Overtourism and Hostile Architecture: Preliminary Assessments of the Effects in Major Italian Cities

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Abstract. The term *overtourism* is used when the number of visitors in each location becomes disproportionate to the capacity of the site to sustainably manage tourist flows. According to the United Nations World Tourism Organization (UNWTO), overtourism denotes the negative impact of tourism on a destination, affecting both the visitor experience and, more significantly, the quality of life of residents.

To better assess the impact that overtourism has had on major Italian cities over the past decade, it is essential to understand the political strategies implemented by local administrations and the resulting urban and social transformations.

City administrators in the most attractive tourist destinations have adopted solutions that encourage tourist consumption while contributing to the displacement of residents. Among these strategies, hostile architecture stands out as a measure designed to control and influence the behaviour, attitudes, and well-being of specific groups of people within public spaces.

In this context, several aspects can be evaluated: the weakening of local public transportation (explicit hostile architecture), the removal or alteration of benches (implicit hostile architecture), the disappearance of public restrooms (denied architecture), and other similar interventions.

After establishing the general framework of reference, this study presents an assessment based on direct survey techniques, aiming to preliminarily identify the impact of overtourism-induced discomfort on tourist decision-making. This type of consultation, targeting key industry stakeholders as well as directly affected individuals both tourists and residents focuses on hostile solutions to foster a deeper understanding of the ongoing transformations.

Keywords: Overtourism · Hostile architecture · Public spaces · Preliminary assessments

1 Overtourism as a Phenomenon of Urban Decay

The term *overtourism* is used when the number of visitors in each location becomes disproportionate to the site's capacity to sustainably manage tourist flows. According to the United Nations World Tourism Organization (UNWTO), overtourism denotes the negative impact of tourism on a destination, affecting both the visitor experience and, more significantly, the quality of life of residents.

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Tourist overcrowding is a phenomenon that has affected many European cities in the last decade, leading to problems in the management of people (residents and visitors), spaces and services. Tourist activities generate important material and immaterial transformations determined by the need to organise and design activities that require the provision of places capable of welcoming, transforming, visitors.

Cities such as Venice, Barcelona, Amsterdam, and Dubrovnik exemplify destinations that have faced substantial challenges related to overtourism. In Dubrovnik, for instance, the influx of tourists has led to a rise in the cost of living, infrastructure congestion, and a gradual loss of local identity. Barcelona has witnessed protests by residents lamenting their displacement from neighborhood due to rising rents and the conversion of residential properties into tourist accommodations. Amsterdam has implemented measures such as restrictions on short-term rentals and the promotion of lesser-known areas to better distribute tourist flows.

Overtourism, primarily driven by the growth of global tourism and the widespread promotion of low-cost travel offers, significantly impacts the quality of life in the historic centers of Italian cities, regardless of their geographic location or size. In Venice's historic center, fewer than 50,000 residents remain, yet on certain days, visitor numbers exceed 80,000, with 80% consisting of day-trippers. The consequences include environmental degradation, damage to cultural heritage, and a decline in residents' quality of life.

The effects of overtourism manifest in various ways, including environmental deterioration particularly pronounced in fragile contexts such as Venice the loss of cultural authenticity due to the disappearance of local traditions, infrastructure overload, and an increase in both the cost of living and urban decline. These factors contribute to the depopulation of historic centers and the migration of residents toward peripheral areas.

To better assess the impact that overtourism has had on major Italian cities over the past decade, it is crucial to examine the political strategies adopted by local administrations and the resulting urban and social transformations. In many cases, the massive influx of tourists has compelled local governments to implement measures aimed at managing tourist flows and mitigating their negative effects on the urban and social fabric.

To counter the effects of overtourism, administrations in the most affected cities have increasingly resorted to measures such as raising tourist taxes, introducing daily entrance fees, and imposing restrictions on tourist access. At the regional level, an additional strategy involves promoting alternative, lesser-known destinations to redistribute tourism. Short term rental regulations have also been introduced, as exemplified by the city of Florence, which has been actively enforcing a ban on the opening of new short-term rental properties in its historic center.

