



DOCUMENTATION OF THE UPDATED TRANSNATIONAL STRATEGY

D.T1.4.3 - Review of the Transnational Strategy

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1. Introduction

This deliverable is the output of the third step of the Activity T1.4 “Updating the RUMOBIL Transnational Strategy”.

As a whole, the T1.4 comprises 3 different activities:

- **Internal review of the existing RUMOBIL¹ transnational strategy:** For the review of the Transnational Strategy, in D.T1.4.1 gaps and areas where new knowledge has been gained are identified. Each pilot was asked to fill in a document where they explained which were their current conditions in rural areas and mobility, specifying which were the main problems in the area, which objectives it aimed to achieve through RUMOBIL Project, and which were the actions and the solutions to do it.
- **Learning from REGIAMOBIL pilots:** a summary of what has been learned from all pilots is reported in D.T1.4.2. The aim of this document is to determine transferable learning potentials.
- **Documentation of the updated Transnational Strategy:** in D.T1.4.3 the Strategy is reviewed within the consortium

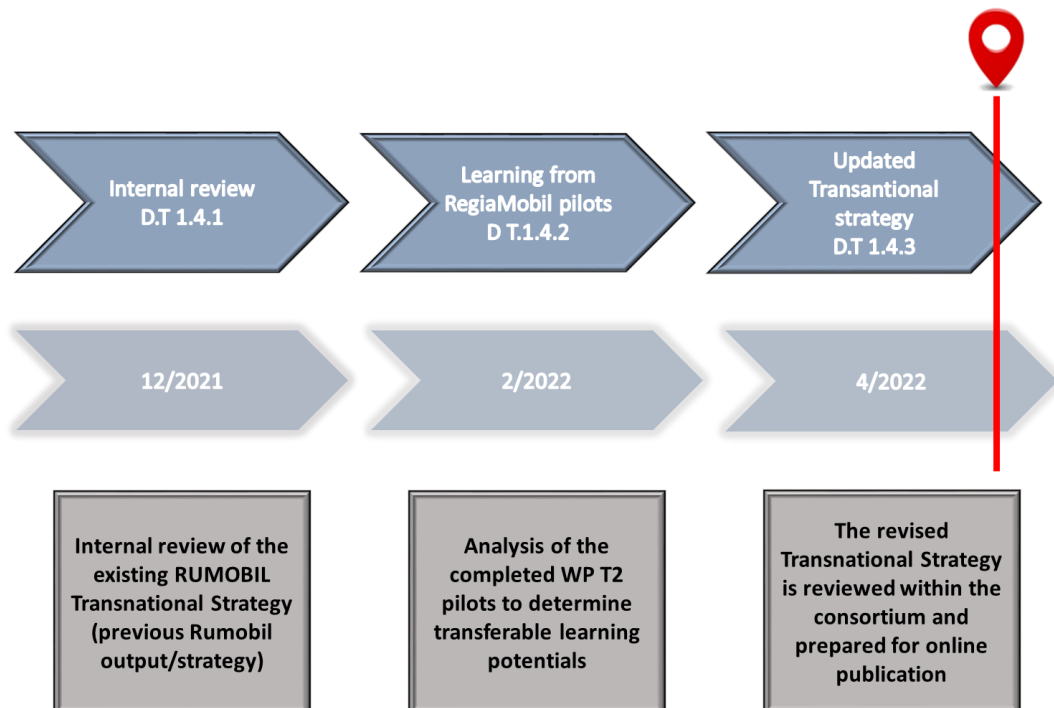


Figure 1 – Timeline Activity T 1.4

¹ The RUMOBIL project - Rural Mobility in European Regions affected by Demographic Change - aimed to support transnational cooperation between public authorities and their transport entities. Duration: June 2016 - May 2019

2. Key aspects of the strategy

The key aspects of the definition of the REGIAMOBIL strategy for the development of public transport in rural areas are the main tools tested during the project activities integrated in order to guarantee the transferability of the strategy outside the partner territories and beyond the end of the project, the target users, to which solutions should be addressed, and the users' needs, which should be satisfied.

This chapter of the document will therefore include:

1. the five main themes to which the collected inputs are related and which will be the areas in which the strategy will be developed (§2.1);
2. the stages of development, i.e. the steps to be taken to develop smart mobility solutions in a given context (§2.2);
3. the tools already presented in D.T2.6.1 "The definition of tool-box elements", i.e. the general elements that support the implementation of the REGIAMOBIL Strategy (§2.3).

Finally, the toolbox of the smart mobility solutions is represented, showing the five thematic areas according to which the REGIAMOBIL Strategy is developed and the 3 'Stages of Development of the different possible actions (§2.4).

2.1. Main topics

The Strategy was developed addressing the five different main topics into which the inputs collected are categorised:

- 1) Transport network integration and coordination, in terms of:
 - Service planning;
 - Intermodal nodes;
 - Public transport stakeholders' involvement;
- 2) Tariff system, in order to create and promote integrated systems;
- 3) New specific public transport services:
 - On-demand buses;
 - Local rail services;
- 4) Infomobility:
 - Traditional communication campaign;
 - Focus on more innovative systems, such as apps, tools, etc.
- 5) Social cohesion, promoting cultural and dissemination activities on the promotion of PT and also through the implementation of solutions to make easier transport accessibility by disadvantaged people.

Transport network integration and coordination

In the tables reported in the Annex in the section "Transport network integration and coordination", strategies and practices about the transport network, both in terms of infrastructures and services, but also as a network of people, are reported. The main common actions in the different cities have been oriented towards a double goal: improving the PT offer and/or its attractiveness. In fact, there can be observed plans

of spatial densification of stations/stops and interchange terminals, better integration among existing services, as well as a redefinition of timetables. All this goes along with a huge stakeholders' involvement, which is considered as an essential step for an efficient planning process. Last but not least, promotion campaigns, publicity, making people aware of implementations and innovations, are considered the perfect corollary, whatever the design object was.

Tariff system

Consistent with pilot cases, good practices analysed and analysis and studies carried out, the actions regarding the upgrading of tariff systems have been implemented in the framework of a wider set of solutions and tasks, which include often new services implementation, optimisation of interchange nodes and intermodality, etc. In this light, the case highlighted in the table in the Annex provides the implementation of a new tariff system with other solutions mainly in terms of service planning.

New specific services

Analysing new practices suitable for rural and peripheral areas, the introduction of new specific services is obviously needful. In particular, the implementation of on demand services is the prevailing strategy, considered in all its potentialities. These are sometimes an integration to an existing PT service and aims to support it in reaching low-density areas or covering particular time frames, but in other cases they are even more important because they could represent the only PT alternative.

Infomobility

Strategies about infomobility are probably the ones more considered and various, and it could not be in a different way. Actions concern a lot of fields, all important to make a service more attractive and, above all, simple. Many of them refer to the matter of real-time information (which is for sure very heartfelt by users) that can really improve the perceived quality of service. Other actions focus on helping people in their trip planning, to make useful decisions, while others propose to manage booking services and ticket buying to make users save time and troubles.

Social cohesion

The following recommendations concern social cohesion, considered as a complementary matter. In fact, the strategies which have been proposed aim to make people's awareness grow, operating with collateral actions, for example combining promotion campaigns with other events. In this way, people gathered for another reason, can take part also in explanations and demonstrations regarding a new service or an implementation. In addition to this, particular attention for disabled citizens is very important both for passengers with reduced mobility and for all people, to understand how the attention for the customer is deep.

2.2. Stages of development

Since the objective of the REGIAMOBIL Strategy is to test smart mobility solutions in rural areas, in this chapter of the document the stages of development, i.e. the steps to be taken to develop smart mobility solutions, are presented.

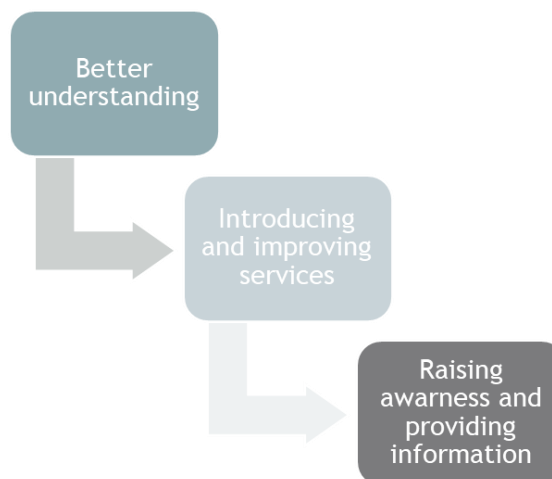


Figure 2 - The steps of the development of smart mobility solutions

Phase 1, called "Better Understanding", contains tools for the initial stages of the rural mobility analysis, when previous phases have not been implemented or the last rural mobility analysis in the region is outdated. Phase 2, called "Introducing and improving services", builds on the results of the first phase and focuses on the implementation and improvement of services. Finally, phase 3, called "Raising Awareness and Providing Information", is carried out towards the end of the process, when new or improved mobility services are available in the selected rural area and need to be promoted among users.

2.3. Tools

In order to support the development of smart mobility solutions in rural areas in all phases, some specific tools have been considered to allow to improve the understanding of the current situation, introduce new services and improve existing ones through awareness-raising and information provision.

Using spatial analysis

The analysis of the potentials should be based on the spatial analysis of networks and statistical data. The most typical source for spatial analysis is a census, but in recent years, cell-phone usage-based data sets have become more and more available. In other cases, data collected from the field of tourism could be relevant. With proper data protection measures, occasional data sources, such as anonymized employees' or students' data, might be used.

Interviewing and surveying potential users

Understanding user experience and needs are essential, and this is even more true for rural areas, where the details are more important due to the relatively low number of potential users.

Developing smart data collection and analysis

With the IT developments of mobility, a lot of data are generated. For example, the passenger information system creates historic delay data, e-ticketing provides usage data, or traffic management data could be useful to analyse route performance. Even though the primer objective is often operational, further usage of the generated data could support decision-making on the strategic outlook.

Building stakeholder network for cooperation

Rural areas require efficiency since the population is spatially not concentrated, and often, the same applies to traffic-attractive places (e.g., workplaces, schools, shopping facilities). Compared to the urban public transport's performance, a higher offer is required in rural areas for the same passenger carrying performance. Furthermore, efficiency requires strong cooperation among stakeholders, which should include local mayors, large employers, tourism organizations, relevant NGOs, or representatives of certain passenger groups.

Focusing on multimodality

Remote places of rural areas have even more challenges with door-to-door public transport services than urban areas. While private transport might give a seamless travel experience with only one mode, the same journey usually requires more than one of the sustainable modes.

Focusing on interoperability

Rural areas are often great destinations for active tourism, especially bike tourism. The bike is a great sustainable alternative for private cars even in tourism. In recent years, electric bikes have widely appeared in tourism, and with electric drive, even older generations can use them for larger distances. However, distances are still limited by (electric) bikes considering either getting to the destination or getting around the destination. If public transport can provide interoperability with (electric) bikes, the enlarged action radius could be competitive with private car transport.

Implementing fare integration

Fare integration means that a user should not have to cope with multiple operators checking various fare policies, this is especially important for rural mobility. Users should have access to an integrated fare, which covers all the journey trips and can be purchased at once.

Procuring new auxiliary or on-demand transport services

Various forms of non-conventional services can be procured and implemented to serve the demand which cannot fit into the conventional public transport. This could mean the introduction of community buses, shared taxis, demand-responsive transit, or feeder lines for specific destinations (e.g., local shopping centres or railway stations).

There are two ways to test such schemes. The first is providing test rides, which is an occasional event during the service development, and citizens can have first-hand impressions on comfort, and accessibility, as well as they can express their interests. The other way is piloting these auxiliary services for a longer period; thus, citizens can get used to them and plan their daily activities counting on the services. This way, ridership could show the potential of such services.

Developing the IT integration of various modes

The IT integration of different modes can be implemented at various levels from multimodal journey planners, through data sharing for the passenger information system or mutually opened booking systems, to the common management system. Not only users have benefits from such developments, but mobility planners can have access to data with more resolution, authorities might have more control over operators, while decision-makers may be assisted with proper data on the services.

Using participatory processes for residents

Mobility planners of rural areas should pay special attention to setting up participatory processes for their residents. The beginning of this process is to involve citizens in the problem identification with the above-mentioned survey/interview tools. However, with proper preparation and adequate authority, citizens could be part of the planning process and the decision-making, as well. Participatory processes lead to better decisions and mutual trust between the service providers and service users.

Making campaign actions

Mobility development in rural areas can easily get out of the sight of the target groups, so for making these developments visible, smart solutions are required. This is even more true in case of occasional touristic passengers, who are not aware of the usual services either. Both online and offline promotions and advertising can be considered based on a proper targeting. The involvement of external communication experts could support the attractiveness of these actions, but to keep the validity of the messages, mobility experts should be involved, as well. Campaign action should be based on a proper context analysis of the relevant target groups.

Providing real-time information

Delays and cancellations are reminders of the vulnerability of public transport services. Fully eliminating delays and cancellations is impossible since mobility is an open and complex system, and conditions or accidents can have an effect on punctuality. Rural areas are affected more by this case since route alternatives are usually not available, and the service frequency is low, so the next bus or rail can fundamentally affect their daily plans. Passengers' trust can be earned by providing real-time data, this way, passengers' decision-making is supported in case of service turbulences. Real-time information can be published in web applications, smart-phone applications, and on-site audible or visual passenger information are also possible. A smart solution is to provide interfaces for independent businesses, such as journey planners through well-known standards.

Using multiple channels

A couple of the above-mentioned tools require communication channels with the stakeholders, such as surveys and interviews or networking with business stakeholders. With diverse stakeholder groups, diverse channels should be set up systematically. These channels can support mobility from daily operations (e.g., announcing temporary schedule or ordering on-demand service) to strategic developments (e.g., collecting feedback). Since aging residents would prefer phone calls or physical information while youngsters would prefer mobile application or social media, mobility service providers should make multiple channels available. A proper analysis of the target groups is required before setting-up communication channels.

Making non-mobility business cooperation

The low mobility demand of rural areas comes with low income, whereas the operation costs can be higher than in the case of urban public transport services. Cooperating with local businesses is a potential solution with a triple win for the local business, the residents, and the transport authority. The cooperation might have various forms, such as mutual discounts for each other's services or co-financing the loss if the service means a common interest (e.g., the consumers and the trader are connected by the mobility service). Although this smart tool has great potential, it requires careful preparation in terms of the legislative framework. The access to such cooperation should be open and transparent when the public service potentially generates private income.

2.4. REGIAMOBIL Toolbox

In Figure 3 the toolbox aligned with the REGIAMOBIL Strategy is represented. On the x-axis of the matrix are listed the five thematic areas according to which the Strategy is developed while on the y-axis, the 3 'Stages of Development' are represented.

