



Tele-bus service

»» Technology transfer
from Genoa to Krakow

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The Tele-bus service model

- **Relations to existing PT bus lines**

Assumption: partial substitution of regular lines number 157 and 158

300 passenger to be served daily
Reality: complementary service without any changes of regular PT

- **Service typology**

„Many to many service”
Routes and possible deviations to serve predefined stops on demand

- **Vehicle typology**

one type, low capacity, up to 50 persons



- **Transport Dispatch Centre management**

by MPK with its own resources

- **Public financing**

currently per vehicle/km

- **Reservation system**

call to a TDC dispatcher, free of charge
phone number , on-line and off-line reservation,

- **Tariffs**

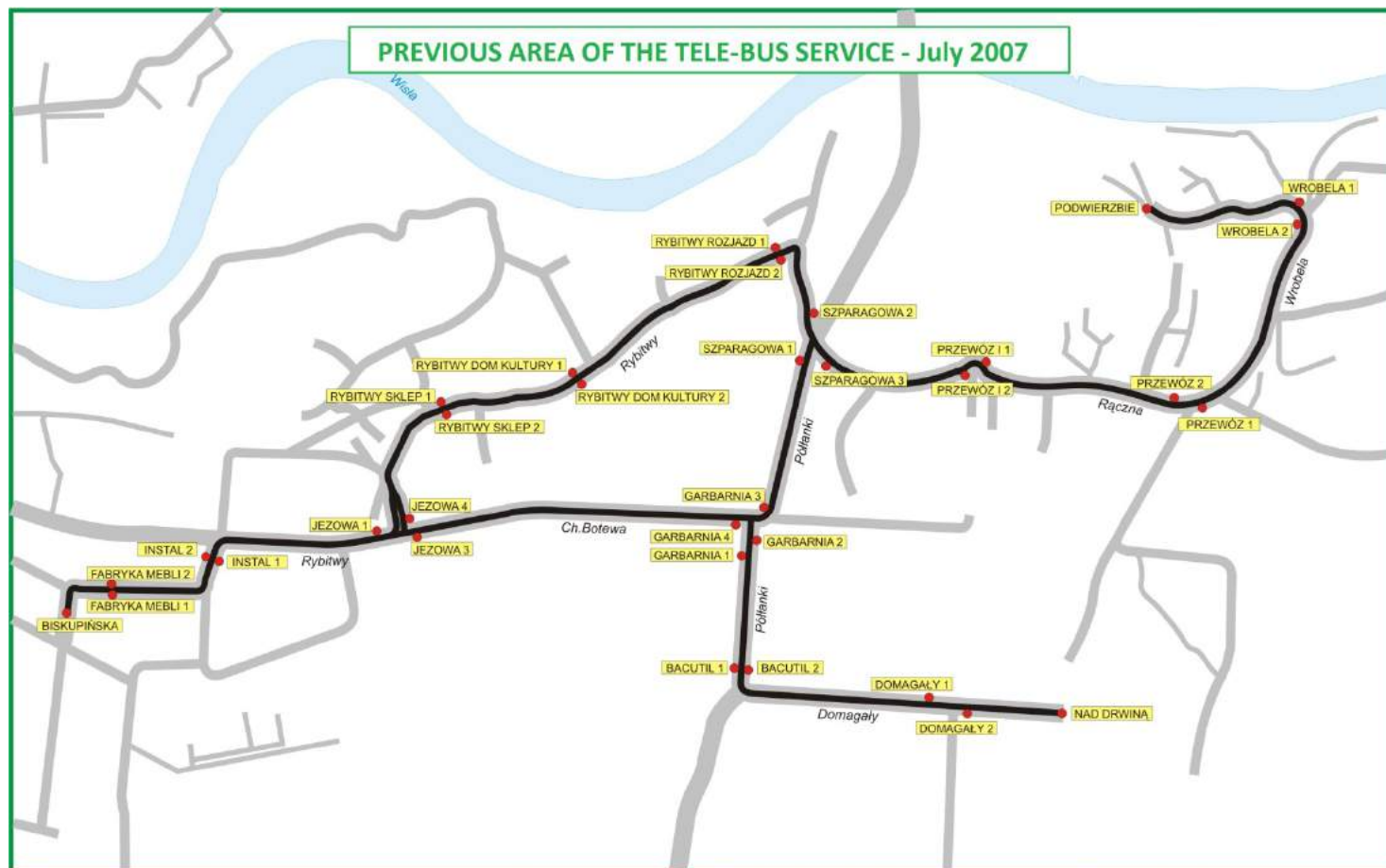
same as for regular PT (city tickets in the zone system)



