



TAKING  
**COOPERATION**  
FORWARD

 SMACKER Final Conference  
Vienna | 24 May 2022

 **SMACKER Toolbox and Guidelines**

 SMACKER | University of Maribor | Katja Hanžič and Tomislav Letnik

# CONTENTS

1. Why Guidelines and Toolbox
2. SMACKER Guidelines
3. SMACKER Toolbox



# 1. WHY GUIDELINES AND TOOLBOX

SMACKER Goals and Challenges:

- To promote public transport and mobility services in rural and urban-peripheral areas.
- **To test Demand Responsive Transport solutions.**
- To connect local and regional systems to main corridors and transport nodes (TEN-T).
- **To help local communities to (re)design transport services according to users' need (co-design) and to nudge people to use them.**

How have we approached this?



# 1. WHY GUIDELINES AND TOOLBOX

Outputs:

- **6 Pilot actions** implemented
- **6 Local to Think Global Trainings**
- **10 Transnational trainings** to non-partner CEU authorities
- **6 Regional STRATEGIES** for planning demand responsive/sustainable services in rural and urban-peripheral areas
- **1 transnational STRATEGY** for planning demand responsive/sustainable services in rural and urban-peripheral areas
- **6 Regional ACTION PLANS** to better integrate peripheral areas using DRT



# 1. WHY GUIDELINES AND TOOLBOX

## Deliverables:

- Review of service level and technical level for rural and peripheral areas
- Review of policy level for rural and peripheral areas, including legal framework.
- Review of behaviour change and nudging initiatives
- Methodology for stakeholders' involvement and Mobility Forum
- Creating Communities
- Methodology for data collection on user needs
- Transnational review for matching needs and comprehensive planning
- Planning and reasons for training
- Transnational review for matching needs and comprehensive planning
- Planning and reasons for training
- Report on Implementation of Local to Regional Action Plans
- Stakeholders and users group involvement
- Pilot action planning
- Pilot implementation
- Report on Pilot action implementation
- Pilot monitoring
- Pilot action evaluation
- Evaluation Report and Guidelines on Actions
- Guidelines for Enlarged Transfer Programme (ETP) for Central Europe Policymakers and stakeholders
- State of the Art Report about mobility problems and policy challenges within ETP follower regions
- Enlarged Transfer Programme (ETP) webinar training implementation
- Enlarged Transfer Programme (ETP) transnational event in Maribor
- Enlarged Transfer Programme (ETP) transnational event in Vienna
- Action planning outline for Central Europe Regions
- Regional Action plan to better integrate peripheral areas
- Mainstreaming into local Policies



## 2. SMACKER GUIDELINES

Public  
authorities

Users

**Demand  
Responsive  
Transport**

Public  
Transport  
Service  
providers

Businesses  
and  
Enterprises

# 3. SMACKER GUIDELINES

## Guidelines - common part

- What is Demand Responsive Transport?
- Examples of Demand Responsive Transport cases.

## Specific content

- Public Authorities
- Public Transport Service providers
- Users
- Businesses and Enterprises



# 3. SMACKER GUIDELINES

## Public Authorities

- Things to consider (mobility problems, policies and legal framework, funding)
- Community engagement
- Getting people on-board

## Public Transport Service providers:

- Service design (routes, vehicles, bookings)
- Economic framework
- Promotion and awareness raising





# 3. SMACKER GUIDELINES

## Users

- What to expect from DRT?
- Positive effects for users (direct and indirect)
- How to get involved?

## Businesses and Enterprises

- Benefits of Demand Responsive Transport
- How is DRT applicable in enterprises (internal transport, shuttle services)



# 3. SMACKER GUIDELINES

## DEMAND RESPONSIVE TRANSPORT

Guidelines for Policy Authorities



2021 June

## DEMAND RESPONSIVE TRANSPORT

Guidelines for Public Transport Service Providers



2021 June

## DEMAND RESPONSIVE TRANSPORT

Guidelines for Users



2021 June

## DEMAND RESPONSIVE TRANSPORT

Guidelines for Businesses and Enterprises



2021 June



# WHY SMACKER TOOLBOX ?

1. **Project results** available also **after the project end**
2. All **relevant deliverables** available **in one place** (on-line)
3. **Simple and transparent presentation** and search:
  - DRT definition (understanding)
  - Steps for setting up a DRT
  - DRT guidelines for different user groups
  - Smacker “use cases” (best practices)
  - Project events (deliverables and materials)



<http://smacker-toolbox.eu>





## DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL

### What is a DRT?

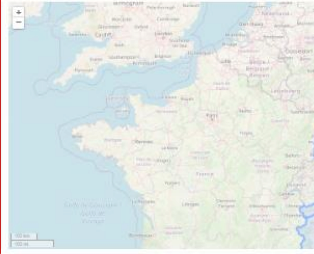
Demand responsive transport (DRT) is defined as "a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable" [Community Transport Association CTA, 2017]. These vehicles typically pick-up and drop-off passengers in specific locations according to passengers needs and can include taxis, buses or other vehicles. See also [Smacker deliverable D.T1.1.1 - Review of service level and technical level for rural and peripheral areas](#) page 6.

