



Italy 2016 Crime & Safety Report: Milan

Travel Health and Safety; Transportation Security; Stolen items; Theft; Riots/Civil Unrest; Anarchist; Left-wing; Religious Terrorism; Anti-American sentiment; Earthquakes; Floods; Intellectual Property Rights Infringement; Surveillance; Fraud; Financial Security

Europe > Italy; Europe > Italy > Milan

5/10/2016

Overall Crime and Safety Situation

Post Crime Rating: Medium

Crime Threats

American visitors are generally safe in Italy and are not singled out or targeted based on nationality; however, all foreigners are recognized as such and are often targeted for petty theft. Most crimes committed against American tourists and visitors fall into the category of petty theft (pickpocketing, purse snatching). Milan and northern Italy have organized, sophisticated networks of pickpockets frequenting tourist attractions/sites, buses, and trains. Pickpockets work in groups of two or three individuals and employ creative means to relieve tourists of their valuables. Public transportation serves as a favorite venue for pickpocket rings. Buses and trains tend to be very crowded, so most victims report that they get on the bus/train and, only upon exiting, realize that their belongings are gone.

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Vehicle break-ins occur, especially with on-street parking. Perpetrators often take electronics and other valuables from cars.

Criminal groups (Camorra, Ndrangheta, Cosa Nostra, Sacra Corona Unita) are undisputed facts of Italian life. Their focus is often directed at businesses and lucrative contracts, so individual travelers may not readily notice their influence. Before signing a contract, companies should perform due diligence to ensure potential business partners are not affiliated with criminal organizations or fraudulent practices.

While violent street crime is rare, care should be used to avoid incidents.

Cybersecurity Issues

Cybercrime appears to be at a level consistent with the rest of Western Europe, due to the ease with which criminals can target a broad range of people and businesses remotely.

Other Areas of Concern

Some immigrant and refugee populations frequent or live in parks. Some sell trinkets and other items, often illegally. While infrequent, sexual assaults do occur in Milan's parks.

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Transportation-Safety Situation

Road Safety and Road Conditions

Driving in Milan is a trying experience, with countless mopeds/scooters plying the streets with operators seemingly oblivious to traffic codes. Traffic laws are rarely followed; however, the conditions are slightly better than other major Italian cities.

Lock vehicles and do not leave items in view of potential criminals. Cars should be parked in a garage or in an illuminated area.

If an individual is involved in a traffic accident, please follow the processes listed below:

Car Accident With Injuries

Call 112 to inform the Emergency dispatcher of your location, details regarding injuries, your location, and details of the accident. Wait for emergency services to arrive. They will provide care and transport of the injured, reestablish traffic flow, and complete an accident report form. Make a note of the name and destination of any injured persons to be transported by ambulance from the scene. The police report will be helpful in this regard as well. **DO NOT** sign any documents that either are not clearly understood or do not conform to your grasp of

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the factors surrounding the accident.

Car Accident Without Injuries and No Agreement on the Facts Relating to the Accident

Call the police at 112 or Vigili Urbani Milan (02-77-271). If vehicles are blocking traffic, Italian law requires the vehicles to be moved if possible. Before moving your vehicle, document the position of the vehicle by any means possible. Mark the four corners of the involved vehicles on the ground. Extensive photographs can help but should not be considered the sole source of evidence. Search for skid marks, broken glass, debris, or any other evidence that may help in determining the facts of the accident. Take photographs of all damage to both vehicles and pay particular attention to any pre-existing damage. Try to establish a third-party witness. Even if it is another motorist who cannot wait for the police to arrive, get a name and phone number of a witness who can be contacted by the police. Witness fabrication is common. Pay close attention to who was present at the accident scene and who is recorded on the police report as a witness. There have been reported cases of family members acting as witnesses to accident scenes who were not present. Wait for the authorities to arrive. They will document the accident scene, take statements from all parties/witnesses, and fill out the accident report.

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If vehicles are blocking traffic, Italian law requires the vehicles to be moved if possible. Before moving your vehicle, document the position of the vehicle by any means possible. Mark the four corners of the involved vehicles on the ground. Extensive photographs can help but should not be considered the sole source of evidence. Search for skid marks, broken glass, debris, or any other evidence that may help in determining the facts of the accident. Take photographs of all damage to both vehicles and pay particular attention to any pre-existing damage. Complete the Constatazione Amichevole di Incidente Automobilistico (Agreed Statement of Facts on Motor Vehicle Accident). Give a copy to each party. Do not sign the completed form if there is disagreement regarding the version/sequence of events

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represented. Wait for the police to arrive and document the incident. Contact your insurance company, obtain guidance on how to send them the Constatazione Amichevole id Incidente Automobilistico and inquiry about further steps need regarding damages and related expenses.

Public Transportation Conditions

Public transportation, from trains to Metro, trams, and buses, in northern Italy is excellent.

Authorized taxis are white and metered. Only use licensed taxis or a reputable transportation service.

