



# LAST MILE

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Development Fund



## Analysis of national/regional framework conditions and barriers of flexible transport

### **Szczecin Metropolitan Area**

Westpomeranian Voivodeship – Regional Office for Spatial Planning of  
Westpomeranian Voivodeship



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# Summary

In the frame of the activity 1-A.1 within the LAST MILE project, the main framework conditions will be analysed and obstacles in establishing and operating Flexible Transport Services (FTS) will be identified. Therefore a survey was drafted where potential main issues hindering the implementation of FTS are raised. In addition, partners also have the opportunity to add further aspects and to summarize their viewpoints of what are the major barriers against Flexible Transport Services. This work shall be the basis for the individual analysis of barriers for Flexible Transport Services of the partner regions within the LAST MILE project. At the end there will be a synopsis of the main findings, which will be conducted by the Regional Management East Tyrol (RMO).

The consolidated findings of this joint analysis will finally flow into the general synthesis report at the end of phase 1 with overall conclusions and policy recommendations.

## 1. Introduction

Already the European-wide CIVITAS initiative, who is redefining transport measures and policies in order to create cleaner, better transport in cities, points out the importance of flexible transport systems. These flexible transport systems may overcome the two diverging classic systems of either relatively low cost with rigid timetables and routes (traditional local public transport) or high cost, high quality and high comfort alternatives (taxi and private car).

Not only are we talking here about transport systems and transport means in the urban area but foremost about rural areas. In this regard, manifold positive transport solutions and projects have already been realized, in various contexts and settings. Thus, in this study it is not necessary to think of concrete transport solutions and to reinvent the wheel but to think about the concrete and situation-wise hurdles and barriers (institutional/legal/economical/other) for a region to implement flexible transport solutions. Since we are talking here about Flexible Transport Services that shall be elaborated as touristic transport offers and as transport service for local citizens, a detailed analysis of the framework conditions, the barriers and the state-of-the-art in the regions under investigation is pivotal. This was also the point of departure in order to design a questionnaire building the basis for the analysis of the barriers that allows quantification on the one hand but requires further qualitative details on the other hand. In the focus of the analysis stands always the regional setting and consequently the regional framing conditions.

## 2. Flexible Transport Services – Definition

### 2.1 Definition

Since we are dealing here with an international context and thus very different regional settings regarding forms and approaches of flexible transport, it is important to have a common understanding of the term "Flexible Transport Services" and what it comprises.

In this study, we define Flexible Transport Services as services that only operate on demand. Operation on demand in this context includes call/dial systems (i.e. hailed shared taxi), seasonal/temporary systems (i.e. event bus/train) and other forms of on-demand transport such as sharing and pooling systems. Therefore it can comprise services that can be summarized as enhanced public transport services (also flexible public transport services) like a hailed shared taxi service and also other Flexible Transport Services such as car- and bikesharing or carpooling which are not part of public transport in the narrower sense.

For this definition, we took also into account different sources of literature. Often, flexible transport is regarded a special form of public transport, like in the definition of Penelope bacchus (n. d.):

*Flexible Transport Services or demand responsive services (further on partly also as flexible transport solutions or flexible transport systems termed) are defined as “an advanced, user-oriented form of public transport characterized by flexible routing scheduling of small/medium vehicles operating in shared/ride mode between pick-up and drop-off locations according to passenger’s needs” (Penelope bacchus, n. d.).*

In the LAST MILE project, however, also other flexible forms of transport like sharing and pooling shall be included in the term.

The main characteristic within the definition of FTS in the LAST MILE project is that the service operates only on demand. Thereby empty trips can be avoided .

Against this background, we differentiate the following categories, which can be divided by further attributes.

- Call/Dial Systems (operates only after calling)
  - following the regular route/schedule of the bus line (only after calling)
  - fixed start and end stop, deviation from the regular route to serve additional request stops within a defined corridor
  - fixed stops, flexible routing to individual destination
- Shuttle seasonal/temporary (operates only seasonally or at specific occasions) with fixed route and stops, mostly small distances
  - seasonal
  - events

- Sharing (Sharing<sup>1</sup>)
- Pooling (Pooling<sup>1</sup>)

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<sup>1</sup> Załącznik 1 do Strategii Rozwoju Transportu do 2020 roku (z perspektywą do 2030 roku), Ministerstwo Transportu, Budownictwa i Gospodarki Morskiej, Warszawa 22 stycznia 2013 r.