### Why?

Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, equipped with devices for transporting disabled people. See also [Smacker deliverable D.T1.1.1 - Review of service level and technical level for rural and peripheral areas](#) page 6.

### Where?/DRT in Central Europe

This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, countrywise, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D.T1.1.3 - Review of policy level](#).



## STEPS FOR SETTING UP A DRT

### Key issues to be checked & recommendations

1. Understanding the key drivers of demand
2. Involving stakeholders (including & stakeholder engagement strategy)
3. Choosing the operating model
4. Ensuring adequate resources (funding vs costs)
5. Deciding on the amount of flexibility
6. Providing a smooth and easily accessible service through booking system and ICT tools
7. Informing potential users

## GUIDELINES

- for Policy Authorities
- for Public Transport Service providers
- for Users
- for Business and Enterprises

## EVENTS

FIRST SCIENTIFIC EVENT ON DRT - 20 November 2011

ETP TRAINING WEBINAR - 08 September 2012

SMACKER FINAL CONFERENCE - 24 May 2012

## USE CASES

Within the SMACKER Project 2 pilot actions and 10 USE CASES have elaborated on the DRT concept with reference to the following table:

Title	Country	Brief Description	Regions
Mobilizacja i Reaktywacja trolejbusów w Miastach Małopolski	Poland	DRT opportunities for improving accessibility for users and for business (small and ecological vehicles) in the urban area of Krakow	Suburban Rural
Car2Go in Berlin	GER	DRT opportunities for improving accessibility for users and for business (small and ecological vehicles) in the urban area of Berlin	Suburban Rural
Wieloletnia Kultura w Krakowie	Poland	DRT opportunities for improving accessibility for users and for business (small and ecological vehicles) in the urban area of Krakow	Suburban Rural
Historia w Paryżu	France	DRT services for reducing accessibility and expanding the use (small and ecological vehicles) in the urban area of Paris	Suburban Rural
Gothenburg	Sweden	DRT for collecting the IT services on the city and in the urban area of Gothenburg	Suburban Rural
Viña del Mar	Chile	DRT for improving the IT services on the urban area of Viña del Mar and Santiago	Suburban Rural
Marszałek Szary	Poland	DRT as a solution for the historical city of Marszałek Szary (small and ecological vehicles)	Suburban Rural
Wrocław - Polnisch	Poland	Integration within the accessibility to the historical area of Wrocław for the history of Wrocław (small and ecological vehicles)	Suburban Rural
Udapest	Hungary	DRT for increasing accessibility and expanding the use (small and ecological vehicles) in the urban area of Budapest	Suburban Rural
Staszów	Poland	DRT solution in Staszów city for expanding the use (small and ecological vehicles) in the urban area of Staszów	Suburban Rural
Bologna	Italy	Last mile connection for tourists (small and ecological vehicles) in the urban area of Bologna	Suburban Rural
Odessa	Poland	Mobility engagement in residential area through a last mile wireless service	Suburban Rural
Prague	Czech Rep.	Better connecting Prague and Central Bohemian region	Suburban Rural
Munkacsi Szobor	Slovenia	DRT service based on a real time information system	Suburban Rural
Budapest	Hungary	App 2.0 in - On for DRT	Suburban Rural
Oradea	Austria	Integrated measure to improve passengers' experience	Suburban Rural

# DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL

## What is a DRT?

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## Why?

Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, equipped with devices for transporting disabled people. See also [Smacker deliverable D.T1.1.1 - Review of service level and technical level for rural and peripheral areas](#) page 6.

## Where?/DRT in Central Europe

This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, countrywise, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D.T1.1.3 - Review of policy level](#).



**DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL**

**What is a DRT?**  
Demand responsive transport (DRT) is defined as "a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable" (Community Transport Association CTA, 2017). These vehicles typically pick up and drop-off passengers in specific locations according to passengers needs and can include taxis, buses or other vehicles. See also [Smacker deliverable D.T1.1.1 - Review of service level and technical level for rural and peripheral areas page 6](#).

**Why?**  
Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, engaged with drivers for transporting disabled people. See also [Smacker deliverable D.T1.1.1 - Review of service level and technical level for rural and peripheral areas page 6](#).

**Where/DRT in Central Europe**  
This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, currently, its application has been carried out in different national contexts. In this paper, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D.T1.1.1 - Review of service level](#).



**STEPS FOR SETTING UP A DRT**  
Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
- 2 - Involving stakeholders (nudging & stakeholder engagement strategy)
- 3 - Choosing the operating model
- 4 - Ensuring adequate resources (funding vs costs)
- 5 - Deciding on the amount of flexibility
- 6 - Providing a smooth and easily accessible service through booking system and ICT tools
- 7 - Informing (potential) users

**USE CASES**  
Writes the SMACKER Project 2 pilot actions and 10 DRT use cases have elaborated on the DRT concept with reference to specific territorial regional contexts in the following table.

