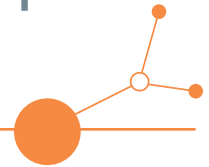
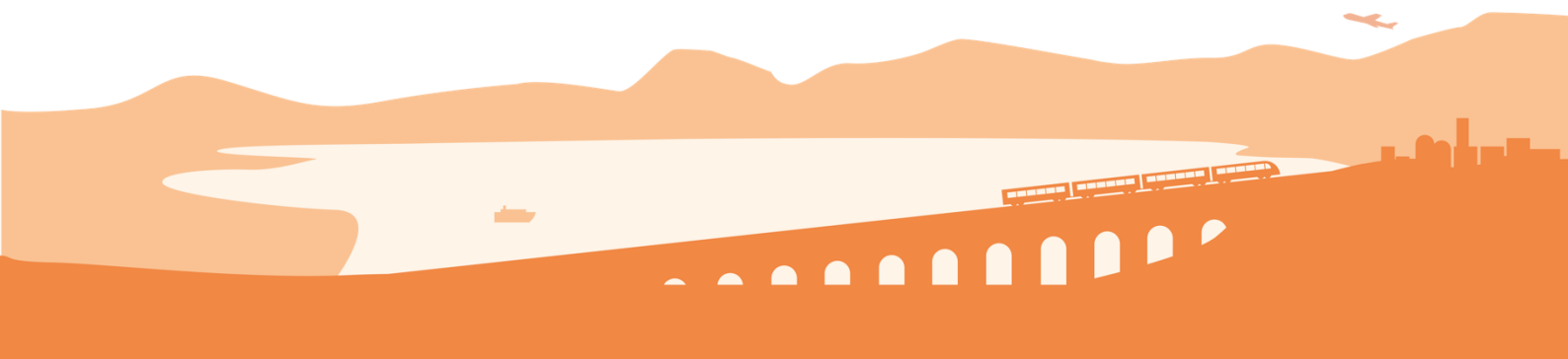


# D3.2.3 Final Action plans and take up Budapest



Final Version  
02 2026





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## 1. Executive summary

This document is the final Action plan for the DREAM\_PACE pilot region of Budapest and is part of deliverable D3.2.3.

The draft Action Plan (D.3.2.1) built on the analysis and diagnosis of governance and planning (Activity 1.1) and of operational trends and approaches to DRT (Activity 2.1) and on the DRT strategy elaborated in D3.1.2 and for which the consultation process is being completed. Updating the draft Action plan presented in D3.2.1, this deliverable defines the final Action plan delivered at local /regional level, integrating final strategy and solutions. It includes the documentation on the adoption and description of the approval process by decision makers.

This document is organized as follows.

Chapter 2 provides an overview of the pilot region, outlining the purpose and scope of the Action plan.

Chapter 3 describes the development of the Action plan, highlighting the needs and priorities identified, the challenges addressed, and the stakeholder involvement process. It also outlines the pilot actions and its components, specifies the measures that are consequently be implemented in order to achieve the objectives of the Action plan.

Chapter 5 provides information on the monitoring and evaluation process for the Action plan, including the expected results of implementation and the estimated relevant impacts.

Chapter 6 serves as the concluding chapter, outlining how the Action plan was officially approved or taken up, and presenting the next steps.

Finally, chapter 7 provides a comprehensive list of references, offering background information and sources supporting the document. The references include the links related to the Action plan take up.



## 2. Introduction

BKK Centre for Budapest Transport, the main transport organiser company of Budapest, has been operating Demand Responsive Transport (DRT) services since 2006 with the introduction of a night service that only operated if journey requests were indicated via phone. Then in 2013, the system was extended to new, daytime services as well and in December 2020 - as a part of the Interreg SMACKER project<sup>1</sup>, a dedicated website was established, where requests could be indicated online as well. In the DREAM\_PACE project, BKK has introduced and tested a brand new, flexible DRT system for the first time in Budapest in order to serve a mixed-use residential area, located in the eastern part of the 16th district in the capital city of Hungary, which was underserved by public transport (PT) services. The pilot area is mainly residential, as it does not feature any specific trip-attracting facilities; however, a supermarket was opened one year ago (i.e. in February 2025) that attracts more citizens. The neighbourhood is surrounded by a main road, where regular bus services are operating and by a suburban railway line, which leads to a nearby suburban town, Csömör. Nevertheless, despite the existing PT connections, the large distances that are required to get to the locations of the stops make these transport links uncompetitive and uncomfortable for many residents in the area, such as the elderly population. As a result, car dependency within the area is very high and cars serve as the dominant transport mode.

The new service is operated without a pre-fixed designated route with the support of a cutting-edge software which has been acquired through a procurement from an experienced company that handles state-of-the-art transport solutions. The testing has helped to gain experience and thus identify potential opportunities to extend demand-responsive transport solutions in Budapest.

