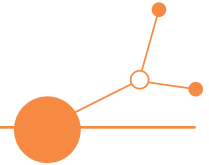
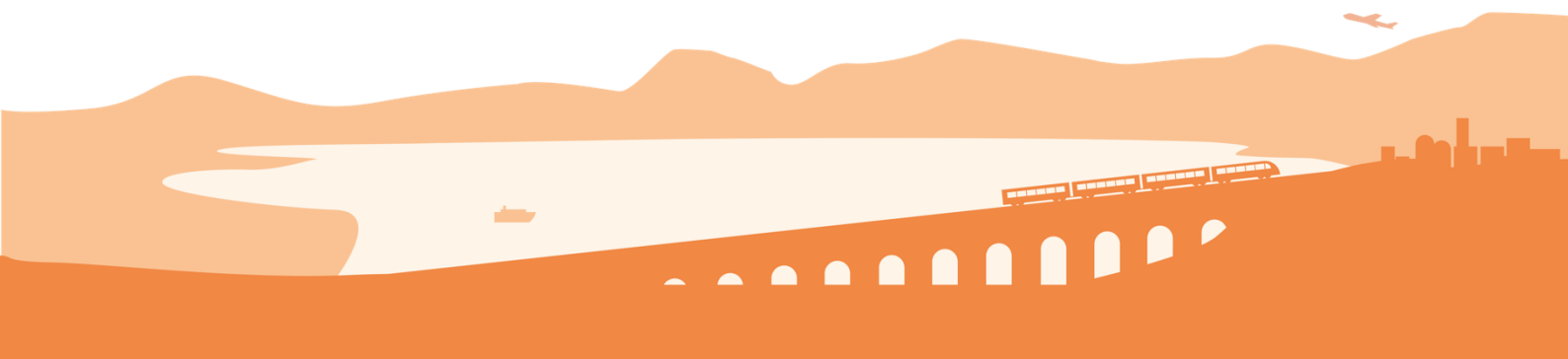


## D2.4.2 Report on the progress of pilot 2.2 local testing activities



Final Version

08 2025





## Authors and log change of the document

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## Contents

1. Executive summary .....	3
2. Introduction .....	4
3. Split-Dalmatia County area .....	5
3.1. The pilot testing elements .....	5
3.1.1. The solution components to be tested .....	5
3.1.2. Stakeholders involvement, competences and role .....	7
3.2. Pilot management and testing implementation .....	12
3.2.1. Activities and responsibilities .....	12
3.2.2. Focus on procurement .....	15
3.2.3. Timeline .....	15
3.2.4. Monitoring of progress and analysis of deviations .....	16
3.3. Results of peer-review and alignment actions by 30 June 2025 .....	17
4. Conclusions .....	18
5. References .....	19
6. Annex: Pilot 2.2 local and project media releases communicating the start of testing actions .....	20
6.1. Split-Dalmatia County .....	20



## 1. Executive summary

The territory of central Europe is characterised by uneven transport connections and mobility opportunities, across and within regions, between urbanized contexts and rural and peripheral areas.

The project's common challenge is to improve accessibility and connectivity in CE peripheral and rural areas through better integration of public transport networks with Demand Responsive Transport (DRT) services, building on joint development and implementation of governance, planning, digital and operational innovations.

DREAM\_PACE will develop innovative DRT concepts complementing regional mobility networks.

The project will improve DRT planning and delivery capacities of public authorities and operators.

A new generation of DRT services will become functional and integral part of regional mobility networks, enhancing accessibility for citizens, territorial cohesion and social inclusion. Integration is the key to the DREAM\_PACE innovative approach, as DRT services are mostly developed as stand-alone solutions to specific needs, the potential of scalable strategies and solutions is widely underestimated.

Project Partners (thereafter PP) will jointly develop a strategy for DRT in Sustainable Urban Mobility Plans to be adopted at EU level, co-design, test and implement innovative DRT solutions enhancing mobility networks. Strategies and solutions will foster a better integration of DRT and public transport (Bologna, Pavia, Budapest areas), support a higher coordination among existing DT initiatives (East Tyrol, Baden-Württemberg) and experiment new integrated approaches for DRT "green fields" (Split-Dalmatia County).

DREAM\_PACE will exploit the potential of integrated planning and digital and operational innovations for a common strategy and develop innovative DRT modular solutions. The project implementation builds on transnational cooperation to guarantee an adequate responsiveness and adaptability of project results to specific characteristics of mobility ecosystems across CE rural and peripheral areas.

This document represents the interim report on the activities of pilot project 2.2 "Experimental DRT service in a new regulatory framework" up to 30 June 2025, implemented in the pilot area of Split-Dalmatia County (Croatia).

The report follows the structure of the workplans presented in document D2.4.1 and outlines the joint progress and key milestones achieved at the local and project levels, as well as the results of expert evaluations and subsequent alignment actions.

Chapter 2 recalls the context, objectives, and scope of pilot project 2.2.

Chapter 3 presents local updates within the framework of pilot project 2.2 in the pilot region.

Chapter 4 provides conclusions of the document at the project level, summarizing the key findings and results of pilot project 2.2 achieved by 30 June 2025, and emphasizing their importance for the continuation of the project.

The Annex contains local and project media releases that announced the progress of the testing activities in the pilot region (press conference for local media at the start of the pilot project).



## 2. Introduction

Pilot project 2.2 “Experimental DRT service in a new regulatory framework” is testing an experimental Demand Responsive Transport (DRT) service within a new regulatory framework in the area of Split-Dalmatia County (SDC), specifically in the municipalities of Dugopolje and Dicmo and the city of Trilj. The goal is to improve mobility in areas that lack regular public transport services.

