

# OUTPUT FACT SHEET

## Pilot actions (including investment, if applicable)

Version 3

Project index number and acronym	CE1332 SMACKER
Output number and title	O.T2.8 - Pilot action implementation Budapest (HU)
Investment number and title (if applicable)	O.I3.1 PILOT ACTION - Pilot implemented in the peripheral area of Budapest (HU)
Responsible partner (PP name and number)	PP7 BKK Support: PP1 SRM; PP2 ITL; PP5 UM; PP9 BOKU
Project website	<a href="https://www.interreg-central.eu/Content.Node/SMACKER.html">https://www.interreg-central.eu/Content.Node/SMACKER.html</a>
Delivery date	30 June 2022

### Summary description of the pilot action (including investment, if applicable) explaining its experimental nature, demonstration character and transnational added value

The Budapest SMACKER pilot action developed, tested and implemented a new web based online service request system for the demand responsive transport (DRT) service, where passengers have direct access in order to book a ride and can follow whether the bus goes on the demanded route. This service was implemented for the local DRT lines, with the main challenge of making a comfortable, online service request system for demand responsive public transport lines and extend the DRT network, which was not possible previously, because of the human resource of the dispatcher centre. The pilot action is in line with main objective of SMACKER, i.e. to reduce the impact of transport on the local environment improving the effectiveness of mobility services and providing innovative solutions such as DRT services to connect peripheral areas EU transport network, cutting down the dependence from the private cars.

The Budapest pilot was built capitalizing on the methodologies and objectives identified through the analysis done at local level on users' needs and behaviours, and includes the activities for the behaviour change campaign, the services offered and opportunities to be exploited (D.T1.2.16). It takes into account specificities of the pilot site, the existing mobility plans, the results from the collaboration with the local LMF (D.T1.2.9), D.T1.2.16), and the local strategies elaborated with the SMACKER scientific partners (D.T1.2.22, chapter 4).

The pilot developed, tested and implemented a new web based online application, where passengers have direct access in order to book a ride and can follow whether the bus goes on the demanded route. They can also have the possibility to cancel or rebook their requests if they cannot ride the pre-booked service. This (web based) application can also be available on smart phones in order to allow for a better access and give bigger flexibility to the users. The (web)application has a backend for the dispatcher, who can follow the bookings and the cancellations. The aim of the application is to automatically advise the respective drivers on their to do list satisfying the trip requests, without direct involvement of the dispatchers.

#### NUTS region(s) concerned by the pilot action (relevant NUTS level)

The Budapest pilot action was implemented in the following NUTS region (NUTS2) and the corresponding sub-region (NUTS3): HU10, Közép-Magyarország - HU101, Budapest.

#### Investment costs (EUR), if applicable

The Budapest pilot includes an investment (WP.I3) which total cost financed by SMACKER is € 66.595,27.

#### Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

The areas interested by the Budapest pilot are located in Budapest's peripheral districts that are low-density built and have recently got a new DRT bus line to have connection to the nearest suburban railway line or that are provided by a fixed bus line of low utilization. These areas are located in the north-western and north-eastern part of the city. Up to February 2020, 7 DRT lines were operated by BKK, the lines were popular, but the existing call-based demand indication system should be replaced with an IT system, because the existing system requires a lot of human resources (operators), not effective, and not comfortable for the users. Furthermore, an IT based system where the demand can be indicated via the internet, is more flexible and more attractive for the users. Especially for users who are not familiar with the internet, the call-based system will be still available in the future too, but the IT system would support the demand registration for the dispatchers as well. It would also enable BKK, the transport operator, to examine the opportunity to extend the DRT network, and increase the usage of public transport in the peripheral areas of Budapest.

The Budapest pilot achieved its main goal, the online service request system was developed, and it is popular both among the passengers and the operator.

Policy makers, transport operators and stakeholders were involved in the pilot activities since the very beginning through the LMF, which led to an uptake of the achieved results at institutional level.

Furthermore, the pilot results were capitalized also in the Regional Action Plan (D.T3.3.6), that was also mainstreamed into local policies (D.T3.3.12).

In a medium-to-long term perspective, the pilot action would enable institutions and authorities to better manage the mobility in peripheral and rural areas, thus meaning further leveraged funds for follow-up projects, investments, additional services and upscaling of pilot results to other areas in the same region.