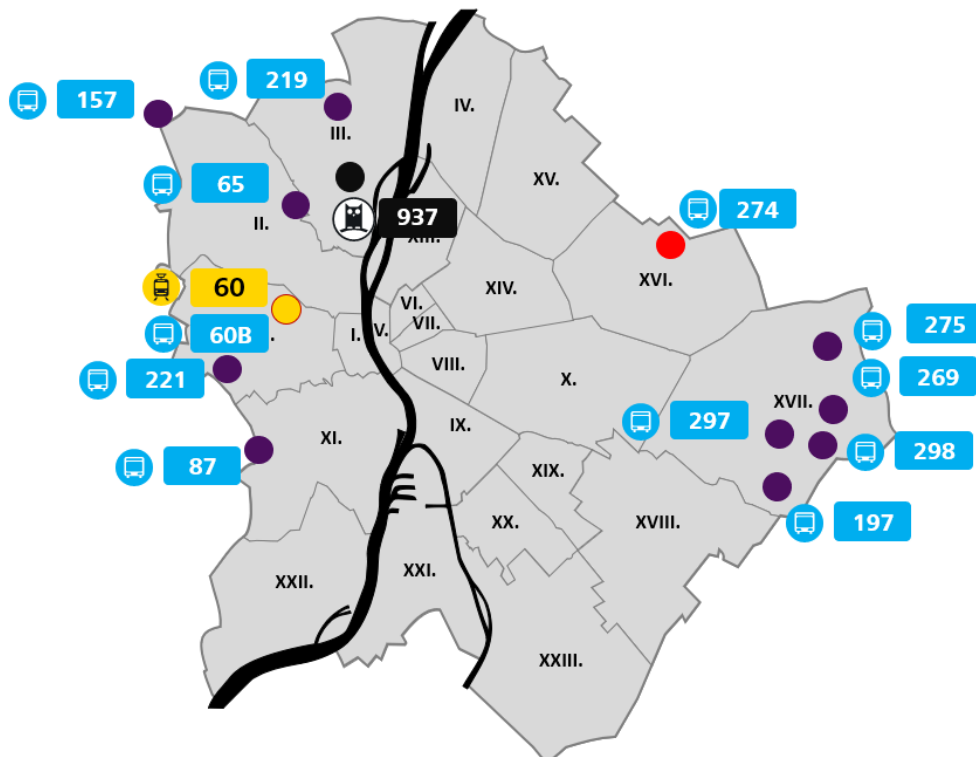


Figure 1. The existing DRT services in Budapest and the new 274 service.

<sup>1</sup> SMACKER (Soft Measures & Actions for behavioural Change and Knowledge to Embrace peripheral and Rural areas) was an Interreg Central Europe 2014-2020 project active from 01/04/2019 to 31/03/2022. The project aimed at addressing disparities in mobility in peripheral and rural areas, designing and promoting efficient and sustainable public transport services.

<https://programme2014-20.interreg-central.eu/Content.Node/SMACKER.html>



### 3. Strategic background and scenarios developed in the area

For the first and second LL meetings, BKK invited the relevant stakeholders to discuss the technical issues of DRT development.

The third LL meeting was a site visit where BKK tested the services in the pilot area with a Mercedes Sprinter 515 minibus vehicle. In addition to the professional actors, the deputy mayor and other municipal actors of the pilot area were invited to this site visit.

The fourth LL meeting was a public consultation where BKK presented the planned new service to the inhabitants of the pilot area and where they could ask questions about it.

The aim of the fifth LL meeting was to test the pilot area for the flexible DRT service - including the new minibus and route evaluation, passenger boarding, and operational feasibility.

The main outcomes of the LL meetings were as follows:

- BKK decided on the pilot area: BKK's technical team examined the possible locations in detail, 4 DRT locations were identified in 2024, the aim was to have an area where public transport is not available within 500 m walking distance and where there is a rail or HÉV (suburban railway) connection. Among the sites considered were Pálvölgy, Madárhegy, Csillebérc and Csobaj-bánya, of which the latter was chosen.

It is important to note that current DRT services have been based on fixed routes and fixed departure times, in the DREAM\_PACE pilot this would be further developed, as a flexible route would be developed;

- BKK defined the possible boarding points - its location, density, placement;
- BKK identified the relevant stakeholders on the first LL meeting: according to the participants, all relevant stakeholders have been involved, and there is no need to involve other stakeholders at the moment, apart from the partners present;
- For the planned Budapest service, there would be one fixed departure/arrival stop, Cinkota suburban railway station (HÉV), where passengers would be transported within the designated area, connecting to the arrival/departure of the suburban railway station (HÉV);
- During the LL meetings and from the public forum with the inhabitants, BKK received requests for the extension of the service area and better connection opportunity to the suburban railways (HÉV) and other BKK bus lines;
- BKK discussed the methodology for public involvement. It was carried out in two ways: a face-to-face public forum and an online questionnaire (in which residents could indicate their current travel habits and whether and how they would use the planned DRT service - in terms of time, route, potential stopping point).
- BKK tested the pilot area for the flexible demand-responsive bus service in the Csobaj-bánya area.
- It was finally confirmed that the new minibus - which was procured for the pilot - is suitable for local conditions and identified minor improvements to routes, stops, and passenger experience before rollout.