Several cases of sabotage against rail lines were reported in late 2014. These crimes appear to the work of opponents to high-speed rail (TAV). While aimed at infrastructure instead of occupied trains, infrastructure damage has the potential to endanger passengers.

Aviation/Airport Conditions

Several major U.S. airlines service the Milan Malpensa and Venice Marco Polo airports. Airports also frequented by Americans include the Milan Linate and Bergamo Orio al Serio airports. Airport safety is considered on par with other Western European countries.

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Other Travel Conditions

Travelers should be alert for transit strikes, which occur approximately once or twice per month, generally on a Friday.

Terrorism Threat

Post Terrorism Rating: Medium

Local, Regional, and International Terrorism Threats/Concerns

Information as of January 2016 suggests that ISIL, al-Qai'da, its affiliated organizations, and other terrorist groups continue to plan terrorist attacks against U.S. and Western interests in Europe. Authorities believe the likelihood of a terror attack in Europe has increased, as European members of ISIL return from Syria and Iraq. There is a continuing threat from unaffiliated persons planning attacks inspired by major terrorist organizations but conducted on an individual basis. In the past several years, organized extremist attacks have been planned or carried out in Europe. European governments have taken action to guard against terrorist attacks, and some have made official declarations regarding heightened threat conditions.

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Italy's concerns for terrorism are exacerbated by its proximity to North Africa and the Middle East. Italy has figured prominently in the rhetoric of some groups (ISIL, al-Qai'da, al-Shabaab). Milan and northern Italy are home to large Muslim communities with ongoing concerns of radicalization. The Italians have a robust counterterrorism program and are actively monitoring known/suspected foreign fighters and terrorists.

Italy also faces several indigenous terrorist groups and radical elements, primarily consisting of left-wing and anarchist movements. Government institutions and diplomatic facilities have received bomb threats and actual explosive devices. Buildings/offices are sometimes the targets of firebombs or Molotov cocktails although generally at night; such incidents are instigated by organized crime or anarchist movements. Multi-national corporations often factor into the rhetoric of anti-globalization and animal rights groups. These groups are well organized and can marshal participants from all across Europe. Using social media, an animal rights group gathered over 4,000 protestors to target an American company in 2012.

Anti-American/Anti-Western Sentiment

Most citizens and residents appear to have a positive view of the U.S. Anti-American rhetoric comes from small groups opposing specific programs (the Mobile User Objective System (MUOS) satellite communications system, the proposed Transatlantic Trade and Investment Partnership (T-TIP)).

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Political, Economic, Religious, and Ethnic Violence

Political Violence Rating: Medium

Civil Unrest

Anti-globalization factions have organized protests that have turned violent. Law enforcement has expressed the potential for these groups to use demonstrations to target U.S. government facilities and businesses. In Milan, the areas of the Duomo, Piazza Castello, and Via Turati in the general direction of Piazza Repubblica have been protest venues. Turin is also very active for anti-establishment groups. These protestors can number in the thousands and have overwhelmed local authorities' ability to control them. Protestors are required to petition the local government for approval of protest sites, routes, and numbers of participants, so law enforcement generally maintains order when policing events.

Religious/Ethnic Violence

While some incidents of ethnic/religious violence have been reported, and backlash has been observed against a recent wave of refugees/immigrants from the Middle East and North Africa, the level of these crimes is generally low.

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Post-specific Concerns

Environmental Hazards

Italy is prone to earthquakes and regular seismic events; Milan and most of northern Italy is outside of the main earthquake zones; however, the north does experience strong tremors. Authorities have well-developed plans to handle seismic events.

Localized flooding may occur during heavy rains.

Economic Espionage/Intellectual Property Thefts

Avoid street vendors selling knock-off designer products, or you may face a fine of up to several thousand Euros by the local police.

Privacy Concerns

The Italian media has documented a number of phone-tapping controversies in past decades, including against President Napolitano in 2012. Individuals and businesses concerned with

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privacy should remember the apparent ease with which political and business rivals have eavesdropped on each other in the past.

Police Response

Police response and services are generally good. Since at least the early 1900s, Italy has generally had a higher level of police presence than most countries. In 2008, Operazione Strade Sicure began adding military patrols throughout major cities to supplement civilian police patrols.

How to Handle Incidents of Police Detention or Harassment

If you are detained, contact Consulate General-Milan.

Via Principe Amedeo, 2/10

20121 Milan, Italy

Consulate Operator: (39) 02-2903-51

Marine Post One: (39) 02-2903-5255

Regional Security Office: (39) 02-29035 293

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Crime Victim Assistance

Local authorities suggest using the primary emergency services number 112 to request assistance for any emergency. The service has location detection and multi-lingual operators. In the Lombardia region around Milan, the official "Where ARE U" cellular phone application can also be used to more rapidly call for help and send GPS coordinates to the dispatcher. <https://where.areu.lombardia.it/>

In the event of a theft, mishap, harassment, etc. please refer to the following:

Main Emergency Number: 112

Military Police (Carabinieri) 112

Police (Polizia di Stato): 113

Fire Department (Vigili del Fuoco): 115

Police/Security Agencies

The Polizia di Stato (state police) and the Carabinieri (military police with Italy-wide law enforcement powers and jurisdiction) are well-trained and equipped. These two police groups offer the full range of police services.