Overtourism represents a complex challenge for Italy, necessitating a balance between the economic benefits of tourism and the imperative to preserve cultural heritage, the environment, and residents' quality of life. Through careful planning and the implementation of sustainable strategies, it is possible to mitigate negative effects and ensure that future generations can continue to appreciate the country's rich cultural and natural beauty.

2 Hostile Spaces and Architectures

As highlighted by a study conducted by United Cities and Local Governments (UCLG), "public space is the place where all citizens, regardless of their income or personal circumstances, can feel equal and cared for" [1].[1]

However, in his book "Defensible Space, People and Design in the Violent City" [2], Oscar Newman develops the idea that crime can be controlled and prevented through the proper design of collective spaces and the management of public property. The book examines the social dynamics within public spaces associated with large residential complexes, focusing on the Pruitt-Igoe neighbourhood in St. Louis, built in 1954, which became notorious for its high crime rates, severe poverty, and racial segregation. Newman highlights how public spaces were vandalized in contrast to the care and attention given to private spaces. Based on these observations, he argues that it is possible to create environmental conditions that act as a deterrent to crime.

The instrument of control can therefore be identified in environmental governance, understood as the extent to which individuals' needs and expectations are acknowledged and addressed.

Barriers, walls, and fences have long been used to divide and protect spaces by keeping out unwanted individuals or enclosing others [3]. The built environment can thus be modified to restrict or complicate the actions of certain individuals. These are not arbitrary decisions or design flaws but rather strategies and solutions aimed at discouraging behaviours deemed undesirable and at limiting or excluding certain groups of people, with the stated goal of protecting public space, maintaining order, and preventing deviant behaviours and crime [4, 5].

Hostile architecture, therefore, seeks to keep out individuals who, more than others, rely on public space because they lack a private one such as homeless individuals and young people. Hostile architecture, understood as both the built environment and urban spaces with their associated furnishings, constitutes a system of strategies designed to limit undesirable behaviours in cities. Different categories and varying intensities of hostile architecture exist. A distinction can be made between explicit or overt hostility, which prevents the use of a space or its furnishings unless at the risk of personal discomfort or harm, and implicit or latent hostility, which renders their use inconvenient.

The first category includes gates, spikes, and sharp protrusions placed on walking surfaces, windowsills, or parapets to prevent individuals from lingering or sitting. These interventions are particularly recognizable, as their presence appears incongruous with the surrounding context and is often visually unappealing. A clear example is a recent intervention in Rome ahead of the 2025 Jubilee Year, in Viale Petroselli, where a fence has been installed near the Aurelian Walls to prevent homeless from gathering (Fig. 1).

[1] "That public space is where all citizens, regardless of their income and personal circumstances, can feel equal and cared for".

The second category includes benches specifically designed to make lying down or sleeping impossible, or at the very least highly uncomfortable. Their seating surfaces are often interrupted by armrests, contoured, inclined, or made slippery, while some feature extremely low backrests. These strategies are intended to discourage such practices but ultimately render the benches uncomfortable for all users (Fig. 2). These solutions, which may go unnoticed by those who do not regularly frequent a certain space, are referred to as *silent agents* precisely because of this characteristic.

To the two previously mentioned categories, one must add the strategy of *negation.* For instance, removing seating from railway stations is certainly more effective and cost-efficient than modifying benches, as it directly eliminates a functionality for all individuals. However, such a drastic measure creates inconvenience for the entire community, particularly for elderly people or individuals with disabilities who may require resting spots when moving through public spaces.



Fig. 1. Installation of a gate near the Aurelian Walls in Rome to prevent homeless from settling (Author: Daniele Mazzoni).

At times, these strategies can significantly alter the configuration of public space, reshaping the very structure of places. A particularly concerning example is the strategy implemented in 2022 by the Municipality of Rome to prevent homeless individuals from resting. The intervention, as show in Fig. 3 below, involved sealing the openings between the pillars of the Pettinelli underpass at Termini Central Station in Rome, designed by the architect and engineer Angiolo Mazzoni del Grande.