#### Main challenges:

- The main challenge in the DREAM\_PACE project was that contrary to the current DRTs in Budapest having a fix line, there was an opportunity to test a demand responsive system with a flexible route on a certain



part of the line. Since such a service was new in Budapest, it was a challenge both in terms of operation and IT;

- The IT system was developed by an external contractor, the challenge was to receive at least 3 valid bids for the procurement. The procurement process was unsuccessful in the first round and had to be reopened;
- Finding a suitable bus: The type of bus tested during the site visit is not suitable as there are many traffic calming barriers in the area, some built too high and the bottom of the bus too low, so some of these traffic calming barriers "caught" the bus.



Figure 2. The locations of boarding/disembarking points based on public consultations (left: the suggested boarding/disembarking points based on the online survey results, right: the final locations of boarding/disembarking points)



## 4. Development of the Action plan

### 4.1. Activities developed on the territory and objective of the plan

In Budapest, two pilots were elaborated throughout the project. Each consisted of several components.

**Activity 1 of the Budapest pilot (Pilot 1.1: Governance and planning of integrated DRT-public transport in a MaaS logic for peripheral and low demand areas)** consists of the following components:

- **Component 1:** Strategic approach for DRT in PT, transforming traditional lines in DRT and designing new DRT in developing areas.

The component focuses on testing new regulations related to DRT systems. In Hungary, transport infrastructural elements, such as stops, need to meet various infrastructural requirements in order to be approved by certain authorities. Although BKK Budapesti Közlekedési Központ (BKK Centre for Budapest Transport) has introduced so-called “simplified boarding points” in existing DRT services, the company aims to elaborate and test new solutions to make DRT systems more flexible. As part of the project, BKK tested more simplified boarding points where - due to the flexibility of the new DRT service - vehicles would be able to approach from different directions (at crossings) and thus, no designated stopping areas would be established. The area of the stop was marked with a single sign showing all necessary information about its operation.

- **Component 2:** Model for flexible management of DRT-PT, provided by AG/Redmint (Pavia Oltrepò).

The business planning tool helps planning the opportunity costs for the DRT service in low demand areas. A test with abstract data allowed the validation of the model. The pilot chooses the test service, but it should work in different contexts. The evaluation model needs were validated with an existing service or a new one. This evaluation model was shared by Redmint, and validated by BKK, highlighting the importance of this validation process. BKK tested the model on an existing or new DRT/PT service in Budapest and shared the results with AG/Redmint to finalise the model.

**Activity 2 (Pilot 2.1: Enhancing existing DRT networks responsiveness in rural and peripheral areas through digital/operational innovations)** of the Budapest pilot consist of the following components:

- **Component 1:** DRT in MaaS App.

The new DRT service is displayed in the BudapestGo journey planner application (<https://go.bkk.hu/>), which is used in Budapest and in its suburban area. The location of the vehicles can be tracked on a live basis and real-time departure times is shown to its users. Users have the opportunity to plan journeys with the new service, as it is integrated to the trip planning system. The ticketing system for the new service is the same, which is used in BKK’s existing public transport network. Although, journey requests need to be indicated in a dedicated website (<https://csobajbusz.bkk.hu>), which is carried out exclusively for the project, but it is stand-alone integrated in the BudapestGO app.

- **Component 2:** Display of DRT and traditional services in the same interface, fostering integration.

The new service is integrated into the BudapestGO route planner application, in a similar way to the existing DRT system (Telebusz). However, the current Telebusz system could not be further developed to support flexible route planning, which is why a new and more advanced software solution was introduced. Both systems are accessible in BudapestGO via a hyperlink, but the new system (Csobajbusz) is more deeply integrated than the old one (Telebusz): users do not need to register separately, as they can log in with their existing BudapestGO account. Vehicle locations can be tracked in real time in the



DREAM\_PACE

BudapestGO application, together with other local and some regional services. BKK plans to integrate the Telebusz and the Csobajbusz systems in the future.

