

# OUTPUT FACT SHEET

## Tools

Version 2

Project index number and acronym	CE1332 SMACKER
Output number and title	O.T3.4 - Guidelines on DRT planning and implementation
Responsible partner (PP name and number)	PP1 SRM PP2 ITL; PP5 UM; PP9 BOKU
Project website	<a href="https://www.interreg-central.eu/Content.Node/SMACKER.html">https://www.interreg-central.eu/Content.Node/SMACKER.html</a>
Delivery date	30 June 2022

### Summary description of the key features of the tool (developed and/or implemented) and of its transnational added value

Although the concept of Demand Responsive Transport (DRT) is not new, understanding its principles and characteristics is something that stakeholders struggle with. O.T3.4 addresses this challenge by providing concise information in the form of an easy-to-use guide for stakeholders interested in implementing Demand Responsive Transport (DRT). The main content of this tool focuses on the basic understanding of the DRT concept and its characteristics. It consists of individual guides on Demand Responsive Transport, each tailored to the needs of four user (target) groups - public authorities, transport operators, users and businesses. The guides provide basic information and refer to SMACER deliverables where detailed guidance and experiences related to the discussed aspects of DRT are further elaborated.

The tool builds on materials developed and used in SMACKER (reviews, stakeholder engagement methodology) and on the experience gained in implementing the SMACKER pilot projects (implementation and evaluation reports). Of great importance was the experience gained in the Enlarged Transfer Programme (ETP), where stakeholders' needs could be directly identified during the interaction with SMACKER followers. This improved the understanding of what kind of information is sought by those who want to implement DRT. All these experiences, coming from different national settings and regions, form the core of the tool and have led to a truly transnational character of the output.

The tool was tested internally during the project and presented publicly at the final SMACKER conference. The Guidelines that form O.T3.4 are publicly available and have been shared with stakeholders.

### NUTS region(s) where the tool has been developed and/or implemented (relevant NUTS level)

The Guidelines were developed based on activities carried out in the following NUTS regions and sub-regions:

1. ITH5, Emilia-Romagna - ITH55, Bologna;
2. PL63, Pomorskie - PL633, Trójmiejski;
3. CZ01, Praha - CZ010, Hlavní město Praha;
4. SI01, Vzhodna Slovenija - SI011 Pomurska and SI012, Podravska;
5. HU10, Közép-Magyarország - HU101, Budapest;
6. AT33, Tirol - AT333, Osttirol;
7. AT13, Wien - AT130, Wien.

The Guidelines were disseminated to stakeholders in partners' and ETP followers' regions (AT32-AT322; AT33-AT332; HU22-HU222; ITH3-ITH36; ITH5-ITH55, ITH57, ITH58, ITH59; PL63-PL634; SI03-SI031, SI032), while further implementation is expected in partners' countries (AT, HU, IT, PL, SI), whole CE territory and wider (EU territory).

### Expected impact and benefits of the tool for the concerned territories and target groups

The Guidelines are intended to assist stakeholders in their consideration of DRT planning and implementation. This support should contribute to better transport planning at local and regional level and encourage the provision of public transport to reduce the use of private motorised vehicles. Its main effect is to advance basic understanding of DRT solutions.

All target groups and/or stakeholders interested in DRT solutions should find the Guidelines beneficial. The Guidelines provide a basic understanding of the DRT concept and guide potential followers in developing DRT through the use of SMACKER materials. The improved knowledge of the DRT concept is the main benefit derived from the tool.

The Guidelines, especially those targeting Policy Authorities, include sections and references for improving public transport and mobility services policies. This could trigger development and implementation/adaptation of transport and mobility policies that include demand responsive transport. So far, there is no information on whether the Guidelines have triggered any uptake on policy or institutional level.

## Sustainability of the tool and its transferability to other territories and stakeholders

The tool is composed of four official SMACKER deliverables, each aimed at specific target group (public authorities, transport operators, users, and businesses and enterprises) that are publicly available on the SMACKER website. All the institutions, organizations, stakeholders, and general public interested in Demand Responsive Transport can use these Guidelines as supporting tool to better understand DRT. The output is freely and publicly available at the SMACKER website and toolbox.

There are no limitations in use of this Output in other territories. Information provided in this output are of general nature and are applicable anywhere in the EU territory.

The lesson learned relates to the importance of providing easy-to-understand, concise and interesting information on demand responsive transport when initiating discussion about such a service. It can be counterproductive to flood stakeholders with complex information about DRT at the very beginning. Therefore, providing information tailored to the specific needs of stakeholders works much better.

## References to relevant deliverables and web-links

If applicable, pictures or images to be provided as annex


The Guidelines are composed of four SMACKER deliverables, which are available on the SMACKER Toolbox at:

- D.T3.5.1 Guidelines for Policy Authorities  
[https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER\\_D.T3.5.1\\_Guidelines%20for%20Policy%20Authorities\\_final.pdf](https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER_D.T3.5.1_Guidelines%20for%20Policy%20Authorities_final.pdf)
- D.T3.5.2 Guidelines for Public Transport Service providers  
[https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER\\_D.T3.5.2\\_Guidelines%20for%20Public%20transport%20Service%20providers\\_final.pdf](https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER_D.T3.5.2_Guidelines%20for%20Public%20transport%20Service%20providers_final.pdf)
- D.T3.5.3 Guidelines for Users  
[https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER\\_D.T3.5.3\\_Guidelines%20for%20Users\\_final.pdf](https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER_D.T3.5.3_Guidelines%20for%20Users_final.pdf)
- D.T3.5.4 Guidelines for Guidelines for Business and Enterprises  
[https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER\\_D.T3.5.4\\_Guidelines%20for%20Business%20and%20Enterprises\\_final.pdf](https://www.smacker-toolbox.eu/pdfs/GUIDELINES/SMACKER_D.T3.5.4_Guidelines%20for%20Business%20and%20Enterprises_final.pdf)

As soon as the deliverables get approved (i.e. JPR6 is accepted by the JS), they will be also uploaded on the SMACKER website <https://www.interreg-central.eu/Content.Node/SMACKER.html> - section "PUBLICATIONS".

The related cover pages of the four Guidelines are represented in the pictures below.




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## DEMAND RESPONSIVE TRANSPORT

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Guidelines for Public Authorities




June 2022

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## DEMAND RESPONSIVE TRANSPORT

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Guidelines for Public Transport Service Providers




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## DEMAND RESPONSIVE TRANSPORT

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Guidelines for Users




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## DEMAND RESPONSIVE TRANSPORT

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Guidelines for Business and Enterprises



June 2022