Title	Country	Brief Description
Municipality - 1. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the city for citizens and to... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Local DRT case	Italy	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Municipality - 2. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Municipality - 3. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Municipality - 4. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Municipality - 5. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Municipality - 6. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
Municipality - 7. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.
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Municipality - 10. Rebuilding the city of Lisbon	Portugal	DRT opportunities to improve accessibility of the metropolitan area of... The project is an EU-funded project within the framework of the Lisbon Strategy for the Metropolitan City of Lisbon.

**GUIDELINES**

- for Policy Authorities
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- for Users
- for Business and Enterprises

**EVENTS**

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# STEPS FOR SETTING UP A DRT

## Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
  - The first step for designing a successful and cost-effective service DRT is represented by the need for **understanding and thoroughly analysing the key drivers of the mobility** (Origin/Destination relations) **and specific needs** in terms of:
    - Places** -> analysis area characteristics and its multimodal accessibility
    - People** -> e.g. distinguishing between "premium" users and those without real alternatives, such as those living in low-accessibility areas and not in condition to use the car (e.g. youngsters, elderly etc.)
    - Activities** -> Reasons for the trips
    - Policy context** -> See [D.T1.1.3 Review of policy level for rural and peripheral areas, including legal framework](#)
- 2 - Involving stakeholders (nudging & stakeholder engagement strategy)
- 3 - Choosing the operating model
- 4 - Ensuring adequate resources (funding vs costs)
- 5 - Deciding on the amount of flexibility
- 6 - Providing a smooth and easily accessible service through booking system and ICT tools
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**DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL**

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**Why?**  
Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, integrated with devices for transporting disabled people. See also [Smacker deliverable D.T1.1.1 - Review of service level and technical level for rural and urban DRT](#) page 6.

**Where?/DRT in Central Europe**  
This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, countrywide, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D.T1.1.1 - Review of service level](#).



**STEPS FOR SETTING UP A DRT**  
Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
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**USE CASES**  
Write the SMACKER Project 2 pilot actions and 10 DRT services have elaborated on the DRT concept with reference to specific territorial/regional contexts in the following table.

Title	Country	Brief Description
Municipality - 2. Bussines for 40 people	Italy	DRT opportunities for improve accessibility of the city for citizens and... The project is an on-demand public transport service in the urban area of... Municipality of 40 people.
Local DRT	Italy	DRT opportunities for improve accessibility of the urban area of... The project is an on-demand public transport service in the urban area of... Local DRT.
Regional DRT	Italy	DRT opportunities for improve accessibility of the regional area of... The project is an on-demand public transport service in the regional area of... Regional DRT.
Province of Pavia	Italy	DRT services for improve accessibility of the Province of Pavia... The project is an on-demand public transport service in the Province of Pavia... Province of Pavia.
Guatemala	Guatemala	DRT for connecting the IT services in the Guatemala... The project is an on-demand public transport service in the Guatemala... Guatemala.
Ystad Commune	Austria	DRT for connecting the IT services in the Ystad Commune... The project is an on-demand public transport service in the Ystad Commune... Ystad Commune.
Municipality of...	Austria	DRT for connecting the IT services in the Municipality of... The project is an on-demand public transport service in the Municipality of... Municipality of...
Municipality of...	Finland	DRT for connecting the IT services in the Municipality of... The project is an on-demand public transport service in the Municipality of... Municipality of...
Municipality of...	Finland	DRT for connecting the IT services in the Municipality of... The project is an on-demand public transport service in the Municipality of... Municipality of...
Municipality of...	Hungary	DRT for connecting the IT services in the Municipality of... The project is an on-demand public transport service in the Municipality of... Municipality of...
Bologna	Italy	Last mile connection for stakeholders with a DRT service and information and... The project is an on-demand public transport service in the Bologna... Bologna.
Odessa	Poland	Mobility engagement in residential area through a last mile wireless service... The project is an on-demand public transport service in the Odessa... Odessa.
Prague	Czech Rep.	Better connecting Prague and Central Bohemian region... The project is an on-demand public transport service in the Prague... Prague.
Munkacsi Szombat	Slovenia	DRT service based on a real time information system... The project is an on-demand public transport service in the Munkacsi Szombat... Munkacsi Szombat.
Budapest	Hungary	App 48 in Call for DRT... The project is an on-demand public transport service in the Budapest... Budapest.
Oradea	Austria	Integrated measure to improve passengers' experience... The project is an on-demand public transport service in the Oradea... Oradea.

