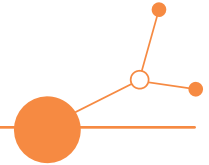
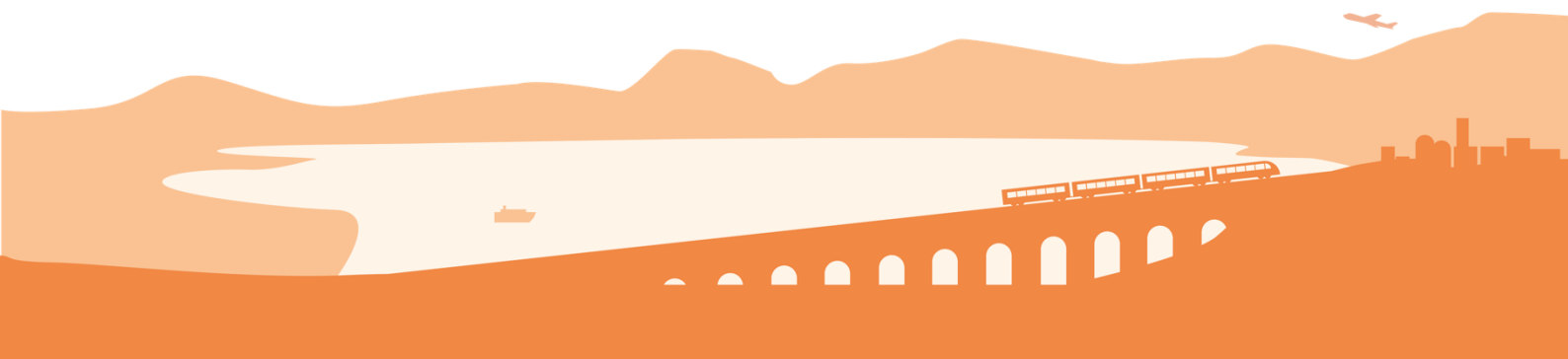


D3.4.1 Report on actions fostering the take up of Action plans



Final Version
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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) jointly developed 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 fostered a better integration of DRT and public transport (Bologna, Pavia, Budapest areas), supported a higher coordination among existing DRT initiatives (East Tyrol, Baden-Württemberg) and experimented new integrated approaches for DRT "green fields" (Split-Dalmatia County).

DREAM_PACE exploited the potential of integrated planning and digital and operational innovations for a common strategy and develop innovative DRT modular solutions. The project implementation built 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 deliverable, which constitutes the Report on actions fostering the take up of action plans, aims to document how the six Living Labs (thereafter LL) supported the take-up of their respective Action plans through local workshops with decision makers, preparation of documentation for official adoption at local and regional level, and communication of results for replication beyond the project framework. It focuses on the concrete steps taken by the PPs to move from pilot testing and co-design towards institutional ownership, operational follow-up and wider replication.

The deliverable is organized as follows.

Chapter 2 introduces the strategic context of the project and describes how the six LLs to transform pilot results and Action Plans into concrete follow-up.

Chapter 3 and Chapter 4 provide a synthesis of the six LLs reports and highlight the most relevant take-up actions, actors involved and expected follow-up.

Chapter 5 drafts the conclusions of the deliverable.

The Annexes contain the full partner reports, to preserve the original evidence base and detailed descriptions.



2. Introduction

DREAM_PACE was designed to improve accessibility and connectivity in peripheral and rural areas by integrating public transport and DRT services through governance, planning, digital and operational innovation. The project generated six Action plans, one for each pilot regions (Bologna Metropolitan Area, Budapest, East Tyrol, Pavia-Oltrepò, Stuttgart Region, and Split-Dalmatia County), alongside practical solutions, pilot actions and a cooperation network. However, the value of these outputs depends on their take-up after project implementation. For that reason, the PPs organised targeted actions to transform pilot results into follow-up decisions, institutional commitments, operational improvements and scalable knowledge.

Across the six LLs, partners used a combination of wrap-up workshops, meetings with decision makers, technical exchanges, stakeholder communication, validation activities and formal supporting documents.

The six LLs reports show both common patterns and place-specific approaches.

In every territory, the LL served not only as a testing environment but also as a governance mechanism for building ownership, validating results and defining next steps. Although adapted to different territorial contexts, these actions had a common purpose: consolidating pilot results and translating them into realistic next steps for future planning, procurement, service design, governance improvement and local implementation

At the same time, the pathways to take-up differed: some focused on integration into strategic planning and tendering, others on continuing the pilot service, validating technical solutions, strengthening communication or preparing guidance for broader replication.

The six Living Labs demonstrate complementary pathways for take-up.

- In Bologna and East Tyrol, the project results are feeding into future planning and tendering processes;
- In Budapest, the pilot directly led to the continuation of the Csobajbusz service beyond DREAM_PACE;
- In Pavia-Oltrepò, stakeholder validation and communication were central to supporting implementation;
- In Stuttgart Region, the pilot informed ongoing evaluation and service planning approaches;
- In Split-Dalmatia County (SDC), pilot outputs and tendering documentation are guiding future county-level DRT development.

Taken together, the evidence shows that DREAM_PACE did not end with the preparation of action plans as stand-alone documents. Instead, the project created practical conditions for their take-up by connecting technical evidence, participatory governance, policy dialogue and communication. The LLs proved effective as spaces where authorities, operators, service providers and users could reflect jointly on results, validate options and identify viable follow-up steps beyond the project lifetime.



3. Overview of actions fostering take-up in the six Living Labs

Table 1 provides a concise overview of the take-up pathways emerging from the six Living Labs.

Living Lab	Country	Lead partner	Take-up achieved / targeted	Key fostering actions	Planned follow-up
Bologna Metropolitan Area	Italy	SRM - Reti e Mobilità	Embedding the action plan into future PT planning, tendering and SUMP-related decision making, in cooperation with the Metropolitan City and Municipality of Bologna.	Wrap-up stakeholder meeting; validation with decision makers; letters of intent; presentation of methodological outputs and DRT4All toolbox.	Potential use of DREAM_PACE methods and outputs in the 2028-2029 PT tender cycle and in wider metropolitan and regional planning.
Budapest	Hungary	BKK	Continuation of the Csobajbusz flexible-route service beyond the project, based on positive operational performance, user feedback and management review.	Online survey of residents; operational feedback from staff and partners; CEO-level meeting; preparation for integration with the legacy Telebusz system.	Long-term procurement from 1 February 2026 and exploration of future expansion to other areas of Budapest.
East Tyrol	Austria	RMO	Co-designed mobility blueprint feeding into regional PTA and PTO discussions and into the ongoing PT tender for operations from 2027 onwards.	Stakeholder workshop in Lienz; alignment with municipalities, PTAs and operators; bilateral meeting with the regional PTA; letter of interest supporting uptake.	Tender-compatible assessment of DRT restructuring and possible implementation in valleys and low-demand branches.
Pavia-Oltrepò	Italy	Autoguidovie	Validation of the digital display/totem solution and stakeholder commitment to	On-site tests with mayor and users; technical installation and usability checks; final tests with	Final installation and validation of displays/totems and stronger communication to support future



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Living Lab	Country	Lead partner	Take-up achieved / targeted	Key fostering actions	Planned follow-up
			promote the service and support implementation.	decision makers; local communication and promotional commitments.	service uptake and scalability.
Stuttgart Region	Germany	nexus	Use of pilot learnings to inform regional evaluation, service planning guidance and future stakeholder cooperation on DRT.	Reflection workshop on actions and solutions; discussion with municipal and regional actors; review of measures on booking, marketing, financing, KPIs and network building.	Regional evaluation work continues, with selected methods and quick-scan approaches informing future planning.
Split-Dalmatia County	Croatia	Dyvolve	Use of pilot results and tendering documentation to guide future DRT development in low- and variable-demand areas of the county.	Final Living Lab meeting; decision-maker engagement; presentation of procurement results, service testing and communication activities.	Future exploration of call-centre support, strong promotional rollout and use of tendering documentation as guidance for wider replication.