## 2.2 Overview of Flexible Transport Services

The following table includes possible concrete services within the above described categories, however, without intending to be exhaustive. After the detailed analysis of framework conditions, the fields may be completed.

Operating System	Means of transport / name of the service						Practice Example
	train	bus	car	bike	boat	others	
<b>Call/Dial Systems (operates only after calling)</b>							
- following the regular route/schedule of the bus line (only after calling)		dial-a-bus					
- fixed start and end stop, deviation from the regular route to serve additional request stops within a defined corridor		dial-a-bus					
- fixed stops, flexible routing to individual destination		hailed-shared-taxi	hailed-shared-taxi				
<b>Shuttle seasonal/temporary (operates only seasonally or at specific occasions)</b> fixed route and stops, mostly small distances							
- seasonal	Seasonal train	hiking/skiing bus			boat ferry in summer		
- events	Event train	festival shuttle					
<b>Sharing</b>			Carsharing	Bikesharing/-rental			
<b>Pooling</b>			Carpooling				
<b>others</b>							

Table 1: Overview of Flexible Transport Services

## 3. Survey on national/legal framework conditions and barriers for flexible transport

### 3.1 General information

The survey is split into four different categories of possible barriers and related questions, namely institutional -, economical -, legal - and other barriers. All questions (and the corresponding answers) are referred to the regional situation/setting, although questions on regulatory issues may be related to the national legislation. For the better quantification and the further processing of the data, different assessment categories were chosen. Almost all questions however also require further specifications and more detailed answers which are supplementary to each question (always straight below to each question). These supplementary questions relate to expected barriers when implementing Flexible Transport Services and shall investigate and extract specific information about the various regions. Hence, they provide us with further details and allow a better interpretation and assessment of the answers.

Subsequently, in order to better understand the meaning of the question, most details and explanations are always written in brackets (= .....).

### 3.2 Barrier categories

#### Specifications on categories of framework conditions and barriers:

For the analysis of framework conditions and barriers, four major categories were chosen:

#### a) Regulatory barriers

Legal foresights can play an essential role when it comes to the implementation of Flexible Transport Services and thus also define the frame if and how transport services can be established. Often there are minor legal aspects that may facilitate or complicate the implementation and operation of flexible transport solutions.

Example: Legislation restrains the aerial/spatial use of a flexible transport solution that it can i.e. only be used within the municipality boundaries.

#### b) Institutional barriers

Institutional aspects can also be central hurdles for the implementation and operation of flexible transport solutions, whereby the term institution(al) has to be interpreted quite broadly. Institution in this context can thus range from political to private to associational etc. institutions. All these institutions and the related stakeholders are important when planning, implementing and operating flexible transport solutions. Moreover not only stakeholder involvement but also active contribution, know-how about the transport services and responsibility distribution are required for a successful management. However, as a nature of human being there is also quite a



potential for conflicts, resistance and opposition due to conflicting interests and viewpoints involved. Effectively it's the people who are responsible for the transformation process and where most barriers lie.

Example: An interest group like the political opposition or a local taxi entrepreneur may agitate against the planning of flexible transport solutions.

### c) Economical barriers

Independent of the before-mentioned aspects, the economic and financial side has shown to be the decisive criterion either for success or failure of a project (in this instance the implementation and operation of a Flexible Transport Service). Hardly any project can be realized without the necessary financial means. This particularly challenges smaller municipalities and structurally weak areas. One aspect thereon is among others the sustainable financing without or with low subsidies in the long run.

Example: Initial costs for the implementation of flexible transport are covered by funds but there is no financing for the long term operation. Operational costs are not covered by the revenues.

### d) Other barriers

Apart from the above-mentioned categories, there can also be obstacles and difficulties concerning technical, organizational, structural, topographic, demographic, marketing, information dissemination and other feasibility aspects that may intervene or hinder the realization of flexible transport solutions.

In this section there are some predefined questions which cover a few more aspects that have not been addressed within the above categories. However, these questions are not conclusive and further aspects can be addressed in the summary part following the survey.

Example: A very challenging settlement structure (i.e. low population density in a valley), which requires even for Flexible Transport Services a sound organisation and routing.