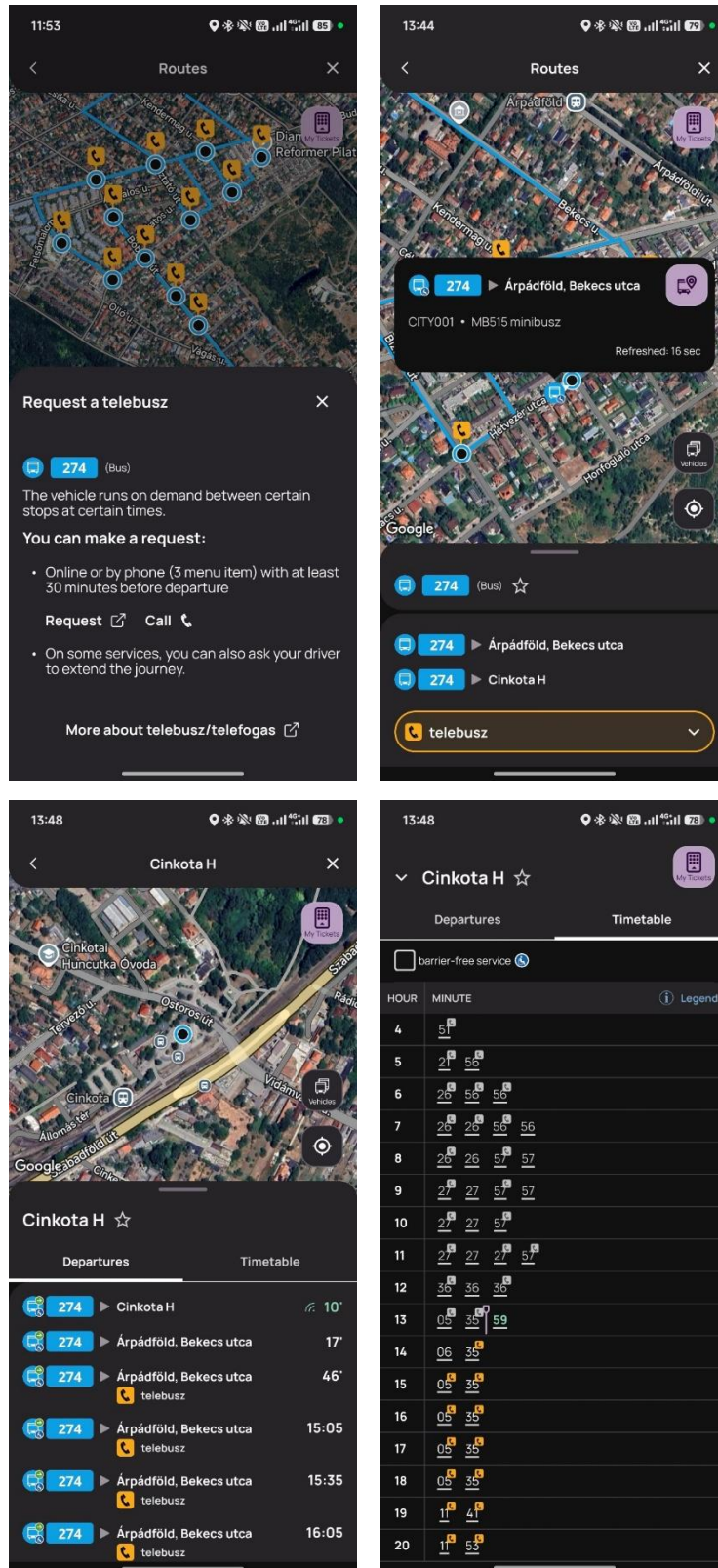


Figure 3: The new, flexible route DRT service (Csobajbusz) in the BudapestGO application