4. Cross-cutting analysis of results

Across the six LLs, several recurring action types can be identified. These include wrap-up workshops to review pilot results, targeted meetings with decision makers, technical validation activities, preparation of Letters of intent or tendering inputs, and communication activities aimed at users, stakeholders and the wider public.

These actions often combined technical and governance dimensions. For example, partners did not only present outputs, but also discussed operational feasibility, funding implications, planning relevance and institutional responsibilities. This helped position the Action plans as working instruments rather than purely descriptive documents.

The LL format proved to be a valuable bridge between co-design and implementation: in all the six pilot areas, it provided a structured forum where authorities, operators, experts and users could validate results, reflect on testing experience and shape realistic follow-up pathways.

The LLs also supported continuity. Even where no formal permanent structure is foreseen, the networks built through repeated workshops and exchanges created a basis for ongoing collaboration, knowledge sharing and local ownership.

Decision-maker engagement was central to the take-up process. In some cases, this took the form of direct validation meetings with local or regional authorities; in others it involved management-level reviews, PTAs, heads of department or mayors participating in final tests and discussions.

The evidence shows that take-up is most advanced where decision makers were engaged not only at the end of the pilot but throughout the LL process. This enabled a stronger link between project outputs and future planning, procurement or service development.

Several LLs highlighted the importance of supporting documentation, including letters of intent, meeting reports, tendering materials, evidence packages and communication outputs. These materials help move from informal support to a more structured basis for follow-up.

Communication was also a key enabling mechanism. User surveys, local promotional activities, media coverage and stakeholder-facing dissemination helped demonstrate value, gather feedback and build support for continuation or replication.

A major outcome of DREAM_PACE is that local pilot experience has been translated into formats that can be reused elsewhere. These include methodological approaches, mobility blueprints, digital and tendering guidance, service-planning insights and communication lessons.

The replication potential is particularly strong where outputs were explicitly framed as transferable concepts rather than context-specific fixes. The six reports together show that take-up and replication are closely linked: the stronger the local ownership and evidence base, the greater the credibility of the solutions for other territories.



5. Main conclusions

Overall, the reported actions produced four main outcomes. First, they reinforced institutional ownership of the Action plans by involving public authorities, PTAs, operators and other key actors in final discussions and validation processes. Second, they translated pilot experience into operational follow-up, such as service continuation, tender-related preparation, technical validation or future research. Third, they highlighted the importance of stakeholder communication and promotion as enabling conditions for take-up. Fourth, they increased replication potential by turning local experiences into transferable methods, blueprints, tendering guidance and practical lessons for other territories.

In the end, the six LLs reports confirm that the take-up of action plans depends not only on the technical quality of the plans themselves, but also on the quality of the process surrounding them. DREAM_PACE partners invested in meetings, validation, communication, technical documentation and decision-maker dialogue to ensure that project outputs remain usable after the formal end of the project. This approach proved that active engagement with public authorities and PTO/As is the primary enabling factor for transforming a strategic document into an operational reality.

The evidence shows several levels of maturity in take-up. In some cases, take-up already includes concrete continuation decisions, such as the extension of pilot services or the formal integration of DRT into upcoming tenders. In other cases, the most important result is the delivery of a validated solution, a stronger local coalition or a transferable methodology ready for future use. These differences should be seen as a strength, reflecting the diversity of institutional contexts rather than uneven project ambition.

In general terms, DREAM_PACE has created a strong basis for continuing the integration of DRT into regional and local mobility systems in Central Europe. By connecting technical evidence with participatory governance and strategic communication, the project has ensured that pilot results are not lost, but rather translated into scalable knowledge.

The six annexed reports demonstrate that the project has generated not only local pilot outcomes, but also a body of practical knowledge that can inform replication in other rural and peripheral territories.



6. References

- 1) DREAM_PACE Application Form, Version 3.0. 2025.
- 2) DREAM_PACE D1.2.2 “Living labs meetings documentation on the co-design process for governance / planning in pilot areas”. 2025.
- 3) DREAM_PACE D2.2.2 “Living labs meetings documentation on the co-design process for governance /planning in pilot areas”. 2025.
- 4) DREAM_PACE D3.2.1 “Action plan drafts in the six pilot regions”. 2025.
- 5) DREAM_PACE D3.2.2 “Report on strategy-setting workshops for Action plans' implementation”. 2025.
- 6) DREAM_PACE D3.2.3 “Final Action plan and take up”. 2026.
- 7) DREAM_PACE D3.4.2 “Report on actions fostering the take up and upscaling of solutions”. 2026.
- 8) DREAM_PACE D3.4.3 “Report on actions fostering the take up of the DRT strategy”. 2026.
- 9) DREAM_PACE D3.4.4 “Report on final event and future initiatives supporting DRT 3.0 concepts”. 2026.



7. Annexes

7.1. Bologna Metropolitan Area Living Lab report

Bologna Metropolitan Area Living Lab	Information
Partner name	SRM - Reti e Mobilità
Partner acronym	SRM
Country	Italy
Living Lab name / territory	Bologna metropolitan area
Contact person	Giuseppe Liguori
Email	giuseppe.liguori@srbologna.it
Phone (optional)	

Short summary

The Bologna Action plan aims to ensure that DRT governance and planning are fully aligned with the SUMP and the broader metropolitan mobility strategies. SRM intends to fully embed the DREAM_PACE project results into its future planning, tendering, and strategic decision-making processes, and to work in this direction in close cooperation with the Metropolitan City of Bologna (CMBO) and the Municipality of Bologna (COBO).

In view of the upcoming Public Transport (PT) tender and the subsequent definition of the Service Contract (currently scheduled for the 2028-2029 biennium), as well as in support of CMBO in decision-making processes related to PT planning and SUMP-related activities, SRM will implement the actions foreseen in the Action Plan (D3.2.1, Chapter 4.2). CMBO and COBO (as stated in the Letters of Intent attached to D3.2.3) have expressed their intention to take the DREAM_PACE project results into account in the development and update of mobility planning instruments, as well as in the evaluation and selection of local mobility measures, including those related to PT planning and sustainable mobility strategies.

Coordination with the Emilia-Romagna Region (RER) is also relevant in view of the potential scalability of the approach, particularly with regard to the regional MaaS system currently under development and the possible integration of DRT services within it.

The solution components developed (Strategic Planning Approach for DRT in PT, Recommendations on Integration of DRT into MaaS, and Recommendations on Developing a PT Tendering Procedure Including DRT) will support the sustainable integration of DRT into the metropolitan PT system, helping authorities plan, evaluate demand, and optimize service provision in low-demand areas.

Part A - Meetings organised in this Living Lab

A1. Wrap-up Living Lab meeting

Bologna Metropolitan Area Living Lab	Information
Meeting title	Wrap-up LL meeting
Date	19 February 2026
Place (city, online/hybrid)	Online
Main organizer(s)	SRM
Number of participants (total)	35



Bologna Metropolitan Area Living Lab	Information
Key stakeholder groups represented (e.g. municipality, PTA, operator, NGOs, tech providers...)	Local, Regional and National Public Authorities; PTAs and PTOs; Maas Integrator; IT players operating in the DRT and MaaS sectors

A1.1 Objectives of the meeting

The objective of the meeting is to present the results of the DREAM_PACE project, with a specific focus on the solutions developed within the Bologna Living Lab and on the application of the related pilot measures. The meeting also aims to introduce the DRT4All website, which provides access to the project Solutions Toolbox and to practical resources designed to support stakeholders in the effective implementation of DRT. The meeting foresees a dedicated space for discussion with participants, including reflections on possible funding opportunities to support the uptake and further implementation of the proposed solutions.

A1.2 Main outcomes and agreements

The meeting recorded a high level of participation, confirming strong interest in the results and solutions developed within the Bologna LL. The pilot outcomes were successfully presented and positively received by participants, who particularly appreciated the clarity of the proposed solutions and their relevance for real-world PT planning.