Although practices aimed at protecting public spaces from perceived threats posed by their users are neither new nor unique, the solutions and justifications employed to achieve these objectives have proliferated in recent years [6].

Wave-shaped, bent, or broken benches, speed bumps and deterrents to curb illegal parking or skateboarding, barriers against terrorist actions, and metal spikes to prevent sitting these elements are scattered across our cities, shaping our behaviours, sometimes to correct misconduct, other times merely in response to basic human needs, with very different approaches.



Fig. 2. Public bench with "anti-loitering" armrests in Gallarate (Author: Daniele Mazzoni).

Since 2007, the Municipality of Verona has installed armrests on public benches to make them "anti-loitering," effectively preventing their use as overnight accommodation for homeless [7, 8]. In contrast, in 2018, the city of Ulm introduced *Ulmer Nests* [9], small capsules placed in parks to provide shelter for homeless suffering from the harsh German winters.

Hostile architecture has a negative impact on the well-being of many people, but it is particularly harmful to the most vulnerable groups. It is undeniable that its negative effects outweigh its benefits. Making an urban environment inhospitable fosters isolation and marginalization, ultimately making life "a little worse for everyone" [10] and diminishing the potential for generating social value [11].

Removing benches from areas with high tourist density has an additional consequence: denying tourists the possibility to sit and rest means forcing them to sit in bars and restaurants, turning them into paying consumers of outdoor seating that occupy the same public spaces from which they are excluded.

A similar effect occurs with the limited availability of public restrooms, which, when available, are not properly advertised by cities as services for both tourists and residents, who once again resort to public establishments.[2]



Fig. 3. Sealing of openings between the pillars of the Pettinelli underpass, near Termini Central Station in Rome (Author: Daniele Mazzoni).

[2] In the case of Venice, information about the location and availability of public sanitary facilities is spread across several web pages, making it difficult to quickly locate them. https://www.comune.venezia.it/it/content/igiene-urbana, last accessed 2 March 2025.

3 Hostile Architecture as a Tool for Conditioning Tourists and Limiting Residents

If it is true that "by introducing changes to the environment that enhance accessibility, it is possible to positively influence a person's well-being, their ability to develop their life plan, and their direct and personal participation in collective life and the growth of society" [12], it is equally true the opposite.

Among the measures adopted by the public administration, hostile architecture has emerged as a controversial tool, used not only to influence the behaviour of tourists but also to limit access to and use of public spaces by residents and vulnerable groups, such as homeless people. These strategies are therefore implemented to control and influence the behaviour, attitudes, and health of specific groups within public spaces. Such measures are primarily adopted in the central areas of cities, where there are many tourist attractions and consequently the flow of people is higher. The effect produced is often a de-naturalisation of the historic centre, accentuated by the adoption of solutions that encourage tourist consumption, thereby contributing to the expulsion of residents.

The economic influence of tourism-related activities has led local administrators, particularly in cities lacking a substantial alternative productive sector, to adopt tools for conditioning tourists, even at the expense of residents. Strategies are therefore employed that lead to the elimination of neighbourhood retail stores in favour of souvenir shops, pizza slices, ice cream parlours, and minimarkets. The result is that visitors are conditioned to "consume" the city as economic operators, rather than "living" it by immersing themselves beneath its surface.

Residents, weary of the spaces, services, and consequently the life that is offered to them in such a context, choose to leave the historic centres in favour of areas where they can, at least partially, find the conditions that are missing in their places of origin. This represents a new form of mobility that links tourism to short-distance migration, simultaneously changing the actors and the relationship between temporary inhabitants and urban spaces. In doing so, the desire for interaction both emotional and social between temporary inhabitants and the places and their residents is wiped out and leads the residents themselves to use 'hostile' solutions to protect themselves from the excess of tourists (Fig. 4, 5).