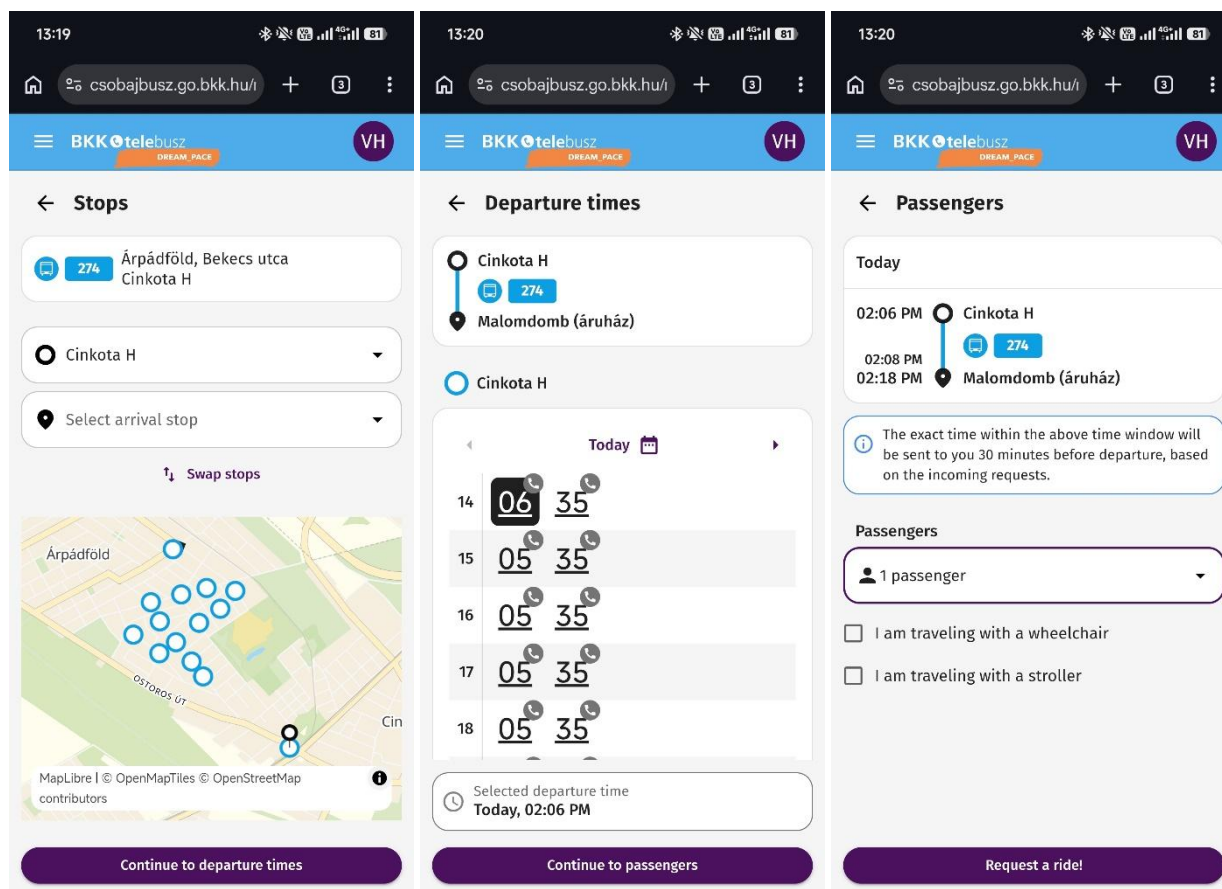


Figure 4: Online travel request process in the Csobajbusz webbased application

- **Component 3: New DRT services without fixed itineraries.**

The solution enables to operate a flexible DRT service without a pre-fixed designated route in a suburban area of the capital city of Hungary with the support of a cutting-edge software which was acquired through a procurement from an experienced company that handles state-of-the-art transport solutions. The testing helped to gain experience and thus identify potential opportunities to extend demand-responsive transport solutions in Budapest. The new flexible DRT system serves a mixed-use residential area, located in the eastern part of the 16<sup>th</sup> district in Budapest, which was previously underserved by public transport (PT) services.

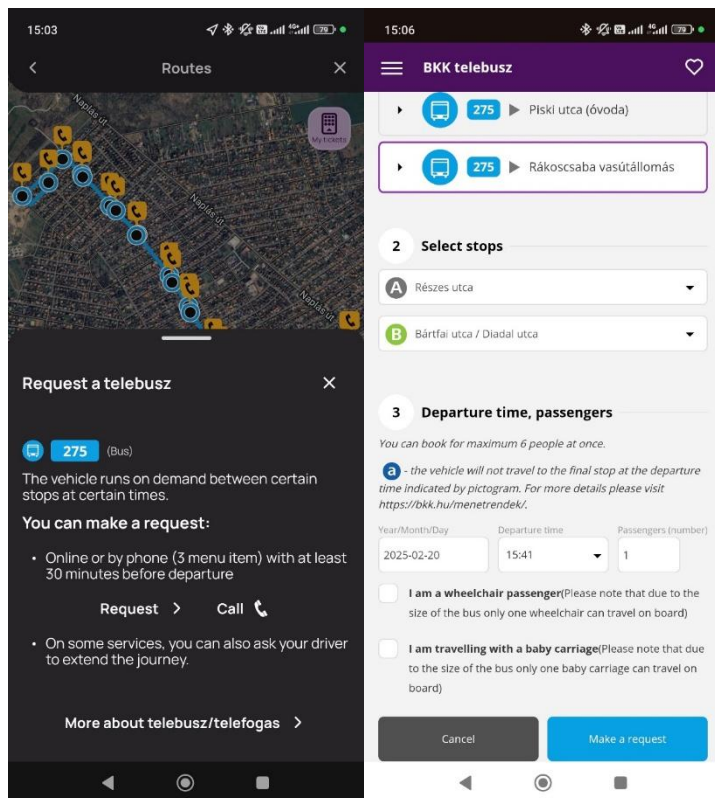


Figure 5. The DRT services in the BudapestGO app (left) and the Telebusz website (right).

274

BKK telebusz

**1** A 274-es busz Cinkota HÉV-állomást köti össze Csobajbányával és Árpádfölddel. Reggel és délelőtt a HÉV indulásaihoz igazítja, míg délutánként a HÉV érkezéséhez. A járat csak akkor közlekedik, ha erre előzetes igénybejelentés érkezik, és csak azoknál a megállópontoknál áll meg, ahová a szolgáltatást megrendelték. Ennek megfelelően az autóbussz útvonala, valamint a felszállóponthoz való érkezési ideje nem fix. Bus 274 connects Cinkota suburban railway station with Csobajbánya and Árpádföld. In the early and late morning, buses run adjusted to the train departures, and to arrivals in the afternoon. The bus only operates if a prior request is received, and it only serves the stops where the service was ordered. The bus route and the arrival times at the boarding points are not fixed.

**2** A járat az egyes megállóponthoz több irányból is érkezik! Kérjük, a busz érkezésekor nézzenek körbe és győződjenek meg róla, hogy biztonságosan meg tudják közelíteni a buszt. A busz egyes megállóponthaj nincsenek kiegészítve, ezért vigyázzanak a le- és felszálláskor. Please note that the service can arrive at each stop from several directions, therefore please pay attention when the bus arrives and approach it with caution. Some bus stops are not built-up, so please be very careful when boarding and exiting the bus.

**3** Utazási igényét előzetesen a csobajbusz.bkk.hu oldalon, a BudapestGO alkalmazáson keresztül, illetve a BKK telefonos ügyfélszolgálatán, a 3-as gomb megnyomása után jelezheti, a busz indulása előtt legkorábban egy héttel, legkésőbb fél órával. Cinkota H végállomáson az indulás előtt 2 perccel a járművezetőnél is jelezhetik az igényt. Kizárólag az adott indulásra, jövőbeli igényleadásra nincs lehetőség. You can request a departure in advance online at csobajbusz.bkk.hu, via the BudapestGO app or the BKK Call Centre by pressing option 3, at the earliest one week and at the latest 30 minutes before departure. At the Cinkota H terminus you can also make a stop request to the driver 2 minutes before departure, only for the given departure; there is no possibility to submit a request for a future time.