Once the matrix was constructed, the 14 tools listed above were positioned according to the thematic area and stage of development that most characterise them: "Network integration" and "Tariff system" provide tools to the first two stages, while "New services" and "Infomobility" provides rather to the second and third stages. Lastly, tools building on social cohesion are available in all stages.

REGIAMOBIL TOOLBOX		THEMATIC LINE				
		Network integration	Tariff system	New services	Infomobility	Social cohesion
STAGE OF DEVELOPMENT	Better understanding	2.1 Spatial analysis 2.2 Interviewing and surveying potential users 2.3 Smart data collection				2.3 Stakeholder network
	Introducing & improving services	2.5 Multi-modality 2.6 Interoperability	2.7 Implementing fare integration	2.8 Auxiliary or on-demand service	2.9 IT integration of modes	2.10 Participatory processes
	Raising awareness and providing information			2.11 Campaign actions	2.12 Real-time information 2.13 Multiple channels	2.14 Non-mobility business coop.

Figure 3 – The toolbox smart mobility solutions

3. REGIAMOBIL Strategy

The RUMOBIL Strategy (dated 2018), which aims to provide decision-makers with useful information on the implementation of transport solutions to improve mobility in rural areas, was based on four main inputs:

- Analysis of the good practices in the field of public transport and mobility in rural and peripheral areas;
- Workpapers on the technological state of the art in transport and mobility in rural areas, the correlation between economic aspects and public transport and the effects of the demographic aspects on the rural and peripheral mobility demand and transport supply;
- RUMOBIL Pilots;
- Policy conference with stakeholders (Wittenberg, Germany - October 2017).

The REGIAMOBIL Strategy is the evolution of the previous RUMOBIL Strategy. In fact, all information concerning pilots and best practices implemented in Europe has been integrated and updated. In particular, three new fields have been added to the description tables of each measure:

- Start date - end date, in order to assess the period over which the mobility solution was tested;
- Transferability, in order to provide useful indications with a view to replicating the solution in other contexts;
- How the covid-19 have affected the pilot, to provide insights on how the implemented mobility solution reacted to the COVID-19 pandemic.

In addition, new tables were added regarding the solutions implemented during the REGIAMOBIL pilots. To ensure uniformity with the RUMOBIL Strategy, the five thematic areas in which the different best practices/pilots are developed have been retained.

In this chapter of the document, the updated Strategy is presented. The Strategy aims to be a tool to support decision-makers in improving sustainable mobility in rural and peripheral areas.

In terms of transnationality and transferability, the Strategy will enable transport actors from other regions to clarify their expectations regarding the objectives and solutions of the RUMOBIL and REGIAMOBIL projects and, in more general terms, the improvement of mobility in rural areas.

The details of all experiences are reported in the Annex.

3.1. Transport network integration and coordination

Integrated management of mobility, transport infrastructure, urban development and environment protection are essential for achieving sustainable development.

Transport integration is an organizational process through which the planning and delivery of elements of transport system are brought together across modes, sectors, operators and institutions with the aim of increasing the net environmental and societal benefits (Preston, International Transport Forum 2012).

That guideline aims to provide practical assistance to public transport operators and public transport authorities/associations. The guideline aims to help these entities to achieve new and suitable integration of their transport systems in a timely and structured manner.

Transport network integration and coordination		
SOLUTIONS TO BE IMPLEMENTED	TO	BE
Integration of Network and Timetable and improving accessibility		
PROBLEM TO BE TACKLED	<ul style="list-style-type: none"> • Low integration • Low attractiveness 	
OBJECTIVE TO BE PURSUED	A new integrated network system	
HOW?	<p>The development of an integrated network and timetable system needs a systematic and hierarchic approach with respect to local and regional circumstances. The framework is defined in a general public transport plan as part of a long term urban/regional mobility planning strategy. An integrated public transport system should use the different transport modes according to its strengths².</p> <p>The basic strategic approach could be the following:</p> <p>Political phase</p> <ul style="list-style-type: none"> • Consolidation of willingness of all actors • Setting up of legal and financial framework • Setting up of a planning entity or responsible public transport authority <p>Strategic phase</p> <ul style="list-style-type: none"> • Elaboration of a general public transport plan by all PT players, defining the principles of the PT network and timetable • Important: Collaboration between operators and authorities/municipalities is essential <p>Realisation phase</p> <ul style="list-style-type: none"> • Realisation of planning principles of the general PT plan • Timetable and network coordination between operators is a first step, but full integration of the PT system assumes tariff and fare integration <p>The key actors in the successful implementation of an integrated public transport system are as follows:</p> <ul style="list-style-type: none"> • politicians at both the state and municipal levels; • administrations at both the state and municipal levels; • operators of Public Transport services. 	

² Public Transport Integration - Strategies for public transport in cities, 2017

Transport network integration and coordination	
SOLUTIONS TO BE IMPLEMENTED	Integration of Network and Timetable and improving accessibility
HOW MUCH? (approx. level of resources requested: low, medium, high)	Low: < € 25,000
RECOMMENDATIONS TO BE TAKEN INTO ACCOUNT	<ul style="list-style-type: none"> Harmonised schedules (timetables) and connections One ticket for all means of transportation Integrated fares across several public transport operators Stakeholders involvement Attention to the system and existing services Promoting an adequate level of the PT service (e.g. frequency, daily time of service, no. of stops) Aiming at the investments in people and high social technology orientation Assuring comfort and the perception of security for users Referring to the client's perception of the quality of service Assessing customer expectations, analysing competitive strengths and weaknesses, and aligning customer expectations with service capabilities
REFERENCES TO INPUT ANALYSED (see Annex)	A5 - Integration and coordination of public transport services A8 - Construction of intermodal terminals (bus+rail), places of integration and stops in the public system transportation A9 - Integration of public transport systems
REFERENCES TO KEY ASPECTS	Spatial analysis Interviewing and surveying potential users Smart data collection Multimodality Interoperability

3.2. Tariff system

Besides network and timetable integration, a further important step in implementing an integrated public transport system is the integration of tariffs and fares. Tariff integration usually follows network and timetable integration as a second step. However, tariff and fare integration is a milestone for reducing access barriers to public transport. The benefits of network and timetable integration are significantly reduced if the customer needs several tickets and tariffs for his trip depending on transport mode and operator.

Within Europe, there are many examples of tariff and fare integration at several levels of implementation. A great deal of attention should be paid to optimal tariff design, as this stands at the forefront of tariff and fare integration. While tariffs should be transparent and reasonable they must also ensure adequate revenues for the operator. Tariffs must also reflect the different benefits and willingness to pay of different customer groups.

Tariff system	
SOLUTIONS TO BE IMPLEMENTED	Tariff integration
PROBLEM TO BE TACKLED	<ul style="list-style-type: none"> • Low integration • Low awareness about services • Low attractiveness
OBJECTIVE TO BE PURSUED	A new integrated tariff system suitable for a multimodal PT service
HOW?	<p>This solution wants to help people using the entire PT system, in a favourable way.</p> <p>The steps are:</p> <ul style="list-style-type: none"> • Surveys • Analysis of travel needs • Making changes on timetables • Analysis of the transport environment (market) in the region (bus and individual transport), • Preparation of proposals for introducing a special offer (cheaper tickets) • Implementation of the best proposal
HOW MUCH? (approx. level of resources requested: low, medium, high)	Low: < € 25,000
RECOMMENDATIONS TO BE TAKEN INTO ACCOUNT	<ul style="list-style-type: none"> • Stakeholders involvement • Attention to the system and existing services • Enhancing the centrality of clients, by satisfying their needs and tailoring services to particular market segments • Promoting an adequate level of the PT service (e.g. frequency, daily time of service, no. of stops) • Aiming at the investments in people and high social technology orientation • Assuring comfort and the perception of security for users • Referring to the client's perception of the quality of service • Creating a contingency plan that ensures service to clients in a uninterrupted way and increases the quality level of the service perceived by the clients • Assuring the service "package" is properly designed and well recognizable from actual and possible users • Taking into account clients' reassurance given by the service availability and how the service is supplied (personnel, equipment, accessibility, infrastructure, etc.) • Assessing customer expectations, analysing competitive strengths and weaknesses, and aligning customer expectations with service capabilities
REFERENCES TO INPUT ANALYSED (see Annex)	B1 - Implementation of a new tariff system
REFERENCES TO KEY ASPECTS	Implementing fare integration

3.3. New specific public transport services

In this chapter of the REGIAMOBIL Strategy a guideline for local authorities and public transport operators is reported in order to provide recommendations of a general nature considering the implementation of a Demand Responsive Transport (DRT) service.

In general, DRT services can have several demand response elements. Route and timetable flexibility must be defined on the basis of multiple elements such as the territorial context, user needs and available resources. To support this type of service, the introduction of ICT systems for management, booking and payment is an added value element.

In rural areas with low demand, DRT services can provide an alternative to the regular public transport bus lines, which are expensive to operate in such conditions. Costs of this kind of service is very high and this aspect limits the expansion but globally the balance is positive considering the amount of traditional public transport services that should be necessary to cover the same areas and give a similar level of service.

The operator is normally selected by tender before the service starts but, wherever possible, it is suggested to try to involve associations and volunteers, which would lower costs considerably.

New specific public transport services	
SOLUTIONS TO BE IMPLEMENTED	Demand Responsive Transport services for rural areas
PROBLEM TO BE TACKLED	<ul style="list-style-type: none"> • Low accessibility • Lack of funds • Low demand for low density areas
OBJECTIVE TO BE PURSUED	Ensuring a mobility chance and a PT alternative to private vehicles in rural areas
HOW?	<p>This solution is essential for all those areas where there are no links between the different settlements or villages due to a low density of inhabitants.</p> <p>Planning phase</p> <ol style="list-style-type: none"> a) determination of the goal of the pilot project and the target group b) definition of the route of the new lines c) definition of the timetable of individual lines d) specification of technical and operational standards of individual lines e) definition of indicators of the success of the new service f) public procurement g) preparation of the public campaign <p>Implementation phase</p> <p>Evaluation phase</p>

New specific public transport services	
SOLUTIONS TO BE IMPLEMENTED	Demand Responsive Transport services for rural areas
HOW MUCH? (approx. level of resources requested: low, medium, high)	Medium/high: > € 75,000 until 100,000
RECOMMENDATIONS TO BE TAKEN INTO ACCOUNT	<ul style="list-style-type: none"> • Stakeholders involvement since the beginning of the process • Attention to the system • Taking care of interchange with the major public transport networks • A good promotion campaign to make people aware of the service • Volunteers and associations involvement • Recurring monitoring to evaluate the service • Deep analysis about which services to be implemented • Enhancing the centrality of clients, by satisfying their needs and tailoring services to particular market segments • Promoting an adequate level of the PT service (e.g. frequency, daily time of service, no. of stops) • Improving and upgrading physical items or facilitating goods for transport development • Valorising the supporting facility, e.g. buses or other vehicles that allow disabled people to access • Aiming at the investments in people and high social technology orientation • Assuring comfort and the perception of security for users • Referring to the client's perception of the quality of service • Creating a contingency plan that ensures service to clients in a uninterrupted way and increases the quality level of the service perceived by the clients • Assuring the service "package" is properly designed and well recognizable from actual and possible users • Taking into account clients' reassurance given by the service availability and how the service is supplied (personnel, equipment, accessibility, infrastructure, etc.) • Assessing customer expectations, analysing competitive strengths and weaknesses, and aligning customer expectations with service capabilities • Raising PT staff and employees' awareness of the service provided, also by training courses, in order to optimise and strengthen the client/personnel interactions
REFERENCES TO INPUT ANALYSED (see Annex)	C1 - New, demand-oriented bus service (Citizen Bus) C4 - Implementation of new PT services in rural areas by the use of mini buses C6 - Supplementary bus line to connect the districts and railway stations within the municipality of Boxberg Called as "Bürgerbus Boxberg" C8 - Tele-Bus: DRT Service in Krakow C9 - Prontobus: DRT Service in Province of Modena C10 - Night Taxi
REFERENCES TO KEY ASPECTS	Spatial analysis Smart data collection

New specific public transport services	
SOLUTIONS TO BE IMPLEMENTED	Demand Responsive Transport services for rural areas
	Stakeholder network Procuring new auxiliary or on-demand transport services Campaign actions

3.4. Infomobility

Modern Information and Communication Technologies (ICT) offer a wide range of possible technological options for the development of different transport services in rural area. The use of technological solutions improves the user-friendly approach of transport services. ICT should be used as far as possible, to effectively integrate services into public transport information systems. The integration of app, smart cards and electronic payments can help to improve the convenience of some suitable solutions for rural areas (for example DRT solutions), but care must be taken to avoid alienating users who may not have access to those technologies. The supporting ICT services could provide traveller information, reservation, payment and operation management.

Infomobility	
SOLUTIONS TO BE IMPLEMENTED	Systems for real-time information/ticketing/reservation
PROBLEM TO BE TACKLED	<ul style="list-style-type: none"> • Low attractiveness • Low level of information • Low awareness about the features of the services • Low accessibility
OBJECTIVE TO BE PURSUED	The general objective is to improve the coordination in promoting, planning and operating ICT in public transport to provide better promotion of policies that foster co-modality through the use of ICT
HOW?	<ul style="list-style-type: none"> • Definition of the functionalities of the software system to be implemented in the pilot project jointly with the stakeholders (operators, users, PA,...) • Execution of the public procurement for the selection of the software system provider; an essential and winning point was the request to offer additional elements respect those provided in the technical specifications rather than requiring a discount on the economic part • Starting of the development of the system software with a continuous and reciprocal feedback between the supplier and provider to ensure the respect of the technical specifications • Test phase of the software system • Starting of the pilot with all the functionalities available for the users
HOW MUCH? (approx. level of resources requested: low, medium, high)	Medium: between € 50,000 and 75,000
RECOMMENDATIONS TO BE TAKEN INTO ACCOUNT	<ul style="list-style-type: none"> • Sharing as much as possible the definition of the functionality of the system with who will use it • Being as accurate as possible in defining technical specifications

Infomobility	
SOLUTIONS TO BE IMPLEMENTED	Systems for real-time information/ticketing/reservation
	<ul style="list-style-type: none"> During the tender, if possible, requesting prototypes of what will be developed; this helps to get a better idea of the competitor's capabilities Being open to additional and supplementary proposals from service providers Stakeholders involvement Deep analysis about which services to be implemented A good promotion campaign to make people aware of the service Enhancing the centrality of clients, by satisfying their needs and tailoring services to particular market segments Improving and upgrading physical items or facilitating goods for transport development Aiming at the investments in people and high social technology orientation Referring to the client's perception of the quality of service Assuring the service "package" is properly designed and well recognizable from actual and possible users Taking into account clients' reassurance given by the service availability and how the service is supplied (personnel, equipment, accessibility, infrastructure, etc.) Assessing customer expectations, analysing competitive strengths and weaknesses, and aligning customer expectations with service capabilities
REFERENCES TO INPUT ANALYSED (see Annex)	D3 - App to supply real time info for DRT service booking D6 - Implementation of the passenger information system D7 - Integrated online journey planner D8 - Multimodal journey planner tool (MMJP) D9 - Smart mobility concepts for flexible on-demand travel solutions
REFERENCES TO KEY ASPECTS	Integration of modes Real-time information Multiple channels

3.5. Social cohesion

Mobility behaviour can be influenced through information and promotion campaigns aimed at developing citizens' sustainable mobility behaviour without further investment in infrastructure. These campaigns must address the target group on an emotional level and also offer clear information. Below are some of the measures that can be implemented:

- 1) Integrated information strategies to draw people's attention to the negative impacts caused by individual motorised traffic and on the positive effects of traveling on foot cycling or using public transport, including environmental and health impacts;
- 2) Marketing and promotional campaigns on sustainable means of transport, such as public transport, non-motorised transport modes, low-emission vehicles, carpooling, etc;
- 3) Organisation of events to strengthen the image of public transport;

- 4) Involving citizens in discussions on mobility issues and in planning processes, e.g. by setting up a mobility forum, which is a useful communication tool to gain public support for planned demand management policies;
- 5) TV and radio promotional spots and newspaper articles promoting sustainable urban transport;
- 6) Development of a catchy slogan and/or brand to promote the use of sustainable transport modes.