# 4. Survey

## 4.1 Survey questions

a) Regulatory barriers				
1.) National legislation for Flexible Transport Services (FTS)	Yes	No	Partially	Don't know
1. Is there a national legislation that regulates Flexible Transport Services like				
a) Call/Dial systems	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
b) Seasonal/Temporary systems	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
c) Sharing systems	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
d) Pooling systems	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
e) Other flexible transport: _____	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
If yes, where are they regulated (in which juridic acts / law books) and how are these Flexible Transport Services defined (please give a brief definition here)?				
a) No specific regulations for this system				
b) In the national legislation the shuttle transport system (shuttle service) is taken into account, however it is not specifically mentioned in the context of seasonal or intermittent operation. The rules upon which it operates are regulated by the Road Transport Act <sup>2</sup> and the associated regulations. The definition of the term from that law: <b>Shuttle transport service (...)</b> is a transport of organized groups of people, back and forth, between the same place of origin and the same destination, with the joint fulfilment of the following conditions: a) each group of people transported to the destination point has to be taken back to the starting location, b) the place of departure and destination are, respectively, the starting point of the transport service and the place of the transport service, including in each case surrounding towns lying within a radius of 50 kilometres(...)				

<sup>2</sup> Ustawa z dnia 6 września 2001 r. o transporcie drogowym, Dz.U. 2001 nr 125 poz. 1371

<p>c) No specific regulations for this system. The definition of car-sharing and bike-sharing is defined In Transport Development Strategy until 2020 <sup>(3)</sup>.</p> <p><b>Car-sharing</b> <sup>(1)</sup> - a system of joint use of passenger cars. Cars are available for a fee to users, provided by operators of vehicle fleet; which are different companies, public agencies, cooperatives, associations or natural persons group. The use of this system increases the intensity of vehicles use during the day, which leads to inhibition of growth of the registered private cars.</p> <p><b>Bike-sharing</b> <sup>(1)</sup> - self-service system using the public bikes in urban areas (bike rentals). It is promoted in large urban areas in moving at a close range to reduce congestion in the car traffic, reducing emissions and improving the health of residents. It eliminates the major disadvantages of private bike, such as: the difficulty in parking, exposure to theft and the high cost of purchase and use.</p> <p>d) No specific regulations for this system. The definition of car-pooling and bike-sharing is defined In Transport Development Strategy until 2020 <sup>(1)</sup>.</p> <p>e) No specific regulations for the other systems.</p>				
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<sup>3</sup> Strategia Rozwoju Transportu do 2020 roku (z perspektywą do 2030 roku), Ministerstwo Transportu, Budownictwa i Gospodarki Morskiej, Warszawa 22 stycznia 2013 r.



3.) Regulatory minimum standard	Yes	No	Partially	Don't know
<p>3. Is there a regulatory minimum standard or recommendations concerning the provision of public transport for settlement areas in your country/region?</p> <p>If yes, please briefly describe how that minimum standard looks like?</p> <p>Municipalities are obliged to ensure the transport of pre-school and pre-primary education and educational institutions (in accordance with Art. 14 and Art. 17 of the Education System Law of 7 September 1991) <sup>4</sup>, in case the necessary access from the house to the facility exceeds the indicated distance (between 3 to 4 km and without restrictions for people with disabilities).</p> <p>The tasks of the municipality in terms of public transport also includes the construction, reconstruction and repair of, among others, (bus) stops and communication stations, of which the owner or manager is the municipality or shelters or other buildings serving passengers, erected on the site dedicated to the boarding and getting off of passengers, or adjacent to the site, located in a lane of the public roads regardless of the category of these roads (according to the Public Collective Transport Law, Art. 18 of the Act of 16 December 2010<sup>5</sup>).</p> <p>To the own tasks of the voivodship management should be organizing and subsidizing the regional rail passenger services operated under contract for the provision of public services and the purchase of railway vehicles.</p>	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<sup>4</sup> Ustawa o systemie oświaty z dnia 7 września 1991 r., art. 14 i art.17 ustawy.

