

TAKING
COOPERATION
FORWARD



SMACKER Scientific Event
online (ex Maribor) | 10.11.2020



Budapest pilot action



SMACKER | BKK Centre for Budapest Transport | Tamás Halmos

DRT IN BUDAPEST- BEFORE SMACKER

BKK is operating 5+1 Demand Responsive transport (DRT) lines in the outskirts of Budapest:

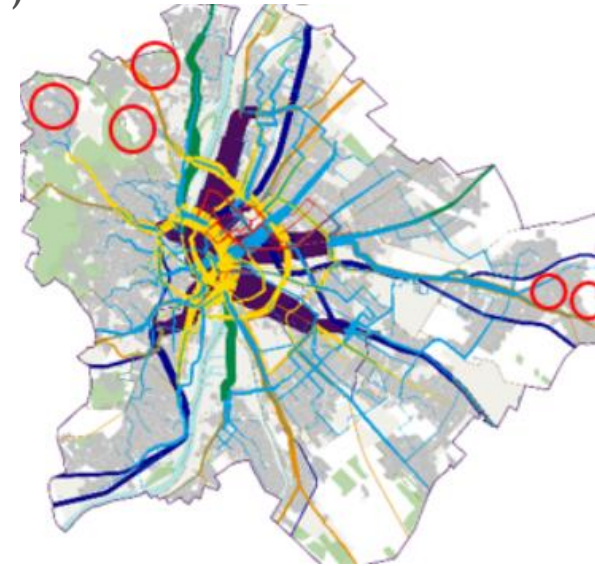
- 5 day bus lines (the first line has launched in 2013)
- 1 night bus line (since 2006)

BKK has operated DRT lines as replacement service during the:

- Reconstruction of H8 suburban railway
- Reconstruction of cogwheel railway

An additional line has operated as DRT line, which is now operating as a regular bus line because of the increased demand.

Service request is available through phone only, which is inefficient for BKK and uncomfortable for the passengers.



BUDAPEST PILOT - GOALS

- The aim of the pilot in Budapest is to **develop**, test and implement a new web based online **service request interface**, where passengers have direct access in order **to book a ride and can follow**, whether the bus goes on the demanded route. They will also have the possibility **to cancel or rebook** their requests if they cannot ride the prebooked service. The bus drivers and the dispatcher is notified automatically about the requests.
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- The complex IT system includes the 3 following main parts:
 - User interface - the interface, where users can request the service (optimized for smartphones)
 - Backend - the database and the interface for dispatchers
 - Busdriver application - the application, where bus drivers notified about the demand

BKK telebusz



Request a service



My requests



Favourites



Settings



GTC



Privacy Policy



Log out



BUDAPEST PILOT TIMELINE - UNTIL LAUNCH



Describe pilot action

Discuss requested functions on LMF meetings, with the PTO and the dispatchers.

Prepare documentation

Prepare the detailed technical description of the IT development, define minimal reference requirements and deadlines.

Procure IT developer

Collect potential developers and conduct the procurement process.

Co-operate with the developer

Daily contact with the developer during the development.

- ## Sign the contract

Sign the contract with the developer who provided the best valid bid.

- ## Test the IT system.

Pass the required internal and external IT security tests.

Prepare communication

Prepare communication materials in co-operation with the communication experts.

Train the dispatchers and the bus drivers.

Organize separate training for the colleagues in the dispatcher center and the bus drivers who will work with the new IT solution.

Launch the one year long pilot

Go live with the IT solution, publish the prepared communication materials.



BUDAPEST PILOT - OPERATION, FINE TUNING, MONITORING,

- The IT developer will be operating the IT system for one year
- The user satisfaction, and the effectiveness of the system will be measured continuously
- LMF will be organized where the first experiences can be discussed
- The IT system will be fine tuned (if needed) based on the feedbacks
- Based on the experiences BKK might extend the DRT network, and operate the IT solution after the end of the pilot action

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Thanks for your attention



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