During the meeting, an operational perspective on the results was also provided, highlighting how the activities carried out within the Bologna pilot enabled the development of a replicable methodological approach, rather than a context-specific solution. This aspect was recognised as a key added value of the Bologna LL. In this context, local and regional public authorities expressed particular interest in the data and analytical outputs produced within the project and confirmed their willingness to receive and assess them once the final validation process is completed. This interest reflects a concrete intention to explore the use of the methodological framework in other territories, both at regional scale and at smaller territorial levels, such as in minor municipalities located in the Apennine areas.

The DRT4All website was also positively received by participants, who appreciated its role as a practical entry point to the project solutions toolbox.

Overall, the meeting reinforced the potential for continuity of the LL community and for the further uptake and scalability of DREAM_PACE solutions beyond the Bologna pilot area.

A2. Meeting with decision makers

In the case of the Bologna pilot, this activity corresponds to Living Lab meeting #6, where decision makers were already involved as part of the co-design and validation process. Organising an additional dedicated meeting with decision makers would not add further value to the pilot. For this reason, no separate meeting exclusively with decision makers will be organised.

Item	Information
Meeting title	Living Lab meeting #6
Date	17 July 2025
Place (city, online/hybrid)	Online
Main organiser(s)	SRM
Type of decision makers involved (e.g. deputy mayor, regional councillor, CEO of operator, head of department...)	Local public authority: Metropolitan city of Bologna (CMBO) and Municipality of Bologna (COBO)
Number of decision makers present	2



A2.1 Objectives of the meeting

The objective of the meeting was to present and validate all measures and related outputs of the Bologna Living Lab (for a complete list, please refer to the Deliverables related to the pilot Workplan - D1.3.1, D1.3.2, D1.3.3 - or the Action plan - D3.2.1, D3.2.2), as well as to discuss their potential adoption by the authorities involved in the meeting. In particular, the focus was posed on the results related to the application of methodologies for estimating mobility demand and identifying weak-demand areas in the Metropolitan city of Bologna. The meeting included sharing and discussing the service models applicable in these identified weak-demand areas, as well as the related hypotheses on possible remuneration models for DRT services.

Within the broader scope of the DREAM_PACE pilot in Bologna, this analysis - which refers to the integrated assessment of mobility demand, the identification of weak-demand areas, and the definition of suitable DRT service and remuneration models (with the aim of supporting their alignment with planning tools) - represents Activity “d - Study on potential integrations between demand assessment methodologies and parameters and city and metropolitan planning tools (i.e., SUMP)”.

A2.2 Main messages to decision makers

Existence of a validated methodology that can be used to estimate mobility demand and to identify weak-demand areas across the Metropolitan city of Bologna.

Validity of the data-fusion approach (PUMS data, Floating Car Data, Istat socio-demographic data, mobile-phone data) for creating a completer and more updated picture of real mobility needs (including city users).

The weak-demand areas identified through the DREAM_PACE Bologna LL activities can serve as a basis for defining targeted DRT service models integrated into the metropolitan transport network.

It could be interesting to explore potential adjustments to the existing Metropolitan Public Transport (MPT) network, based on load-factor analysis and the DRT suitability of identified areas.

The standard remuneration model based solely on kilometres travelled is not suitable for DRT, and openness to consider alternative models linking remuneration to demand levels and service complexity.

The results of this analysis (see above) are relevant for future phases of planning, including the integration of DRT into the next PT Contract of Service and alignment with the SUMP framework.

A2.3 Feedback and commitments from decision makers

CMBO and COBO agreed on the above messages and expressed interest in leveraging the results in a strategic perspective: to support the refinement of the public transport network, and to guide decisions on DRT service models and on remuneration schemes that are better aligned with the different demand levels identified.

Part B - Actions fostering take-up of action plans

B1. Link to the Living Lab action plan

Bologna Metropolitan Area Living Lab	Information
Title of the action plan	Bologna Action plan
Time frame (e.g. 2024-2030)	2025 - 2029



Bologna Metropolitan Area Living Lab	Information
Main objectives	<ul style="list-style-type: none"> • Establish a scalable (at regional level) and sustainable framework to enhance accessibility in peripheral and low-demand areas. • Integrate DRT services with traditional public transport and within a MaaS logic to improve service coherence and user experience. • Optimize service provision by identifying priority areas and selecting the most suitable operational models for DRT deployment. • Strengthen governance and planning processes to ensure effective coordination of DRT services within the broader mobility system. • Foster continuous collaboration among stakeholders through structured dialogue and co-design involving public authorities, operators, and end-users.

The outputs of the measures included in the Bologna Action plan will serve as a reference for the next PT Contract of Service, scheduled for the local-2029 biennium, and for the revision and update of the SUMP (planned for 2029). As reflected in the Letter of Commitment of SRM and the Letters of Intent of CMBO and COBO (attached to D3.2.3), the project results are considered in ongoing and future planning and decision-making processes related to PT and sustainable mobility.

B2. Actions implemented to foster take-up of the action plan

B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
1	LL meeting #3	Measure „a“	LL meeting with stakeholders	Local and Regional Public Authorities; PTAs and PTOs; Maas Integrator; IT players operating in the DRT and MaaS sectors	03 April 2025	SRM and CMBO (AP)
2	LL meeting #4	Measure „c“	LL meeting with stakeholders	Local and Regional Public Authorities; PTAs and PTOs	01 July 2025	SRM and CMBO (AP)
3	LL meeting #5	Measure „b“	LL meeting with stakeholders	Local, Regional and National Public Authorities; PTAs and PTOs; Maas Integrator; IT	01 July 2025	SRM and CMBO (AP)



B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
				players operating in the DRT and MaaS sectors		
4	LL meeting #6	Measure „d“	LL meeting with stakeholders	Local Public Authorities	17 July 2025	SRM and CMBO (AP)
5	Wrap-up LL meeting	Measures “a”, “b”, “c”, “d”, “g”	LL meeting with stakeholders	Local, Regional and National Public Authorities; PTAs and PTOs; Maas Integrator; IT players operating in the DRT and MaaS sectors	19 February 2026	SRM and CMBO (AP)
6	Engagement with local authorities	Measures “a”, “b”, “c”, “d”, “g”	Policy dialogue	Local authorities responsible for municipal and metropolitan mobility planning	April 2025 - ongoing	SRM and CMBO (AP)
7	Use of DREAM_PACE results (measures) within SRM’s internal planning and preparation of the next Public Transport Contract of Service	Measures “a”, “b”, “c”, “d”, “g”	Internal technical work and strategic planning activities	SRM internal technical and planning units responsible for network design, service regulation, and preparation of the next PT Contract of Service	April 2025 - ongoing	SRM

B3. Results and status of implementation

Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
Measure “a”: Application of the	Since this measure falls under medium-term actions,	Planned	This measure defines an operational and technical



Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
“Study on the integration of DRT services into the public transport supply and into a MaaS system”	its implementation is planned within three years after the end of the project. The output of the measure (the study “a”) will serve as a reference for the next Contract of Service, scheduled for the 2028-2029 biennium.		framework to ensure the interoperability of DRT services with public transport and within MaaS platforms, supporting the integration of mobility services in a cohesive and interoperable ecosystem. It introduces, as an innovative element, a structured framework that allows DRT services to be integrated from the planning phase onward, while ensuring full compliance with applicable regulatory requirements.
Measure “b”: Application of the “Analysis of potential demand and definition of areas of weak demand at the metropolitan level”	This measure is classified as a medium-term action, with implementation planned within three years after the end of the DREAM_PACE project. It is part of the planning phase, providing the foundation for the targeted and data-driven integration of DRT services into the PT network. In the short term, the application of this analysis has already served as a data support for the drafting of the “Relazione dei lotti di affidamento” (“Report on the service awarding lots”) for the local public transport services of the Metropolitan city of Bologna ¹ , which was completed by SRM in 2025	Planned	This measure defines the geographical and functional areas where local PT services should be planned and awarded, while identifying the potential mobility demand to be served. It introduces contractual strategies for integrating DRT services into PT Contracts of Service, providing tools to manage the additional operational complexity typically associated with DRT.
Measure “c”: Application of the “Analysis on DRT costs and the possibility of their inclusion in the	This measure falls under medium-term action, with implementation planned within three years after the end of the DREAM_PACE	Planned	This measure provides a clear cost structure for DRT services, supporting their potential inclusion in the PT Contract of Service. It ensures cost

¹ The Report illustrates the analysis conducted on the local public transport basin of the Metropolitan city of Bologna as required by Measure 6 of the Transport Regulation Authority (ART) Resolution n. 48/2017 and applying the criteria provided by the Resolution itself and by art. 48, paragraph 6, letter a) of DL 50/2017.