The testing components focus on the public procurement process for the DRT service and the actual testing of the service. The procurement process includes the development of a structured tender for selecting the service provider, covering needs analysis, criteria definition, document preparation, evaluation, and monitoring. The service testing includes establishing the necessary infrastructure (software, applications, vehicles), simulating usage, and analyzing user experience and efficiency.

Stakeholders involved in the pilot project include representatives of local governments (municipalities of Dugopolje and Dicmo and the city of Trilj), the future transport operator and digital service provider, the regional authority (SDC), and the general public (Podi Business Zone, Dugopolje).

The procurement process emphasizes the requirements for future DRT service providers (experience, resources) and technical capabilities (information systems, equipment). The contract is planned to last a total of six months, following a model with one month for testing and five months for operational service delivery (from 1 April to 30 September 2025). This experimental model could serve as a foundation for expanding the DRT service to rural areas of SDC and the Republic of Croatia.



## 3. Split-Dalmatia County area

### 3.1. The pilot testing elements

Pilot: 2.2 Experimental DRT service in a new regulatory framework

Pilot area: Split-Dalmatia County (SDC), Municipalities of Dugopolje and Dicmo and city of Trilj, Croatia

Peer reviewers: Redmint, AG

#### 3.1.1. The solution components to be tested

The SDC area includes 16 cities and 39 municipalities. The DRT will be tested in the municipalities of Dugopolje and Dicmo and city of Trilj. Key objectives include improving accessibility and mobility in areas where traditional public passenger transport services do not exist due to low or occasional demand. In the regulatory area, activities through pilot testing will focus on activities encompassing the tender process for the implementation of DRT solutions. The public procurement procedure has been completed, and the Experimental DRT service is currently ongoing until the end of September 2025.

The pilot 2.2 in SDC has one component, described in the following.

**Component 1: Applying the tendering procedure (ref. pilot 1.1) for the introduction of first-of-a-kind DRT experimental service in Croatia.** The goal of this activity is to implement a structured tender procedure for selecting a DRT service provider in a part of the SDC area. The focus of the activity is on efficiency, sustainability, and adaptability of the tender to local needs. The comprehensive DREAM\_PACE pilot activities in SDC include needs analysis and criteria definition, preparation of tender documentation, evaluation and selection of the service provider, as well as monitoring and evaluation after service implementation. These activities were tested during the tender process for the SDC pilot area.

The selected areas for testing the DRT service are the municipalities of Dugopolje and Dicmo and city of Trilj. The focus of the activity is on establishing the infrastructure for providing the DRT service (software for transport organization, applications for users and drivers, and vehicle equipment). One of the activities involves testing the functionalities and user experience through the simulation of real usage conditions and collecting data on user needs. Emphasis is placed on researching key challenges during the implementation of the DRT service, monitoring operational indicators (response time, user satisfaction, cost efficiency) to evaluate the value of the DRT model compared to traditional forms of transport in the SDC area.

All these activities are used as an experimental model that will serve as the foundation for further development and implementation of the DRT service in other parts of Croatia, improving transport accessibility in less populated and rural areas. The interested area is shown below in the images.



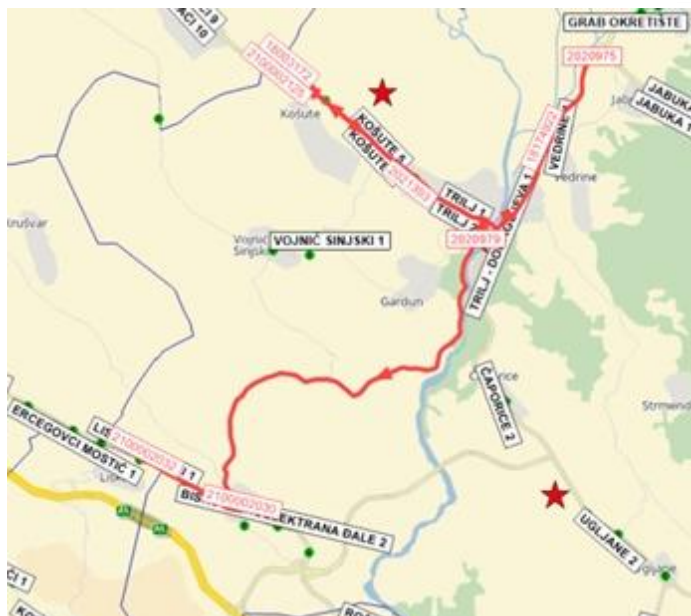


Figure 3. DRT on Trilj area (second route)

### 3.1.2. Stakeholders involvement, competences and role

The following table provides an overview of the stakeholders involved in the pilot until 30 June 2025, outlining their main competences, roles, and specific contributions to the activities carried out during this period.

Type of stakeholder*	Name and brief description	Competences, role and contribution to the pilot	Involvement until 30 June 2025
National Authority	Ministry of the Sea, Transport and Infrastructure	Defines the legal framework for the implementation of the DRT service	Not involved - as no changes related to the DRT area have been made within the existing regulatory framework, and for now, there is no need for any amendments.
Local Authority	Municipality of Dugopolje  Local administrative unit situated in the Split-Dalmatia County, Croatia. It is known for its strategic location between the city of Split and the inland regions, making it an important hub for	Competences: direct insight into the needs of the population, infrastructural capabilities and information gathering (identifying the needs of the population).  Role: stakeholder collaboration and DRT service promotion.  Contribution to the pilot: evaluation of the service and its impact. It is expected to collect	Involvement - in LL workshops, actively participating in creating inputs for the DRT service scenarios:  <b>1st workshop</b> in person, Dugopolje, 7 December 2023. Meeting title: presentation of the DREAM PACE project. Topic: introduction to the main objectives and general information about the project and the DRT system, as well as potential pilot project areas.  <b>2nd workshop</b> in person, Dugopolje, 8 February 2024. Meeting title: identification of challenges and needs in the pilot area. Topic: identification of challenges and needs in the pilot