Indulási időpontok Cinkota H végállomásról munkanapokon  
Departure times from Cinkota H terminus on workdays

04: 51	13: 06, 36
05: 21, 56	14: 06, 35
06: 26, 56	15: 05, 35
07: 26, 56	16: 05, 35
08: 26, 57	17: 05, 35
09: 27, 57	18: 05, 35
10: 27, 57	19: 11, 41
11: 27, 57	20: 11, 53
12: 36	

Szombaton és munkaszüneti napokon nem közlekedik.  
No service at weekends and public holidays.

Érvényesség kezdete (visszavonásig): 2026.03.02.  
Valid from 02.03.2026 until further notice

**Felszállás az első ajtón / Front-door boarding only**

**BKK telebusz**

csobajbusz.bkk.hu | BUDAPESTGO

+36 1 3 255 255 → #3

a telefonos ügyfélszolgálat nyitvatartási idejében  
while our lines are open

Figure 6: Timetable of the new DRT service



Objectives of the Action plan are the following:

- Refine and expand the design of simplified boarding points, taking into account pilot experiences.
- Adaptation and long-term application of the DRT/PT model (provided by AG/Redmint).
- Integration of the new DRT service to the [Telebusz](#) online request system.
- Fine-tuning and expansion of the flexible DRT system to other areas in Budapest.

## 4.2. Budapest Action plan measures

### 4.2.1. Measure / Action 1: Refine and expand the design of simplified boarding points, taking into account pilot experiences

Refine the design of the simplified boarding points based on the experience of the pilot and use it for the design of other flexible DRT systems. The simplified boarding points used in the pilot allows vehicles to approach intersections from different directions without designated stopping areas. These stops are marked by a single sign with basic operational information.