Campaigns and training activities are very cost-effective ways of effective ways of changing behaviour. In the long term, the positive effects of reducing mileage can lead to decreased demand for new transport infrastructure and lower public expenditure. Furthermore, campaigns often use incentives to convince people to change their behaviour. These incentives constitute a direct benefit for people.

Measures can increase the level of acceptance of transport-related measures implemented by cities and consequently the support by the community.

Social cohesion	
SOLUTIONS TO BE IMPLEMENTED	Promoting a new mobility culture
PROBLEM TO BE TACKLED	<ul style="list-style-type: none"> Low attractiveness Low awareness about existing or new services
OBJECTIVE TO BE PURSUED	Implementation of different measures aimed at achieving a change towards more sustainable mobility behaviour through information or promotional campaigns
HOW?	<ol style="list-style-type: none"> 1. Information Base <ul style="list-style-type: none"> - Analysis of results of previous marketing and promotional actions (in case they have already been carried out) - Collection of experiences from other municipalities (in particular from cities of a similar size) - Engagement of experts on techniques for conducting marketing and promotional campaigns - Acquiring information on specific training topics 2. Fine-tuning the project <ul style="list-style-type: none"> - Selection of target groups and institutions where activities are to be implemented - Defining criteria for procurement - Development of an action plan detailing the appropriate measures to be implemented, creation of a timetable and assignment of tasks - Adaptation of promotional and information campaigns according to the introduction of new services or investments in infrastructure - Preparation of information and promotional material or workshops and training courses 3. Initiation of the necessary formal decisions <ul style="list-style-type: none"> - The different activities to be implemented must be approved by the responsible politicians in the city 4. Implementation <ul style="list-style-type: none"> - Launching the marketing or educational campaign

Social cohesion	
SOLUTIONS TO BE IMPLEMENTED	Promoting a new mobility culture
	<ul style="list-style-type: none"> - Constant repetition of measures to achieve a multiplier effect <p>5. Measuring the results</p> <ul style="list-style-type: none"> - Measuring the direct effects of the campaign - Measuring the indirect effects of the campaign (if it was linked to other activities such as the introduction of new services or investment in infrastructure)
HOW MUCH? (approx. level of resources requested: low, medium, high)	Low: < € 25,000
RECOMMENDATIONS TO BE TAKEN INTO ACCOUNT	<ul style="list-style-type: none"> • Stakeholders involvement • Attention to people's interests • Attractive events • Volunteers and associations' involvement • Enhancing the centrality of clients, by satisfying their needs and tailoring services to particular market segments • Valorising the supporting facility, e.g. buses or other vehicles that allow disabled people to access • Aiming at the investments in people and high social technology orientation • Assuring comfort and the perception of security for users • Referring to the client's perception of the quality of service • Assuring the service "package" is properly designed and well recognizable from actual and possible users • Taking into account clients' reassurance given by the service availability and how the service is supplied (personnel, equipment, accessibility, infrastructure, etc.) • Assessing customer expectations, analyzing competitive strengths and weaknesses, and aligning customer expectations with service capabilities
REFERENCES TO INPUT ANALYSED (see Annex)	E1 - Promotion of public transport as an alternative to private transport E2 - Strategy for Raising awareness on public transport
REFERENCES TO KEY ASPECTS	Stakeholder network Participatory process Making non-mobility business cooperation

4. Conclusions

'Mobility' is a basic freedom; it is the possibility to access work, education, services, society, and everything else that is part of a person's life. In other words, mobility is one of the vital enablers of any community, especially in rural communities where many essential things are located some distance away. However, rural mobility has received far less attention from policy-makers than urban mobility and there is a serious lack of conventional transport and of various shared mobility options that are being deployed in many urban areas. The reality for many rural areas is few buses, even fewer train stations and an almost total dependence on cars. This obliges people to spend more on travel, and to use private transport at the expense of more sustainable alternatives.

REGIAMOBIL Strategy aim to help rural communities test new solutions to some of the fundamental challenges they face - as well as explore the new opportunities created by technological and other forms of innovation. The purpose is to highlight the factors and conditions that Public Administrators and local public transport operators should take into account when designing their future policies to enable rural communities to design and test promising and potentially sustainable mobility solutions.

The analysis of best practices and experience gained from the implementation of pilot tests shows that two main types of mobility initiative are possible: 'top-down', which is initiated by some layer of government or by a public agency and 'bottom-up', where the community itself takes all the initiative, perhaps following a methodology that has been shared. Local actors will invariably need to form some type of partnership within which they can develop, implement and sustain a scheme. The form of partnership will need to become more formal if they are applying for funding, if they are taking on public liability, or must qualify as license-holders/operators of mobility services. Local actors play a key role in the governance of schemes, even in top-down initiatives.

In order to identify the best solutions to be implemented in a given context, the initial step is to carry out an analysis of the specific context, assessing what the real needs of the population are, what mobility services are already available, whether there are local resources that can be used and whether there are local government and other agencies interested and willing to provide support. This will help to identify the main gaps and possible building blocks for any solution. Looking at good practices in other areas can also be an inspiration to identify what could be done locally in rural communities.

In order to provide guidance to the different players involved in the planning of transport systems in rural areas, below are some common points that characterise the practices highlighted throughout Central Europe:

- Assure comfort and the perception of security for users;
- Assess customer expectations, analysing competitive strengths and weaknesses, and aligning customer expectations with service capabilities;
- Promote an adequate level of the PT service (e.g. frequency, daily time of service, no. of stops);
- Increase the range and coverage of mobility options for all target users;
- Connect hitherto-unserved/underserved areas to the public transport network;
- Bring services closer to the user;
- Understand demand and align services to it;
- Leverage available/unused capacity;
- Leverage volunteer and at-cost inputs;
- Involve the stakeholders in a continuous way and starting from the initial phase of the improvement action;
- Encourage/empower communities to plan, implement and sustain initiatives;
- Harness technology in all its forms;
- Remove/reduce barriers to implementation.



Annex - Pilot experiences and good practices

Transport Network integration and coordination	
A1	Spatial densification of bus stops
A2	Participation of local stakeholders and the public
A3	Communication and promotion campaign
A4	Interchange terminal
A5	Integration and coordination of public transport services
A6	Promotion and raising of awareness
A7	Adapt the timetable to the needs of passengers
A8	Construction of intermodal terminals (bus+rail), places of integration and stops in the public system transportation
A9	Integration of public transport systems
A10	Strategy for Bus-stop development and real-time bus information system realization
Tariff system	
B1	Implementation of a new tariff system
New specific services	
C1	New, demand-oriented bus service (Citizen Bus)
C2	Introduction of suburban rail system
C3	New public transport connections



C4	Implementation of new PT services in rural areas by the use of mini buses
C5	New facilitating services in order to support PT users
C6	Supplementary bus line to connect the districts and railway stations within the municipality of Boxberg Called as “Bürgerbus Boxberg”
C7	Demonstration project - bus lines enhancing mobility of residents and tourists
C8	Tele-Bus: DRT Service in Krakow
C9	Prontobus: DRT Service in Province of Modena
C10	Night Taxi
Infomobility	
D1	Strategy for Bus-stop development and real-time bus information system realization
D2	Strategy for Raising awareness on public transport
D3	App to supply real time info for DRT service booking
D4	Promotion and raising of awareness
D5	Infomobility - carrying out a traditional communication campaign
D6	Implementation of the passenger information system (GPS transmitters, app, interactive kiosk)
D7	Integrated online journey planner
D8	Multimodal journey planner tool (MMJP)
D9	Smart mobility concepts for flexible on-demand travel solutions
D10	iMPK - Vehicle tracking



D11	Qualist- Quality of life in small towns
D12	Europe-Wide Platform for Connected Mobility Services (MOBiNET)
D13	oneTRANSPORT Data Marketplace
D14	RAMSES-Platform, on-the-go-rural mobility 2.0
Social cohesion	
E1	Promotion of public transport as an alternative to private transport
E2	Strategy for Raising awareness on public transport
E3	Services for disabled citizens



Transport network integration and coordination

WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)		Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
WHAT? Name of the action	A1 - Spatial densification of bus stops	A2 -Participation of local stakeholders and the public	A3 - Communication and promotion campaign	A4 -Interchange terminal
HOW? Describe the operative phases of the actions	Increase of number of bus stops on the territory (for example, instead of one bus stop per settlement, min. 3 bus stops), so that ways to reach the bus stops mainly by elderly people will be shortened and barriers to use the PT will be reduced. These bus stops will have a temporary character. The pilot period will show if more bus stops are a useful tool to make PT in rural areas more attractive.	Involvement of Local public authorities, local associations and the local public. They will contribute with own resources, knowledge and experience to the planning and the operation of the new bus services, since they have important knowledge on local peculiarities and possibilities. Local stakeholders are involved at various levels: development of routes and bus schedule, identification of additional bus stops, etc. but also proposals of ideas and specific needs. Further, the public is asked to support the project with voluntary drivers.	<ul style="list-style-type: none"> (June 2017) Identification of the agency for the development of creativity activity for the communication and promotion campaign, by the company that developed the software system as they had positively worked together before. (August 2017) Definition and validation of the coordinated image of the communication and promotion campaign (September 2017) Contemporary with the press conference launching the pilot project, the communication and promotion campaign was started with press releases in the main newspapers of the 	<p>1st phase - Analytical part:</p> <ul style="list-style-type: none"> Analysis of present state of transport within the area of pilot region Analysis of conditions for creating of interchange node in Rajecské Teplice <p>2nd phase - Planning part:</p> <ul style="list-style-type: none"> Draft plan for development of interchange node in Rajecské Teplice. Consultation with stakeholders Public procurement for design work. <p>3rd phase - Designing part:</p> <ul style="list-style-type: none"> Draft designs for redesign of interchange node. Final design. <p>4th phase - Construction part:</p> <ul style="list-style-type: none"> Reconstruction of the area around railway station, implementing:



WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)		Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
			<p>province, a report in the main television of Modena and the posting of posters throughout the area of the Municipality of Castelfranco Emilia.</p>	<ul style="list-style-type: none"> • Information and navigation panels; • Waste bins • Lightening • Bike & ride box • Park & ride places • Barrier-free ramp • Wi-Fi router and equipment providing free Wi-Fi access • Benches for passengers • CCTV - monitoring and safety feature • Digital timetable <p>Important steps:</p> <ul style="list-style-type: none"> • Meeting with stakeholders including site visit • Technical specification agreed • Public procurement process for design • Workshop with stakeholders • Public procurement for installation and construction works • Publicity campaign



WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)		Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
WHO? List the organisations that has been/is in charge of the action	The administration of the local municipality is in charge of this action. The municipality decides how many and where bus stops are needed. The ministry and the NASA assist to make temporary bus stops possible.	The administration of the local municipality is in charge of this action. The MLV and NASA assist in planning meetings and discussions. They further connect the municipality with other relevant stakeholders and guide the process.	aMo, Supplier of the software system, Creativity professional agency are in charge of this action.	Žilina Self-governing Region is in charge of this action. University of Žilina, KPM Consult, j.s.c., Koordinátor ODIS, Ltd. are the contractors.
WHEN? Insert start date - end date	Start date: 19.02.2018	Start date: 03.05.2018	Start date: September 19, 2017 End date: July 31,2018	December 2018 - April 2019
HOW MUCH? approx. cost of the action	Passenger information box: € 25 (each) Bus stop sign: € 40 (each)	Information material costs: leaflet ca. € 800 (1000 items)	Cost of the campaign: € 7,440	Analysis, planning, construction costs: € 11,250
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	When installing a new bus stop, there are many rules to follow. Usually, a new bus stop has a platform, shelter, fixed bus stop sign and information plates.	A new service often means more competition. Stakeholders, such as local PT operators and taxi drivers, have to be inclined to accept the new service and contribute to create a supplementary not competitive service.	The main problem was coordinating the images of the software system that won over the promotion and communication campaign.	<ul style="list-style-type: none"> • Increasing use of individual car. • Fragmentation on competencies in the area of public transport. • Unfit coordination of various traffic systems. • Decrease in number of passengers in public transport (especially bus) • Insufficient infrastructure (parking for cars, taxis, bicycles and motorcycles, etc.) • A number of rural/ peripheral areas are not adequately connected



WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)		Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				to the main transport network. <ul style="list-style-type: none"> Limited funds to finance PT and decrease of passengers result in reduced PT offers.
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations.	Flexible and innovative solutions are considered. Existing rules should take this pressure into account and deviations should become easily adoptable.	In order to have fruitful discussions and prevent competition, a stakeholder involvement should start in the beginning of the process. All involved actors should have the possibility to get information, communicate about plans and contribute with own ideas.	<ul style="list-style-type: none"> Provide clear indications on how to set up the communication and promotion campaign; Carefully follow the development phases of the coordinated image; Verify that the activities, especially the billposting, have been carried out in the required way. Good coordination activity and choosing companies that had previously collaborated in a profitable way. 	<ul style="list-style-type: none"> increase a competitiveness of public transport against individual car traffic. improve communication among all stakeholders in public transport. better coordinate traffic on the local, regional and state level. increase the quality of public transport. build public transport terminals providing interchange among various types of transport.
TRANSFERABILITY	N/A	N/A	The pilot is still working. The system introduced in the Pilot in the DRT service of Castelfranco Emilia was extended also to the other 5 DRT services in the province of Modena and also in these services the pilot is still operative	Pilot was aimed to support intermodal transport in the region. This concept will be used also in other localities of Žilina self-governing region, supported by the development of integrated public transport. Integrated transport is a new service



WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)		Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				<p>for the public within the Žilina Region. Its main goal is to simplify the availability of public transport for citizens who use public transport in the Žilina Region and use the transfer by several types of transport (public transport, bus transport, rail transport). The philosophy of this service is based on the principles of connecting regions, cooperation between carriers, and customer satisfaction. It should lead to an increase in transport efficiency, which is reflected in the satisfaction of citizens who use public passenger transport. In addition, the optimization of transport connections contributes to an environmental improvement. It is assumed that optimized public transport will allow the citizen to comfortably and cost-effectively move to longer distances within the region and citizens will be</p>



WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)	Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
			able to fully choose whether to use public transport or car transport. Optimized transport has the ambition to become a more advantageous travel option than car transport. Small interchanges terminals including also services for micromobility modes will be built up in the region. Lessons learned during RUMOBIL project will help to overcome different problems and barriers when planning and implementing such terminal at other localities. Integrated public transport in region is now in 2 nd testing phase, which should be finished at autumn 2022.
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	N/A	N/A	Žilina self-governing region did not observe this concrete locality, however, there was a big decrease in the number of passengers in general that occurred during lock-downs and other anti-pandemic measures, together with changes in transport ridership,



WHERE? Territory involved	Municipalities in peripheral regions of Saxony-Anhalt (Germany): Osterburg (district: Landkreis Stendal), Möser (district: Jerichower Land)	Castelfranco Emilia, near Modena (Italy)	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
			frequencies, and average fill rates during the epidemic compared to normal circumstances.