Mass mobility, whether it involves daily visitors such as commuters or tourists, brings a growing and diverse number of city users: this widening of the user base leads people with more fragmented lifestyles to compete for already limited public space, making the design and management of such spaces more complex. The complexity of redefining the qualities of these spaces involves a multidimensional consideration, an integrated vision [13], the implications of which are varied and require the optimisation of resources [14].

Tourism thus induces the transformation of places, generating new urban spaces and new architectures, becoming one of the main agents in the process of globalisation, which can be identified in the dominant trend towards standardisation, facilitated by the information and transportation technologies widely used in the sector [15].

Carolina Gestri points out that while "the tourists of the Grand Tour collected and recorded on-site the peculiarities of the landscape" [16], thereby identifying the distinctive characteristics of Italy, those whom Boris Groys refers to as "the artists of the

post-romantic era," using modern communication tools, are not forced to adapt "to the tastes and cultural orientations of the local population" [17].

Tourists, increasingly seeking a genuine experience of daily life rather than specific cultural attractions, look for residents and their usual gathering places, while the residents themselves are pushed out of such places and forced to seek new spaces that are not overrun by tourists [18].

Public space thus becomes the arena in which these lifestyles are consumed, and administrators are forced to adopt strategies to manage and enhance spaces for the public good.



Fig. 4. Deterrent installed on the entrance steps of a private studio in Venice to prevent tourists from sitting (Author: Valeria Tatano).



Fig. 5. Installation of a gate in a 'public' alley in Venice to prevent tourists and daily visitors from misusing the space (Author: Valeria Tatano).

4 The Impact Assessment of Overtourism and the Conditioning of Hostile Architecture

The assessment and monitoring of the impact of overtourism has become crucial to highlight how this phenomenon contributes to altering value systems, behaviours, attitudes, perceptions, and organisational structures within cities [19]. According to statistical analysis conducted on the previous year, the Centre for Tourist Studies in Florence has reported a continued growth in tourism within Italy, estimating a 2.5% increase in arrivals compared to 2023 [20]. This equates to over 458.5 million overnight stays, with tourists predominantly coming from abroad. This figure confirms the trend of recent years, with the previous year surpassing levels reached before the Covid-19 pandemic.

In Italy, the Observatory on the Demographics of Enterprises in Italian Cities has been monitoring the development of commercial establishments and accommodation and catering activities since 2015, observing how these clusters move within urban centres

and peripheral areas. The Observatory analyses changes in the municipal network of consumer services and the resulting issues, such as the risk of commercial desertification and crises within urban economies. The scope of the analysis is sufficiently broad, as it includes 120 medium- and large-sized municipalities, which together are home to 13.4 million inhabitants, approximately 23% of the Italian population.

Between 2012 and 2023, the analysis by the Observatory in Italian cities and historic centres has focused on:

- Retail trade related to eleven product categories, including food products, household goods, toys, clothing and footwear, cultural items, pharmacies, tobacco, etc.
- Accommodation services, such as hotels and bed & breakfasts, and catering services, such as bars and restaurants.

It emerges that, from the 120 municipalities under analysis, over 110,000 retail stores and 24,000 street trading activities (−17%) have been deactivated. This phenomenon is only partially due to the decline in population, which has decreased by 2%, and more so to the increase in accommodation services driven by tourist flows [21].

The constant trend over the last decade is therefore a contraction in the number of active businesses in retail trade and a strong growth in accommodation and catering activities. Notably, there has been an exponential growth in bed & breakfasts in the historic centres of the South (+168%) and Central-Northern regions (+87%). The result is commercial desertification, which diminishes the liveability and attractiveness of our cities (Table 1).

To counter this phenomenon, actions are needed that recognise proximity economies as a public interest service[3] and sustainable urban regeneration projects that enhance public spaces. For the enhancement and regeneration of urban areas, such as neighbourhood markets, and a more effective management of urban mobility and logistics, it is necessary to restore the balance between the various uses of the city.

Table 1. Percentage variation in the number of retail, accommodation, and food service units in some of the main historic centers in Italy (Data for Milan, Naples, and Rome are not available because these are multicentric cities, where it is not possible to distinguish between the historic center and non-historic areas.)