Type of stakeholder*	Name and brief description	Competences, role and contribution to the pilot	Involvement until 30 June 2025
	both urban and rural connectivity.	basic information on areas requiring DRT services and identify potential new locations for future expansion.	project area. Analysis of proposed scenarios and SWOT analysis, assessment of strategic goals, indicators, expected impacts, and limitations in the pilot area.  <b>4th workshop</b> -online, Google Meet, 9 June 2024. Meeting title: Presentation of the DRT pilot area in SDC. Topic: presentation of proposed routes and service structure for target areas, coordination of the next activities. Presentation of stops, DRT operating hours, required number of vehicles, and general implementation logistics.
Local Authority	Municipality of Dicmo  Local administrative unit situated in the Split-Dalmatia County, Croatia. It is known for its strategic location between the city of Split and the inland regions, making it an important hub for both urban and rural connectivity.	Competences: direct insight into the needs of the population and infrastructural capabilities and information gathering (identifying the needs of the population).  Role: stakeholder collaboration and DRT promotion.  Contribution to the pilot: evaluation of the service and its impact. It is expected to collect basic information on areas requiring DRT services and identify potential new locations for future expansion.	Involved - in LL workshop:  <b>1st workshop</b> in person, Dugopolje, 7 December 2023. Meeting title: presentation of the DREAM PACE project. Topic: introduction to the main objectives and general information about the project and the DRT system, as well as potential pilot project areas.  <b>2nd workshop</b> in person, Dugopolje, 8 February 2024. Meeting title: identification of challenges and needs in the pilot area. Topic: identification of challenges and needs in the pilot project area. Analysis of proposed scenarios and SWOT analysis, assessment of strategic goals, indicators, expected impacts, and limitations in the pilot area  <b>4th workshop</b> -online, Google Meet, 9 June 2024. Meeting title: Presentation of the DRT pilot area in SDC. Topic: presentation of proposed routes and service structure for target areas, coordination of the next activities. Presentation of stops, DRT operating hours, required number of vehicles, and general implementation logistics. .
Local Authority	City of Trilj  Local administrative unit	Competences: direct insight into the needs of the population and	<b>Involved - in LL workshop:</b>  <b>1st workshop</b> in person, Dugopolje, 7 December 2023. Meeting title:



Type of stakeholder*	Name and brief description	Competences, role and contribution to the pilot	Involvement until 30 June 2025
	situated in the Split-Dalmatia County, Croatia. It is known for its strategic location between the city of Split and the inland regions, making it an important hub for both urban and rural connectivity.	<p>infrastructural capabilities and information gathering (identifying the needs of the population).</p> <p>Role: stakeholder collaboration and DRT promotion.</p> <p>Contribution to the pilot: evaluation of the service and its impact. It is expected to collect basic information on areas requiring DRT services and identify potential new locations for future expansion.</p>	<p>presentation of the DREAM PACE project. Topic: introduction to the main objectives and general information about the project and the DRT system, as well as potential pilot project areas.</p> <p><b>2nd workshop</b> in person, Dugopolje, 8 February 2024. Meeting title: identification of challenges and needs in the pilot area. Topic: identification of challenges and needs in the pilot project area. Analysis of proposed scenarios and SWOT analysis, assessment of strategic goals, indicators, expected impacts, and limitations in the pilot area</p> <p><b>4th workshop</b>-online, Google Meet, 9 June 2024. Meeting title: Presentation of the DRT pilot area in SDC. Topic: presentation of proposed routes and service structure for target areas, coordination of the next activities. Presentation of stops, DRT operating hours, required number of vehicles, and general implementation logistics.</p>
PTO	<p>Joint venture FROM CITY TO CITY (Simple LLC) and LENDIĆ,</p> <p>DRT service provider in the Dugopolje and Dicmo area. It will be selected through a public tender.</p>	<p>Competences: ensuring vehicles and drivers, using digital platforms.</p> <p>Role: providing the service to users, adapting the service to users.</p> <p>Contribution to the pilot: increasing transport availability in low-demand areas. It is expected to maintain a high level of professionalism in delivering the service and maintain continuous communication with the SDC on a monthly basis.</p>	<p>Involved - actively engaged in providing inputs to the software solution provider, involved in promotional activities, maintaining daily communication with DRT service users, and creating monthly reports on activities carried out as part of the pilot project.</p> <p>In LL workshop:</p> <p><b>1st workshop</b> in person, Dugopolje, 7 December 2023. Meeting title: presentation of the DREAM PACE project. Topic: introduction to the main objectives and general information about the project and the DRT system, as well as potential pilot project areas.</p> <p><b>2nd workshop</b> in person, Dugopolje, 8 February 2024. Meeting title: identification of challenges and needs in the pilot area. Topic: identification of challenges and needs in the pilot</p>