WHERE? Territory involved	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
WHAT? Name of the action	Transport Plan of the Vysocina Region 2017 - 2021: A5 -Integration and coordination of public transport services	Transport Plan of the Vysocina Region 2017 - 2021: A6 - Promotion and raising of awareness	A7 - Improving PT offer, adapt the timetable to the needs of passengers and implementation new tariff system	A8 - Construction of intermodal terminals (bus+rail), places of integration and stops in the public system transportation	A9 - Integration of public transport systems	A10 - Strategy for Bus-stop development and real-time bus information system realization
HOW? Describe the operative phases of the actions	Development of a transport planning, with the aim to create conditions for economical,	The launch of the planned “Public Transport of Vysocina”	<ul style="list-style-type: none"> • Surveys • Analysis of travel needs • Making changes on timetables 	Objectives were identified, while measures not yet.	Objectives were identified, while measures not yet.	Bus-stop development, creating design plans, creating construction plan, producing and placing the structures. Important steps:



WHERE?	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Territory involved						
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
	<p>effective and efficient ensuring of transport services as well as for mutual cooperation between the state, regions and municipalities, starting from the backbone connections of public railway transport.</p> <p>The ambition of Vysocina Region is to optimize public transport services for the territory of the region by means of close interlinking railway, bus and intercity transport and to introduce a unified tariff system</p>	<p>conception will be accompanied by a wide-range publicity campaign, using various communication channels in order to reach all relevant target groups and stakeholders (printed media, internet, radio, social networks, etc.).</p>	<ul style="list-style-type: none"> • Analysis of the transport environment (market) in the region (bus and individual transport), • Implementation of the best proposal 	<ul style="list-style-type: none"> • Reduction of transport effects on environment • Enhancement of economy competitiveness • Reachability of Public transport • Connectivity enhancement between cities and settlements <p>Other important steps:</p> <ul style="list-style-type: none"> • Meeting with the representatives of local government in Ozalj. • Phone interview 	<ul style="list-style-type: none"> • Enhancement of economic competitiveness • Enhancement of transport sector, in terms of service level, PT accessibility • Enhancement of safety and security • Integrated public transport system • Enhancement of International, intercity and regional passenger approachability • Enhancement of connectivity between cities and settlements • Increase of financial efficiency of public transport 	<ul style="list-style-type: none"> • Stakeholder involvement workshop and meetings • Design, and functional specification agreed for three types of stops



WHERE? Territory involved	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
	“Public Transport of Vysocina”.				Essential steps: <ul style="list-style-type: none"> Meeting with the representatives of local government in Ozalj Phone interview 	
WHO? List the organisations that has been/is in charge of the action	The “Public Transport of Vysocina” system is being developed by the Vysocina Region in close cooperation with external experts - the company KPM Consult, joint-stock company, based on the public procurement contract concluded on 15 January 2015.		Mazowieckie Voivodeship and Mazowieckie Railways are in charge of this action	City authorities, Local authorities, Public transport providers, Infrastructure managers	Ministry of Sea, Transport and Infrastructure, Karlovac County Government, Transport operators and Infrastructure Managers	Urbs Novum Nagykallo Town Development Nonprofit Ltd.
WHEN? Insert start date - end date	Start date: 1 March 2017 End date: 30 June 2018		Since 2017. Currently pending agreements	25/03/2017 - 25/08/2018	25/03/2017 - 25/08/2018	The bus stops were completed by the mid of 2019 and handed over and the real-time bus information system was also installed then.
HOW MUCH?	Intervention costs: 5,700,000 CZK excl.	Still unknown	Analysis, surveys and planning costs.	100,752,758 € (750,000,000 KN)		Bus-stop development: € 52,000



WHERE?	Vysocina Region	Mazowieckie Voivodeship	Karlovac County	Szabolcs-Szatmár-Bereg County / Nagykálló
Territory involved				
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
approx. cost of the action	VAT (approx. € 225,000)			
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	<ul style="list-style-type: none"> Effectiveness of public transport offer, so that in a polycentric territory, it is difficult to operate too many direct links A slow but constant decrease of number of passengers using PT since past few years, accompanied by an increase in using individual car transport, in particular in areas with 	In particular the decrease of number of passengers using public transport, due to the mistrust	Changes in the train running time and the problem of passing trains on a single-track railway line.	<ul style="list-style-type: none"> financial issues for authorities ecological aspect and how to create more ecological friendly environment for every day commuters how to make their every day journey approachable problems of congestions and pollution long approval procedures with stakeholders bad time to start extra working hours for station personnel during weekend more train personnel <p>Public Transport is not comfortable, there are no covered bus stops.</p> <p>A huge portion of citizens is moving to Nyíregyháza to avoid commuting.</p> <p>Other problems:</p> <ul style="list-style-type: none"> long approval procedures at region administration and public procurement procedure absenting transmitters in PT vehicles



WHERE?	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Territory involved	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
	insufficient or untimely PT connections					
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations	<ul style="list-style-type: none"> integration and coordination of public transport services: how to properly and in a well-balanced way adjust PT services within a territory with fragmented settlement structure, while improving quality of services and increasing attractiveness of PT in order to gain new passengers. 	<p>The campaign will promote public transport as a high-quality alternative to individual car transport among all population groups and highlight main advantages of the new system, such as the improved offer of connections as well as on tariff unification that eases</p>	<p>Applying to the owner of the tracks for refurbishment to increase speed and shorten the time the train travels.</p>	<p>Cooperation with local authorities as well as State level organizations such as Transport Ministry.</p>	<p>Coordination and cooperation among Transport Ministry and local governments with help of useful information provided by public operators.</p> <p>Croatia is constantly reporting about enhancement of tourist numbers on sea side as well as in inland area. In order to continue with this trend it is necessary to promote public transport as well as possibility on line information reach as well as online ticket purchase. This includes time table schedules,</p>	<p>Providing comfortable public transport services</p>



WHERE?	Vysocina Region	Mazowieckie Voivodeship	Karlovac County	Szabolcs-Szatmár-Bereg County / Nagykálló
Territory involved				
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
	<ul style="list-style-type: none"> modernisation of PT vehicles, in terms of their equipment with devices and software necessary for implementation of the unified tariff in everyday practice. <p>The proposed revision works on the assumption that, a higher volume of transport outputs will be ensured by less vehicles (including a more widespread use of smaller vehicles), which requires closer</p>	<p>interchanges (no need to buy a new ticket or to pay a surcharge). The campaign will aim to:</p> <ul style="list-style-type: none"> make the regional public transport more attractive for citizens; increase the share of public transport in modal split, in particular in areas of rural character; 		<p>stations (locations), all provided at one place and with easy access.</p>



WHERE?	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Territory involved	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
TRANSFERABILITY	N/A	N/A	In 2019, the Mazowieckie Voivodeship applied to the railway infrastructure manager to enter into the schedule of repair works modernization of the railway lines on which	City of Ozalj introduced taxi service, complementing regular train and bus services.	City of Ozalj introduced taxi service, complementing regular train and bus services.	From 12 December 2021, the buses are operating in the southern part of Szabolcs-Szatmár-Bereg county according to a new timetable providing more frequent access, thanks to which the bus accessibility of the settlements became



WHERE?	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Territory involved						
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
			<p>the pilot project was implemented. Railway line revitalization projects were included in the investment plans for the years 2021-2030 with a perspective until 2040.</p>			<p>significantly more favorable.</p> <p>The service between all the settlements in the area and Nagykálló and Nyíregyháza are significantly improved, as the number of transport options are increased significantly.</p> <p>In addition to the above, the time supply of almost all settlements are significantly wider, the first bus service starts earlier and the last one starts significantly later.</p> <p>Thanks to the new timetable, transport between the two cities became easier and more predictable every day,</p>



WHERE? Territory involved	Vysocina Region		Mazowieckie Voivodeship	Karlovac County		Szabolcs-Szatmár-Bereg County / Nagykálló
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)
						as well as the downtown part of Nyíregyháza.
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	N/A	N/A	Covid-19 had no effect on the pilot.	N/A	Covid-19 affected public transport in general - less demand and avoiding usage.	Public transport has been affected by the epidemic as in many other sectors, but the return to the original state is much slower than the sudden loss of passengers. The sudden rearrangement of habits also had a significant impact on everyday mobility, its volume, its chain and the means of transport used.



Tariff system

WHERE? Territory involved	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)
WHAT? Name of the action	B1 - Improving PT offer, adapt the timetable to the needs of passengers and implementation new tariff system
HOW? Describe the operative phases of the actions	<ul style="list-style-type: none"> • Surveys • Analysis of travel needs • Making changes on timetables • Analysis of the transport environment (market) in the region (bus and individual transport), • Preparation of proposals for introducing a special offer (cheaper tickets) • Implementation of the best proposal
WHO? List the organisations that has been/is in charge of the action	Mazowieckie Voivodeship and Mazowieckie Railways
WHEN? Insert start date - end date	1 August 2017 - 31 July 2018
HOW MUCH? approx. cost of the action	Analysis, surveys and planning costs. Lower ticket prices in the first period will result in lower revenues, in the longer term may result in higher revenues (increase in the number of travelers).
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	Determining the value of optimal ticket prices in a special offer (the special offer is intended primarily for new customers, and not only for those who already use the train journey).
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations	Conducting a detailed analysis of ticket prices in bus transport and analysis of travel preferences (for example, the cost of car ownership).
TRANSFERABILITY	At the end of 2018, the bus company providing the transport service in the area covered by the pilot project was liquidated. Since then, there has been no competition for railways from bus



HOW THE COVID-19 HAVE AFFECTED THE PILOT?	service. Own car is still the basic means of transport for the inhabitants of the north-western part of Mazovia. Covid-19 had no effect on the pilot.
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New specific services

WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
WHAT? Name of the action	C1 -New, demand-oriented bus service (Citizen Bus)	C2 - Introduction of suburban rail system	Transport Plan of the Vysocina Region 2017 - 2021: C3 - New public transport connections	C4 - Implementation of new PT services in rural areas by the use of mini buses	C5 - New facilitating services in order to support PT users
HOW? Describe the operative phases of the actions	Implementation of the Citizen Bus, as a demand-oriented, novel PT offer, supplementing the regular bus services in rural areas. The Citizen Bus is a minibus (max. 8 passenger seats) driven by volunteers. The bus connects smaller settlements, where no services of public interest are provided, to bigger villages or cities, so	Objectives have been identified, while measures not yet. <ul style="list-style-type: none"> Enhancement of economic competitiveness Enhancement of transport sector, in terms of service 	As a part of the project, it was introduced a testing operation of 15 pairs of new public bus transport connections both on working days and at weekends. The transport connections are ensured by 4 transport operators on the basis of their long-term contracts with the Vysocina	1. Searching of suitable area in the South Bohemia Region (based on comments of Mayors) The following parameters were required: <ul style="list-style-type: none"> a purely low-density settlement in rural region lack of PT links in the area 	1 st phase - Planning part: <ul style="list-style-type: none"> Planning of new services for PT users 2 nd phase - Designing part: <ul style="list-style-type: none"> Draft design for installation Final design for installation



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
	<p>that people get access to services and main (rail) transport network. This new service will be helpful for all citizens, in particular for elderly and disabled people ones. The new bus service operates along fixed routes and has a fixed schedule.</p>	<p>level, PT accessibility</p> <ul style="list-style-type: none"> • Enhancement of safety and security • Integrated public transport system • Enhancement of International, intercity and regional passenger approachability • Enhancement of connectivity between cities and settlements • Increase of financial efficiency of public transport <p>Essential steps:</p> <ul style="list-style-type: none"> • Meeting with the representatives of local government in Ozalj 	<p>Region. The pilot will end in June 2018.</p> <p>After careful assessment, which will be done through evaluation of passenger numbers and a qualitative survey, further adaptations and modifications can be suggested in terms of organisation and timetables, both on the concerned connections as well as on other similar lines within the region.</p> <p>Important steps:</p> <ul style="list-style-type: none"> • Meeting with stakeholders • Precise technical specification, set up of routes and bus schedules • Awarding the services to relevant operators • Accompanying media campaign 	<ul style="list-style-type: none"> • proximity to the T-network with the possibility of connection • starting point at intermodal point (rail-bus connection) • innovation requirement of the line • tourist appealing <p>The selection also took into account the complaints and demands of the inhabitants and self-governments.</p> <p>2. Collecting indicators before pilot</p> <p>The demographic situation and operational parameters such as the number of existing links, the number of passengers transported, the frequency of services, and the other data were collected from the statistical and cartographic offices and PT providers.</p> <p>3. Planning of new bus line:</p> <ul style="list-style-type: none"> • Route: to connect the villages to the railway line and to connect them that 	<p>3rd phase - Installation part:</p> <ul style="list-style-type: none"> • Installation of new infrastructure



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
		<ul style="list-style-type: none"> Phone interview 		<p>have not yet been interconnected.</p> <ul style="list-style-type: none"> Timetables: to be coordinated with train timetables. Technical specification of the vehicle: small-capacity bus with 15 seats. Dates for bus service: to meet the desired goals of residents and tourists. <ol style="list-style-type: none"> Informing of local stakeholders: to inform the municipalities concerned, the Transport Department of the Territorial Unit and other authorities interested in the implementation of the new bus stops (the Czech police, the landlord). New line was discussed with mayors Tender procedure launched for a new bus line Operation of bus (April - July 2018) 	