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Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
PT Contract of Service, ensuring cost efficiency and optimized resource allocation”	project. The measure will use the output of the pilot action “c” in the next PT Contract of Service, scheduled for the 2028-29 biennium.		efficiency and optimized resource allocation while identifying key factors for economic sustainability. The analysis offers practical guidance for integrating DRT into PT contracts, outlining the conditions under which such services can be effectively planned, remunerated, and managed within the broader public transport framework.
Measure “d”: Application of the “Study on potential integrations between demand assessment methodologies and parameters and city and metropolitan planning tools (i.e., SUMP)”	This measure falls under short-term actions, with implementation planned by the end of the project. The output of pilot action “d” will be used in 2026, when the SUMP relaunch plan is scheduled, allowing for its integration into the revised document (while the future SUMP is planned for 2029).	Planned	This measure demonstrates how the outputs of the multi-level demand estimation approach (described in study “b”) can effectively support the planning and restructuring of public transport services, with particular attention to DRT deployment. It explores the integration of advanced mobility demand analysis methods with strategic planning tools, such as the SUMP of the Bologna metropolitan area, providing guidance for data-driven decision-making and the design of more targeted, efficient, and responsive PT services.
Measure “g”: Application of the “Identification of potential weak demand areas by analysis and geographic visualization of the O/D matrix starting from telephone SIM data”	This measure falls under short-term measures, with implementation planned within the end of the project. The interactive dashboard can be used immediately to support decision-making in public transport planning, particularly in the design of new mobility services	Ongoing	The output of this measure, an interactive dashboard visualizing the O/D matrix based on telephone SIM data, has been used in collaboration with CMBO and provided key input for the studies conducted under measures “b” and “d.” It defined the quantitative structure of mobility demand with a high level of detail, considering spatial, temporal, and user-related features (e.g., residents, non-residents, foreign users).



B3.1 Main barriers and enabling factors

The LL meetings, which served to validate the Action plan measures and, by extension, the full Action plan, proved highly productive. They ensured a structured approach to the co-design process, allowing for the refinement of technical, governance, and financial aspects essential for the successful implementation and long-term sustainability of DRT services. The diversity of stakeholders invited proved to be particularly useful in providing practical insights and validating the feasibility of proposed solutions. The consolidated cooperation between SRM, CMBO, COBO, and RER has been a strong enabling factor, facilitating coordinated planning and paving the way for future integration of DRT services.

CMBO and COBO have expressed their commitment through the Letters of Intent (attached to D3.2.3), which confirm their intention to take into account the DREAM_PACE results in mobility planning processes and in the evaluation of PT-related measures. With regard to the Emilia-Romagna Region (RER), it has been continuously involved and informed, particularly in relation to the potential integration of DRT services within the regional MaaS system under development. The actual take-up will depend on the forthcoming tender procedure for the new PTO/s, which will be a critical step in determining how and to what extent the measures developed within the project are implemented. It will also depend on the progress of the regional MaaS system currently under development, where DRT services are expected to play a central role.



7.2. Budapest Living Lab report

Budapest Living Lab	Information
Partner name	BKK Centre for Budapest Transport
Partner acronym	BKK
Country	Hungary
Living Lab name / territory	Budapest
Contact person	Viktoria Hideg
Email	viktoria.hideg@bkk.hu
Phone (optional)	

Short summary

In the Budapest Living Lab, BKK launched a flexible-route, demand-responsive transport pilot (Csobajbusz) in District XVI and gathered 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 positive operational performance and lower-than-expected costs, BKK's leadership decided to continue the service beyond DREAM_PACE and procure the system for long-term operation from 1 February 2026. The Living Lab also supported the preparation of integrating the legacy Telebusz system with the new Csobajbusz platform, and initiated planning for potential future expansion to additional areas of Budapest.

Part A - Meetings organised in this Living Lab

A1. Wrap-up Living Lab meeting

Budapest Living Lab	Information
Meeting title	Evaluation of the pilot's first few months of experience (online questionnaire)
Date	October 2025
Place (city, online/hybrid)	online
Main organiser(s)	BKK, Mobilissimus
Number of participants (total)	132
Key stakeholder groups: represented (e.g. municipality, PTA, operator, NGOs, tech providers...)	General public, local public authority

A1.1 Objectives of the meeting

We chose an online questionnaire as the wrap-up Living Lab meeting. This was necessary so that, as the local public authority and transport organizer for Budapest, we could decide whether the flexible route, demand responsive transport system (Csobajbusz) developed as a pilot project should continue to operate after DREAM_PACE (from 1st February 2026). In the event of a positive decision, a decision had to be made in October in order for the system to continue operating without interruption from 1st February. This required an assessment of the initial experiences - both among residents and among colleagues operating the system, external partners, and drivers. This input formed the basis for the decision that BKK would continue to operate the flexible, demand-driven system after the DREAM_PACE project, now at its own expense.



A1.2 Main outcomes and agreements

After the pilot launch (25 August 2025), we informed stakeholders, colleagues involved in the project, and external partners via email that the flexible route, demand responsive service (Csobajbusz) had been launched and had successfully completed its first day, and informed them of the expected further tasks, in which we also look forward to their cooperation.

After the system was launched, numerous (positive) articles and videos about testing the system appeared in the media. In October 2025, we used an online questionnaire (in collaboration with Mobilissimus and the local government of District XVI) to survey residents' experiences with the new system and collected feedback from colleagues operating the system, external partners, and drivers. This input was necessary in order to present decision-makers with the material needed to prepare decisions on the post-project operation of the system.

The public questionnaire was completed by 132 people, 89% of whom live in the pilot area, 10% in other parts of the district, and 1% in other districts or towns. In the questionnaire, we asked about the flexible route, the timetable, the location of boarding and alighting points, passenger information, information on the exact departure times of services, transfers between the HÉV and Csobajbusz, the possibility of submitting travel requests in advance, and satisfaction with the vehicle serving the service. Overall, the majority of responses were positive for all aspects, with the most positive responses received for the vehicle (85% completely satisfied) and satisfaction with the flexible route (77% completely satisfied). The lowest ratings were for satisfaction with the timetable, but even in this case, 45% were completely satisfied and 27% were satisfied.

We asked stakeholders and system operators for feedback on the operational functioning of the system—since this is a completely new type of system in Hungary, and therefore still unfamiliar to us—to determine what fine-tuning the system requires. Their feedback is technical in nature and is not included in this document, but we have addressed all comments and refined the system.

A2. Meeting with decision makers

Budapest Living Lab	Information
Meeting title	General meeting of the CEOs of BKK
Date	11 December 2025
Place (city, online/hybrid)	Budapest, BKK Headquarter
Main organiser(s)	BKK Centre for Budapest Transport
Type of decision makers involved (e.g. deputy mayor, regional councillor, CEO of operator, head of department...)	CEOs Head of department: IT, Public Transport Service Development
Number of decision makers present	6

A2.1 Objectives of the meeting

The team reviewed a detailed presentation outlining the performance of the newly launched on-demand bus service. Operational data shows that the service is performing above expectations. Passenger numbers on the line are strong and continue to grow. Operational costs are lower than initially projected, indicating improved efficiency and better resource utilization. The IT Department provided an overview of the software platform supporting the service, highlighting its stability, scalability, and positive user feedback. Based on the promising results and the demonstrated value of the system, the leadership team agreed to proceed with purchasing the new software. Further steps will include finalizing the procurement process and planning the next phase of service.



A2.2 Main messages to decision makers

- The service is performing above expectations.
- Costs are lower than initially projected.