Type of stakeholder*	Name and brief description	Competences, role and contribution to the pilot	Involvement until 30 June 2025
			<p>project area. Analysis of proposed scenarios and SWOT analysis, assessment of strategic goals, indicators, expected impacts, and limitations in the pilot area</p> <p><b>5th workshop</b>, online, Google meet, 7 April 2025. Meeting title: Inputs for the development of DRT application solutions. Topic: At the request of the software provider, inputs were provided regarding the application's visual identity, route names and other organizational details of the driver and user applications for the DRT service.</p> <p><b>6th workshop</b>, online, Google Meet, 23 April 2025. Meeting title: Presentation of application solutions for DRT. Topic: Presentation of application solutions for DRT drivers and users, and translation of the applications into Croatian.</p>
Digital service provider	<p>Digital service provider NEMI</p> <p>Provider of the technical solution in the DRT field. He is essential for the successful operation of the service as he provides the technical solution (receiving user requests, generating routes). He ensures the technical infrastructure for the transport operator and enables a successful service for users.</p>	<p>Competences: providing technical solutions and services.</p> <p>Role: bringing route planning, booking, and payment of different services into one app.</p> <p>Contribution to the pilot: improving usability for residents and tourists. It is expected to maintain a high level of professionalism in delivering the service and maintain continuous communication with the SDC on a monthly basis.</p>	<p>Involved in the implementation of the DRT service.</p> <p>In LL workshop:</p> <p><b>3rd workshop</b>, online, Google Meet, 5 June 2024. Meeting title: software solution opportunities in the field of DRT. Topic: presentation of software solutions from two providers (NEMI and SPARE). Introduction to technical solutions and fostering cooperation between technical and transport stakeholders.</p> <p><b>4th workshop</b>-online, Google Meet, 9 June 2024. Meeting title: Presentation of the DRT pilot area in SDC. Topic: presentation of proposed routes and service structure for target areas, coordination of the next activities. Presentation of stops, DRT operating hours, required number of vehicles, and general implementation logistics.</p> <p><b>5th workshop</b>, online, Google meet, 7 April 2025. Meeting title: Inputs for the development of DRT application</p>



Type of stakeholder*	Name and brief description	Competences, role and contribution to the pilot	Involvement until 30 June 2025
			<p>solutions. Topic: At the request of the software provider, inputs were provided regarding the application's visual identity, route names and other organizational details of the driver and user applications for the DRT service.</p> <p><b>6th workshop</b>, online, Google Meet, 23 April 2025. Meeting title: Presentation of application solutions for DRT. Topic: Presentation of application solutions for DRT drivers and users, and translation of the applications into Croatian.</p>
Regional Authority	<p>Split-Dalmatia County (SDC)</p> <p>Regional administrative unit in the Republic of Croatia. It is known for its coastal cities and tourism, as well as the rural area (Dalmatian hinterland), which is not connected by traditional transport methods.</p>	<p>Competences: representing the interests of citizens, bringing information of hotspots for activities and during tourists' season.</p> <p>Role: bringing information about hotspots for activities and tourist seasons.</p> <p>Contribution to the pilot: coordinating co-design/implementation, contributing to co-design/implementation, and implementing the service while enhancing its relevance based on the needs of citizens and tourists.</p>	<p>Involved - preparing tender documentation and contracting the DRT service provider and involved in the pilot promotional activities foreseen for summer 2025.</p> <p>In LL workshop:</p> <p><b>1st workshop</b> in person, Dugopolje, 7 December 2023. Meeting title: presentation of the DREAM PACE project. Topic: introduction to the main objectives and general information about the project and the DRT system, as well as potential pilot project areas.</p> <p><b>2nd workshop</b> in person, Dugopolje, 8 February 2024. Meeting title: identification of challenges and needs in the pilot area. Topic: identification of challenges and needs in the pilot project area. Analysis of proposed scenarios and SWOT analysis, assessment of strategic goals, indicators, expected impacts, and limitations in the pilot area.</p> <p><b>3rd workshop</b>, online, Google Meet, 5 June 2024. Meeting title: software solution opportunities in the field of DRT. Topic: presentation of software solutions from two providers (NEMI and SPARE). Introduction to technical solutions and fostering cooperation between technical and transport stakeholders.</p>



Type of stakeholder*	Name and brief description	Competences, role and contribution to the pilot	Involvement until 30 June 2025
			<p><b>4th workshop</b>-online, Google Meet, 9 June 2024. Meeting title: Presentation of the DRT pilot area in SDC. Topic: presentation of proposed routes and service structure for target areas, coordination of the next activities. Presentation of stops, DRT operating hours, required number of vehicles, and general implementation logistics.</p> <p><b>5th workshop</b>, online, Google meet, 7 April 2025 Meeting title: Inputs for the development of DRT application solutions. Topic: At the request of the software provider, inputs were provided regarding the application's visual identity, route names and other organizational details of the driver and user applications for the DRT service.</p> <p><b>6th workshop</b>, online, Google Meet, 23 April 2025. Meeting title: Presentation of application solutions for DRT. Topic: Presentation of application solutions for DRT drivers and users, and translation of the applications into Croatian.</p>
General Public	<p>Business zone Podi, Dugopolje</p> <p>One of the largest business zones in the SDC area. The zone is home to companies offering manufacturing and service activities.</p>	<p>Competences: understanding of the working environment in the business zone.</p> <p>Role: represents interests of workers.</p> <p>Contribution to the pilot: potential users of new PT services.</p>	<p>Not involved - they were invited to the workshops but did not attend or participate; promotional leaflets and notifications about the DRT services in their area were sent to them.</p>

\*Stakeholder types: National/Regional/Local Authority; PTO/PTA; Digital service provider (specify if SME); Association; General public; Other (specify).

## 3.2. Pilot management and testing implementation

### 3.2.1. Activities and responsibilities

The following table lists the different steps - in form of consequent activities - that are envisaged for the testing of the pilot solution components.



For each testing activity, the expected results to be achieved are reported, together with the relevant KPI / target for the validation of the testing activity itself.

The last column reports on the status of the testing activity and the respective KPI / expected result by 30 June 2025.