## STEPS FOR SETTING UP A DRT

### Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
- 2 - Involving stakeholders (nudging & stakeholder engagement strategy)
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A key success factor is **involving an adequate number of stakeholders representing final users' needs** (see also [D.T2.2.2. Stakeholders and users group involvement](#) and [D.T1.2.4. Methodology for stakeholders involvement and creation of Local Mobility Forum \(LMF\)](#)), in order to carefully and concretely address the mobility demand of the territory (if necessary, even through direct surveys and interviews) and getting them actively involved (**co-design**). In this regard, a great deal is to be paid to **nudging activities** (see also [D.T1.1.4. Review of behaviour change and nudging initiatives](#))





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**Why?**  
Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, equipped with devices for transporting disabled people. See also [Smacker deliverable D7.1.1.1 - Review of service level and technical level for rural and rural-adjacent areas](#) page 6.

**Where/DRT in Central Europe**  
This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, countries like its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D7.1.1.1 - Review of service level](#).



**STEPS FOR SETTING UP A DRT**  
Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
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**USE CASES**  
Write the SMACKER Project [plan actions](#) and [D7.1.1.1 deliverables](#) have elaborated on the DRT concept with reference to specific territorial regional contexts in the following table.

Title	Country	Brief Description
<a href="#">Municipality - 2. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the city for citizens and to improve the city's attractiveness and to improve the city's attractiveness in the urban area of Turin.
<a href="#">Local DRT case</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 3. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
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<a href="#">Municipality - 11. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
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<a href="#">Municipality - 16. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 17. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 18. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
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<a href="#">Municipality - 20. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 21. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 22. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 23. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
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<a href="#">Municipality - 48. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 49. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 50. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 51. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 52. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 53. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 54. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 55. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 56. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 57. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 58. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 59. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 60. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 61. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 62. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
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<a href="#">Municipality - 66. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 67. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 68. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 69. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 70. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 71. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 72. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 73. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 74. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
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<a href="#">Municipality - 76. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 77. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 78. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 79. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 80. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 81. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 82. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 83. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 84. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 85. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 86. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 87. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 88. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 89. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 90. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 91. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 92. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 93. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 94. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 95. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 96. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 97. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 98. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 99. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.
<a href="#">Municipality - 100. Rebuilding the city of Turin</a>	Italy	DRT opportunities to improve accessibility of the urban area of Turin.

**GUIDELINES**

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**EVENTS**

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- SMACKER FINAL CONFERENCE - 24 May 2022

# STEPS FOR SETTING UP A DRT

## Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
- 2 - Involving stakeholders (nudging & stakeholder engagement strategy)
- 3 - Choosing the operating model
  - A key decision to be made is related to the approach being adopted, taking into account not only the specific mobility needs and issues being tackled but also how to properly and synergically framing the DRT within the overall multimodal public transport (PT) network and services. In general terms, **the specific role played by a DRT can be associated to various operating models**, such as:
    - **Network:** extending or partly replacing 'traditional' PT (temporarily) periods/hours or (spatially) low-demand areas
    - **Interchange:** feeding (from a limited geographical area/basin) into 'traditional' PT hubs or lines
    - **Destination-specific:** addressing a specific point-of-interest (generator of demand, such as a hospital or other typologies of relevant
    - **Substitute:** fully replacing 'traditional' PT services in a certain geographical area
- 4 - Ensuring adequate resources (funding vs costs)
- 5 - Deciding on the amount of flexibility
- 6 - Providing a smooth and easily accessible service through booking system and ICT tools
- 7 - Informing (potential) users







**DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL**

**What is a DRT?**  
Demand responsive transport (DRT) is defined as "a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable" (Community Transport Association CTA, 2017). These vehicles typically pick up and drop-off passengers in specific locations according to passengers needs and can include taxis, buses or other vehicles. See also [Smacker deliverable D7.1.1 - Review of service level and technical level for rural and urban areas page 6](#).

**Why?**  
Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, equipped with devices for transporting disabled people. See also [Smacker deliverable D7.1.1 - Review of service level and technical level for rural and urban areas page 6](#).

**Where?/DRT in Central Europe**  
This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, countrywide, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D7.1.1 - Review of service level](#).



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**USE CASES**

Write the SMACKER Project 2 pilot actions and 10 DRT use cases have elaborated on the DRT coverage with reference to specific territorial regional contexts in the following table.