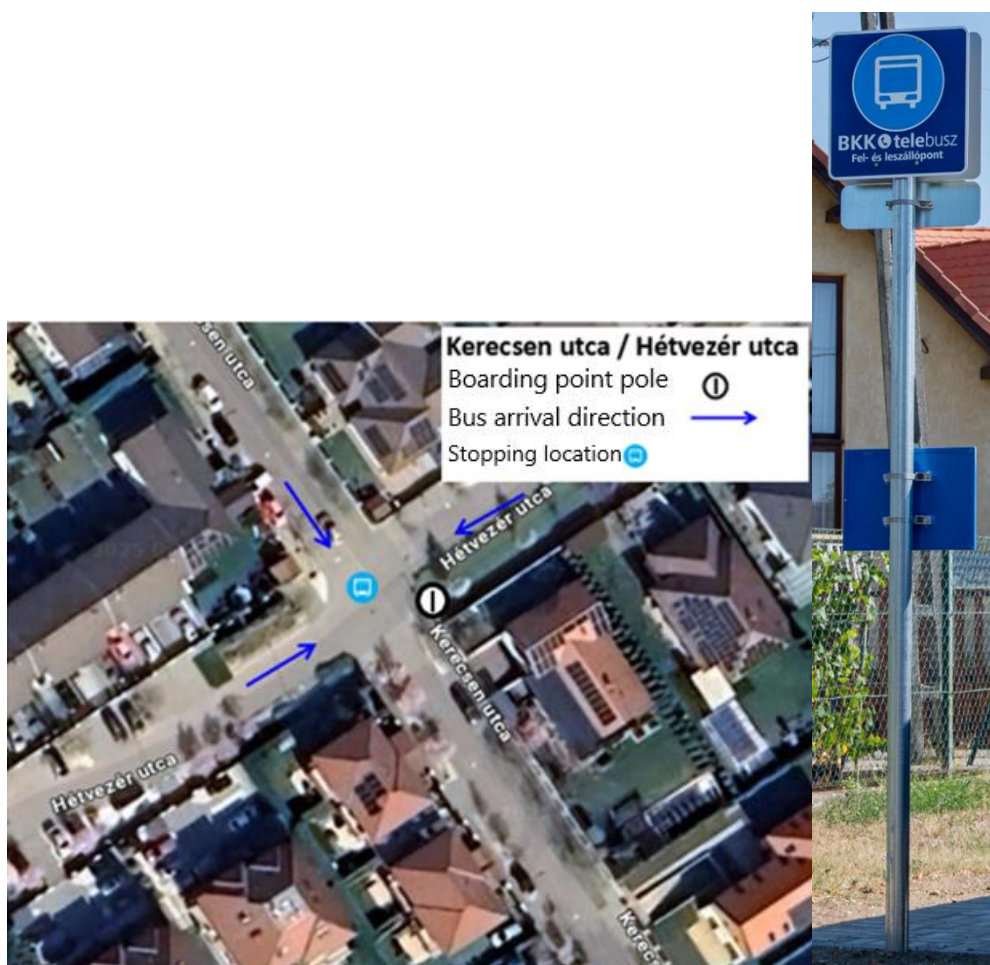


Figure 7: Marking of the simplified boarding points



### Main facts:

- Timing for implementation: the simplified DRT boarding points was tested during the test period of the new flexible DRT service (around from June 2025 to January 2026).
- Institution(s) / department(s) responsible for implementation: BKK.
- Stakeholders involved and responsibilities:
  - Bus Market Surveillance and Passenger Rights Authority of Hungary - Advisor in legal issues;
  - Municipality of the 16<sup>th</sup> district of Budapest - pilot area responsibility, local authority;
  - KTI Hungarian Institute of Transport Sciences and Logistics - Good practices and knowledge among designing transport systems;
  - Budapest University of Technology and Economics, Faculty of Transport Engineering and Vehicle Engineering - Academic knowledge and practices among designing transport systems;
  - Mobilissimus (PP) - co-design process, design and analysis research to gather more information about the potential demands for the planned DRT service;
  - General public - the users of the new DRT system.
- Risk and / or vulnerability tackled: the new and simplified boarding points were familiar to passengers and/or were not sufficiently safe. At some points, buses can arrive from all directions of the crossing (due to the flexible route), but only one sign will mark the boarding point per crossing. This means that passengers not necessarily have to wait for the bus where the sign is.
- Financing plan and sources: the design and installation of the signs was financed by BKK.
- Dependencies on other proposed measures: the implementation of this action started when the new DRT service started the test operation (Action 4).
- Will this measure continue after the project? Yes, the simplified boarding points can be used in other areas of Budapest if a flexible DRT system is developed.
- Results of the pilot project:
  - Passengers are accustomed to buses potentially arriving at a given junction from multiple directions and to the fact that a single stop sign per junction does not necessarily indicate the exact waiting location. Through the BudapestGO application, they can track the route in real time and see precisely from which direction the vehicle will arrive.
  - Prior to the launch of the pilot, the boarding and alighting system for flexible-route DRT services was defined in the BKK Business Regulations. As the route changes according to demand, boarding points are not direction-specific; instead, passenger exchange is possible at junctions and at designated points along streets. However, the currently applicable Hungarian Road Traffic Regulations (KRESZ) does not regulate DRT boarding points; as a result, a boarding point sign does not imply a no-parking zone, unlike a conventional bus stop (in cases of frequent illegal parking, an additional “No stopping” sign is required). In the expected revised KRESZ, boarding and alighting points will be marked by the combination of a “Meeting Point” sign and a supplementary “Telebusz” sign.

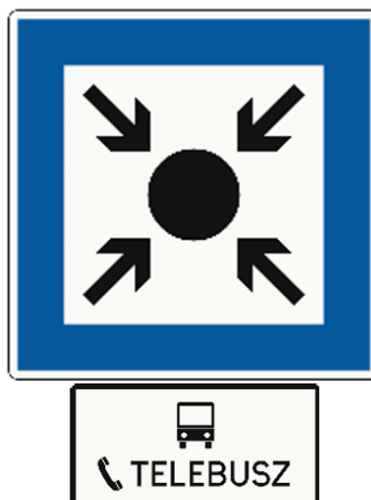


Figure 8: Signage for boarding points under the planned new Hungarian Road Traffic Regulations (KRESZ)

#### 4.2.2. Measure / action 2: Adaptation and long-term application of the DRT/PT model (provided by AG/Redmint)

Investigation of the adaptation and long-term application of the DRT/PT model (provided by AG/Redmint) in the transport planning of BKK.

##### Main facts:

- **Timing for implementation:** the testing of the business planning tool lasted around from 15 May 2025 to 31 June 2025.
- **Institution(s)/ department(s) responsible for implementation:** Redmint/AG for development, BKK for testing and validation of the model.
- **Will this measure continue after the project?** Yes, BKK would like to investigate the applicability of the final model for Budapest transport planning after the project.
- **Results:** Redmint developed the business planning tool for flexible management of DRT-PT. BKK tested the model using data from two planned DRT services in Budapest and shared the insights with Redmint to help finalise the model (see D1.2.3).

#### 4.2.3. Measure / action 3: Integration of the new DRT service in the Telebusz online request system

All the DRT services are (partially) integrated in the BudapestGO app: it is possible to see the live positions of the vehicles, the live departure time, the stops, but it is necessary to indicate the request for a journey on another website Telebusz (<https://telebusz.bkk.hu/>), which is redirected from BudapestGO via a hyperlink.

The new DRT service must also be requested on a separate website (csobajbusz.bkk.hu), but it is more deeply integrated than the old one (Telebusz): users do not need to register separately, as they can log in with their existing BudapestGO account. Vehicle locations can be tracked in real time in the BudapestGO application, together with other local and some regional services. BKK plans to integrate the Telebusz and the Csobajbusz systems in the future.



DRT services can be used with the same ticket and pass as all PT services. Tickets can be purchased via the BudapestGO app, at ticket machines or at customer centres.

**Main facts:**

- **Timing for implementation:** the test operation of the new DRT system lasted from June 2025 to January 2026.
- **Institution(s)/ department(s) responsible for implementation:** BKK, external provider.
- **Stakeholders involved and responsibilities:**
  - General public - the users of the new DRT system;
  - External provider - development of the IT system.
- **Dependencies on other proposed measures:** it is related to the Action 4.
- **Will this measure continue after the project?** Yes.
- **Results:** Considering the successful pilot, BKK extended the operation of the established DRT system by an additional year, now financed from its own budget - meaning that the system has been in operation since February 2026. During this period, the possibility of integrating the Telebusz and Csobajbusz services will be examined.