Tele-bus operating area in Krakow

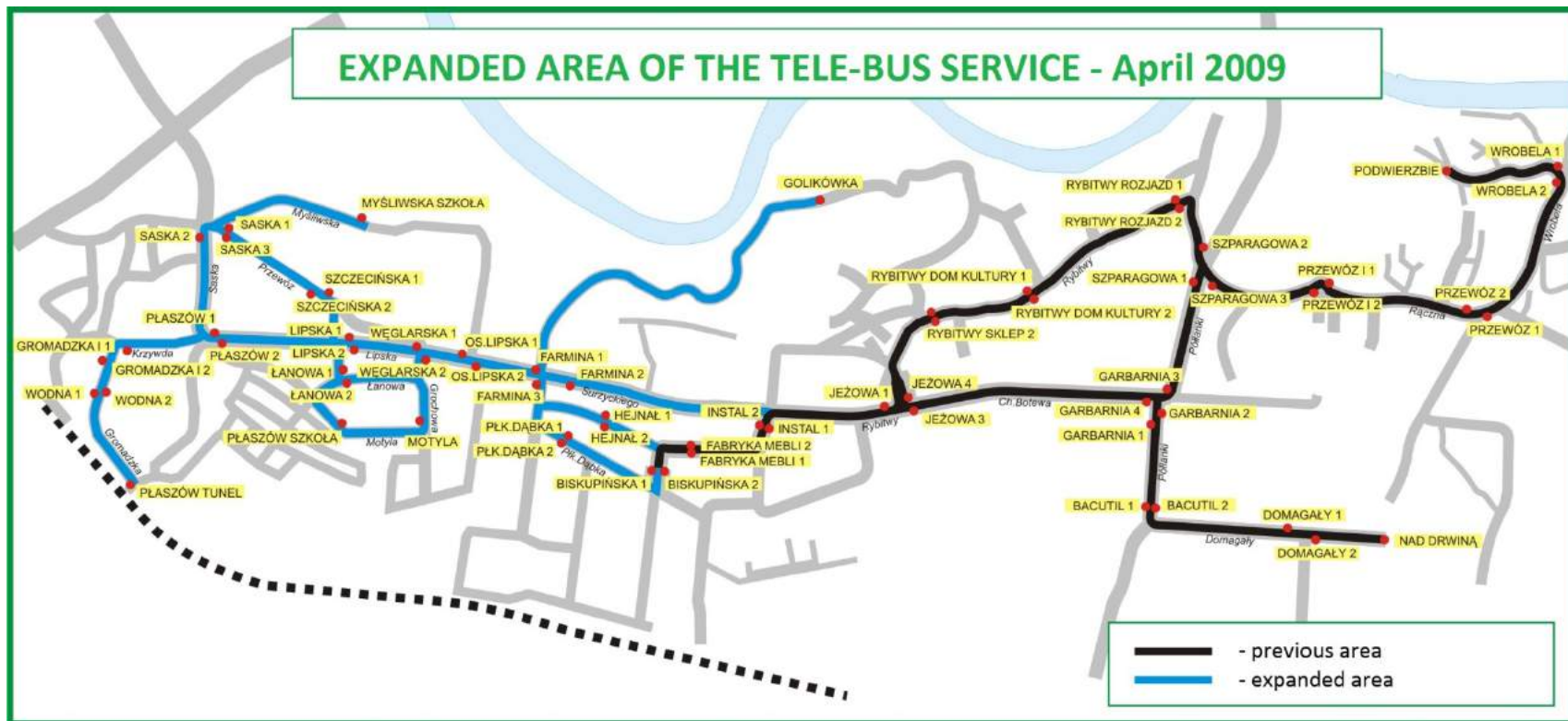


Tele-bus operating area -2007



33 stops , 5 parking places, 5 U-turns

Tele-bus operating area -2009



65 stops , 6 parking places, 10 U-turns

Tele-bus information on the service

- ▶ no regular routes and timetables
- ▶ bus can be taken within a strictly defined area in any relation
- ▶ passenger may call for a ride between any 2 stops within the area, with any given start or end time



Tele-bus information on the service

➤ **Periods and our when the Tele-bus is active**

Opening hour of the dispatch centre:

Working days 6:30 – 21:00,

Weekends and holidays: 7:00- 23:00.