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				7. Collecting indicators after pilot 8. Evaluation of pilot 9. In case of success, the line will be added to public service obligation and will be operated regularly	
WHO? List the organisations that has been/is in charge of the action	The administration of the local municipality is in charge of the action. The municipality plans routes and bus schedule, searches for voluntary drivers and plans their “employment”, is responsible for administrative tasks and looks after the bus. The municipality is supported by the ministry and the NASA. They assist in the development of routes and schedules, provide financial support, organize stakeholder involvement, and provide an integration in existing PT offers.	Ministry of Sea, Transport and Infrastructure, Karlovac County Government, Transport operators and Infrastructure Managers	The Transport Plan has been prepared by the Department of Transport and Road Administration (section of transport services) of the Vysocina Regional Authority and officially approved by the Vysocina Regional Assembly on 20 December 2016.	The contractor is JIKORD s.r.o. - South Bohemian Transport Coordinator, who launched a tender for public transport operator.	Žilina Self-governing Region
WHEN?	19.02.2018 (Osterburg), 03.05.2018 (Möser)	25/03/2017 - 25/08/2018	Start date: 1 March 2017 End date: 30 June 2018	1/4/2018 - 31/7/2018	December 2018 - April 2019



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
Insert start date - end date					
HOW MUCH? approx. cost of the action	<p>Minibus (leasing): around 650 € per month;</p> <p>Insurances (bus): 50 € per month;</p> <p>Driving license for voluntary drivers(around 15 drivers needed): 250 € per person (once);</p> <p>Mileage allowance for voluntary drivers to get to and from the bus: 20 ct. / km (running costs);</p> <p>Software to plan operation of the bus: 350 € (once) + 100 €/year (running costs);</p> <p>Technical devices for the bus: mobile phone: 100 €, tablet PC + printer: 700 €;</p> <p>Promotional & information material: 5000 € (starting phase);</p> <p>Children seats: 1,000 € (once);</p>	33,584,253 € (250,000,000 KN)	Pilot implementation: activity € 108,750	Pilot bus line: € 50,000 (85 % is paid by EU - ERDF and 15 % by the owner of company South Bohemia Region)	Planning and installation costs: € 39,950



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
	<p>Summary:</p> <p>Starting phase: around 7,900 €</p> <p>Running costs per month: 780 €</p> <p>Hint: it is expected that costs for the buses' operation (e.g., gasoline) are financed by ticket sales.</p>				
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	<p>Main problems are :</p> <ul style="list-style-type: none"> • Long list of local stakeholders, which have to be involved, and many steps which have to be taken, so a very long period for implementation (around 1 year). • The minimum number of voluntary drivers to start the service. • Leasing procedure 	<ul style="list-style-type: none"> • financial issues for authorities • difficult accessibility of the areas of this County • long approval procedures with stakeholders • bad time to start • extra working hours for station personnel during weekend • more train personnel 	<p>In particular, the low demand for Public Transport in certain areas that hinder a proper offer</p>	<ul style="list-style-type: none"> • some lack of information from competent body of transport authority (Road infrastructure manager). • In the pilot area was planned a reconstruction of bridge, but the road infrastructure manager does not have information about it (=bad communication between each organization structure in the Region). We found out this information from Mayor of one village in area. • Not interest of the PT operator for a new line/service 	<ul style="list-style-type: none"> • Absence of services or insufficient services for public transport users at intermodal nodes. • Decrease in number of passengers in public transport (especially bus)



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Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				<ul style="list-style-type: none"> • In the first round of tender procedure there was no applicant (now we are waiting for the second round of tender procedure). • late implementation of pilot due to bad natural and technical condition in the area - bad quality of roads, in winter. • non-inclusion of all stakeholder requirements in the pilot test • multiplicity of different needs. For example, Municipalities have requested a modification of the pilot's route, but with this the line would lose the innovative aspect as defined in the project objectives. • not filling bus capacities on new lines • dependency of the inhabitants on the ownership of motor 	



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				<p>vehicle because of the comfort (for example for shopping) and time-independency of cars</p> <ul style="list-style-type: none"> • short duration of the pilot experimentations (4 months), that could be too short to change the habits of the population 	
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations	<p>In order to have a constructive process of stakeholder involvement, it is a good idea to start the involvement process as early as possible, so that conflicts can be reduced, involving experts, who have enough experience in the operation of citizen busses, to learn from them and become aware of critical issues.</p> <p>Take enough time to plan information events and involve the local public. Try to reduce the effort and expenses of volunteers to a minimum.</p> <p>To convince people to start voluntary work, it takes good connections and put a lot of</p>	<ul style="list-style-type: none"> • Collaboration between local stakeholders • interoperability of the entire transport system (railway especially) 	<p>The test will be very helpful to verify the real situation of rural areas and the assessment during the testing period will make possible to do changes and adaptations in a controlled way.</p>	<ul style="list-style-type: none"> • Better communication and dissemination (also between all regional authorities) of the upgrading actions. • On the line was planned the reconstruction of the road bridge, so it was necessary to ask to the department of regional development to postpone the works • Less strict technical criteria for operation bus line in the tender procedures (e.g. average age of vehicles, capacity of bus), in order to allow more transport companies 	<p>Passenger stations are the heart of the mobility: taking train, intermodality, selling tickets, other activities (shops, services...). Therefore, an integrated design of intermodal terminals is essential. Different kind of services can be offered at stations</p>



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
	effort in local information campaigns.			<p>to participate. In this light, now the tender is addressed also to private companies who operate irregular transport (e.g. for schools and tourist)</p> <ul style="list-style-type: none"> • For Czech law, a regular bus service on the road must be maintained also in the winter • Continuous communication with stakeholders during the implementation phase • monitoring of the requirements requested, especially if the tender rules allow to make some modification - e.g. Modification of timetables in response to interest of citizens, etc. • Starting an effective public campaign to inform citizens that there is a new public transport service 	



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Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				<ul style="list-style-type: none"> cooperation with train operator who is intended to have a touristic bus line in the area. In our pilot, in particular, it operates a touristic bus line during summer holidays or weekends. 	
TRANSFERABILITY	N/A	City of Ozalj continued with the organization of events, enticed and started in RUMOBIL. They kept the FB page where the No. of followers grew. Regular timetables are discussed with Ozalj representatives, before putting into effect.	N/A	The pilot was in operation on the modified line (due to construction works on the bridge on road II/157) and the timetable was changed, the line was extended to Nové Hradky but with fewer connections during the day. The bus was in operation during the summer season of 2019 and 2020. Also, a bike trailer was added.	The pilot continued after the end of the RUMOBIL project. The same approach will be used also in other areas. Especially small park + ride facilities will be built at rural railway stations, where passengers will be able to leave their cars and climb into the train. These will be mostly free of charge to use.
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	N/A	Covid-19 affected public transport in general - less demand and avoiding usage.	N/A	The operation in 2021 was interrupted due to lack of finances, but strategy documents of development of public transport calculate with	Žilina self-governing region did not observe this concrete locality, however, there was a big decrease in the number of passengers in general that occurred during



WHERE? Territory involved	Peripheral municipalities in Saxony-Anhalt (Germany): Osterburg (Landkreis Stendal), Möser (Jerichower Land)	Karlovac County	Vysocina Region	South Bohemia Region	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
				reoperating this line in the future.	lock-downs and other anti-pandemic measures, together with changes in transport ridership, frequencies, and average fill rates during the epidemic compared to normal circumstances.

WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena			
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMOBIL project)			
WHAT? Name of the action	C6 - Supplementary bus line to connect the districts and railway stations within the municipality of Boxberg Called as “Bürgerbus Boxberg”	C7 - Demonstration project - bus lines enhancing mobility of residents and tourists	C8 - Tele-Bus: DRT Service in Krakow	C9 - Prontobus: DRT Service in Province of Modena	C10 - Night Taxi			
HOW? Describe the operative phases of the actions	Project qualification with community	Jun 2021	Sept 2021	Arrangement design lines, essential objectives	Planning phase (June 2020 - June 2021) a) determination of the goal of the	Tele-bus is a DRT service operating in the suburban area of Krakow.	aMo in consultation with the municipalities involved has activated since 2003 some DRT services, called	Keeping active a regular public transport service in the night hours is



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony				South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)				Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
	Obtaining approval of SMWA	Jul 2021	Jul 2021		<p>a) pilot project and the target group</p> <p>b) definition of the route of the new lines</p> <p>c) definition of the timetable of individual lines</p> <p>d) specification of technical and operational standards of individual lines</p> <p>e) definition of indicators of the success of the new service</p> <p>f) public procurement</p>	<p>The purpose of the service is to connect areas of weak demand and not served by other public transport services to major transport networks (urban and suburban transport, railways), similarly to what happens for rural areas.</p> <p>The service was implemented for the first time inside the European project Civinet-Caravel and is still working with some developments compared to the beginning.</p> <p>Tele-bus is a stop-to-stop service, that needs reservation but everyone can access to it standing at a bus stop where the bus transits.</p>	<p>Prontobus, in different areas of the province of Modena.</p> <p>These areas are: Pavullo, Carpi, Modena, Mirandola, Maranello, Serramazzone, Castelfranco Formigine and Fiorano.</p> <p>The main purpose of the Prontobus services is to connect dispersal areas with the main public transport networks (railways and busways) and also these principle are followed:</p> <ul style="list-style-type: none"> integrate or replace the traditional public transport services in the peripheral 	<p>practically impossible due to heavy costs; in order to still give a public response and night mobility, the night taxi service was established in 2004.</p> <p>This service replaces the ordinary and offers the possibility to travel in a way that is halfway between the bus and taxi service.</p> <p>You can access the night taxi service from four major stops that are the</p>
	Agreements with the district of Görlitz	Jun 2021	Aug 2021					
	Pre-approval LaSuV	Jun 2021	Aug 2021					
	Tender for bus companies	Sep 2021	Sep 2021	3 companies contacted, 2 offers				
	Award of contract to bus company	28.09.2021		19.000,00 Euro (without VAT)				
	Approval of the planned lines by LaSuV	Sep 2021	Nov 2021	Despite prior approval and permission from the county,				



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony				South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)				Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
	Approval of the lines until 31.03.2022			approval of the lines under the experimentation clause was delayed	<p>g) preparation of the public campaign</p> <p>Implementation phase (December 2020 - August 2021)</p> <p>Evaluation phase (April 2021 - November 2021)</p>	<p>There are not constraints about the time except the respect of previous reservations.</p> <p>Tele-bus has the same fares of ordinary public transport in order to facilitate the interconnection with the main bus and train network.</p> <p>Policy design steps:</p> <ul style="list-style-type: none"> • Analysis and research on Genoa DRT service • Work on operating design 	<p>areas or in hours of low demand</p> <ul style="list-style-type: none"> • give a public mobility service in small towns characterized by low population density, in areas with dispersal population (mountain areas, rural areas) as an alternative to the absence of traditional public transport services; <p>Prontobus gives an offer of public transport that is intermediate between the traditional line public service, which does not overlap, and the door to door service.</p>	<p>cathedral, the two hospitals, and the railway station.</p> <p>From these stops passengers can be transported to any address within the municipality that is divided in two concentric areas.</p> <p>The service can be accessed by owners of annual or monthly subscriptions to the public transport service and Rates are superior to</p>
Information event in Boxberg O.L.	27.10.2021	03.11.2021	by Perspektive Boxberg e. V. in several districts of the municipality					
Launch of the pilot action	30.11.2021		First day of the new line offer					
Kick-off meeting in Boxberg O.L.	30.11.2021		Meeting with deputy mayor, association Perspektive Boxberg, SMR, ISUP GmbH, media representatives					



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony				South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)				Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
	Conference call to adapt the offer to users and pandemic conditions	11.01.2022		Addition of a 5th line, shorter layover, adjustment of stops, adjustment to new pandemic requirements.		<ul style="list-style-type: none"> • Preparation of marketing campaign • Service model designing • Software adaption, installation and training • Preparation and execution of communication and marketing campaign • Start of the service operation • Service performance and monitoring 	<p>Prontobus has the same fares of ordinary public transport in order to facilitate the interconnection with the main bus services; tickets can be purchased also on board.</p> <p>To access the service it is necessary to book the trip to a reservation centre that takes care of optimizing the various reservations with the aim of minimizing the distances of trips together to maximize the number of people who can use the service.</p> <p>In some cases the services are subcontracted to small transport companies</p>	<p>those of ordinary public transport but they are much smaller than those of the ordinary taxi service.</p> <p>Fares are depending from the number of passengers and the area that has to be reached.</p> <p>The service is operated from the local taxi company and operates every day from 20.30 to 5.30.</p> <p>If a bus is not already present at the starting stop, it can be</p>
	End of the pilot action		31.03.2022					



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMOBIL project)
				and in the past have also been set up partnerships with taxi companies.	booked at the taxi's call centre.
WHO? List the organisations that has been/is in charge of the action	<ul style="list-style-type: none"> Public transport operator (Kolchmeier) Perspektive Boxberg e.V. Municipal administration Boxberg Saxon State Ministry for Regional Development 	<u>a) representatives of self-government and state administration:</u> - the mayors of the municipalities in area <u>b) stakeholders from the field of tourism:</u> - South Bohemia Tourist Board - Skiareál Lipno <u>c) public transport operators:</u> ČSAD Jindřichův Hradec a.s. - operator of 4 lines COMETT PLUS, spol. s r.o. - operator of 1 line	MKP Krakow	aMo/Seta	aMo/Seta/Taxi company



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
		Jindřichohradecké místní dráhy a.s., České dráhy a.s., GW Bus a.s. - operators offers interconnectivity to tourist system of South Bohemia			
WHEN? Start date - End date	From 30.11.2021 to 31.03.2022	Winter part: 18th December 2021 - 13th March 2022 Summer part: 5th June 2021 - 26th September 2021	July 2007 - Ongoing	2003 - Ongoing	2004 - Ongoing
HOW MUCH? approx. cost of the action	22.610,00 Euro (only the rent for the busses and drivers)	85 0000 EUR	Costs: € 1.22 / km - 212,000 / year (2015)	Costs: € 3 / km (2015)	Costs: € 3 / km (2015)
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	The municipality of Boxberg is one of the largest rural municipalities in Saxony in terms of area. The 18 districts were independent municipality in the past, which were located in 3 different counties. Furthermore, the municipality has an active open pit mine, several open pit lakes and a large military training area. Thus, the travel distances between the individual districts are very	Planning of new service <ul style="list-style-type: none"> Time consuming public procurement process 	<ul style="list-style-type: none"> costs of this kind of service is very high and this aspect limits the expansion poor functionality and flexibility of 	<ul style="list-style-type: none"> Costs of this kind of service is very high and this aspect limits the expansion. As actually no software are used 	<ul style="list-style-type: none"> Number of starting stop has been reduced in the years because of declining