Title	Country	Brief Description
Municipality - 2. Reversible line of transport	Italy	DRT opportunities to improve accessibility of the city for citizens and to... The project is an on-demand public transport implementation in the municipality of... in the northern city of Bologna.
Local DRT case	Italy	DRT opportunities to improve accessibility of the municipality and to... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 3. Reversible line of transport	Italy	DRT opportunities to improve accessibility of the municipality and to... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 4. Reversible line of transport	Italy	DRT opportunities to improve accessibility of the municipality and to... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
City - 5. Reversible line of transport	Austria	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
City - 6. Reversible line of transport	Austria	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 7. Reversible line of transport	Austria	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 8. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 9. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 10. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 11. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 12. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 13. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 14. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 15. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 16. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 17. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 18. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 19. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 20. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 21. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 22. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 23. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
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Municipality - 25. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
Municipality - 26. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
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Municipality - 30. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
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Municipality - 42. Reversible line of transport	Finland	DRT for collecting the 11 services in the two districts with a... to ensure accessibility for citizens in the municipality of the municipality of Bologna.
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**STEPS FOR SETTING UP A DRT**  
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**Flexibility is a distinguishing characteristic of DRT service, which allows to implement cost-effective services tailored on the actual demand. However, there are various degree to which it can be applied.** For instance, a simple theoretical classification can distinguish between:

- fixed itineraries with flexible timetables
- fixed itineraries with deviations on demand
- “many to many” flexible itineraries with predefined bus stops
- “door-to-door” connections

The decision on which approach to be pursue must duly take into account available resources and it is related to important aspect in the operational planning including the fleet being used, the area/paths to be covered, as well as maximum wait times or journey times, etc. Last but not least, this choice must be checked against the provisions foreseen by each national legislation on public transport service.



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Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, equipped with devices for transporting disabled people. See also [Smacker deliverable D7.1.1.1 - Review of service level and technical level for rural and upland areas page 6](#).

**Where?/DRT in Central Europe**  
This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, countrywide, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D7.1.1.1 - Review of service level](#).



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**USE CASES**

Writes the SMACKER Project 2 pilot actions and 10 [DRT Use Cases](#) have elaborated on the DRT concept with reference to specific territorial regional contexts in the following table.

Title	Country	Brief Description
<a href="#">Municipality - 2. Bookings in the field</a>	Italy	DRT opportunities to improve accessibility of the Italy for citizens also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Local DRT use</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Municipality - 3. Booking in the field</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Municipality - 4. Booking in the field</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Municipality - 5. Booking in the field</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Municipality - 6. Booking in the field</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Municipality - 7. Booking in the field</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
<a href="#">Municipality - 8. Booking in the field</a>	Italy	DRT opportunities to improve accessibility of the territory also in the rural areas and for beneficiaries that do not reside in the urban area of a large city.
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A smooth and user-friendly process for getting the user on board is a fundamental driver for a successful DRT implementation. In this regard, **ICT tools for booking services and providing related information represent a key success factor** (especially for certain users' categories, as the elderly, which are less inclined to digital tools). Moreover, the ICT instruments are also supportive of a thorough monitoring, which allows to progressively fine-tune the services being tested and implemented.



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**Where/DRT in Central Europe**  
This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, currently, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D7.1.1 - Review of service level](#).



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Writes the SMACKER Project 2 pilot actions and 10 [USE CASES](#) have elaborated on the DRT coverage with reference to specific territorial/regional context in the following table.

Title	Country	Brief Description
Municipality - 2. Accessibility for people	Italy	DRT opportunities to improve accessibility of the city for citizens and to improve services for disadvantaged citizens (elderly, disabled, etc.) in the urban area of Bologna.
Local Service	Italy	DRT opportunities to improve accessibility of the countryside and to provide a service for citizens in the countryside of the Province of Bolzano.
Municipality - 3. Accessibility for people	Italy	DRT opportunities to improve accessibility of the city for citizens and to improve services for disadvantaged citizens (elderly, disabled, etc.) in the urban area of Bologna.
Municipality - 4. Accessibility for people	Italy	DRT services to improve accessibility of the city for citizens and to improve services for disadvantaged citizens (elderly, disabled, etc.) in the urban area of Bologna.
City Centre	Austria	DRT for connecting the city centre to the city centre with a convenient service for citizens in the city centre.
City Centre	Austria	DRT for connecting the city centre to the city centre with a convenient service for citizens in the city centre.
Municipality - 5. Accessibility for people	Austria	DRT as a solution for the mobility needs of citizens in the city centre with a convenient service for citizens in the city centre.
Municipality - 6. Accessibility for people	Austria	Improving urban accessibility to the countryside in the Province of Bolzano.
City Centre	Poland	DRT for connecting the city centre to the city centre with a convenient service for citizens in the city centre.
City Centre	Hungary	DRT solution in the city centre for a limited area and as a convenient service for citizens in the city centre.
Bologna	Italy	Last mile connection for households with a DRT service and information in communication technology (ICT) platform.
Odessa	Poland	Mobility engagement in residential area through a last mile wireless service.
Prague	Czech Rep.	Better connecting Prague and Central Bohemian region.
Munkacsi Szombat	Slovenia	DRT service based on a real time information system.
Budapest	Hungary	App 4th in Call for DRT.
Osztud	Austria	Integrated measure to improve passengers' experience.