<sup>5</sup> Ustawa o publicznym transporcie zbiorowym z dnia 16 grudnia 2010 r., art. 18 ustawy



5.) Spatial limitations	Yes	No	Partially	Don't know
<p>5. Is the Flexible Transport Service regulated in terms of aerial/spatial limitations (= can the transport service be used/offered without spatial limitations)?</p> <p>a) Call/Dial systems <input type="checkbox"/></p> <p>b) Seasonal/Temporary systems <input type="checkbox"/></p> <p>c) Sharing systems <input type="checkbox"/></p> <p>d) Pooling systems <input type="checkbox"/></p> <p>e) Other flexible transport: _____ <input type="checkbox"/></p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are regulated:</p> <p>If any of the mentioned above systems will operate within the framework of public transport, the space limitations only apply within the area of rights and obligations of the organizer within the competence and administrative boundaries (respectively: the municipality, municipal union, union of metropolitan region).</p> <p>However, in some cases, the competent authorities may refuse to grant or to modify the authorization for providing the transport services in the regular national transport, in case if : 1) it will be demonstrated that the proposed regular line will provide a threat to already existing regular lines, except when these lines are supported (operated) only by only one single operator(...), 2) it will be proven that the authorization will have a negative impact on the viability of a comparable rail service on the lines directly related to the route of road services (art. 22a of the Law on road transport).<sup>7</sup></p> <p><b>b) Shuttle transport</b> have additional regulations: The limitation for the area of operation is associated with the established definition of the shuttle transport. Shuttle transport is a motility between the fixed place of origin and destination, where the place of departure and destination shall mean respectively the place of departure of the transport service and the destination place of the transport service, including in each case surrounding towns lying within a radius of 50 kilometres.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>7</sup> Ustawa z dnia 6 września 2001 r. o transporcie drogowym, Art. 22a, Dz.U. 2001 nr 125 poz. 1371, Art. 4. Pkt. 10 b)

6.) Pricing	Yes	No	Partially	Don't know
<p>6. Is the Flexible Transport Service regulated in terms of <i>pricing</i> (= is there a minimum/maximum price/service; is the pricing open etc.)?</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are regulated:</p> <p><b>General requirements:</b>            If any of the systems mentioned works as a non-public system, it is a not subject of regulations in that regard (market regulates the pricing).</p> <p>If any of the mentioned systems will operate under the framework of public transport, it must fulfil, among others, the requirements of the Act on the public transport and Road transport law. The Law on the public transport points, among others, that (according to Art. 50a.1 and 50b.1 <sup>(8)</sup>) municipalities may set binding (maximum) price for transport services in the public transport, in the range of the service of a public utility in municipal passenger transport. According to the art. 46.1. 6) pricelist or tariff are made public at the station, and in any means of transport performing routes for public transport and road transport, there is an excerpt from the price list of fees or tariffs, wherein the price list of fees in the transport of a public utility shall also contain concessionary ticket prices.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>8</sup> Ustawa o publicznym transporcie zbiorowym z dnia 16 grudnia 2010 r., art. 50a.1 i 50b.1



7.) Scheduling and pulsing specifications	Yes	No	Partially	Don't know
<p>7. Is the Flexible Transport Service regulated in terms of <u>stipulations of the national road traffic act</u> (=does the road traffic act apply to all of these flexible mobility services)?</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>regulated in terms of <u>scheduling/pulsing specifications</u> (=is the schedule free or does it have to be coordinated with other means of transport)?</p> <p>If yes, please describe in brief how the different services a) – e) (where the yes applies) are regulated:</p> <p><b>General requirements:</b></p> <p>If any of the mentioned systems acts as a non-public system is not subject to regulation in this area (lack of regulations imposed in relation to the timetable).</p> <p>If any of the mentioned systems will operate within the framework of public transport must meet, among others, the requirements of the Act on the public transport and the Road transport law and the Act transportation law. On the basis of the Act of 15 November 1984. - Transport Law (Journal of Laws from 2000, No. 50, item. 601<sup>9</sup>), public transport is subject to the Regulation on timetables setting out the general requirements, content, timetable, mode approval of schedules, the way they publish, update mode, the conditions for incurring the costs and charges. The Act does not impose an obligation to coordinate or correlate the timetable with other networks and transport services, it is required, however, to achieve agreement by the competent authority (depending on the type and kind of communication line). The regulations thus do not apply to correlation of timetables, common travellers information systems, etc.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>9</sup> Ustawa Prawo przewozowe (Dz. U. z 2000 r. Nr 50, poz. 601), z dnia 15 listopada 1984 r.