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
	<p>long. There is no real center of the municipality. The railroad connection of the municipality is not in the central place.</p> <ul style="list-style-type: none"> The bus connection should link the local villages and provide access to the railroad stations from all local villages. 		<p>the software used to manage Telebus, also to give a better information to passengers</p> <ul style="list-style-type: none"> poor information to passengers the buses used are not updated if compared to the rest of the fleet the covered area is only suburban and it is not planned to cover the rural areas around the city 	<p>to manage reservations; it is necessary to increase the performance of the Prontobus services giving a better information to passengers in order to improve the user information and thus increase the use of services.</p> <ul style="list-style-type: none"> It should be necessary to adopt more modern buses that actually are not updated if compared to the rest of the fleet. 	<p>economic resources</p>
HOW CAN YOU REDUCE THE PROBLEMS?	In the pilot project, two minibuses with drivers were used on a total of five routes to take citizens from the villages to the main town of Boxberg and back again after an	<p>Precise planning</p> <ul style="list-style-type: none"> The challenge is in the precise planning 	<ul style="list-style-type: none"> having focused on the efficiency and reliability of the 	<ul style="list-style-type: none"> The DRT services are the only real way for serving 	<ul style="list-style-type: none"> It is possible to provide



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMOBIL project)
List and explain the recommendations	<p>appropriate stay. The times had been arranged in such a way that there was a connection to the railroad, as well as taking into account the opening hours of the bank, pharmacies, municipal administration, retail shops, etc.</p> <ul style="list-style-type: none"> Since the acceptance was not as large as hoped, the considerations go meanwhile further. Next, the municipality plans to establish a ring line. This is to drive to and connect the community parts several times a day on several working days. Discussions are taking place between the municipality and the responsible transport association. 	<p>of the pilot project itself to meet all the route requirements, timetables and technical specifications of the vehicle. This is, of course, related to the precise public procurement process, which is time-consuming for legislative reasons and can be the biggest obstacle to implementation in short-term projects. At this point, the project partner's experience with these processes is valuable, and if he does not have them, consultation with those who have already implemented a similar process is recommended.</p>	<p>service, taking care of the aspects related to the interchange with the major public transport networks has been awarded with a large and growing usage of the system</p> <ul style="list-style-type: none"> MPK has reached a consideration similar to that which will lead to the pilot project in Modena: a better information to passenger (potential or actual) could improve the usability and the access of a DRT service. MPK is going to change and implement the software used to 	<p>low-density rural or urban areas and connecting them with the main transport networks.</p> <ul style="list-style-type: none"> DRT services are expensive, but globally the balance is positive considering the amount of traditional public transport services that should be necessary to cover the same areas and give a similar level of service. The satisfaction of users is high and despite the progressive reduction of public economic resources for local 	<p>alternative to ordinary public transport even in night hours at a vastly lower costs than those of ordinary services.</p> <ul style="list-style-type: none"> In recent years was restored the night ordinary service (until midnight) to the main bus trolley bus line in Modena, but the number of users has proved to



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMOBIL project)
		Technical planning itself is recommended to consult with stakeholders from the beginning, so it is possible to avoid problems in later stages.	<p>manage information, primarily to increase the passengers information, focusing principally for those that could access to the service without a previous reservation</p> <ul style="list-style-type: none"> it is confirmed that the DRT are probably the only real way to serve low-density areas and to connect them with the general services and the main public transport services 	<p>public transport, the most of the Prontobus services are still active after about 13 years of operations.</p> <ul style="list-style-type: none"> Involve small transport companies or the taxi service as subcontractors to provide DRT services can lead to a significant reduction in operating costs. 	<p>be very low so that the service has been removed. This reinforces the idea that a service such as a night taxi is appropriate to the needs of a city with the size of Modena.</p>
TRANSFERABILITY	The pilot project has ended. A continuation is also not legally possible at the moment, as the approval of the bus routes was only project-related.	Unfortunately, demonstration activities will not continue in 2022 due to a significant	2005: Krakow decided to implement innovative, flexible public transport based	The Prontobus on-demand service has been active in the Castelfranco Emilia	Over the years, the service has evolved; in December 2021,



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMOBIL project)
	<p>The lessons learned will continue to be used. The municipality would like a modified continuation. A permanent, i.e. not temporary, ring line is to be established. Alternatively, a modified continuation of the project lines would be conceivable, especially in cooperation with other municipalities in the region. Here there is interest in the project results and also discussions in which form a continuation of the project could be possible.</p> <p>The State Office for Roads and Transport will receive the evaluation carried out during the project in order to be able to incorporate any potential for improvement that is discovered into the future planning of the route network in the district (or in Saxony as a whole).</p>	<p>reduction in the re-calculation for public transport, which was affected by both the COVID-19 pandemic and the current war crisis in Ukraine.</p> <p>However, the plan to provide transport services on pilot lines is set out in two strategic documents of the South Bohemian Region, namely the Transport Services Plan for 2022-2026 and the South Bohemian Region Tourism Development Concept for 2020-2030.</p> <p>The most important lessons are:</p> <p>Precise planning: which is described above.</p>	<p>on the experience of Genoa's DRINBUS.</p> <p>June 2007: The service covers three districts: Rybitwy, Podwierzbie and a part of Biezanów. This area consists of residential and industrial zones of low population density. Conventional service here is not efficient and runs infrequently.</p> <p>March 2009: Following the request of both already gained and potential clients the operator doubled the DRT network, covering Płaszów district.</p>	<p>Municipality since 2006. The new software was tested during September 2017. At the end of September, the software started to be implemented in the small municipality of Castelfranco Emilia. At the end of October, all the (minor) bugs were solved and all the tests were successfully completed without errors. In June 2018, the software was extended also to the small municipality of Mirandola.</p>	<p>a new experimental taxibus service designed by Amo is made possible thanks to EU funding under Youmobil.</p> <p>The taxis will have a pre-established route, on the model of the festive taxibus, on three lines: the Blue Line (Ganaceto-Lesignana-Villanova-Albareto-Stazione FS-Autostazione-Piazza Matteotti), the Red Line (Marzaglia-</p>



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
		<p>Cooperation: is necessary from the planning phase, through the implementation part to the evaluation. If the project is collaborated from the very beginning, then it is perceived better and thanks to compromises it can be done to suit more target groups. In addition, if stakeholders are involved in the project, the scope of the project far exceeds the scope that only the project partner would be able to implement. Specific examples include: disseminating information to the population, quickly approving and allowing</p>			<p>Cittanova-Cogmento-Baggiovara-Piazza Matteotti-Autostazione-Stazione FS), the Green Line (Portile-Paganine-San Donnino-San Damaso-Piazza Matteotti-Autostazione-Stazione FS).</p> <p>The service is managed by Seta, the sole manager of the local public transport service in Modena, and assigned, like the other taxibus services, to the</p>



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
		<p>exceptions for traffic on municipal roads, where the operation of large vehicles is normally prohibited, providing facilities for drivers.</p> <p>Public campaign: An appropriately targeted advertising campaign is the basis for the success and usability of a pit project. It is important to always target your campaign appropriately so that it reaches potential users of the service. A contact campaign involving the direct communication of information to the end user proved to be the most appropriate in public transport.</p>			<p>Modenese Taxibus Consortium Co.Ta.Mo.</p> <p>After an experimental period of several months within the European project, the continuation of the initiative will be evaluated on the basis of the results obtained.</p>



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMOBIL project)
		Stakeholders from the local government environment (mayors and their communication channels to the municipal area - by the way, personal communication in the local pub has great potential) and stakeholders from the destination management environment play an irreplaceable role in this. The project also tested online advertising on social networks, however, a personal survey among passengers showed that the contact campaign was more effective.			



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOUMBIL project)
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	<p>The Covid pandemic had a very decisive, but difficult to measure, impact on the pilot project.</p> <p>First of all, the project had to be greatly reduced. Similar but regionally adapted supplementary mobility services were to be tested in several municipalities. Legally possible and from the point of view of infection control, only this action seemed sensibly implementable.</p> <p>Nevertheless, some people did not use the service for fear of infection in the minibus.</p> <p>Unvaccinated persons could not use the service during the pilot period because no test center was available in the starting locations, but a test was mandatory for public transport.</p> <p>Facilities could not be visited without an appointment. However, it was obviously difficult to get appointments within the travel times of the service offer. Therefore, fewer people took advantage of the offer because matters simply could not be taken care of at the destination.</p>	<p>The COVID-19 pandemic affected the winter part of the project, when after the 4th Operating Day the ski resorts in the destination were closed and during the following months the movement of inhabitants was restricted first only in the cadastre of the village, then in the district cadastre. Despite these significant limitations, when the line did not serve the primary target group of winter tourists, it proved useful for the secondary group of locals, when it provided basic weekend transport services in places where it was missing. The occupancy of the line corresponded to the less busy already established lines at the time of the covid and</p>	N/A	N/A	<p>Due to the pandemic, and especially to the curfew measure after 10 p.m. in Italy, the night taxibus service has been discontinued for several months, and the start of the new services financed by the YOUMBIL project have been postponed until December 2021</p>



WHERE? Territory involved	Municipality of Boxberg in the Upper Lusatia region of Saxony	South Bohemia (Czechia)	Krakow, Poland	Province of Modena	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Good practice	Good practice	Good practice (YOU MOBIL project)
		proved the usefulness of this line as well. The summer part of the project was only partially affected by the necessary restrictions, such as wearing respirators, which from experience affected the number of passengers by about 15% in the already established public transport system.			

Infomobility

WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
WHAT? Name of the action	D1 - Strategy for Bus-stop development and real-time bus	D2 - Strategy for Raising awareness on public transport	D3 - App to supply real time info for DRT service booking	D4 - Promotion and raising of awareness	D5 - Infomobility - carrying out a traditional	D6 - Implementation of the passenger information system



WHERE?	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Territory involved						
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
HOW?	information system realization				communication campaign	(GPS transmitters, app, interactive kiosk)
Describe the operative phases of the actions	<p>Information system:</p> <ul style="list-style-type: none"> Cooperation with the PT operator and regional road operator Searching for proper technology and company dealing with Information systems Investigating compatibility Purchase and installation 	<ul style="list-style-type: none"> Updated website content on the own website and on the stakeholders website Publicity campaign involving professional agency 	<ul style="list-style-type: none"> (October 2016) Definition of the functionalities of the software system to be implemented in the pilot project jointly with the stakeholders (mainly the Primary Stakeholders who are the users of the DRT service) and with the call center that manages the reservations of the on demand service (March 2017) Execution of the public procurement for the selection of the software system provider; an essential and winning point was the request to offer additional elements 	<p>The launch of the planned “Public Transport of Vysocina” conception will be accompanied by a wide-range publicity campaign, using various communication channels in order to reach all relevant target groups and stakeholders (printed media, internet, radio, social networks, etc.).</p>	<p>1- Considering:</p> <ul style="list-style-type: none"> size of the territory Population Number of new buses Involvement of stakeholders Tourist attractions in the area <p>2- Material preparation:</p> <ul style="list-style-type: none"> Leaflets for every household Leaflets and posters for public places - bulletin boards, shops, pubs, etc. Posters and timetables for stops, train stations 	<ul style="list-style-type: none"> The choice of the contractor system (public procurement) Creation of a train traffic tracking application, installing info kiosks, launching the system Placing the application in the “Google store” (free download) Application tests Analysis of user comments and remarks <p>Other important steps:</p> <ul style="list-style-type: none"> Precise technical specification. Workshops for stakeholders. Public procurement



WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
			<p>respect those provided in the technical specifications rather than requiring a discount on the economic part</p> <ul style="list-style-type: none"> • (May 2017) Starting of the development of the system software with a continuous and reciprocal feedback between the supplier and aMo to ensure the respect of the technical specifications • (August 2017) Test phase of the software system performed before from aMo and then from the call centre • (September 2017) Starting of the pilot with all the 		<ul style="list-style-type: none"> • Railings in on-board train connections • Workshop with stakeholder • Mutual advertising of the pilot bus and tourist destinations in the area • Media advertising - radio, local press <p>3- Printing materials - supplier selection</p> <p>4- Distribution of materials</p>	<p>process for purchasing equipment and services.</p> <ul style="list-style-type: none"> • Installation and testing of GPS transmitters, mobile app and kiosk. • Publicity campaign.



WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
			functionalities available for call centre and users			
WHO? List the organisations that has been/is in charge of the action	not confirmed yet (contracting in March)	not confirmed yet (contracting in March) Prober Consulting Ltd. is in charge of the publicity campaign.	aMo, Supplier of the software system, Call center	The “Public Transport of Vysocina” system is being developed by the Vysocina Region in close cooperation with external experts (KPM Consult), joint-stock company, based on the public procurement contract concluded on 15 January 2015.	The contractor is JIKORD s.r.o. - South Bohemian Transport Coordinator.	Mazowieckie Voivodeship and Mazowieckie Railways are in charge of this action
WHEN? Insert start date - end date	The real time passenger information displays were installed between May 28, 2019 and May 29, 2019	The real time passenger information displays were installed between May 28, 2019 and May 29, 2019	Start date: October 2016 End date: August 2017	Start date: 1 March 2017 End date: 30 June 2018	1/3/2018 - 31/7/2018	1 August 2017 - 31 July 2018
HOW MUCH?	Information system: € 25,000	Szszbmo: € 4,650 Nagykálló: € 9,000	The software system: € 39,900	Still unknown	Campaign promotion costs: € 6,000 (85% is	Information system: € 40,000



WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
approx. cost of the action					paid by EU - ERDF and 15% by the owner of the South Bohemia Region).	
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	<p>Public Transport is not comfortable, there are no passenger information system. A huge portion of citizens is moving to Nyíregyháza to avoid commuting.</p> <p>Other problems:</p> <ul style="list-style-type: none"> • long approval procedures at region administration and public procurement procedure • absenting transmitters in PT vehicles 	<p>It is difficult to convince the population to convert habits (shift from car towards Public Transport).</p>	<p>The main problem was to produce accurate technical specifications that respect the indications of the stakeholders and the needs of the call center and that which provided for all the features required by the project.</p>	<p>The main problems are in general the same of the other actions, in particular the decrease of number of passengers using public transport, due to the mistrust.</p>	<ul style="list-style-type: none"> • it would be necessary to specify the timetable and the localisation of the new bus stops but they cannot be mentioned until the operator is selected and the tender aspects are discussed. Moreover, regarding the bus stops, the agreements with the transport inspectorate of the Police of the 	<p>Little awareness among travelers of the existence of this type of project.</p> <p>Some travelers think that the project covers all railway lines in Mazovia, so these users give negative feedback and comments that weaken the app's rating.</p>



WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
					<p>Czech Republic were necessary</p> <ul style="list-style-type: none"> It may happen that the campaign will not have the desired impact. 	
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations.	<p>Providing comfortable public transport services, the vast majority of the inhabitants will choose and use public transport facilities over cars or moving-to-Nyíregyháza.</p>	<p>Elements of awareness raising strategy should be creative, which attracts potential PT users. Activities should contain novel solutions, which differs from the ordinary technics.</p>	<ul style="list-style-type: none"> Sharing as much as possible the definition of the functionality of the system with who will use it Being as accurate as possible in defining technical specifications During the tender, if possible, requesting prototypes of what will be developed; this helps to get a better idea of the competitor's capabilities Being open to additional and 	<p>The campaign will promote PT as a high-quality alternative to private car for all population groups and highlight main advantages of the new system, such as the improved offer of connections as well as tariff unification that eases interchanges (no need to buy a new ticket or to pay a surcharge). The campaign will aim to:</p>	<ul style="list-style-type: none"> A timely launch of all process steps and pre-preparation of the materials for printing, with the acceleration of additional information added. As part of RUMOBIL's promotion, we have established close co-operation with mayors who have offered 	<p>We have not technical problems with the project.</p>



WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló		Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)		Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
			<p>supplementary proposals from service providers</p> <p>The pilot experience is achieving good results, in consideration of the increase of the number of passengers. Moreover, more local public bodies of the Modena Province has already requested the implementation of the RUMOBIL SW for DRT in their own territories. In particular, in Mirandola (Modena Province) the implementation of the RUMOBIL system is starting and it will be extended to all provincial areas with Prontobus DRT service (6 including Castelfranco Emilia).</p>	<ul style="list-style-type: none"> • make the regional public transport more attractive for citizens; • increase the share of public transport in modal split, in particular in areas of rural character; • increase number of passengers using regional public transport services. 	<p>dissemination of information by all available means (local radio broadcasting, location of info materials in public places, publications in local publications).</p> <p>Cooperation on advertising was offered also by Czech railways, because they consider pilot project consisting of connecting bus and rail traffic useful.</p>	
TRANSFERABILITY	Within the framework of the project, 4 pairs of modern bus stops were built in Nagykálló, for which the Self-government of Szabolcs-Szatmár-Bereg County is also provided digital		The pilot is still working. The system introduced in the Pilot in the DRT service of Castelfranco Emilia was extended also to the other 5 DRT	N/A	Only two years. We learned that the most important and effective is a	The pilot was continued until 2021. In addition, other railway lines operated by Mazowieckie Railways were



WHERE? Territory involved	Szabolcs-Szatmár-Bereg County / Nagykálló	Castelfranco Emilia	Vysocina Region	South Bohemia	Mazowieckie Voivodeship
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
	<p>information panels for real-time passenger information.</p> <p>Following the installation of state-of-the-art passenger information devices, real-time, dynamic, expected and/ timetable arrival information for scheduled bus services equipped with an on-board computer (OBU) with passenger information function is currently provided.</p>	<p>services in the province of Modena and also in these services the pilot is still operative</p>		<p>personal campaign in the region</p>	<p>included as part of the train tracking system. Increasing the number of connections on the railway lines covered by the pilot project.</p>
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	<p>Public transport has been affected by the epidemic as in many other sectors, but the return to the original state is much slower than the sudden loss of passengers. The sudden rearrangement of habits also had a significant impact on everyday mobility, its volume, its chain and the means of transport used.</p>	N/A	N/A	<p>The operation in 2021 was interrupted due to lack of finances, but strategy documents of development of public transport calculate with reoperating this line in the future</p>	<p>Covid-19 had no effect on the pilot.</p>



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
WHAT? Name of the action	D7 - Integrated online journey planner	D8 - Multimodal journey planner tool (MMJP)	D9 - Smart mobility concepts for flexible on-demand travel solutions
HOW? Describe the operative phases of the actions	<p>The first step of the pilot implementation was a preparatory phase. It started in January 2021 after signing an agreement between the UMWW and the external expert - an IT company Medway sp. z o.o. The expert conducted consultations with the stakeholders regarding their experiences and demands on the pilot's topic. In March 2021 the external IT expert prepared a detailed "Concept of software development of the Transport Department". The results were presented during the expert workshop "Digitalization applied to Public Transport in rural regions: MaaS and other IT solutions" held on-line on 29 June 2021 as part of the deliverable D.T2.2.5 "Documentation of an expert workshop on IT tools to promote seamless journey planning". In January 2022 external expert - the IT company TDC sp. z o.o. was contracted. The contractor was obliged to prepare following products:</p> <ol style="list-style-type: none"> 1.Pre-implementation analysis. 2.IT basic module created in the system MySQL and with standard WCAG 2.1.(frontend). 	<p>The aim of the Osijek pilot is to improve and integrate information on public transport and other mobility services. According to the requirements identified during the co-design process, the value proposition for the Osijek pilot is to improve accessibility to the network and multimodality through digitalization. The solution focuses on citizens as target groups, that can be segmented according to their mobility habits. Customer relationships considered for the pilot service are represented mainly by the online support system for testers, that is supposed to be maintained and expanded during the start-up phase and beyond.</p> <p>The initial objective of the Osijek pilot was to develop innovative</p>	<p>The pilot was initially planned in the DRT service of Castelfranco Emilia but has been implemented in all the 6 DRT services (Castelfranco Emilia, Modena, Carpi, Mirandola, Pavullo, Maranello) of the Province of Modena.</p> <p>The intention of the RegiaMobil pilot, that is an evolution of the RUMOBIL pilot, is to integrate the DRT public transport services, which by their nature are typically not manageable in travel planning activities, with other modalities such as ordinary public transport on buses, rail transport and also other modalities collateral to public transport such as electric bike or scooters rental.</p> <p>The idea behind the aMo pilot project is therefore to expand the functions and use of the app that was developed in the RUMOBIL Project, thus making it a travel planning tool that does not focus only at the on-demand services but also able will be able to provide information on mobility services connected to DRT services.</p>



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
	<p>As part of the module, the data storage system will be modified to a relational database. Data stored in the NoSQL database will be migrated to the newly created database. On the publicly accessible part of the platform, the WCAG 2.1 standard will be implemented. The platform will be migrated from a cloud service to a physical server purchased by TD and installed in the UMWW server room (its specification is presented in the chapter "Hardware infrastructure"). An extended ACL system will be implemented, which will allow more extensive user management and the possibility of supporting future modules that will extend the functionality of the Transport Platform will be introduced.</p> <p>3.Data base of bus stops.</p> <p>As part of the pilot, a bus stop management module will be developed. A Google Maps mechanism will be implemented, allowing to determine the position of a bus stop on the basis of a satellite image. Stops coming from the RJA system will be imported. As part of the Transport Platform, a tool for moderation of newly added stops will be developed. A parameter "Bus stop administrator" will be introduced, which will indicate the administrative manager of the bus stop in reality and will allow this</p>	<p>solutions for the three problems: connections between less densely populated areas and the City of Osijek, lack of integration between different mobility modes and lack of mobility services adjusted to students and vulnerable groups. To address recognized mobility challenge one solution have been identified a multimodal journey planner tool (MMJP). The MMJP tool is developed on the open-source platform Digitransit by the active cooperation of the external IT experts. As the pilot elements in Osijek region had a demonstration character, and the development process considered and included relevant experience from other pilot regions, the results have potential in terms of contribution to the implementation of innovative mobility service on a transnational level.</p>	<p>Then the system developed inside the RUMOBIL project was developed in a MaaS direction adding new functionalities related to the connections with ordinary public transport services (train and buses) in order to give a better user experience to the users but also to the drivers of the DRT services that are able to supply a better service than before</p>



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
	<p>manager to modify the name of the bus stop or to move its position (if it is necessary to create a temporary bus stop).</p> <p>4.Application for mobile devices.</p> <p>A module introducing full support for mobile devices, so that it fully adapts to the screens of all these devices.</p> <p>The IT application should be ready to the end of May 2022 at the latest. The IT company is obliged to provide a technical support for three years. Large display with passenger information based on the data collected in the IT application is to establish at the intermodal train-bus station in Puszczykowo, a small town in the rural area on the border with the Wielkopolski National Park.</p> <p>After confirming security of the product, it will be tested by the external IT in a working environment if all functionalities contracted are available and active. After that the service will start for public use. The application will not be publicly available for download from mobile application shops (installation on devices will be based on the APK installation package provided). The users of the application will have to have an account within the</p>		



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
	<p>Transport Platform, to which they will log in during activation of the application.</p> <p>The Contractor guarantees a technical support for three years from the date of launching. The warranty includes removing of all failures, multifunction, defects and dysfunctions in the IT application. Critical failures have to be removed till 8 hours from the moment of notification. Other failures have to be removed till maximal 4 days from the moment of notification. Due to the fact that possible sensitive data is stored on servers, the guarantor ensures that, in case of hard disc failure, the hard discs are replaced, leaving the broken components at the customer's premises.</p> <p>In the future, a ticket purchase functionality or a card as an e-wallet could be embedded within this IT application. The implementation of ticket purchase could be based on existing operator services, which would be extended with the necessary communication API. For smaller carriers who do not have an on-line ticket purchasing system, such a system should be implemented. Thanks to such a function, after searching for a connection taking into account transfers, the user could purchase a ticket for all the means of</p>		



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
	transport included in it. In this application it would be possible to create a functionality related to counting the number of passengers, or more precisely, how many passengers got on and off the train at a given station.		
WHO? List the organisations that has been/is in charge of the action	1.The Marshal Office of the Wielkopolska Region and local government units in the region responsible for organization of the public transport. 2. Public transport carriers (ca. 100 local bus providers and 2 regional railway providers)	City of Osijek, Gradski prijevoz putnika d.o.o. (local PTO, car share and bike share operator), HŽPP, Flixbus d.o.o., Bolt d.o.o.	<ul style="list-style-type: none"> • Public transport Operator (Seta) • Call Center (Holacheck/Seta) • aMo
WHEN? Insert start date - end date	January 2021 - May 2022	12/20-06/22	Start date: November 12, 2021 End date: still working
HOW MUCH? approx. cost of the action	The cost of the whole application, technical support of it an PI screen is ca. 52 600 EURO.	Application for the multimodal journey planner 50.660€ (85 % is paid by EU - ERDF and 15 % by the City of Osijek)	€ 20.000
WHAT ARE THE PROBLEMS?	The biggest challenge was to find an external IT expert who is a key actor to obtain a high quality and functional service. After several probes the	<ul style="list-style-type: none"> • The City of Osijek has tram, bus, and rail transport services available. However, availability 	All the problems in the pilot implementation were caused by the COVID-19 which resulted in the delay of the pilot's departure.



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
List and explain the main problem tackled or to be tackled	external experts were found via a public procurement process which was rather long due to inner procedures and the CoV situation. Additional problem was a growing price of external service in the field of IT technologies. It means that in the range of the Interreg Central Europe Program budget less ambitious goals regarding the IT projects can be achieved if there is no substantial support from other sources. There is also not a big spectrum of IT companies on the local or even national market which are experienced in work for solutions in public transport.	decreases with the distance from the City of Osijek. Contracts for the operation of lines through the municipalities in the County are awarded by the County in a tender procedure. However, there is a lack of PT operators' interest for line operation in less populated areas. Therefore, inhabitants of these parts of the County are dependent on their own motorised vehicles. For students and elderly (groups without a valid driving licence) it presents a crucial mobility problem	It also caused a change of strategies by the Municipality of Castelfranco Emilia which did not install the bike station envisaged within which the electric rental e-bikes would have been installed to be integrated into the RegiaMobil app. Then the RegiaMobil app has been developed without the e-bike rental integration
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations.	The contractor agreed to create the application with updated data base with transport stops in an express period.	One of the main goals of the REGIAMOBIL project is to create a service hub aiming to link traditional services to flexible and shared services in the demo region by integrating information. With the implementation of the service hub pilots contribute to a transnational output, the service	The pandemic was an unexpected problem and it is difficult to indicate how it is possible to limit the criticalities introduced by an event that had never occurred before and which hopefully will never happen again. The modularity with which the RUMOBIL system and therefore RegiaMOBil was designed meant that not



WHERE?	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Territory involved			
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
		<p>hub has three components and partners responsible for demo sites will contribute to each of them:</p> <ul style="list-style-type: none"> • Component 1: guidelines for cities and regions for the implementation of digital ecosystems and digitalized innovative mobility services • Component 2: open-source code developed at pilot level for the different pilot sites, and made available to third parties on a common repository • Component 3: guidelines for policymakers and planners on digitalization of mobility services in Osijek urban agglomeration region <p>Components 1 and 3 will provide the guidance to implement</p>	<p>having introduced integration with e-bikes did not cause any particular problems. Designing modular systems, which can be easily integrated or modified over time, is certainly a strategy to be adopted in order to avoid even totally unexpected problems.</p>



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
		digitalized services at local and regional level. Component 2 will make developed software to be open in order to allow third parties to use it for the implementation of new digital services in their regions (e.g., MMJPr).	
TRANSFERABILITY	<p>The service will be monitored by its owner - the UMWW- by collecting information about users of the service as well as by feedback getting from the local transport organizers and providers. Statistical data will be obtained from the system and analysed periodically.</p> <p>Both counties and communes collect their own transportation data and can share them with the UMWW. They could also obtain data from the UMWW's data base created during the pilot action. One of the crucial cooperation ought to be provided with the local authorities of the commune Puszczykowo, where a large display with passenger information will be installed.</p> <p>The journey planner can be used by every passenger and the applied technical solution can be implemented everywhere in the world.</p>	N/A	<p>The pilot is still active and will continue to operate even after the end of the RegiaMobil Project as it has become a structural infomobility system for DRT services in the province of Modena.</p> <p>The new system introduced was very appreciated by the users of the service but also by the drivers.</p> <p>Providing infomobility tools updated in real time is now an obligation in order to provide an increasingly better user experience, especially in contexts where there is a combined use of different systems such as DRT services and ordinary public transport services. In fact, it should be emphasized that most of the journeys made with DRT services are in connection with ordinary public transport services on bus and train.</p>



WHERE? Territory involved	Wielkopolska Region	Urban agglomeration Osijek (City of Osijek)	Province of Modena
Type of input	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)	Pilot experience (REGIAMOBIL)
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	Due to the problems connected with the Covid-19 the original workplan was fallen apart and the tender for an external IT expert was published first in November 2021. So preparation of the product was delayed several months than planned.	N/A	As previously mentioned, COVID-19 caused a delay in the execution of the pilot and caused a revision of its contents. Fortunately, it was still possible to carry out the pilot and the reduction of functions (connection with the rental of e-bikes) was compensated by having extended the pilot to all 6 DRT services in the province of Modena.