### Sustainability of the pilot action results and transferability to other territories and stakeholders

As both the users and the transport operator were satisfied with the new system, BKK decided to continue the operation after the pilot end, so the online request system is available for at least one further year after the end of SMACKER (i.e. at least until November 2022). Furthermore, In Budapest, DRT network extension and new DRT methods (e.g.: not route based on) are planned to be piloted. The online DRT service request tool has been linked to BudapestGO, the integrated mobility application of Budapest, launched in February 2022.

The pilot activities and results are capitalized in the Regional Action Plan, that is based on regional and transnational strategies developed in SMACKER WP.T1 and on joint reflection/evaluation on the pilot results achieved through the pilot action developed in WP.T2. The Regional Action Plan serves the Regional Government to support common practices in the area and provides hints for planning a better integration of the peripheral area/s in the regional transport system.

The Budapest pilot has developed an online service request system for the already available demand responsive public transport lines: based on that, the Regional Action Plan provides a standardized but non-exhaustive list of actions and tips to be used to implement an online service request for already available DRT lines, or a new service (in this case, the document only support the online service request system implementation).

The main lesson learnt from the identification of the strategies for overcoming the barriers met during the pilot life is that all the relevant stakeholders must be involved at the very beginning. In order to capitalize this lesson, it is recommended to take care with the proper preparation of the technical description of the development, involving experts from all relevant fields (transportation, IT, legal, etc.), and to invest proper resources in the communication of the new initiative/s.

#### If applicable, contribution to/ compliance with:

- relevant regulatory requirements
- sustainable development - environmental effects. In case of risk of negative effects, mitigation measures introduced
- horizontal principles such as equal opportunities and non-discrimination

The Budapest pilot was implemented in compliance with the relevant regulatory requirements in the area.

It designed and tested an improved transport service system with the aim of complementing the existing transport services, thus paving the ground towards a mixed transport system and targeting the future drafting of municipal regulations for an improved access and use of such services. The main objective was to encourage last mile mobility where train/bus stations are also located, granting therefore accessibility to the capital's transport network.

Strengthening existing public transport services by easing accessibility of public transport system and optimize the use of mobility resources through a DRT service able to satisfy unpredictable (flexible) mobility needs of local population doesn't have negative environmental effects.

SMACKER horizontal principles relate to sustainable development, equal opportunity and non-discrimination, gender equality, positive impact on the environment: all of them were respected and integrated in the pilot action.

References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links

If applicable, additional documentation, pictures or images to be provided as annex

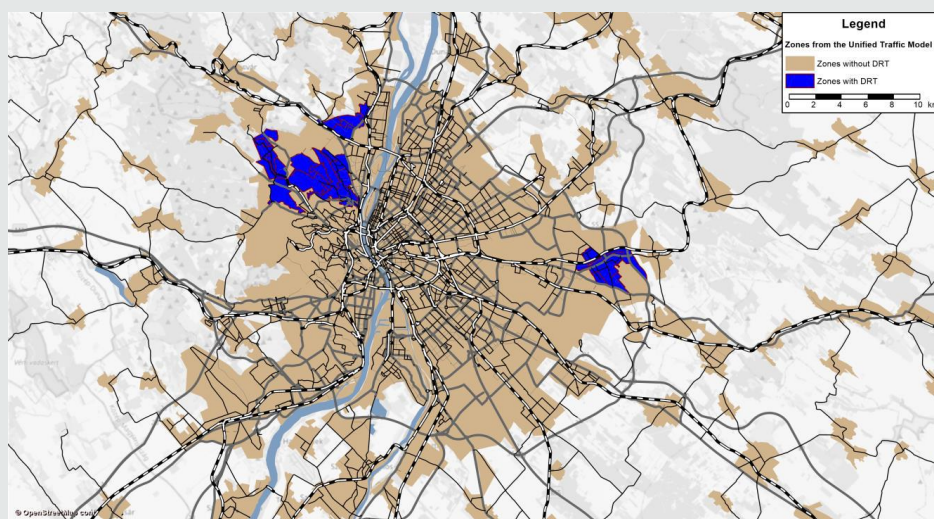
Budapest pilot implementation is reported in deliverable D.T2.3.6, while its monitoring and evaluation activities and results are described respectively in deliverables D.T2.4.5 and D.T2.4.11.

All the deliverables are available on the SMACKER Toolbox at <https://www.smacker-toolbox.eu/>.

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

Some pictures / images illustrating the Budapest pilot are reported here below.

Budapest pilot area (with blue)



Bus stop



BKK customer centre





DRT service flyers exposed at BKK customer centre



DRT service information exposed on the bus