8.) The Requirements and stipulations of the national road traffic act	Yes	No	Partially	Don't know
<p>8. Is the Flexible Transport Service regulated in terms of <i>stipulations of the national road traffic act</i> (=does the road traffic act apply to all of these flexible mobility services)?</p> <p>a) Call/Dial systems  b) Seasonal/Temporary systems  c) Sharing systems  d) Pooling systems  e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are regulated:</p> <p><b>General requirements:</b>  Currently, the Road Traffic Law [Road Traffic Law], Act of 20 June 1997<sup>(10)</sup>, has no records of mentioned flexible transport systems. The Act specifies, among others, rules on public roads, in residential areas and traffic zones, terms and conditions for the admission of vehicles to the road traffic and the activities of the competent authorities in this respect, the requirements in relation to other than vehicle drivers, participants of traffic and the rules and conditions for controlling the movements of the road traffic.</p> <p>All implemented and operating flexible transport services must meet the requirements of this Act.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	X X X X X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<sup>10</sup> Ustawa Prawo o ruchu drogowym, z dnia 20 czerwca 1997 r.

9.) Accessibility	Yes	No	Partially	Don't know
<p>9. Is the Flexible Transport Service regulated in terms of <u>accessibility</u> (= does everyone have access to this service)?</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are regulated:</p> <p>Currently there are no specific regulations concerning the mentioned flexible transport systems. Existing laws and regulations regulate the accessibility mainly for people with disabilities and with limited mobility. With regard to passengers' rights in the context of the availability, the rules that apply are, among others, the Regulation of the European Parliament and the EU Council, No 181/2011 (rights of passengers in bus and coach transport), and the Regulation No 1371/2007 (the rights and obligations of rail passengers). The legal regulations are, among others, regulating the rights of disabled persons and persons with limited mobility, including the right to transport, the designation of terminals (bus stations) to provide appropriate assistance and the scope of aid on the terminal area and on board of the vehicle.</p> <p>In the national law, the rights of passengers in road transport are specified in the Act on road transport <sup>(1)</sup> and the provisions of this Act are implemented in the accordance with the EU regulations. It specifies, among others, the requirements for the designation of bus and coach terminals, within the framework of providing the assistance to disabled persons and persons with</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>11</sup> Ustawa z dnia 6 września 2001 r. o transporcie drogowym, Art. 22a, Dz.U. 2001 nr 125 poz. 1371,

<p>limited mobility.</p> <p>According to the Act on the public transport (<sup>12</sup>), Art. 4 no. 1.1 t, the transport in the matter of public utility is, in the assumption designed to be recognized as a commonly available service in the field of public transport.</p> <p>In addition, in accordance to the Article. 21 paragraph. 1 point 2) of that Act (<b>Fehler! Textmarke nicht definiert.</b>) during the selection of subject to be the operator of public transport, one can specify, that technical facilities that provide amenities for persons with disabilities and limited mobility, will be given a priority.</p> <p>All implemented and operating flexible transport services must comply with the laws, if they provide a function of a public transport. In other cases (for bus and coach transport), they also relate to the requirements of EU regulations.</p>				
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<sup>12</sup> Ustawa o publicznym transporcie zbiorowym z dnia 16 grudnia 2010 r., art. 4, pkt 1.1.

10.) Transboundary traffic	Yes	No	Partially	Don't know
<p>10. Is the Flexible Transport Service regulated in terms of <i>transboundary traffic</i> (= is it principally possible to use the specific service also transboundary)?</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are regulated:</p> <p>a) Currently lack of regulations</p> <p>b) According to the shuttle transport, the Act on road transport (<sup>13</sup>) defines the requirements for this type of transport in the context of cross-border movement. The regulations relate to, among others, procedures for obtaining the permits for shuttle in international road transport (art. 18), the time of their validity (Art. 20a) or fees (art. 41). In general, in the matter of regular passenger transport carried out in border areas, the provisions of the Act shall apply with the provisions of the Act on road transport, of September 6-th 2001 [Journal of Laws] from 2013, item 1414, as amended, amendments 2) and The Regulation (EEC) No 684/92 in terms of international road transport.</p> <p>c) Currently lack of regulations</p> <p>d) Currently lack of regulations</p> <p>e) Currently lack of regulations</p>	<p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>13</sup> Ustawa z dnia 6 września 2001 r. o transporcie drogowym, Art. 22a, Dz.U. 2001 nr 125 poz. 1371,