#### 4.2.4. Measure / action 4: Fine-tuning and expansion of the flexible DRT system to other areas in Budapest

Fine-tuning and extending the flexible route DRT system tested during the pilot to other areas of Budapest and converting existing DRT systems into a flexible route system.

**Main facts:**

- **Timing for implementation:** test period from June 2025 to January 2026.
- **Institution(s)/ department(s) responsible for implementation:** BKK.
- **Stakeholders involved and responsibilities:**
  - Municipality of the 16th district of Budapest - pilot area responsibility, local authority;
  - KTI Hungarian Institute of Transport Sciences and Logistics - Good practices and knowledge among designing transport systems;
  - Budapest University of Technology and Economics, Faculty of Transport Engineering and Vehicle Engineering - Academic knowledge and practices among designing transport systems;
  - Mobilissimus (PP) - co-design process, design and analysis research to gather more information about the potential demands for the planned DRT service;
  - General public - the users of the new DRT system;
  - External provider - development of the IT system.
- **Dependencies on other proposed measures:** it is related to Action 1.
- **Will this measure continue after the project?** Yes, as the new DRT system is successful and operates after the project in the pilot area, it can be extended to other areas of Budapest.
- **Results:**



- In October 2025, BKK and Mobilissimus collected the early experiences through an online public survey completed by 132 residents and through feedback from operators, external partners. The results showed high satisfaction with the new service, particularly with the vehicle quality (85% completely satisfied) and the flexible routing (77% completely satisfied), forming the basis for post-project. Based on the feedback received, we fine-tuned the location of several boarding points and are planning the establishment of additional points.
- Based on the positive experiences from the Csobajbusz pilot in District XVI, BKK plans to extend the flexible, demand-responsive transport model to additional areas of Budapest in the future, focusing on neighbourhoods where the service can provide substantial added value.



## 5. Monitoring and evaluation

Action	Expected impacts	KPI
Action 1: Refine and expand the design of simplified boarding points, taking into account pilot experiences.	-	Clear policy for design DRT boarding points; guidance/manual for designing DRT boarding points.
Action 2: Adaptation and long-term application of the DRT/PT model (provided by AG/Redmint).	More efficient business planning for DRT services.	Validated model for DRT/PT management.
Action 3: Integration of the new DRT service and the Telebusz online request system.	All DRT service can be requested in the same applications.	Original KPI: The new DRT system in the Telebusz application. It was revised so that integration into the Telebusz system is no longer planned; instead, it will either be integrated into the Csobajbusz system (as it is more advanced than Telebusz) or a new system will be developed.
Action 4: Fine-tuning and expansion of the flexible DRT system to other areas in Budapest.	More effective and flexible DRT systems in Budapest.	Flexible DRT systems in other areas in Budapest. It is planned after the integration of the system.



## 6. Conclusions and next steps

The Action Plan was approved by BKK. BKK Centre for Budapest Transport is the transport manager of Budapest, and also the local authority, then it does not need any external approval. Several professional areas of BKK are involved in the development of the project tasks: the Public Transport Network Planning Unit and the IT Department are responsible for the development of the technical tasks, while the Strategic Knowledge Centre and the R&D Department are responsible for the project management.

Developing and testing DRT with a flexible route in Budapest is a great and exciting challenge. BKK expects, as a result of this project, to be able to successfully implement this new and innovative system, continue its operation in the area after the project is finished and expand it to other areas.



## 7. References

- 1) DREAM\_PACE Application Form, Version 2.0. 2023.
- 2) DREAM\_PACE D1.1.1 “Report on governance and planning for public transport, mobility innovations and DRT in CE Regions”. 2023.
- 3) DREAM\_PACE D1.1.2 “State of the art report on governance structures and planning processes for DRT in the pilot areas”. 2024.
- 4) DREAM\_PACE D1.1.3 “Development scenarios for DRT innovative governance and planning approaches”. 2024.
- 5) DREAM\_PACE D1.2.2 “Living labs meetings documentation on the co-design process for governance / planning in pilot areas. 2025.
- 6) DREAM\_PACE D1.2.3 “Co-designed solutions blueprint of integrated DRT implemented /tested through pilot activities. 2025.
- 7) DREAM\_PACE D2.1.1 “Analysis report on DRT digital and operational innovations in CE Regions and engaged areas”. 2023.
- 8) DREAM\_PACE D2.1.2 “State of the art report on digital and operational approaches for DRT in the pilot areas”. 2024.
- 9) DREAM\_PACE D2.1.3 “Development scenarios for DRT innovative digital and operational approaches”. 2024.
- 10) DREAM\_PACE D2.2.2 “Living labs meetings documentation on the co-design process for governance /planning in pilot areas. 2025.
- 11) DREAM\_PACE D2.2.3 “Co-designed solution blueprint improving existing DRT, implemented /tested in pilot activities”. 2026.
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