#	Activity	Description	KPI	Status of the KPI by 30 June 2025
1	Publication of tender for the DRT	Publication of tender for the DRT using Croatian public procurement platform (EOJN).	Public tender published.	Result achieved. The tender was published on 17 February 2025.
2	Analysis of the collected offers received	Analysis of all collected offers across all defined criteria.	All collected offers analysed and evaluated.	Result achieved. The received offers were analysed on 17 March 2025.
3	Selection of the best offer and public informing of the parties involved	Selection of the best offer according to defined criteria and public informing of all vendors participating in the tender as well as public using Croatian public procurement platform (EOJN).	Best offer selected and public informed.	Result achieved. The best offer was selected on 24 March 2025
4	Contracting with the selected vendor	Signing the mutually reviewed and accepted contract for the DRT service according to the public procurement procedures.	Service provider contracted.	Result achieved. The contract was signed on 1 April 2025.
5	Public presentation of DRT service	Promotion of the service to all interested.	DRT service promoted. KPIs: - Number of media announcements / publications (at least 3); - Number of participants at the presentation (at least 10)	Result achieved. Press conference for the public and media on 25 April 2025. - A total of 9 articles about the launch of the DRT Zagora service were published on online news portals. - Number of participants at the press conference for media around 20 participants.



#	Activity	Description	KPI	Status of the KPI by 30 June 2025
6	DRT service running / implementation	Implementation of a DRT service available from 6am to 10pm.	SDC pilot implemented  KPIs: <ul style="list-style-type: none"> <li>- number of km per lines</li> <li>- No. of passengers (number of bookings, average travel time).</li> </ul>	Result achieved.  Number of kilometres: <ul style="list-style-type: none"> <li>- Line Dugopolje 3.117 km/per month (of May) and 3.253 km/per month (of June).</li> <li>- Line Trilj 2.801 km/per month (of May) and 3.102 km/per month (of June).</li> </ul> <p>According to the report from the DRT service provider, 41 bookings were recorded by the end of May and 60 bookings were recorded by the end of June. The average number of daily users was 1.44 passengers (of May) and 1,73 (of June), with an average travel time of 38.82 minutes (of May) and 37,2 minutes (of June).</p>
7	Final presentation of DRT pilot results	Final presentation of results delivered (including the DRT impact on the area) to the invited stakeholders.	Final results of the pilot presented.	Pending.  It is planned to be held after the completion of the pilot project (planned during the month of October 2025).
8	Collection of user feedback	Collection of survey.	Survey conducted  KPI: <ul style="list-style-type: none"> <li>- At least 10% of collected surveys in relation to the total number of transported passengers.</li> </ul>	Pending.  The survey is planned to be conducted by the end of the pilot project.
9	Final presentation of DRT user feedback (users using the DRT service during the pilot)	Final presentation of DRT user feedback delivered to the invited stakeholders.	Final DRT user feedback presented.	Pending.  It is planned to be held after the completion of the pilot project (planned during the month of October 2025).



### 3.2.2. Focus on procurement

The tender documentation for the DRT service in SDC consists of the project task, selection criteria for bidders, and forms. The project task contains information for bidders, including the area where the DRT service should be provided, the frequency of the service, and the required features of the software supporting the DRT service. During the public procurement process, the emphasis was on:

- Conditions for economic entities;
- Conditions for technical capability;

Regarding the conditions for economic entities, the bidder was required to minimally meet the basic criteria prescribed by law for providing DRT services (a license allowing the operation of public transport in the Republic of Croatia, the necessary number of technical and human resources, and experience at an appropriate quality level).

In the area of technical capability, the bidder had to provide specific means of transport and characteristics of the information system for managing the DRT service. This includes software for organizing and managing the DRT service, applications for drivers and DRT service users, as well as vehicle equipment. The contract was to last a total of 6 months according to the 1+5 model, where the first month was dedicated to establishing and testing the service itself. After that, the production phase of providing the DRT service followed, lasting a total of five months (until the end of September). The criteria for selecting the DRT service provider were the offer with the lowest price and the average age of the vehicle fleet. During the tender process, the following risks were possible:

1. Delays in the public procurement process due to complaints;
2. The possibility that no bidders would respond;
3. Delays in contract negotiations.

The tender process was opened on 17 February 2025, and remained open until 7 March 2025, at 10:30 AM. After the tender process closed, the received offers were analysed on the same day. A total of one offer was received from the consortium of bidders FROM CITY TO CITY (Simple LLC) and LENDIĆ as the DRT transport service provider, and the company NEMI as the provider of the software solution for the DRT service. The contract was signed on 1<sup>o</sup> April 2025, and the trial operation of the DRT service began on 2 May 2025 (1<sup>o</sup> May 1 was a public holiday).

### 3.2.3. Timeline

The following table below refers to the activities described above (see Activities and Responsibilities table) and outlines the timeline for their implementation, as well as any deviations that occurred during the reporting period.

#*	Activity/ Milestone/other	Start	End/ Achievement	Deviations
PM	1st LL meeting: presentation of the main project objectives and receive general information about DRT	07/12/2023	07/12/2023	No deviations
PM	2nd LL meeting: analysis of the vision of DRT in the area of Dugopolje, Dicmo and Trilj	08/02/2024	08/02/2024	No deviations
PM	3rd LL online meeting: presenting software solutions from two providers	05/06/2024	05/06/2024	No deviations



#*	Activity/ Milestone/other	Start	End/ Achievement	Deviations
PM	4th LL online meeting: presentation of scenarios for the DRT service	09/07/2024	09/07/2024	No deviations
1	Definition of Stakeholders	20/12/2024	31/01/2025	No deviations
2	Publication of tender for the DRT	17/02/2025	07/03/2025	No deviations
3	Analysis of the collected offers received	07/03/2025	24/03/2025	No deviations
4	Selection of the best offer and public informing of the parties involved	20/04/2025	20/04/2025	No deviations
5	Contracting with the selected vendor	21/04/2025	30/04/2025	No deviations
PM	5th LL online meeting: inputs for the software solution for providing the DRT service	07/04/2025	07/04/2025	No deviations
PM	6th LL online meeting: presentation of the final application solution for providing the DRT service	23/04/2025	23/04/2025	No deviations
MR	Public presentation of DRT service (service introduction to the public)		15/05/2025	No deviations
MI	Start of the service - establishing and testing phase		01/06/2025	No deviations
6	DRT service running / implementation	01/06/2025	30/11/2025	Real start: 01/05/2025  Real end: 30/09/2025
MR	Final presentation of DRT pilot results	21/10/2025	31/10/2025	No deviations expected

\*Milestones and other:

MI: Milestone (only has an end/achievement date)

MR: Media Release (please plan one at the beginning and one at the end of the pilot tests, and if relevant in correspondence of the milestone achievements)

PM: Periodic meeting (can be LL meetings with the stakeholders in order to launch/monitor/fine tune the tests)

PR: Peer Review of the tested solution component (with one or more project/associate partners)

### 3.2.4. Analysis of deviations

The following table provides a detailed explanation of the deviations to the timeline as identified in the table above, specifying their severity level and the adaptation or mitigation measures implemented where applicable.