**GUIDELINES**

- for Policy Authorities
- for Public Transport Service providers
- for Users
- for Business and Enterprises

**EVENTS**

- FIRST SCIENTIFIC EVENT ON DRT - 20 November 2021
- ETP TRAINING WEBINAR - 08 September 2022
- SMACKER FINAL CONFERENCE - 24 May 2022

**STEPS FOR SETTING UP A DRT**

Key issues to be checked & recommendations

- 1 - Understanding the key drivers of demand
- 2 - Involving stakeholders (nudging & stakeholder engagement strategy)
- 3 - Choosing the operating model
- 4 - Ensuring adequate resources (funding vs costs)
- 5 - Deciding on the amount of flexibility
- 6 - Providing a smooth and easily accessible service through booking system and ICT tools
- 7 - Informing (potential) users

Insufficient marketing and awareness among potential users are a key potential factor hampering successful implementation. To this end, **information should be made as accessible as possible**, in order to allow catering for mobility needs of all categories (i.e. people with reduced mobility, elders, youngsters). To this end both ICT tools/app as well as more traditional communication campaign should be synergically carried out. Moreover, it is to carefully consider the **necessary timeframe** until citizens and tourists switch away from their cars in favour of a more sustainable mobility option.

**THE SMACKER TOOLBOX**  
FOR DEMAND RESPONSIVE TRANSPORT SERVICE, BEHAVIOURAL CHANGE AND SMART MOBILITY PRACTICES  
The legacy of the SMACKER project



**DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL**

**What is a DRT?**

Demand responsive transport (DRT) is defined as "a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable" (Community Transport Association CTA, 2017). These vehicles typically pick up and drop-off passengers in specific locations according to passengers needs and can include taxis, buses or other vehicles. See also [Smacker deliverable D11.1.1 - Review of service level and technical level for rural and urban areas](#) page 6.

**Why?**

Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, equipped with devices for transporting disabled people. See also [Smacker deliverable D11.1.1 - Review of service level and technical level for rural and urban areas](#) page 6.

**Where?/DRT in Central Europe**

This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, currently, its application has been carried out in different national contexts. In this purpose, it is to underline the importance and potential impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D11.1.1 - Review of service level](#).



**STEPS FOR SETTING UP A DRT**

**Key issues to be checked & recommendations**

- 1 Understanding the key drivers of demand
- 2 Involving stakeholders (involving & stakeholder engagement strategy)
- 3 Choosing the operating modal
- 4 Ensuring adequate resources (funding vs costs)
- 5 Deciding on the amount of flexibility
- 6 Providing a smooth and easily accessible service through booking system and ICT tools
- 7 Informing potential users

**USE CASES**

Within the SMACKER Project 2 pilot actions and 10 [DRT Use Cases](#) have elaborated on the DRT concept with reference to specific territorial regional contexts with the following table:

Title	Country	Brief Description
<a href="#">Mazowieckie - 1. Bezdolnych for of transport</a>	Poland	DRT opportunity for improve accessibility of the city for address also in the urban and low population rural urban neighbourhoods in the urban part of the metropolitan city of Warsaw.
<a href="#">Lazio - 2. Roma</a>	Italy	DRT opportunity for improve accessibility of the metropolitan area of Rome. Roma is one of the most crowded part of the metropolitan city of Rome.
<a href="#">Wallonia - 3. Wallonia</a>	Belgium	DRT opportunity for improve accessibility of the metropolitan area of Brussels. Brussels is one of the most crowded part of the metropolitan area of Brussels.
<a href="#">Piemonte - 4. Torino</a>	Italy	DRT service for improve accessibility of the metropolitan area of Torino. Torino is one of the most crowded part of the metropolitan area of Torino.
<a href="#">Austria - 5. Austria</a>	Austria	DRT for connecting the 77 services on the Danube valley, a cross-border tourist destination in the Alpine region.
<a href="#">Spain - 6. Galicia</a>	Spain	DRT for connecting the 77 services on the Danube valley, a cross-border tourist destination in the Alpine region.
<a href="#">Austria - 7. Austria</a>	Austria	DRT for connecting the 77 services on the Danube valley, a cross-border tourist destination in the Alpine region.
<a href="#">Austria - 8. Austria</a>	Austria	DRT for connecting the 77 services on the Danube valley, a cross-border tourist destination in the Alpine region.
<a href="#">Austria - 9. Austria</a>	Austria	DRT for connecting the 77 services on the Danube valley, a cross-border tourist destination in the Alpine region.
<a href="#">Austria - 10. Austria</a>	Austria	DRT for connecting the 77 services on the Danube valley, a cross-border tourist destination in the Alpine region.
<a href="#">Poland - 11. Mazowieckie</a>	Poland	Local mobility connection for tourists/visitors with a DRT service and information and communication technology (ICT) platform.
<a href="#">Poland - 12. Mazowieckie</a>	Poland	Mobility engagement in residential area through a last mile wireless service.
<a href="#">Czech Rep. - 13. Prague</a>	Czech Rep.	Better connecting Prague and Central Bohemian region.
<a href="#">Slovakia - 14. Munkacs Sobota</a>	Slovakia	DRT service based on a real time information system.
<a href="#">Hungary - 15. Budapest</a>	Hungary	App 2B in - On for DRT.
<a href="#">Austria - 16. Osttirol</a>	Austria	Integrated measure to improve passengers' experience.