A2.3 Feedback and commitments from decision makers

- The team agreed to continue collecting operational and user data from the new on-demand service to strengthen performance evaluation and support future decision-making.
- Participants reviewed the current software environment and decided to examine integration possibilities between the previous existing system (Telebusz) and this new on-demand platform (Csobajbusz).
- Based on early positive results, the group discussed the potential to extend the on-demand system to additional bus lines. Further analysis will be conducted to identify suitable routes and operational requirements.

Part B - Actions fostering take-up of action plans

B1. Link to the Living Lab action plan

Budapest Living Lab	Information
Title of the action plan	Budapest Action plan
Time frame (e.g. 2024-2030)	2025-2028
Main objectives	<ul style="list-style-type: none"> • Further operation of the new, flexible route demand-responsive transport system after the DREAM_PACE project. • Integration of the previous existing DRT system (Telebusz) and the new, flexible route demand-responsive transport system (Csobajbusz). • Expansion of the flexible DRT system (Csobajbusz) to other areas in Budapest.

B2. Actions implemented to foster take-up of the action plan

B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
1	Evaluation of the pilot's first few months of experience	Action 3: Integration of the new DRT service in the Telebusz online request System; Action 4:	online questionnaire	General public (residents of the pilot area)	October 2025	Local government of district XVI., Mobilissimus



B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
		Fine-tuning and expansion of the flexible DRT system to other areas in Budapest.				
2	Consultation with Budapest Transport Privately Held Corporation (BKV)	Action 3: Integration of the new DRT service in the Telebusz online request System; Action 4: Fine-tuning and expansion of the flexible DRT system to other areas in Budapest.	consultation	Infrastructure and service provider (Bus operators, bus drivers)	October 2025	Budapest Transport Privately Held Corporation (BKV)

B3. Results and status of implementation

Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
1	Procurement of the new, flexible route DRT system (Csobajbusz) after the DREAM_PACE project	completed	As part of the DREAM_PACE project, the Csobajbusz system will operate until January 31, 2026. A decision has been made to continue operating the system after the project ends, and the system has been procured for another one year, so it will continue to operate from February 1.

B3.1 Main barriers and enabling factors

Operational data shows that the service is performing above expectations. Passenger numbers on the line are strong and continue to grow. Operational costs are lower than initially projected, indicating improved



efficiency and better resource utilization. The IT Department provided an overview of the software platform supporting the service, highlighting its stability, scalability, and positive user feedback. Based on the promising results and the demonstrated value of the system, the leadership team agreed to proceed with purchasing the new software. Further steps will include finalizing the procurement process and planning the next phase of service.



7.3. East Tyrol Living Lab report

East Tyrol Living Lab	Information
Partner name	Regionsmanagement Osttirol
Partner acronym	RMO
Country	Austria
Living Lab name / territory	East Tyrol (Osttirol, Tirol, Austria)
Contact person	Jakob Britz
Email	j.britz@rmo.at
Phone (optional)	

Short summary

The three main phases of the action plan (community engagement and stakeholder consultation, technical and data driven mobility assessment and regional mobility strategy and stakeholder collaboration) emerged from the Living Labs which supported the development of a mobility blueprint for the whole East Tyrol region. This co-designed blueprint describes the current mobility situation inside the region, including connections to the bordering regions and examines the impact and potential of “upgrading” existing DRTs and implementing new DRTs in certain areas inside the region of East Tyrol.

The main take-up of this blueprint is ensured by the participation of decision makers of regional PTAs and PTOs and the integration of results into a general PT tender for operations from 2027 onwards.

The regional blueprint was also processed to a replicable concept which can be further used in other European regions for a similar participative approach on improving public transport in rural areas by integrating DRTs.

Part A - Meetings organised in this Living Lab

A1. Wrap-up Living Lab meeting

East Tyrol Living Lab	Information
Meeting title	Workshop with stakeholders - preparation and alignment of new PT-Tender
Date	25 June 2025
Place (city, online/hybrid)	Lienz
Main organiser(s)	RMO (Jakob Britz)
Number of participants (total)	16
Key stakeholder groups represented (e.g. municipality, PTA, operator, NGOs, tech providers...)	Municipalities of Virgen, Kals, Prägraten, Heinfels, St. Jakob i.D. PTA Gemeindeverband ÖPNV PTA VVT KEM (climate and energy model region’s manager) PTO (Postbusshuttle) PT planners (Kairos, TU Wien) Enterprise (Loacker)



A1.1 Objectives of the meeting

The final LL meeting on 25 June 2025 had the objective to present the results and findings of DREAM_PACE to the main stakeholders and decision makers. The possibility of integrating the results of the living labs and co-designed blueprint into the upcoming PT-tender should be discussed. This includes the municipalities' general objectives regarding PT but also and especially the opportunities of the improved integration of DRTs in East Tyrol (improvement of existing DRTs in Deferegggen and Puster valley and implementation of new ones in suitable areas).

A1.2 Main outcomes and agreements

The workshop summarized the DREAM_PACE project for improving PT by demand-responsive mobility in East Tyrol. Building on existing experience with regioTAX and regular bus services, participants agreed that on-demand transport (in the form of area-based DRTs) can complement the current network, particularly in side valleys and off-peak times while strengthening community-based mobility rather than replacing it. The in most municipalities existing voluntary services such as community mobiles should be integrated and, where possible, reinforced, with careful attention to different user groups including residents, commuters, schoolchildren, and guests.

A shared understanding emerged that any new services must be financially neutral overall, meaning that on-demand services would be introduced by reallocating resources from underused regular services. The Living Lab approach will continue by testing solutions in real-world conditions, with strong local involvement, interface partners, and low-threshold access (including telephone booking).

As next steps, a possible re-structuring of the existing line-based DRT will be examined. Candidate areas include Defereggental, Virgental, and selected branches in the Lienz valley floor. The VVT will assess operational feasibility and costs, supported by the project team. Based on this assessment, financing and implementation decisions will be made, while remaining compatible with upcoming public transport tenders and long-term service flexibility and therefore possible adaptations regarding DRT-services in East Tyrol. Currently (beginning of 2026) a tender by VVT and Gemeindeverband ÖPNV is running. Contracting is foreseen in September 2026 with operations starting in 2027.

A2. Meeting with decision makers

East Tyrol Living Lab	Information
Meeting title	Meeting Gemeindeverband ÖPNV
Date	10 December 2025
Place (city, online/hybrid)	Lienz
Main organiser(s)	RMO, Gemeindeverband ÖPNV
Type of decision makers involved (e.g. deputy mayor, regional councillor, CEO of operator, head of department...)	Head of Department: Gemeindeverband ÖPNV (PT-municipal collective, regional PTA)
Number of decision makers present	1

A2.1 Objectives of the meeting

After a change in the position of the head of department of the regional PTA, the main objectives of the meeting were in general the mutual update of current actions as well as the discussion of the current status of the PT-tender. Also, a pre-designed letter of interest was handed to the PTA to sign in order to confirm the consideration of DREAM_PACE results in the beforementioned tender. Furthermore, future cooperation with regard to DRT, renovation of bus-stops and interest in future Interreg projects should be discussed in this meeting.



A2.2 Main messages to decision makers

- Overview of DREAM_PACE results discussed.
- Co-designed regional mobility blueprint presented.
- Take-Up in PT-tender emphasized.
- Discussion of next steps and projects including bus-stops and continuing Interreg projects targeting accessibility and useability of PT-offers.
- Future targeting of climate-relevant communication initiatives including mobility behaviour.

A2.3 Feedback and commitments from decision makers

The results of the DREAM_PACE LL in East Tyrol were well received and already considered in the PT-tender. Due to the currently very restricted financial situation of the municipalities and lots of other urgent investments, the municipal collective for PT unfortunately was not able to formally confirm their commitment but still agreed to sign a letter of interest for the take-up of the regional blueprint into consideration for the current tender and future PT adaptations and appreciated the input of the DREAM_PACE living lab. Jakob Britz subsequently requested a closer involvement into the next steps of the tender process to emphasize the potential of DRT in the general rural PT.