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Medical Emergencies

Main Emergency Number: 112

Ambulance (First Aid only): 118

Contact Information for Recommended Hospitals/Clinics

Ospedale Niguarda

Level 1 Trauma Center

(Located north of Milan)

ER Tel: 02.6444.7433

Main Tel: 02.6444.2496

Piazza Ospedale Maggiore, 3

Ospedale Luigi Sacco (Infectious Disease)

(Located N/W Milan)

ER Tel: 02.3904.3051

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Tel: 02.3904.3051

Via G.B. Grassi, 74

Ospedale Maggiore Policlinico Mangiagalli

(Near Milan Center)

ER Tel: 02.5503.3255 or 02.5503.3209

Main Tel: 02.5503.1

Via Francesco Sforza, 28

Pediatric Emergencies

Ospedale Maggiore Policlinico

Clinica Pediatrica De Marchi

ER Tel: 02.5503.2694 or 02.5503.2697

Tel: 02.5503.3650

Via della Commenda, 10

Ospedale dei Bambini

Vittore Buzzi

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ER Tel: 02.5799.5363

Via Castelvetro, 32

Tel: 02.5799.5331

OB-GYN Emergencies

Ospedale Mangiagalli

Pronto Soccorso Ostetrico-Ginecologico

Via Commenda, 12

Tel. 02-57992252

Country-specific Vaccination and Health Guidance

For additional information on vaccines and health guidance, please visit the CDC at:
<http://wwwnc.cdc.gov/travel/destinations/traveler/none/italy>.

OSAC Country Council Information

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Milan has an active OSAC Country Council. For further information on the OSAC Country Council, call the Regional Security Office at: (39) 02-29035 29 or email: MilanOSAC@state.gov. To reach OSAC's Europe team, please email OSACEUR@state.gov.

U.S. Consulate Location and Contact Information

Consulate Address and Hours of Operation

Consulate General-Milan

Via Principe Amedeo, 2/10

20121 Milan, Italy

Regular business hours: 8:30 AM – 5:30 PM

Consulate Contact Numbers

Milan Regional Security Office: (39) 02-29035 293

Consulate Operator: (39) 02-2903-51

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Marine Post One: (39) 02-2903-5255

Website: <http://milan.usconsulate.gov/>

Nearby Posts

Embassy Rome: <http://italy.usembassy.gov/>

Consulate Florence: <http://florence.usconsulate.gov/>

Consulate Naples: <http://naples.usconsulate.gov/>

Virtual Presence Post San Marino: <http://sanmarino.usvpp.gov/>

Consulate Guidance

U.S. citizens should register with the U.S. Consulate General and can obtain updated travel information by visiting: <http://milan.usconsulate.gov/>.

Tips on How to Avoid Becoming a Victim

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Scams

The most common pickpocketing scams involve an individual working to distract the victim while another perpetrator comes from behind and takes the victim's valuables. Other methods include: bumping into the victim and snatching a wallet or phone; asking a victim to sign a petition as a distraction to stand close as the clipboard is held; or having an accomplice drop items at the feet of the victim to create a distraction. When the helpful victim bends down to assist in picking up the items, a second thief comes from behind and carries out the theft. A relatively old phenomenon that is now pronounced and impacting American visitors is the bracelet trick. Individuals will take hold of the victim's arm while placing a rose and or tying a bracelet onto the wrist and aggressively demanding payment. A firm, loud "NO!" with eye contact will ameliorate a potential harassing episode.

There can be "innovations" in the price of items if they are not clearly marked. This includes items on restaurant menus and the cost of a taxi ride; clarify cost before commencing a transaction.

Situational Awareness Best Practices

Visitors should take common sense precautions and be cognizant of their surroundings. Visitors are advised to exercise a heightened sense of security awareness while visiting public parks, especially after dark. While they are attractive locations for jogging and other exercise in twilight or evening hours, it is a good idea to travel with another person or with a group. Do not venture down isolated or dark alleyways. Know where you need to go and walk with a

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purpose. Do not give the impression that you are lost or wandering. There is evidence that criminals will observe these vulnerabilities and target these types of individuals.

Consult with credible local security experts to ensure your business interests are not impacted, infiltrated by, or inadvertently doing business with a criminal organization.

While waiting in line, keep your luggage close.

Do not carry large sums of cash. If you carry a wallet, put it in a front pocket and put your hand in your pocket to hold onto it. Consider keeping only a small amount of money in a wallet and the remainder in a money belt. If you carry a purse/bag, keep it close and in front of you. Do not leave your purse/bag slung over the back of your chair at a restaurant, watch that no one kicks your bag/purse out from under your table at a restaurant, and be particularly vigilant of where you place your belongings when at a sidewalk café.

Make a copy of your passport data page and carry the copy instead of your original passport.

Try to use ATMs inside banks, not on the sidewalks.

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