**GUIDELINES**

- [...for Policy Authorities](#)
- [...for Public Transport Service providers](#)
- [...for Users](#)
- [...for Business and Enterprises](#)

**EVENTS**

- [FIRST SCIENTIFIC EVENT ON DRT - 20 November 2021](#)
- [ETP TRAINING WEBINAR - 09 September 2022](#)
- [SMACKER FINAL CONFERENCE - 24 May 2022](#)

**GUIDELINES**

[...for Policy Authorities](#)

[...for Public Transport Service providers](#)

[...for Users](#)

[...for Business and Enterprises](#)

<http://smacker-toolbox.eu>





# THE SMACKER TOOLBOX

FOR DEMAND RESPONSIVE TRANSPORT SERVICE, BEHAVIOURAL CHANGE AND SMART MOBILITY PRACTICES

The legacy of the SMACKER project

## DEMAND RESPONSIVE TRANSPORT (DRT) IN A NUTSHELL

### What is a DRT?

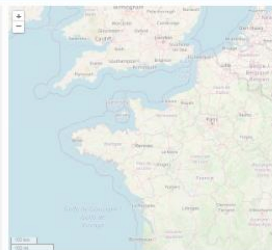
Demand responsive transport (DRT) is defined as "a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable" (Community Transport Association CTA, 2017). These vehicles typically pick up and drop-off passengers in specific locations according to passengers needs and can include taxis, buses or other vehicles. See also [Smacker deliverable D7.1.1 - Review of service level](#) [Technical User for user and operator user page 6](#).

### Why?

Offering a high quality service, closer to the need of users, thanks to the customization, the duration and the comfort of the trip that could be performed with small and ecological vehicles, engaged with drivers for transporting disabled people. See also [Smacker deliverable D7.1.1 - Review of service level](#) [Technical User for user and operator user page 6](#).

### Where/DRT in Central Europe

This solution exists in several contexts and also in big cities in order to satisfy the request of users in particular zones or hours. Moreover, currently, its application has been carried out in different national contexts. In this paper, it is to underline the importance and impacts of each national regulatory and planning framework. For more information see also [Smacker deliverable D7.1.1 - Review of service level](#).



## STEPS FOR SETTING UP A DRT

### Key issues to be checked & recommendations

1. Understanding the key drivers of demand
2. Involving stakeholders (involving & stakeholder engagement strategy)
3. Choosing the operating model
4. Ensuring adequate resources (funding vs costs)
5. Deciding on the amount of flexibility
6. Providing a smooth and easily accessible service through booking system and ICT tools
7. Informing potential users

## GUIDELINES

- for Policy Authorities
- for Public Transport Service providers
- for Users
- for Business and Enterprises

## EVENTS

- FIRST SCIENTIFIC EVENT ON DRT - 20 November 2017
- ETP TRAINING WEBINAR - 09 September 2022
- SMACKER FINAL CONFERENCE - 24 May 2022

## USE CASES

Write the SMACKER Project 6 [pilot actions](#) and 10 [ETP followers](#) have elaborated on the DRT concept with reference to specific territorial/regional contexts within the Central Europe Programme area (see above). More information about each specific case are made available through the following table.

Title	Country	Brief Description
Moravske Toplice - 2. Benedito Val di Sambro	Italy	DRT opportunities for improving accessibility of the hilly/mountainous area in Monghidoro and San Benedetto Val di Sambro municipalities in the southern part of the Metropolitan City of Bologna
Castel D'Aiano	Italy	DRT opportunities for improving accessibility of the mountainous area of Castel D'Aiano municipality in the south-western part of the Metropolitan City of Bologna
Sogliano al Rubicone	Italy	DRT opportunities for improving accessibility of the hilly area linking Sogliano al Rubicone settlements and neighbouring areas in Forlì-Cesena and Rimini provinces
Province of Padua	Italy	ETP services for enhancing sustainable accessibility of the Schiavonia hospital, representing the key reference hub for the whole Southern sanitary district of the province of Padua
Gasteinertal	Austria	DRT for extending the PT services in the the Gastein Valley, a mountainous touristic area within the Salzburg region
Tyrol-Carinthia	Austria	DRT for extending the PT services in the Gailtal and Lesachtal mountainous touristic areas between Tyrol and Carinthia
Moravske Toplice	Slovenia	DRT as a solution for the first/last mile problem in the rural areas of the Moravske Toplice municipality in the Pomurje region, characterised by remarkable spas, within a better integrated PT
Maribor / Pohorje	Slovenia	Improving sustainable accessibility to the touristic destinations in the Pohorje mountain range located in the Maribor area
Gdynia	Poland	DRT for connecting Szemud and Żukowo settlements with Tricity (Gdynia, Gdańsk and Sopot) metropolitan area main centers
Szombathely	Hungary	DRT solutions in Szombathely city for peripheral areas not served by conventional bus transport at low-use periods/hours (weekends, off-peak on working days).
Bologna	Italy	Last mile connection for tourists/residents with a DRT service and information and communications technology (ICT) platform
Gdynia	Poland	Mobility improvement in residential area through a last mile seamless service
Prague	Czech Rep.	Better connecting Prague and Central Bohemian region
Murska Sobota	Slovenia	DRT service based on a real time information system
Budapest	Hungary	App All-in-One for DRT
Ottitrol	Austria	Integrated measures to improve passengers' experience

