79-e09d94c2d1c7.