Opening hour of the service:

Working days 5:50 – 23:00,

Weekends and holidays: 6:00-23:00

➤ **Modality of reservation and planing**

Reservations can be made within the opening hour of the dispatch centre. Service planning - weekly basis, each Friday after dispatch centre closing.



Tele-bus information on the service

- **Reporting schemes for Tele-bus services**

Daily reports: list of people who made orders, No. of km, No. of rides, No. of extra passengers (reported by drivers), No. of departures from depot

- **Typology of users**

Workers, pupils and students, elderly people

- **Reasons of trips**

Home-work (to interchange points, bus stop “Kuklińskiego”, tram stop “Lipska”), Home-school, Home-interchange points, Home-church (weekends and holidays)

- **Fares for the Tele-bus**

No extra fares: one-ride tickets, time tickets, PT passes



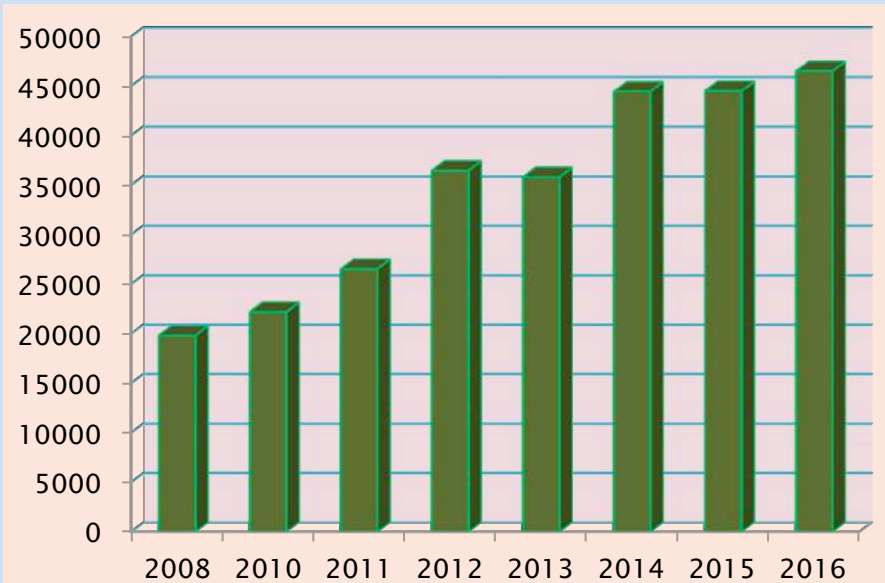
Tele-bus data for 2007-2016

Year	No. of passengers	No. of km
2008	19859	53937
2010	22228	118071
2011	26578	130343
2012	36508	157405
2013	35846	161597
2014	44490	178752
2015	44547	172759
2016	46548	153008