Historic Centre	Retail trade (%)	Accommodation and restaurants (%)
Bologna	−21.31	+21.74
Florence	−18.94	+14.08
Palermo	−41.34	+72.88
Turin	−22.14	+2.28
Venice	−19.46	+15.23

[3] It is interesting to note that half of the new foreign employment in Italy's entire economy comes from these sectors: approximately 240,000 new jobs, which makes commerce the main avenue for integration for foreigners.

Only recently have initiatives been launched to combat commercial desertification in Italian cities, promoting the development of the social value of proximity economies.

4.1 Tools and Methods: Direct Observation Techniques

To better understand the impact of urban transformations carried out in cities, often through the adoption of hostile architectures, on the quality of life of residents and the quality of the visit for tourists, an analysis is proposed using direct observation techniques. This methodological approach allows for the collection of empirical data useful for assessing perceptions, critical issues, and the socioeconomic implications of the strategies adopted. Such a tool becomes essential, especially when evaluation processes are linked to the decision support system [22].

The choice of the type of observation should be made in relation to the context, the objective to be achieved, and the type of research to be conducted, which can be either qualitative or quantitative. Specifically, qualitative research proves capable of answering questions that traditional quantitative methods cannot or can only do so in a limited and non-exhaustive manner [23]. These observations are carried out using direct consultation techniques, which involve critically listening to the opinions of different individuals to expand the knowledge base related to the problem being evaluated. Among the most used techniques in the literature are formal consensus techniques, focus groups, interviews, and questionnaires. The following are the definitions of these techniques outlined by Foglia and Vanzago [23]:

- Formal Consensus Techniques: (Consensus Conference, Nominal Group Technique, Delphi Method, etc.): Consensus-building techniques play a specific role and are applied to support the decision-making process when the research context is characterised by a lack of scientific evidence, or when such evidence is not demonstrated or fully shared, or when there are contradictions regarding the evidence itself or the sources that generated them. In such cases, the frameworks are not fully defined, and there is a need to find a reference point or shared guidelines.
- Focus Group: this involves a discussion conducted among a limited number of experts in the presence of an evaluator, usually supported by a facilitator, with the aim of describing the nature and main dimensions of a problem.
- Interviews: qualitative interviews are, therefore, "extended" conversations between the researcher and the interviewee, during which the researcher aims to obtain as detailed and in-depth information as possible on the research topic.
- Questionnaire: an observational tool used to quantify and compare information collected from a population sample chosen according to the characteristics of the evaluation.

In this paper among the aforementioned methods, the use of a questionnaire was selected. Two different questionnaires were developed, one for residents and one for tourists, to assess the impact of overtourism and hostile architecture in cities from the perspectives of both residents and visitors. Specifically, as shown in the following Table 2, the questionnaire for residents was divided into 4 sections, while the one for tourists was divided into 3 sections.

Table 2. Organization and structure of the questionnaire administered to residents and tourists.

Questionnaire for resident		
Section 1: Respondent profile		
Q. 1	Which category best represents your age?	Multiple answer
Q. 2	What is your level of education?	Multiple answer
Q. 3	Which is your employment?	Multiple answer
Q. 4	What city do you live in?	Open answer
Q. 5	What part of the city do you live in?	Multiple answer
Q. 6	How many years have you lived in this city?	Multiple answer
Section 2: Overtourism and quality of life		
Q. 7	Have you perceived a significant increase in tourism in your city in recent years?	Multiple answer
Q. 8	What are the most obvious impacts of overtourism on daily life in your city?	Multiple and open answer
Q. 9	Do you think your city's current policies are effective in managing tourism?	Multiple answer
Q. 10	Have you ever thought of moving to another area or city because of excessive tourism?	Multiple and open answer
Section 3: Hostile architecture and urban transformation		
Q. 11	Have you ever noticed changes in public space that make the city less accessible or welcoming?	Multiple and open answer
Q. 12	Have these changes negatively affected your quality of life?	Multiple answer
Q. 13	Have any Airbnb's recently opened in the building where he lives?	Multiple answer
Q. 14	Do you think these transformations are designed more to regulate tourism than to improve the lives of residents?	Multiple answer
Section 4: Improvements and suggestions		
Q. 15	Do you think that the increase in tourism has pushed some residents to leave the city?	Multiple answer
Q. 16	What strategies should administrations adopt to better balance tourism and urban quality of life?	Multiple and open answer
Q. 17	What aspects of your city would you like to see improved for residents?	Open answer
Questionnaire for resident		