WHERE? Territory involved	Wroclaw	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
WHAT? Name of the action	D10 - iMPK - Vehicle tracking	D11 - Qualist- Quality of life in small towns	D12 - Europe-Wide Platform for Connected Mobility Services (MOBiNET)	D13 - oneTRANSPORT™	D14 - RAMSES-Platform, on-the-go-rural mobility 2.0
HOW? Describe the operative phases of the actions	IMPk application contains information about the location of all public transport vehicles operated by MPK Wroclaw.	Development and implementation of measures to respond on negative impacts of demographic and social change in small towns. These measures were aimed to improve the quality of life of the existing inhabitants	MOBiNET is a European e-marketplace of mobility services for business and end users. At the core of MOBiNET is a platform providing components and tools that enable interactions between users	The oneTRANSPORT Data Marketplace is an open, standards-based environment that both public and private sector organizations are using to publish their data, where it can be discovered,	The RAMSES on-the-go platform provides not only an intermodal trip planner and ticketing for users of rural transportation services but also specifically aims at empowering small-scale providers of mobility



WHERE? Territory involved	Wrocław	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
	<p>The application, based on the GPS position, gives the passengers the opportunity to track public transport vehicles, check if they run according to the schedule, see the type of the bus or tram and download the timetable for the specific stop directly to the mobile phone. Passengers can also use the timetable with the information about possible transfers.</p> <p>The purchase of the application fell within the scope of the large-scale investment related to the launching of the dynamic passenger information system in Wrocław (installation of more than 220 electronic boards at bus stops, equipping almost 600 vehicles with</p>	<p>and to raise awareness to attract potential new residents. The QUALIST project has the following objectives:</p> <ul style="list-style-type: none"> • Location information/presentation system • development and implementation of presentation tools to improve information and raise awareness of target groups about advantages and potentials of living quality in small towns. • Implementation and extension of location information system (WohnWeb 2.0) • Implementation of model "Ambassadors of small town regions". • Qualification for the location agents in public authorities. 	<p>and suppliers of mobility services.</p> <p>The MOBiNET e-marketplace allows content and service providers to exchange transport and mobility services for new or third-party service development. MOBiNET provides:</p> <ul style="list-style-type: none"> • A comprehensive Europe-wide directory of mobility and transport-related data and services • An e-marketplace as an e-commerce network linking content providers, service providers and end users • Traveller assistance tools for service roaming and virtual ticketing • Third-party service composition to discover and add content and services to existing products • An "App Directory" and smart Communication 	<p>consumed and used in any kind of application or service.</p> <p>Data owners can "publish once, distribute to many". Organizations can: consume city and transport-related data that was previously inaccessible or too siloed; distribute and gain access to both static and real-time data via an open, cloud-based platform; discover and consume any data via a single interface with terms that support the open use of data; as the platform does not require exclusivity or copyright to published data, the organizations can use and distribute their data through the means they prefer.</p> <p>The oneTRANSPORT Data Marketplace enables integrated operations and efficient use of infrastructure. New services</p>	<p>services in rural areas, e.g. voluntary community transport providers. A low cost, integrated solution supports them in organizing, operating and marketing their services. From the point of view of the advantage to the society, the platform provides access to a wider range of mobility options, better integration, and consequently less dependence on cars and lower environmental impact.</p> <p>On-the-go digital platform, which includes on-demand, peer-to-peer, scheduled and non-scheduled services in rural areas. The components of the platform are as follows:</p> <ul style="list-style-type: none"> • A routing assistant • Multimodal trip planner • Driver shift planning



WHERE? Territory involved	Wrocław	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project) on-board computers etc.).	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
			<p>Manager for end-user devices</p> <ul style="list-style-type: none"> • A Service Development Kit to enable easy creation of new user services 	<p>can be enabled that facilitate the movement of people and goods and improve quality of life. The Marketplace supports connections with public and private data systems and is especially suitable for data from sensor networks and the Internet of Things. Securely stores published data and makes it available through open APIs that conform to the global oneM2MTM international standard. Facilitates collection of access fees for data publishers while also enabling free data distributions where applicable.</p>	<ul style="list-style-type: none"> • Vehicle and fleet management • Accounting • Monitoring • Communications
WHO? List the organisations that has been/is in charge of the action	MKP Wrocław	<ul style="list-style-type: none"> • Department for Transport in the Ministry of Economic Affairs and Labour of the German region Saxony, Lead Partner (D); • District of Vogtland (D); 	<ul style="list-style-type: none"> • Rasmus Lindholm, ERTICO ITS Europe. The consortium includes 33 partners, among them: CRF (Centro Ricerche Fiat), Volvo, Transport 	<ul style="list-style-type: none"> • InterDigital Europe. The consortium includes 11 partners: Arup, InterDigital Europe, Buckinghamshire County Council, Clearview Traffic Group, 	<ul style="list-style-type: none"> • Berlin University of Technology, Dept. Work and Technology



WHERE? Territory involved	Wroclaw	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
		<ul style="list-style-type: none"> • Municipality of Oelsnitz (D); • Municipality of Adorf (D); • ZVON, Transport Federation Upper-Lusatia-Lower-Silesia (D); • Government of lower Austria, Dept. RU7 “traffic and transport affairs” (A); • Association Interkomm Waldviertel (A); • Municipality of Horn (A); • Euroregion Silva Nortica (CZ); • A.R.D. Central s.r.o. (CZ); • Municipality of Sankt Martin (A); • Municipality of Slavonice, associated partner. (A). 	for London, Allianz, Xerox, Tim	Hertfordshire County Council, Highways England, Imperial College London, Northamptonshire County Council, Oxfordshire County Council, Traak Systems and World Sensing	



WHERE? Territory involved	Wroclaw	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
WHEN? Insert start date - end date	The iMPK application (2014) is a development and improved version of the MPK Wroclaw mobile application created in 2013.	Start date: 01-07-2010 End date: 30-06-2013	Start date: 1 November 2012 End date: June 2017	2013 - Ongoing	Start date: 2016 End date: N/A
HOW MUCH? approx. cost of the action	Costs: ~ € 23,000,000 (entire development action)	Costs: € 1,878,700	Budget: €15,600,000 (€11,000,000 funded by EU)	Budget: £3,500,000 (partially funded by Innovate UK)	-
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	<ul style="list-style-type: none"> Implementation cost of the application and its maintenance; Application malfunctions; Scheduled arrival times (estimates) are not always accurate enough. 	The results will be visible in the long term.	The project addresses the current frustration that widespread deployment of ITS services is hindered by the complexity of the real world of mobility information and infrastructure, which e.g. prevents seamless coverage of services across borders throughout Europe.	<p>City budgets are under pressure in absolute terms and in relation to budgetary ring-fences around education, health and welfare services. The financial squeeze led many of the early smart city projects to tackle quick-win, point solutions with a clear, near-term return on investment.</p> <p>City managers are beginning to see that their initial focus on quick-win, standalone solutions is costly to maintain and difficult to</p>	Public transportation in rural areas needs to cope with structural difficulties of low population densities, high car ownership and an aging rural society



WHERE? Territory involved	Wrocław	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
				integrate into a unified smart city operating framework. The strategic challenge is to recognize that each city will manage a growing number of connected assets and data sources. The start-up challenge is to experiment by bringing together a few data streams into a common environment to enable data sharing and application mashups for different use cases. Technology can overwhelm the start-up process and lead to inaction or investment in just a subset of the overall portfolio necessary to sustain multiple smart city services.	
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations.	The application is very popular among passengers and is positively assessed by users. Bug efficiency and reliability of the service, taking care of the aspects	Concerning the improvement of the quality of life in small town, the project showed, with the development and pilot cases, how the increase of the attractiveness of the small towns involved, innovative PT networks,	The MOBINET concept includes five key areas of innovation: <ul style="list-style-type: none"> Federated directory of all European online services for transport and mobility; 	One approach to overcome the technology challenge is to work within a multi-party eco-system. Here, different specialists contribute their relevant expertise within the framework of a common goal and model of cooperation.	Rural areas are characterized by vibrant community life, strong voluntary engagement and collaboration. Local voluntary organizations in many European countries, including Germany, have



WHERE? Territory involved	Wroclaw	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
	related to collaboration with other entities, with applications related to the planning travel in order to exchange experiences and information.	development and implementation of information tools produce real benefits for inhabitants.	<ul style="list-style-type: none"> Identity authentication and management scheme for single sign-on by any user for multiple services; Unified accounting & billing framework, allowing roaming by users & payment clearing between providers; Secure operating environment for in-vehicle and portable devices, offering (for users) a dedicated app-directory and (for service providers) access to all subscribing users; <p>B2B community & marketplace for automatic negotiation of service agreements when adding extra service components and data sources to existing service offerings.</p>	Such an approach combines the best of the public and private sectors.	started to operate community transport services to their villages. The number and types of services is growing steadily. RAMSES is taking these rural mobility services to the next level. Community-driven transportation and other alternative mobility options like bottom-up car sharing rely mostly on face-to-face contact, personal acquaintance and trust; it is largely paper-based, as restricted budgets do not allow implementing IT infrastructure. Building on this first generation of the sharing economy, RAMSES offers an easy-to-use IT application that allows providers to make the most of the local commitment.



WHERE? Territory involved	Wrocław	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
TRANSFERABILITY	iMPK is a dedicated application for mobile devices, modernised and enriched with additional functionality. The new tool was created in response to numerous comments and suggestions from the users.	<p>The lessons learned in implementing these initiatives are of value to other regions with small towns facing demographic challenges. The activities were undertaken with certain key understandings:</p> <ul style="list-style-type: none"> • Mobility must be identified by intelligent, target-oriented concepts • A more attractive town centre features a wide range of leisure-time activities • Quality retail and services improve the quality of nearby housing and the living environment 	<p>MOBiNET plays a key role within the evolution to the Mobility as a Service or MaaS concept. This evolution requires a Europe-wide e-marketplace of mobility services for businesses (service and content providers), public authorities and end users. The MaaS Alliance (http://maas-alliance.eu) currently creates the foundations for a single, open market and full deployment of MaaS services in Europe and beyond. MaaS can only be deployed widely in Europe if MaaS service providers can easily find and access many and various source of mobility, transport and traffic data in each new market location. The MOBiNET Europe-wide mobility e-marketplace's key features offer just such assistance. MOBiNET, one of the founding partners of the</p>	<p>OneTRANSPORT was conceived in 2013 and developed with Innovate UK and private sector funding. It emerged from a recognition that better use of data for transport solutions was required, and for this, technical, commercial and legal frameworks would be needed to enable data exchange across many organisations and individual data platforms. The involvement of the first four local authorities was been funded by Innovate UK, and this part of the project ended in November 2017. Interdigital launched the platform as a commercial data marketplace in February 2018.</p> <p>Outcome and lessons learned:</p> <ul style="list-style-type: none"> • The project has shown how 11 partners have 	N/A



WHERE? Territory involved	Wrocław	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
			<p>MaaS Alliance, provides a beta version of the Europe-wide e-marketplace. The project, having investigated and demonstrated the appetite for such marketplace, could now be used by MaaS pilots and demonstration initiatives in preparation in some EU countries.</p>	<p>successfully worked together without a contract between them, instead using a collaboration agreement for the joint outcomes of the project.</p> <ul style="list-style-type: none"> • There is a lot more data than people believe. However, a lot of data is of low value. There is quite an expense involved in maintaining real-time data feeds. • Local authorities need revenue budgets to keep the data flowing. The main lesson learned is that a sufficient amount of data is needed to carry out the various activities. 	
	HOW THE COVID-19 HAVE	N/A	N/A	N/A	N/A



WHERE? Territory involved	Wrocław	Czech Republic, Germany, Austria	Aalborg, Helmond, Helsinki, London, Torino, Trikala, Trondheim, Vigo	United Kingdom	German state of Baden-Württemberg
Type of input	Good practice (EU project)	Good practice (EU project)	IoT best practice	IoT best practice	IoT best practice
AFFECTED THE PILOT?					

Social cohesion

WHERE? Territory involved	Mazowieckie Voivodeship	Szabolcs-Szatmár-Bereg County / Nagykálló	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
WHAT? Name of the action	E1 - Promotion of public transport as an alternative to private transport (e.g. in the context of environmental protection or cultural institutions)	E2 - Strategy for Raising awareness on public transport	E3 - Services for disabled citizens
HOW? Describe the operative phases of the actions	Cooperation of the Mazowieckie Railway with cultural institutions for cheaper access to tourist and cultural places (e.g. museums) for people who bought a train ticket Activities related to the promotion of PT (leaflets, posters, use of screen to display communication in Mazowieckie Railways trains)	Transnational competition in which it was announced a drawing competition not only to raising awareness on public transport but to involve as much numbers of the population as possible to exclude vandalism	1 st phase - Planning part: <ul style="list-style-type: none"> • Planning of new services for people with reduced mobility 2 nd phase - Design part: <ul style="list-style-type: none"> • Draft design for new infrastructure • Final design for new infrastructure 3 rd phase - Building part: <ul style="list-style-type: none"> • Building of new infrastructure



WHERE? Territory involved	Mazowieckie Voivodeship	Szabolcs-Szatmár-Bereg County / Nagykálló	Žilina Self-Governing Region
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
WHO? List the organisations that has been/is in charge of the action	Mazowieckie Voivodeship and Mazowieckie Railways (Koleje Mazowieckie)	not confirmed yet (contracting in March)	Žilina Self-governing Region is in charge of this action. University of Žilina is the contractor
WHEN? Insert start date - end date	since 2017 - now the sixth edition of this social campaign has been carried out.	N/A	December 2018 - April 2019
HOW MUCH? approx. cost of the action	Small project implementation costs on the part of cultural institutions (entrance tickets with a discount)	Szszbmö: € 4,650 Nagykálló: € 9,000 (as already indicated)	Planning and building costs: € 12,050
WHAT ARE THE PROBLEMS? List and explain the main problem tackled or to be tackled	Little awareness of travelers on this project	It is difficult to convince the population to convert habits (shift from car towards PT)	The main problem is that there are stations with limited access to people with reduced mobility in pilot region.
HOW CAN YOU REDUCE THE PROBLEMS? List and explain the recommendations	Wider carrying out of traditional communication campaign, involvement of cultural institutions	Elements of awareness raising strategy should be creative, which attracts possible PT users. Activities should contain novel solutions	Adequate services for persons with reduced mobility become more and more important in ageing societies. Accessibility benefits everyone - people with health conditions or impairments, people with children, heavy luggage or shopping and older people.



WHERE?	Mazowieckie Voivodeship	Szabolcs-Szatmár-Bereg County / Nagykálló	Žilina Self-Governing Region
Territory involved			
Type of input	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)	Pilot experience (RUMOBIL)
			Technical conditions should allow barrier-free access to every train.
TRANSFERABILITY	Promotional campaign "Railroad to Culture". Anyone who buys a ticket for the Mazowieckie Railways train will receive a discount on admission to cultural institutions (museums, art centers) or to a theater performance	N/A	The pilot continued after the end of the RUMOBIL project. The same approach will be used also in other areas.
HOW THE COVID-19 HAVE AFFECTED THE PILOT?	During the Covid 19 pandemic access to cultural institutions was limited	Public transport has been affected by the epidemic as in many other sectors, but the return to the original state is much slower than the sudden loss of passengers. The sudden rearrangement of habits also had a significant impact on everyday mobility, its volume, its chain and the means of transport used.	Žilina self-governing region did not observe this concrete locality, however, there was a big decrease in the number of passengers in general that occurred during lock-downs and other anti-pandemic measures, together with changes in transport ridership, frequencies, and average fill rates during the epidemic compared to normal circumstances.