Following the next steps, also the cooperation in future Interreg projects connecting to the DREAM_PACE project and focusing on accessibility and useability of PT offers was discussed and appreciated by the municipal PT collective. Furthermore, it was agreed to soon focus on a renovation (lighting, canopy and enclosure) of bus-stops to increase attractiveness of PT also on this side.

Finally, communication and mobility behaviour of the region's residents was discussed and cooperation on this topic was targeted.

Part B - Actions fostering take-up of action plans

B1. Link to the Living Lab action plan

East Tyrol Living Lab	Information
Title of the action plan	DREAM_PACE Action plan East Tyrol
Time frame (e.g. 2024-2030)	2024 - 2029
Main objectives	<ul style="list-style-type: none"> • Reduction of traffic. • Increase overall PT quality in the region. • Make PT accessible to a larger number of residents (PT quality grades). • Close gaps in time schedules.

The Action plan on one hand focusses on the existing DRT services in the region and on the other hand on the implementation of new DRT services in suitable areas of the region which were explored during the runtime of the LL. This intermodal approach for rural areas should finally help to make PT more attractive, increase accessibility and useability of PT and therefore the base for heavier use of PT will be made. Finally, this will improve quality of life and enhance decarbonization in East Tyrol by shifting mobility of people from private cars to PT and DRT.

The East Tyrol Action plan consists of three different measures:

1. Measure 1: Establish DRT offers for several municipalities with potential need/demand;
2. Measure 2: Improve coordination between trains and bus lines in Lienz
3. Measure 3: Optimize bus lines in the region and react to input from municipalities



B2. Actions implemented to foster take-up of the action plan

B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
1	LL #1	1,2,3	Workshop	Municipalities Chambers Tourism association Regional Energy provider KEM	11 and 14 December 2023	RMO
2	LL #2	1,2,3	Workshop	Chambers Tourism Association KEM Municipalities Regional public authority	22 February 2024	RMO
3	LL #3	1,2,3	Workshop	Chambers Municipalities Tourism Association KEM	17 June 2024	RMO
4	LL #4	1,2,3	Workshop	Municipalities PTA Experts Location Marketing Agency Enterprises	6 May 2025	RMO
5	LL #5	1,2,3	Workshop	PTAs Municipalities Experts Enterprises KEM PTO	25 June 2025	RMO
6	Municipality Interviews	1,2,3	Bilateral Discussion	Municipalities	12 and 20 February 2025	RMO
7	Mobility blueprint	1,2,3	Conceptualization of Mobility in region	PTA	From January	RMO



B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
					2025 to December 2025	
8	Webinar for Austrian target groups	1,2,3	Communication	National public authorities, regional public authorities, Service providers	24 February 2026	RMO ATE

B3. Results and status of implementation

Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
7 - Mobility blueprint	Integration in PT-tender	ongoing	The results from the regional blueprint, co-designed with the most relevant stakeholders in the region are being considered for the tender of PT in the region which will plan the operation of PT for 10 years from 2027 onwards.

B3.1 Main barriers and enabling factors

The fact that stakeholders and some of the decision makers co-designed the mobility blueprint of the region, made it easier to adopt it in the PT-tender. The “ownership” of the concept in several branches and municipalities improves the attitude towards the change it brings. Hindering for an operational system during the project lifetime was obviously a lack of financing sources and the generally problematic situation of most municipalities who are the main financing organization. Enterprises who could also profit from an improved PT in the region mostly don’t see it as their task. Financing a pilot beyond the project budgets is generally very hard and, in these times, almost impossible since a lot of other concerns stand higher in the agendas of the municipalities.



7.4. Pavia-Oltrepò Living Lab report

Pavia-Oltrepò Living Lab	Information
Partner name	Autoguidovie
Partner acronym	AG
Country	Italy
Living Lab name / territory	Pavia-Oltrepò (Oltrepò Pavese)
Contact person	Monica Marconi
Email	mmarconi@autoguidovie.it
Phone (optional)	+39 3207499798

Short summary

The meeting focused on testing the display/totem on site, sharing with the main stakeholders and a group of potential users the main digital functionalities of the new system and let them directly test it, to collect their impressions and suggestions, also as validation of the implementation process. Stakeholders were invited to participate actively to the next steps, in particular by promoting the service among citizens and collect other impressions and suggestions for the continuous improvement of the service. Commitment was gathered for the involvement of additional stakeholders and users in the implementation phase, in particular on the communication aspect, which is essential to promote the service in the area and demonstrate its potential and scalability.

Part A - Meetings organised in this Living Lab

A1. Wrap-up Living Lab meeting

Oltrepò Pavese Living Lab	Information
Meeting title	Test of solutions
Date	08 July 2025
Place (city, online/hybrid)	Stradella Town Hall (on site)
Main organiser(s)	Autoguidovie (Monica Marconi, Marco Cirtoli, Debora Serina)
Number of participants (total)	7
Key stakeholder groups represented (e.g. municipality, PTA, operator, NGOs, tech providers...)	Public authorities (Municipality of Stradella), Service provider/PTO (Autoguidovie), Tech provider (Fluidnext, available in case of need)

A1.1 Objectives of the meeting

- Display technical installation.
- Booking app accessibility check.
- Display/totem test in presence of the Municipality Mayor and a group of users.
- Involve further stakeholders and users for the next steps.

A1.2 Main outcomes and agreements

The LL confirmed the commitment of stakeholders and the validity of the technical solution proposed (displays/totems).



Agreed next steps:

- Final living lab in presence of political representatives/decision makers.
- Stakeholders and users continuous engagement.
- Final installation of the 3 displays/totems and validation of the pilot.

A2. Meeting with decision makers

Item	Information
Meeting title	Final test of solutions
Date	17 July 2025 (09:30 - 12:00 in Santa Maria and 14:30 - 17:00 in Broni)
Place (city, online/hybrid)	Santa Maria della Versa - Town hall; Broni - Town hall (on site)
Main organiser(s)	Autoguidovie (Monica Marconi, Marco Cirtoli, Debora Serina)
Type of decision makers involved (e.g. deputy mayor, regional councillor, CEO of operator, head of department...)	Public authorities (Mayors/Councilors of Municipalities of Santa Maria della Versa and Broni), Service provider/PTO (Autoguidovie), Tech provider (Fluidnext, available in case of need)
Number of decision makers present	2

A2.1 Objectives of the meeting

The meeting focused on showing the functionalities of the displays/totems to the main stakeholders, in particular the decision makers, and collecting their feedbacks and institutional declaration in support of the promotional campaign. They participated actively to the event and committed themselves to continue promoting the service among citizens and potential users. Communication (through multiples channels and local ambassadors) was confirmed as a crucial to promote the service on the territory and demonstrate its potential and scalability.

A2.2 Main messages to decision makers

- Need to keep continuously involved the main local stakeholders;
- Importance of communication to promote the service, not only during the promotional campaign but afterwards to, to keep the users and stakeholders always updated about the service.
- Suggestions regarding the most suitable location for the final installation of the displays.
- Maintain an open touch point between the PTO and the main representatives of the territory, also after the final installation and validation of the project.

A2.3 Feedback and commitments from decision makers

- The validity of the technical solution proposed was positively assessed.
- The communication plan was positively assessed.
- Commitment of institutional representatives to continue promoting the service among citizens and potential users.

Suggestion #1: promotion of the synergies between DRT and scheduled services, fundamental to increase acceptance.

Suggestion #2: intermodal planning and booking can be further integrated to attract more users.

Suggestion #3: Point of Interests can be enriched with further information targeting different users (e.g. tourists).



Part B - Actions fostering take-up of action plans

B1. Link to the Living Lab action plan

Oltrepò Pavese Living Lab	Information
Title of the action plan	“Miobus del futuro” (“Future Miobus”)
Time frame (e.g. 2024-2030)	2026-2027
Main objectives	<ul style="list-style-type: none"> • Pilot validation. • Decision to continue the service after the project. • Dissemination and communication. • Ambassadors’ engagement.