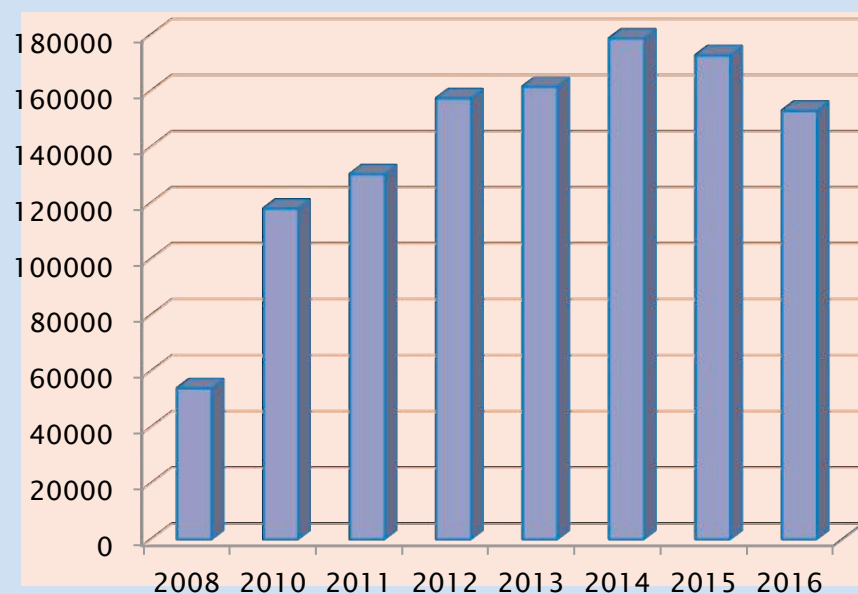


Tele-bus data for 2007-2016

No. of passengers



No. of km



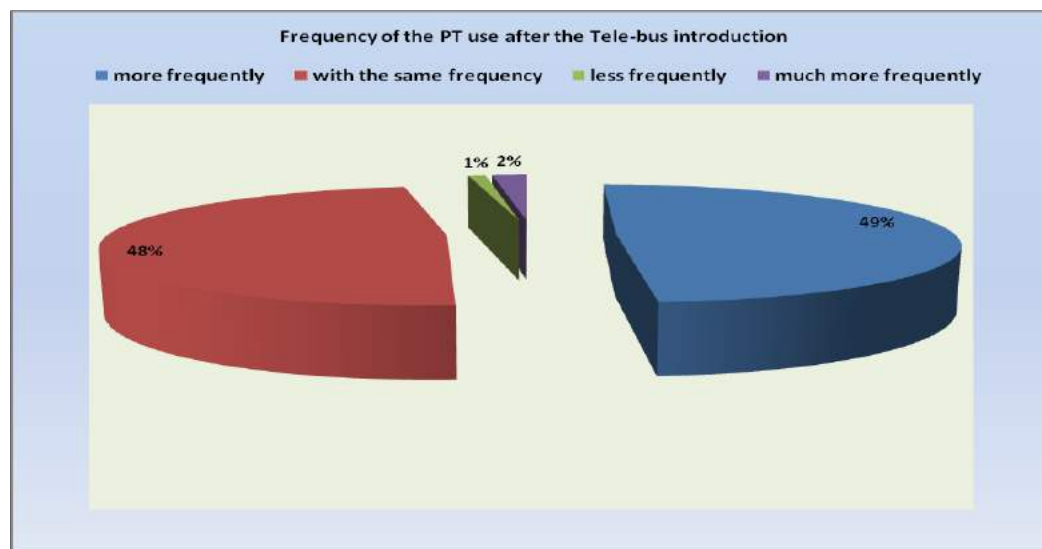
Tele-bus data for 2012-2016

Year	Max daily No. of passengers	Max daily No. of km
2012	269	495
2013	292	577
2014	280	691
2015	307	623
2016	354	600



The Tele-bus service - results -

- **Successful implementation of the first DRT service in Poland** – other Polish cities are interested in new flexible form of PT
- **Rise of the number of transported passengers** – the sum of passengers transported by conventional lines and the Tele-bus vehicles have increased
- **Social acceptance for the new kind of PT service** – continuous increase of users registered in the Tele-bus system proves a bigger interest in the flexible PT service
- **Rise of frequency of PT use in the DRT area** – particularly among the Tele-bus users



The Tele-bus implementation - barriers

- Changes in the public transport organisation that took place in August 2006
- Lack of social acceptance for partial limitation of regular PT with simultaneous introduction of flexible better customized transport service
- Difficulties with making potential Tele-bus users learn innovative character of the flexible PT service and respect rules regarding trip reservations.



The DRT service transfer - recommendations and lesson learned

- Learning from the experience of other PT systems is crucial but each DRT service should be customized to local needs.
- Define the objectives of the service implementation (why a flexible service will be implemented, what kind of customers will be served and in what area)
- Good choice of the service availability area is very important.
- A good and reliable DRT technology allows for efficient service management and good communication between different components of the service (TDC with dispatcher, drivers, clients).
- Define clear regulations between involved PT actors.
- A corporate image of the service and good communication lets potential client know and understand the innovative service.