In accordance with the previous table, one activity experienced deviations from the initially planned dates. This concerns the pilot project duration activity, which, according to the available organizational and financial resources, will be organized according to the 1+5 model, where the first month is dedicated to service testing and the following five months to service delivery. The deviation is expected to have minimal impact.



It is worth mentioning that, to ensure the smooth running of LL activities, additional LL online workshops with stakeholders were held as needed to define inputs for the pilot project implementation. Activities related to the public procurement process were also completed in a significantly shorter timeframe and without risks related to delays or complaints.

Deviation	Severity*	Adaptation/Mitigation measure
6 - DRT service running / implementation	2 - moderate	During the SDC LL meetings it was decided to operate in two service areas instead of one. The business model was defined on a cost-per-availability basis, rather than on a cost-per-km basis, reflecting the on-demand nature of the service. The final service design included 2 vehicles and 4 drivers (instead of 2), to cover longer service times through two shifts. As a result, the overall cost of the redesigned service is higher, and the available budget allows for a shorter run time. Nevertheless, the estimated cost per km is lower than in the original plan, demonstrating improved efficiency of the budget spent. The adaptation ensured that the service could still be implemented within the available budget, while maintaining higher efficiency and broader coverage.

\* 1 - low; 2 - moderate; 3 - high; 4 - very high

### 3.3. Results of peer-review and alignment actions by 30 June 2025

In the case of SDC pilot, the peer review activities (Redmint and Autoguidovie) have not yet started.



## 4. Conclusions

The pilot project for the experimental DRT service in the SDC area represents a significant step toward improving mobility in regions with low demand for public transportation. Key testing elements, including the public procurement process and the implementation of the DRT service, enable an analysis of the effectiveness of flexible transport solutions in the municipalities of Dugopolje and Dicmo and city of Trilj in the Split-Dalmatia County.

Activities carried out within the pilot project include defining relevant stakeholders, establishing a regulatory framework, testing digital solutions, and evaluating user experience and the operational feasibility of the DRT model. The expected outcomes of the pilot testing will provide valuable insights for adapting and further developing the DRT service, facilitating its broader implementation in Croatia, particularly in rural and less connected areas.

With the active participation of relevant stakeholders, including local and national authorities, public transport operators, and digital service providers, the pilot ensures an interdisciplinary approach to addressing transport accessibility challenges. Special emphasis is placed on optimizing operational costs, improving transport accessibility, and increasing user satisfaction.

Through this initiative, the SDC laid the groundwork for the development of sustainable and innovative transport solutions, contributing to the modernization of public transportation and reducing the environmental impact of the transport sector.

After completing the public procurement process and signing the contract, all involved stakeholders actively participated in presenting the DRT service to end users. Local authorities and communities were engaged to ensure that all necessary information about service usage was clearly communicated to interested users.

Upon completion of the pilot project, it is important to analyse the results and define the next steps, including whether the service will continue, identifying new areas where it could be implemented, and other relevant considerations.

Implementation is monitored through monthly reports during the duration of the pilot project in the Dugopolje and Dicmo and city of Trilj areas. The monthly reports provide insights into the level of service activity, the number of requests, whether service visibility needs improvement, and whether further involvement of the local community is necessary.

The deliverable, together with the other pilot progress reports (D.1.3.2, D.1.4.2 and D.2.3.2), represents a reference point for the timeline of the DREAM\_PACE project, as it describes the progress of the pilot activity, and provides the ground for the finalisation and delivery of the corresponding solution that will be described in D.2.2.4 “Co-designed solutions blueprint implementing new DRT, implemented / tested in pilot activities”. D2.2.4 will describe the corresponding solution that is a digital and service model blueprint for experimental DRT services in new regulatory environment, composed by digital and operational innovative elements creating new services.



## 5. References

- 1) DREAM\_PACE Application Form, Version 2.0. 2023. DREAM\_PACE D2.1.1 “Analysis report on DRT digital and operational innovations in CE Regions and engaged areas”. 2023.
- 2) DREAM\_PACE D2.1.2 “State of the art report on digital and operational approaches for DRT in the pilot areas”. 2024.
- 3) DREAM\_PACE D2.1.3 “Development scenarios for DRT innovative digital and operational approaches”. 2024.
- 4) DREAM\_PACE D2.4.1 “Detailed workplan for pilot 2.2 local testing actions”. 2025
- 5) DREAM\_PACE D3.1.1 “Methodological background for the design of DRT integrated solutions”. 2023.
- 6) DREAM\_PACE D3.1.2 “DRT strategy draft and setup of the consultation process”. 2025.
- 7) DREAM\_PACE D3.2.1 “Action plan drafts in the six pilot regions”. 2025.
- 8) DREAM\_PACE D3.3.1 “Report on set up and development of community and measures to animate the debate on DRT trends”. 2025.