B2. Actions implemented to foster take-up of the action plan

B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
1	Totems installation	Totems installation	Technical support	Digital service provider, Transport operator	02 February 2026 - 27 February 2026	Digital service provider, Transport operator
2	Workshop	Validation	Workshop with stakeholders	Local authorities, Digital service provider, Transport operator	10 February 2026 - 27 February 2026	Local authorities, Digital service provider, Transport operator
3	Workshop	Next steps	Workshop with stakeholders	Local authorities, Digital service provider, Transport operator	10 February 2026 - 27 February 2026	Local authorities, Digital service provider, Transport operator
4	Dissemination	Next steps	Communication/ Demonstration	Local authorities, Users, Potential ambassadors	10 February 2026 - 27 February 2026	Local authorities, Users, Potential ambassadors



7.5. Stuttgart Region Living Lab report

Stuttgart Region Living Lab	Information
Partner name	Nexus Institute for Cooperation Management and Interdisciplinary Research
Partner acronym	nexus
Country	Germany
Living Lab name / territory	Stuttgart Region / Calw
Contact person	Wiebke Blum
Email	blum@nexusinstitut.de
Phone (optional)	030 4220664 07

Short summary

The pilot in the region of Stuttgart as well as the preparatory Living Lab meetings resulted in the suggestion of concrete actions in the region as well as general solutions for enhancing DRT. The actions include:

1. Measure 1: Improve booking system.
2. Measure 2: Involving local stakeholders as multipliers.
3. Measure 3: Marketing - develop a marketing and branding strategy.
4. Measure 4: Financing programme.
5. Measure 5: Strengthening the interregional network.
6. Measure 6: Defining common KPIs for comparative analysis.

The solutions describe:

- A Quick scan and service planning guideline.
- The Crowdsourcing option - DRT as Bürgerbus.

In this Living Lab it was discussed how the actions and solutions will be adapted in the pilot municipality (Calw) and the wider region of Stuttgart (represented by the NVBW). Furthermore, the process and outcomes of the pilot were reflected.

Part A - Meetings organised in this Living Lab

A1. Wrap-up Living Lab meeting

Stuttgart Region Living Lab	Information
Meeting title	Recap of pilot and reflection of actions
Date	25 February 2025
Place (city, online/hybrid)	Online
Main organiser(s)	nexus
Number of participants (total)	7
Key stakeholder groups represented (e.g. municipality, PTA, operator, NGOs, tech providers...)	Municipality of Calw (department of transport), NVBW (Associated partner)



A1.1 Objectives of the meeting

The meetings looked back at the tested methods and actions during the project. It was reflected on the methods themselves in regards to their usability in further planning strategies to improve governance of local and regional DRT. Additionally, the solutions and actions that resulted from the Living Lab were reviewed and discussed, how they could be taken up in the future. The NVBW introduced a research study in which they will further evaluate the DRT services in the region.

A1.2 Main outcomes and agreements

The used methods were found to give interesting perspectives on DRT services, centering citizens as users and non-users. The target group-based approach, however, was found to be more relevant for local level to identify individual needs. On regional level it seemed not efficient enough.

The discussion also addressed challenges such as fragmented systems, the lack of integration between local apps, and technical/legal barriers that hinder centralization (e.g., integration into the DB app is difficult due to booking logic for flexible rides). While stakeholders recognize the inefficiencies caused by parallel structures, a full unification remains unrealistic due to institutional and organizational differences.

The issue of “no-show” bookings is being addressed in the ongoing research. Examples of outreach efforts—such as Freudenstadt’s use of multipliers at VHS centers and local markets—were discussed as potential inspiration.

Stakeholder meetings were implemented between 5 and 7 May, 2025, providing further opportunities for exchange.

A2. Meeting with decision makers

Stuttgart Region Living Lab	Information
Meeting title	Outlook and take up of solutions
Date	11 February 26
Place (city, online/hybrid)	online
Main organiser(s)	nexus
Type of decision makers involved (e.g. deputy mayor, regional councillor, CEO of operator, head of department...)	Municipality of Calw, regional transport provider, local transport provider
Number of decision makers present	3

A2.1 Objectives of the meeting

The meeting aims to first reflect on the pilot, the used methods and the learnings gained throughout the project. Thereby, it will also be looked at the progress and the development of the DRT in Calw and how participating in the DREAM_PACE project has influenced the development. Secondly, the meeting is used to discuss, how the solutions and findings gained in the project will be implemented or processed in the region of Stuttgart in the future. Eventually, the action plan will be discussed regarding the actions that can be taken up.

A2.2 Main messages to decision makers

- The methods tested in the pilot informed the Tool-Guide for strengthening DRT.
- The methods and solutions provide inspiration for evaluation and quick scan for DRT services in place on local level.
- The solutions can be upscaled on regional level.
- A main outcome is the importance of establishing a funding and a strong stakeholder network.



A2.3 Feedback and commitments from decision makers

The Persona method was found helpful on the local level to reflect on the target groups that should be reached, but for a wider scale on regional level this method was considered less suitable. The general idea of a quickscan to develop a service planning guideline is adopted in an ongoing evaluation on regional level. The implementation of a Bürgerbus as alternative DRT model was seen with mixed opinions. On one hand it encourages citizens to actively engage in mobility, thus strengthens the local community. On the other hand, the Bürgerbus is not seen as an alternative to the existing DRT, as it is less organised, hence less reliable. The option therefore is rather seen as an addition to the DRT that is organized by the municipalities as regular public transport.

Part B - Actions fostering take-up of action plans

B1. Link to the Living Lab action plan

Stuttgart Region Living Lab	Information
Title of the action plan	Stuttgart region Action plan
Time frame (e.g. 2024-2030)	2024 - 2030
Main objectives	<ul style="list-style-type: none"> • Evaluation of DRT Service. • Connecting local DRT providers on regional level. • Unified Marketing strategy.

The actions developed in the action plan through the pilot aim to strengthen the regional network of DRT providers to identify and tackle challenges together. While some measures are the responsibility of local authorities, others must be decided on regional or higher levels. A big part of taking up actions is the question of financing, that depends on policies and national/county budgeting. Especially measures about quick scan and service planning will be taken up on regional level, while the organisation of “Bürgerbusse” will be supported, if local initiatives are pro-active about organising them.

B2. Actions implemented to foster take-up of the action plan

B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
1	Persona-Workshop (LL meeting #3)		Strategic workshop	Local DRT provider	22 March 2024	nexus, NVBW, Municipality of Calw
2	Citizens survey			Citizens/local DRT providers	10 - 12 December 2024	nexus
3	Stakeholder workshop			Local and regional DRT providers	12 December 2024	nexus, NVBW



B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
4	Living Lab meetings			Local DRT provider	21 November 2023 - 11 February 2026	nexus, NVBW, Municipality of Calw
5	Networkmeetings „Zukunftsnetzwerk ÖPNV“			Regional DRT-Network	2020 - ongoing	NVBW
6	Financial support		Funding programme	DRT providers	2025	NVBW
7	„Begleitforschung On Demand Verkehr“		Evaluation	Regional DRT organisation	2024-2028	NVBW

B3. Results and status of implementation

Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
5 Networkmeetings	Implemented	Ongoing	In the region of Stuttgart there are regular meetings of the network for public transport providers to strengthen the regional network.
6 Financial support	Funding	Ongoing	A funding programme for DRT in local areas; funded by the county of Baden-Wuerttemberg; local DRT providers/municipalities may apply.
7 „Begleitforschung On Demand Verkehre“	Study	Ongoing	Evaluation/study of regional DRT services. The first part of the study was finished in 2024, a continuation until 2028 is planned/ongoing.

B3.1 Main barriers and enabling factors

Considering, that the local DRT providers are depending on funding from higher levels makes it harder to implement measures on local level. On the other hand, especially actions aiming to identify specific target groups are more valuable for the local level. The regional level has more power to provide funding and organise interregional network meetings. Already having established a contact/network with local DRT-providers made it easier to organise the network.