## USE CASES

Within the SMACKER Project 6 [pilot actions](#) and 10 [ETP followers](#) have elaborated on the DRT concept with reference to specific territorial/regional contexts within the Central Europe Programme area (see above). More information about each specific case are made available through the following table.


[View table](#)

Title	Country	Brief Description	Territorial context	Main target users	Available materials
Monghidoro - S. Benedetto Val di Sambro	Italy	DRT opportunities for improving accessibility of the hilly/mountainous area in Monghidoro and San Benedetto Val di Sambro municipalities in the southern part of the Metropolitan City of Bologna	Hilly Mountainous	Residents	<a href="#">State-of-the-Art Action Plan</a>
Castel D'Aiano	Italy	DRT opportunities for improving accessibility of the mountainous area of Castel D'Aiano municipality in the south-western part of the Metropolitan City of Bologna	Mountainous	Residents	<a href="#">State-of-the-Art Action Plan</a>
Sogliano al Rubicone	Italy	DRT opportunities for improving accessibility of the hilly area linking Sogliano al Rubicone settlements and neighbouring areas in Forlì-Cesena and Rimini provinces	Hilly	Residents Tourists	<a href="#">State-of-the-Art Action Plan</a>
Province of Padua	Italy	ETP services for enhancing sustainable accessibility of the Schiavonia hospital, representing the key reference hub for the whole Southern sanitary district of the province of Padua	Periurban Rural	Residents	<a href="#">State-of-the-Art Action Plan</a>
Gasteinertal	Austria	DRT for extending the PT services in the the Gastein Valley, a mountainous touristic area within the Salzburg region	Mountainous	Tourists	<a href="#">State-of-the-Art Action Plan</a>
Tyrol-Carinthia	Austria	DRT for extending the PT services in the Gailtal and Lesachtal mountainous touristic areas between Tyrol and Carinthia	Mountainous	Tourists	<a href="#">State-of-the-Art Action Plan</a>
Moravske Toplice	Slovenia	DRT as a solution for the first/last mile problem in the rural areas of the Moravske Toplice municipality in the Pomurje region, characterised by remarkable spas, within a better integrated PT	Periurban Rural	Residents Tourists	<a href="#">State-of-the-Art Action Plan</a>
Maribor / Pohorje	Slovenia	Improving sustainable accessibility to the touristic destinations in the Pohorje mountain range located in the Maribor area	Mountainous	Tourists	<a href="#">State-of-the-Art Action Plan</a>
Gdynia	Poland	DRT for connecting Szemud and Żukowo settlements with Tricity (Gdynia, Gdańsk and Sopot) metropolitan area main centers	Periurban	Residents	<a href="#">State-of-the-Art Action Plan</a>
Szombathely	Hungary	DRT solutions in Szombathely city for peripheral areas not served by conventional bus transport at low-use periods/hours (weekends, off-peak on working days).	Periurban	Residents	<a href="#">State-of-the-Art Action Plan</a>
Bologna	Italy	Last mile connection for tourists/residents with a DRT service and information and communications technology (ICT) platform	Mountainous	Tourists Residents	<a href="#">Needs &amp; Planning</a>
Gdynia	Poland	Mobility improvement in residential area through a last mile seamless service	Suburban	Residents Commuters	<a href="#">Needs &amp; Planning</a>
Prague	Czech Rep.	Better connecting Prague and Central Bohemian region	Suburban	Residents	<a href="#">Needs &amp; Planning</a>
Murska Sobota	Slovenia	DRT service based on a real time information system	Flat Rural	Tourists	<a href="#">Needs &amp; Planning</a>
Budapest	Hungary	App All-in-One for DRT	Suburban	Residents	<a href="#">Needs &amp; Planning</a>
Ottitrol	Austria	Integrated measures to improve passengers' experience	Mountainous Rural	Commuters Tourists Residents	<a href="#">Needs &amp; Planning</a>


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TAKING  
**COOPERATION**  
FORWARD

 SMACKER Final Conference  
Vienna | 24 May 2022

 **Thank you for your attention**

 SMACKER | University of Maribor | Katja Hanžič and Tomislav Letnik