## 6. Annex: Pilot 2.2 local and project media releases communicating the start of testing actions

### 6.1. Split-Dalmatia County

As part of the DREAM\_PACE project, a press conference was held in Split to present a pilot project in the area of Split-Dalmatia County. The conference took place on 25 April 2025. The pilot project covers the area of the City of Trilj and the municipalities of Dugopolje and Dicmo.

The DRT (Demand-Responsive Transport) service in Split-Dalmatia County is provided by the joint venture FROM CITY TO CITY (Simple LLC) and LENDIĆ, in cooperation with the digital service provider NEMI. Users can request transport through a mobile application on weekdays from 6:00 a.m. to 10:00 p.m., from 2 May to 3 September 2025.

At the conference, the DRT Zagora routes were presented. One is the blue route (Cetina) and the other the green route (Ljubljana). The conference was led by the Prefect of Split-Dalmatia County, Blaženko Boban, who emphasized that the total value of the project at the European level is €2.8 million, of which approximately €260.000 is allocated for implementation in Split-Dalmatia County. He particularly highlighted the importance of such projects in improving connectivity in remote and less-developed areas of the county. Matea Dorčić, Head of the County Department for Tourism, Maritime Affairs and Transport, explained how the DRT works, noting that this type of service has already been successfully implemented in parts of Central Europe and is now being tested in Dalmatia for the first time. Martin Bučan presented the technical details of the system and the application itself, while the Mayor of Trilj, Ivan Bugarin, expressed his satisfaction that his city had been selected for the implementation of this modern form of transport, which will improve the quality of life for local residents.

The conference attracted considerable media interest. Journalists from TV Dalmacija attended the event and reported on the project through video content shared on social media. The project launch was also published on the official websites of Split-Dalmatia County, the City of Trilj, and the Municipality of Dugopolje. The story was covered by numerous regional and national media outlets, including Dalmatinski portal, Sinjska Rera, Dalmacija Danas, Ferata, and Lokalni.hr, part of the Večernji list media group:

1. <https://www.dalmacija.hr/aktualno/novosti/clanak/pilot-projekt-besplatan-prijevoz-stize-u-trilj-i-dugopolje-voznje-dostupne-putem-aplikacije>
2. <https://trilj.hr/2025/05/02/besplatan-prijevoz-na-podrucju-splitsko-dalmatinske-zupanije/>
3. <https://dugopolje.hr/novosti/besplatan-prijevoz-na-podrucju-splitsko-dalmatinske-zupanije-na-podrucju-grada-trilja-i-opcine-dugopolje/>
4. <https://dalmatinskiportal.hr/vijesti/pilot-projekt-besplatni-prijevoz-za-triljane-i-dugopoljce--uvodi-se-linija-dostupna-putem-aplikacije/234775>
5. <https://sinjskarera.hr/prijavite-se-za-besplatan-prijevoz-u-autobusima-za-podrucje-trilj-dicmo-i-dugopolje-voznje-dostupne-putem-aplikacije/>
6. <https://lokalni.vecernji.hr/zupanije/besplatan-prijevoz-na-zahtjev-uvaden-u-trilju-dugopolju-i-dicmu-32132>
7. <https://www.ferata.hr/besplatan-prijevoz-stize-u-trilj-i-dugopolje-voznje-dostupne-putem-aplikacije/>
8. <https://www.youtube.com/watch?v=kaOYwLneHcE>

The project received positive feedback from both the public and the media, mainly because it enables access to public transport in areas that have so far been underserved. The use of a mobile app to request rides, along with the fact that the service is free of charge, marks a step toward the digitalization and modernization of the public sector.



**Press release text:**

Poštovani/e,

dana 25. travnja 2025. (petak) u 10 sati u dvorani Splitsko-dalmatinske županije, Split, Domovinskog rata 2/IV, splitsko-dalmatinski župan Blaženko Boban upriličit će konferenciju za novinare: “Predstavljanje pilot projekta testiranja usluga mikroprijevoza na području Splitsko dalmatinske županije (Dugopolje, Trilj, Dicmo)”.

Uz župana, novinarima će se obratiti pročelnica Upravnog odjela za turizam, pomorstvo i promet Matea Dorčić i glavni koordinador projekta Dream Pace Martin Bućan.

Kabinet župana

**Photo documentation:**



Photos of the press conference held on 25 April 2025



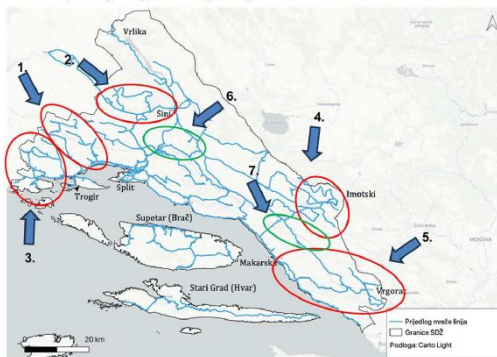
Presentation from the press conference:



## DREAM\_PACE: MIKROPRIJEVOZ ZAGORA



- Trajanje projekta - od 01.03. 2023. do 28.02.2026.
- Trajanje pilot projekta od 01.05.2025. do 30.09.2025.