7.6. Split-Dalmatia County Living Lab report

Split-Dalmatia County Living Lab	Information
Partner name:	Dyvolve Ltd.
Partner acronym:	Dyvolve
Country:	Croatia
Living Lab name / territory	Split-Dalmatia County (SDC)
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Short summary

It was concluded that these activities achieved the introduction and expansion of the DRT concept across the broader SDC area, introduced digital innovations, improved mobility in rural areas, and increased social inclusion (local and institutional stakeholders). Guidelines for further implementation should consider introducing a call center in the future (based on service request patterns). Additionally, promotional activities should be considered in further service expansion. The Tendering documentation can serve as guidance for other areas of SDC and the Republic of Croatia.

Part A - Meetings organised in this Living Lab

A1. Wrap-up Living Lab meeting

Split-Dalmatia County Living Lab	Information
Meeting title	7th LL meeting (final LL)
Date	28 October 2025
Place (city, online/hybrid):	online
Main organiser(s):	Dyvolve (Dijana Mišerić Beganović)
Number of participants (total)	8
Key stakeholder groups represented (e.g. municipality, PTA, operator, NGOs, tech providers...)	Regional public authority, SME and general public (ref. AF page 86)

A1.1 Objectives of the meeting

The workshop aimed to present the results of activities carried out in the areas of Dugopolje, Dicmo, and Trilj. The results of a successfully conducted public procurement, one of the activities in the SDC pilot area, were presented. The procurement process included steps such as drafting the project assignment and general parts of the Tendering documentation, defining DRT service standards, and specifying DRT software functions. The results regarding the total number of transported passengers, the number of kilometers on DRT lines, and the main conclusions from the conducted testing were presented. Additionally, the results of the media campaign on social networks and in journalistic articles on local portals were presented.

A1.2 Main outcomes and agreements

As the main results of the workshop, the following conclusions were drawn:

- Activities in the SDC area under the DREAM_PACE project were successfully implemented.
- Future implementation of a call center.
- Importance of promotional activities.



- Tendering documentation serves as a guideline for other areas of SDC and Croatia.
- A press conference for the media is planned for January 2026.
- After the workshop, participants were sent the workshop materials (PPT) and a report containing all activities carried out in the pilot area and their results.

A2. Meeting with decision makers

Split-Dalmatia County Living Lab	Information
Meeting title	7th LL meeting (final LL meeting)
Date:	28 October 2025
Place (city, online/hybrid):	online
Main organiser(s):	Dyvolve (Dijana Mišerić Beganović)
Type of decision makers involved (e.g. deputy mayor, regional councillor, CEO of operator, head of department...)	Regional public authority, head of the Administrative Department for Tourism, Maritime Affairs and Transport at SDC
Number of decision makers present	1

A2.1 Objectives of the meeting

It was concluded that the activities within the DREAM_PACE pilot project contributed to the introduction and expansion of the DRT concept across the wider area of SDC, the introduction of digital innovations, the improvement of mobility in rural areas, and increased social inclusion (of local and institutional stakeholders). Guidelines for further implementation should consider the future introduction of a call centre (based on service usage patterns). In addition, promotional activities should be considered in the further expansion of the service. The Tendering documentation can serve as a guideline for other areas of SDC and the Republic of Croatia. The Head of Department, Ana Glaurdić Mekinić, emphasized the importance of these activities for the wider SDC area, while Nino Turudić (SDC) highlighted the importance of changing the modal split in favour of sustainable modes of transport and noted that such transport solutions can facilitate this in the future. SDC is in the process of implementing a public network of lines, after which it plans to focus on research in areas with low and/or variable demand and on solutions such as DRT. Future steps are explained in Deliverable D 3.2.2., Action plan and take-up of DREAM_PACE project results in SDC.

A2.2 Main messages to decision makers

- Plan future implementation in areas with low and/or variable demand.
- Consider establishing a call center based on service testing results.
- Ensure strong promotional activities during DRT solution rollout.

A2.3 Feedback and commitments from decision makers

During the first year of utilizing service contracts with publicly selected transport operators for the County Bus Network (planned to be implemented by the end of 2026), it will become clear which areas of SDC remain without commercial interest for fixed-line bus passenger transport. Consequently, the DREAM_PACE SDC pilot project and the results of other relevant pilots will be scaled and used as input - with reference to project Output 3.2 “Jointly developed DRT 3.0 action plans for the Split-Dalmatia County pilot region” - to develop the “Blueprint for the Establishment of DRT Services in Areas Without Available Public Passenger Transport Services” aiming to explore sustainable DRT service options with necessary activities, developed measures, relevant financing plan options, and key success factors. In this way, the results of the DREAM_PACE project and lessons learned from the SDC pilot project provide a solid foundation for future efficiency improvements across the SDC area.



Part B - Actions fostering take-up of action plans

B1. Link to the Living Lab action plan

Split-Dalmatia County Living Lab	Information
Title of the action plan:	Action plan and take-up of DREAM_PACE project results in Split-Dalmatia County
Time frame (e.g. 2024-2030):	2026-2030 (estimation)
Main objectives	<ul style="list-style-type: none"> • Improve public transport in the SDC through the establishment and optimization of the County Bus Network. • Identify areas without commercial interest for regular fixed-route public passenger transport. • Develop a “blueprint” for the establishment of DRT services in areas without available public passenger transport. • Ensure long-term improvement of transport efficiency and accessibility through testing sustainable solutions, defining measures, and planning financing.

This action plan is used in SDC area to improve public transport through the County Bus Network. The plan is based on the Public Transport Study and includes recommendations for implementing the network of lines in accordance with stakeholders’ needs. During the first year of service use, areas without commercial interest in regular fixed-line passenger transport are identified. Based on this data, the “Blueprint for the Establishment of DRT Services in Areas Without Available Public Passenger Transport Services” is developed. The plan enables testing sustainable solutions, defining necessary activities and measures, and planning financing. It also provides guidelines for improving transport efficiency and accessibility throughout the county. The results of the pilot project are used as a starting point for the long-term improvement of the system.

B2. Actions implemented to foster take-up of the action plan

B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
1	Blueprint for the Establishment of DRT Services in Areas Without Available Public Passenger Transport Services	Improvement of public transport in SDC through the County Bus Network and DRT services (Connected to: Measure 1: Defining guidelines for the public	Communication, technical support, policy dialogue	Local transport service providers	2026-2030 (estimation)	SDC



B2.#	Title of action	Related action-plan measure(s)	Type of action (workshop, technical support, policy dialogue, communication, etc.)	Main target group(s)	Period	Partner(s) involved
		procurement process for the introduction of DRT Service; Measure 2: Expanding the DRT Service to other areas).				

B3. Results and status of implementation

Based on the action plan and the future Blueprint for the Establishment of DRT Services in Areas Without Available Public Passenger Transport Services, SDC can specifically expect the identification of priority areas (rural and island areas) for the introduction of the DRT service, improved accessibility of public transport in areas where commercial lines are not viable, increased mobility for vulnerable groups, reduced transport isolation, and better connectivity to points of interest such as health centres, administrative offices, and educational institutions. Additionally, more cost-efficient transport is expected through adaptation to actual demand without empty runs, enhancement of digital innovations in public transport (mobile app for booking transport), as well as a contribution to sustainable mobility and the reduction of negative environmental impacts.

Measure / topic from the action plan	Type of progress (decision, integration in plan, funding, study, etc.)	Status (planned / ongoing / completed)	Brief description of result
Improvement of public transport in SDC through the County Bus Network and DRT services	Study/research (during 2026, a public procurement for the public network of lines is planned, and contracts with PTOs in the SDC area will be concluded), after which the potential DRT areas are planned to be further explored.	Planned	better mobility for vulnerable user groups, digital innovations (a mobile application for booking transport), and lower transport costs (no empty runs).

B3.1 Main barriers and enabling factors

The experience gained from the pilot activities carried out within the DREAM_PACE project (workshops with stakeholders, service testing, and testing of the transport booking app) helped the implementation of the Action plan. What hindered the implementation was the fact that the public bus network is not yet realized / contracted, which delayed the research activities for potential new DRT areas across the wider SDC area.