(*continued*)

Table 2. (*continued*)

Section 1: Respondent profile		
Q. 1	Which category best represents your age?	Multiple answer
Q. 2	What is your level of education?	Multiple answer
Q. 3	Which is your employment?	Multiple answer
Q. 4	What is your country of origin?	Open answer
Section 2: Overtourism, Quality of Experience, and Hostile Architecture		
Q. 5	Are you just starting your visit or about to leave?	Multiple and open answer
Q. 6	How many times have you visited this city?	Multiple answer
Q. 7	How would you rate the level of crowding in the city you visited?	Multiple answer
Q. 8	How would you rate the level of crowding at the tourist sites you visited?	Multiple answer
Q. 9	How much has overcrowding affected your travel experience?	Multiple answer
Q. 10	Have you noticed elements in public spaces that make the city less accessible or welcoming?	Multiple and open answer
Q. 11	Have you noticed structures designed to prevent people from stopping or resting in the city you visited?	Multiple answer
Q. 12	In which contexts have you noticed the use of hostile architecture the most?	Multiple and open answer
Section 3: Improvements and suggestions		
Q. 13	Has the presence of hostile architecture affected your travel experience?	Multiple answer
Q. 14	Do you plan to visit this city again in the future?	Multiple answer
Q. 15	If you answered 'no' or 'I don't know,' what are the main reasons?	Multiple and open answer

4.2 Assessment Results

The total number of responses collected from both administered questionnaires amounts to 245, specifically 170 from residents and 75 from tourists. It is important to emphasize that, to refine the evaluation, particularly concerning the analysis of the data referring to the first category of respondent's, responses have been categorized based on the respondents' city of residence. This classification was conducted according to the size and tourism attractiveness of the city. Specifically, data were gathered from the cities of Rome, Florence, and Venice.

The first assessment presented concerns the perception of increased tourism. As illustrated in Fig. 6, in all cases examined, over 80% of the surveyed residents perceived, either moderately or significantly, a notable increase in tourism.

This increase also affects the impacts of overtourism on residents' daily lives. Among the most prominent consequences are rising rental costs, changes in the types of commercial services available, overcrowding in public spaces, and, most notably, the loss of authenticity and transformation of neighbourhoods.

It is particularly interesting to analyze the relationship between the area of residence within the city and the perception of increasing tourism. Taking as an example the responses from residents of Rome, only 11% of those who perceived an increase in tourism reside in the historic city center, while 52% live in the semi-central area (defined as the area adjacent to the historic center), 32% in the peripheral area, 3% in the suburban area, and 2% in the extra-urban zone.

These findings highlight that the perception of increasing tourism is not solely an issue affecting historic city centers.

As outlined in previous sections, the administrations of major art cities are implementing different policies related to tourism management, which, in most cases, also have significant repercussions for residents.

Over 75% of respondents to the questionnaires concerning residents of Rome, Florence, and Venice believe that their cities' policies are ineffective in managing tourism, with more than 30% advocating for stricter measures. When such policies affect the configuration of public space, they often make the city less accessible and welcoming. Among the most frequently observed changes reported by residents are the removal or reduction of seating and benches, the installation of devices to restrict certain uses, the placement of barriers to limit access to specific areas, and the closure or removal of public sanitary facilities. As illustrated in Fig. 7, in all cases examined, over 70% of respondents stated that these spatial changes have negatively impacted their quality of life.