### PROJEKTI PARTNERI

- 1.SRM Networks and Mobility (Italija)
2. Redmint Social Enterprise (Italija)
- 3.AUTOGUIDOVIE SPA (Italija)
- 4.Mobilissimus Ltd. (Mađarska)
- 5.BKK Centre for Budapest Transport (Mađarska)
- 6.DYVOLVE d.o.o. (Hrvatska)
- 7.AustriaTech - Federal Agency for Technological Measures Ltd. (Austrija)
- 8.Regional Management East Tyrol (Austrija)
- 9.Technische Universität Berlin (Njemačka)
- 10.Nexus Institute for Cooperation Management and Interdisciplinary Research (Njemačka)
- 11.Rupprecht Consult (Njemačka)





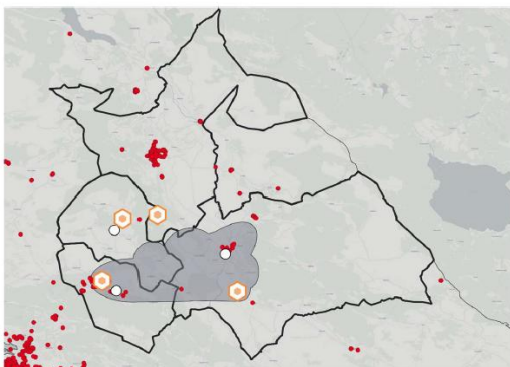
## DREAM\_PACE:MIKROPRIJEVOZ ZAGORA



- održane dvije fizičke i jedna online radionica s dionicima (predstavnicima JLS-ova, nadležna tijela, prijevoznici, udruge, upravitelji infrastrukture)
- Prema inputima s radionicama definirana zona za testiranje mikroprijevoza



## Odabrana zona testiranja mikroprijevoza



- Obuhvaća područja oko Dugopolja, Dicma i Trilja





## Izazovi

### Izrada projektnog zadatka

#### Varijanta 1

Obavljanje DRT usluge na fiksним autobusnim stajalištima sa varijabilnim rutama i varijabilnim voznim redom putem dva vozila na cijelom području obuhvata od Trilja do Dugopolja.

#### Varijanta 2

Obavljanje DRT usluge na fiksним autobusnim stajalištima sa varijabilnim rutama i varijabilnim voznim redom putem dva vozila gdje svako vozilo prevozi putnike isključivo unutar svoje zone (Dugopolje i dio Dicma te Trilja).

#### Varijanta 3

Obavljanje DRT usluge na fiksним autobusnim stajalištima sa fiksним rutama i varijabilnim voznim redom putem dva vozila od Trilja do Dugopolja.

#### Varijanta 4 (skraćena Verzija 3)

Obavljanje DRT usluge na fiksним autobusnim stajalištima sa fiksним rutama i varijabilnim voznim redom putem dva vozila od Trilja do Dugopolja.

#### Varijanta 5

Obavljanje DRT usluge na fiksним autobusnim stajalištima sa fiksним rutama i varijabilnim voznim redom putem dva vozila gdje svako vozilo prevozi putnike isključivo unutar svoje zone (Dugopolje i dio Dicma te Trilja).



Okvirni maksimalni rezultati (dnevno)	
Ukupno trajanje putovanja	13:20 – 14:34
Ukupno prijeđeno kilometara	396 - 477
Ukupni broj putovanja	8 - 16
Broj vozila (8 do 17 sjedala)	2
Ukupno potrošeno goriva (l) (Potrošnja cca. 15 l / 100km)	60 – 72
Broj smjena	2
Broj radnika	4
Trajanje radnog vremena jednog radnika	6:40 – 07:17

Radno vrijeme vožnje	6:00 - 22:00
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5

## Izazovi

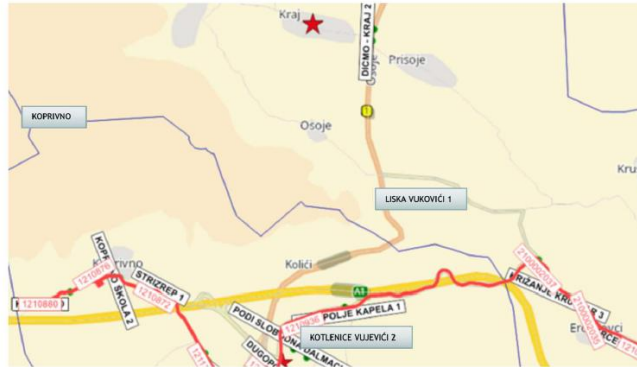


- Prometuju dvije linije (Zelena LJUBLJAN i plava CETINA)
- Na svakoj liniji prometuje po jedno vozilo
- Linije prometuju na fiksnim (postojećim) stajalištima
- Polasci su prilagođeni zahtjevima iz aplikacije
- ZAJEDNICA PONUDITELJA: FROM CITY TO CITY j.d.o.o., LENDIĆ, obrt za prijevoz i usluge,
- 115.900,00 eura PDV: 28.975,00 eura ukupna iznos Ugovora  
144.875,00 eura idućih šest mjeseci

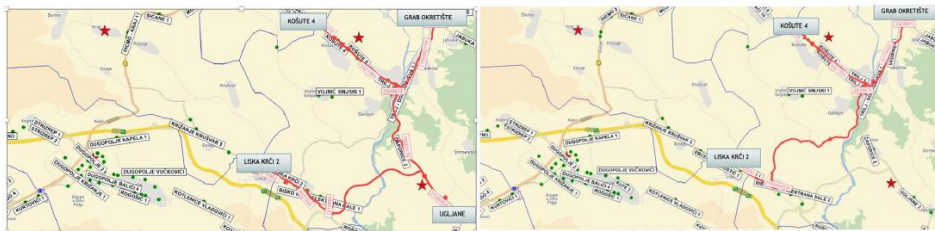
6



### Linija na području Dugopolja i dijela područja Dicma



### Linija na području Trilja (dvije relacije)



Relacija 1

Relacija 2



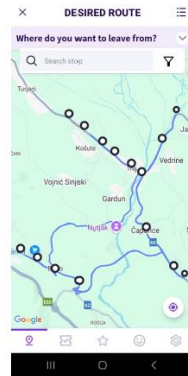


## Aplikacija za korisnike mikroprijevoza Zagora



<https://www.nemi.mobi/>

- Zelena linija  
LJUBLJAN  
(područje  
Dugopolja i dijela  
Dicma)



- Plava linija -  
CETINA  
(područje  
Trilja)



## Hvala na pažnji