The most striking case is that of Florence, where 18% of respondents reported a significant impact, 73% noted a mild impact, and only 9% stated that these changes had no effect on their quality of life.

To refine the evaluation of the questionnaires administered to tourists, responses from individuals who had visited or were in the process of visiting Rome, Florence, and Venice were taken into consideration, accounting for 88% of the total responses received.

The first data finding aligns with the initial assessment of residents' responses regarding the perception of increasing tourism. Specifically, 27% of tourist respondents stated that the city they visited was extremely crowded, 51% considered it very crowded, 14% moderately crowded, and only 8% slightly crowded.

The issue of overtourism, therefore, also affects tourists themselves, worsening the quality of their visit. Indeed, 12% of respondents reported that overcrowding had an extreme impact on their experience, while 42% indicated a significant effect. However, city overcrowding was not the only factor influencing the quality of the visit.

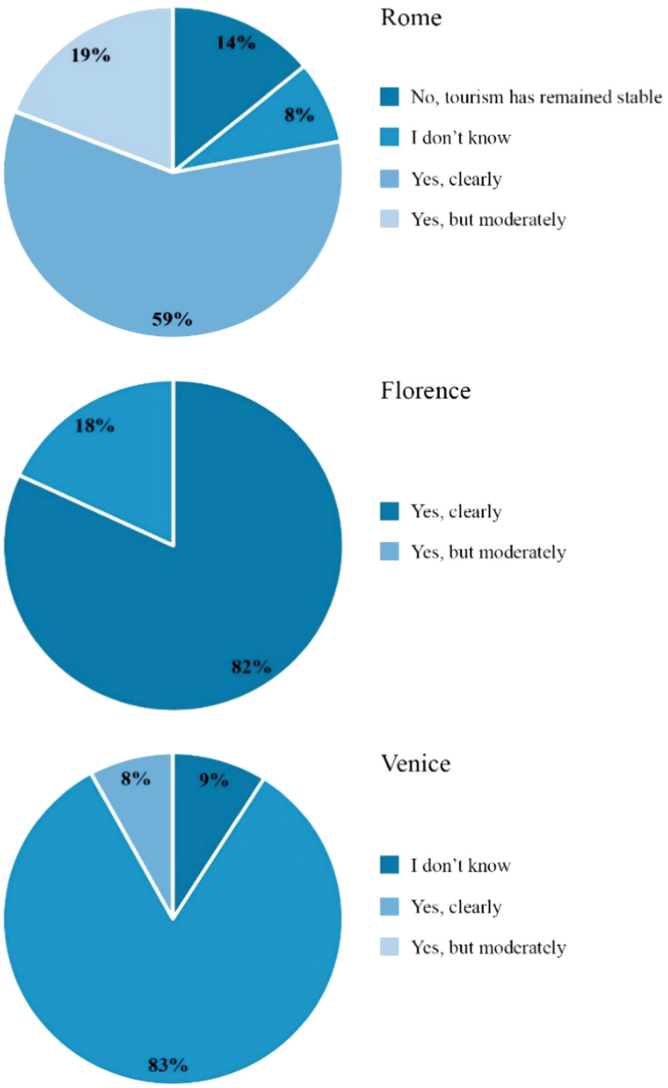

Fig. 6. Perception of the increase in tourism in the cities of Rome, Florence, and Venice (Data processing: Daniele Mazzoni).

As show in Fig. 8, 59% of tourists reported that the presence of hostile architecture negatively affected their experience, with 9% describing the impact as highly negative.

This finding highlights the increasing visibility of hostile architecture within cities. This is further confirmed by the fact that 67% of visitors stated that they had noticed such structures, particularly near public transport stops, in squares and public spaces, or in the vicinity of monuments and tourist attractions.

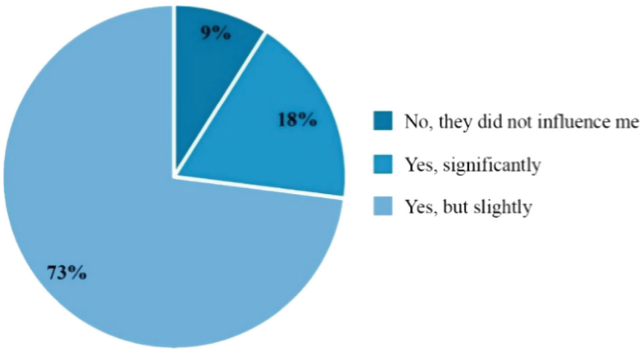

Fig. 7. Impact of spatial changes in the cities of Rome, Florence, and Venice on residents' quality of life (Data processing: Daniele Mazzoni).

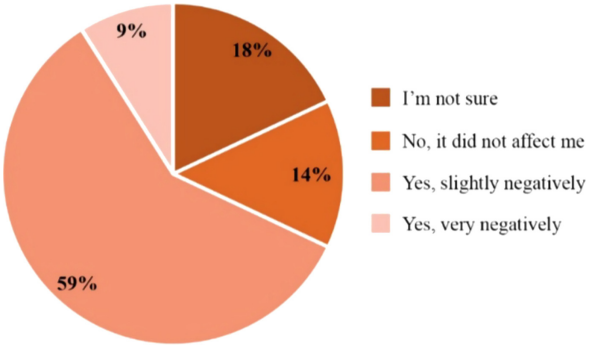

Fig. 8. Impact of hostile architecture in the cities of Rome, Florence, and Venice on the quality of the visitor experience (Data processing: Daniele Mazzoni).

5 Conclusion

Although this research allows only for preliminary reflections, the results emerging from the questionnaires, whose administration is ongoing to enhance representativeness, already provide valuable insights for further consideration. As a concluding remark, it is important to highlight a particularly alarming finding from the evaluation: the need for more effective policies that consider the needs of both tourists and residents. Notably, 24% of resident respondents stated that they are considering relocating to another area or city. The complexity of cities and public spaces cannot be addressed solely through restrictions; rather, it requires a broader vision and interventions that safeguard everyone's right to access and enjoy these spaces. This approach aligns with the principles of inclusive architecture, which seeks to meet the needs of the widest possible audience [24].

While 66% of tourist respondents intend to visit the city again, 34% are either uncertain or have already decided not to return (Fig. 9).

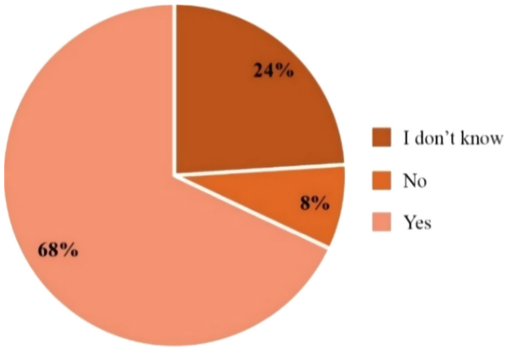

Fig. 9. Percentage of tourists intending to revisit the city in the future (Data processing: Daniele Mazzoni).

Among the main reasons cited by tourists who responded negatively to the question, "*Do you plan to visit this city again in the future?*", the most prominent, aside from the high cost of the visit, include the perception that the city is overly crowded (46%), and that the presence of hostile architecture makes the environment unwelcoming (39%).

This analysis clearly underscores the need to rethink urban public space as a place where both residents and tourists recognise not only their rights but also their responsibilities, fostering an approach in which tourists are regarded as temporary citizens rather than mere consumers. The solution must involve reimagining tourism, its related activities, residents, and the services essential to them as integral parts of the city's ecosystem rather than as competing interests.

A fundamental objective, as noted by Pietro Garau, is to "adopt an urban strategy centred on public space […], a place where all citizens, regardless of their income or personal circumstances, can feel equal and cared for" [1]. Many administrations are implementing strategies aimed at decentralising tourism by enhancing the attractiveness of peripheral areas of the city. This approach aligns with the urban model of well-established smart cities, promoting urban regeneration processes, improving neglected areas, and revitalising the outskirts [25].

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