11.) FTS for different purposes	Yes	No	Partially	Don't know
<p>11. Is the Flexible Transport Service regulated in terms of limitations with regard to certain purposes (i.e. a school bus –which is rather categorized as public transport service – is often only allowed to transport school children but no other citizens)?</p> <p>a) Call/Dial systems  b) Seasonal/Temporary systems  c) Sharing systems  d) Pooling systems  e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are regulated:</p> <p>(a-e)  Currently, there are no special regulations in the area for the mentioned flexible transport systems (FTS).  In terms of the general conditions concerning, i.e. school transport, the transport operates mostly on the principles of regular special transport or occasional transport. In the case of special regular transport services, they are non-public, regular transport services, designed for a specified group of people (i.e School children), excluding other (groups of) people.</p> <p>The legislation does not prohibit a broad definition of the group of people who could benefit from this type of transport, however, i.e. In school transport it is rather avoided to combine this type of transport with other specific groups of users (even though it is not expressly forbidden). Such preventive activity is connected with the requirement to ensure the safety of students during the journey, which is most simply achieved by avoiding to connect / combine this system of transport with other user groups.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	X X X X X	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<b>b) Institutional barriers</b>				
<b>1.) Embedment in the transport association</b>	<b>Yes</b>	<b>No</b>	<b>Partially</b>	<b>Don't know</b>
<p>1. Is flexible transport organizationally, institutionally or administratively covered/embedded by the national or provincial transport association for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are embedded/covered:</p> <p>Currently, there is no public entity of the regional transport association, which would be responsible for overall planning, organization and management of public transport in the whole region.</p> <p>As part of the Szczecin Metropolitan Area (SOM), steps are taken to set up in the future a form of transport association, that would take over tasks associated with organizing and managing public transport in the area of SOM (Integrated Public Transport Strategy in the area of SOM for the years 2014-2020- Task 1.1 ( <sup>14</sup> ) – Need for indication of a coordinator who will manage the integrated public transport Strategy and will take over the tasks of organizer of public the transport in Szczecin Metropolitan Area (SOM). Within cited <i>Strategy</i> the transport solutions "on demand" are indicated there as an important target element of integrated management system for the public collective transport within the Szczecin Metropolitan Area (SOM), (p. 47 - Task 1.2 - <i>Development of an integrated management system for the public collective transport, (passenger transport, fleet, passenger information – based on the telematics solutions).</i></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>14</sup> Zintegrowana Strategia Transportu Publicznego na obszarze SOM na lata 2014-2020- Zadanie 1.1

2.) Opposition to FTS	Yes	No	Partially	Don't know
<p>2. Do you expect (or already experience) opposition to Flexible Transport Services such as</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>by other transport service providers (i.e. taxi companies, provincial transport associations, private transport service providers etc.)?</p> <p>If yes, please describe in brief how this opposition for the different services a) – f) (where the yes applies) looks like/might look like:</p> <p>a) Currently the existing individual examples of systems on demand (bus on demand in Szczecin) do not cause resistance from private operators. It has to be taken into consideration, however, that this kind of transport is often used in areas and routes which are not profitable and therefore are not typically operated by private entities. Operation of public (Call/Dial) type of transport, on the routes or the areas operated by other carriers, would lead to a direct threat to the profitability of private transport services, especially in the context, where there are guaranteed supplement public provided by Law <sup>(15)</sup></p> <p>b) As above. If the public shuttle transport (seasonal / intermittent) would run on the profitable lines, supported so far by the private carriers, it would cause their clear and firm opposition, especially in the case of running on similar days / hours.</p> <p>c) The sharing systems, after reaching a certain scale factor, can cause resistance among private carriers (taxi companies), as competition in the field of short-haul journeys. The opposition for this type of transport may show sooner in smaller towns (smaller number of users)</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<sup>15</sup> Ustawa o publicznym transporcie zbiorowym z dnia 16 grudnia 2010 r.



<p><b>d)</b> The resistance to existing pooling systems (eg. Car-pooling) is now clearly noticeable. These systems, particularly in urban areas, can pose a threat to the profitability of taxi transport, mainly through increased competition. One of important issues in that matter is the significant opposition of the union of taxi drivers, demanding, among others, to prohibit of authorizing the permission of providing transport services within this type of system (lawsuit prepared by the taxi union against Uber company dated November 21, 2016).</p> <p><b>e)</b> Currently no regulations</p>				
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3.) Integration into public transport	Yes	No	Partially	Don't know
<p>3. Are any of the transport services (incl. timetables) and possible connections integrated and listed at the transport information services (i.e. journey planners, route planner for public transport) of national/provincial transport associations</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief how the different services a) – f) (where the yes applies) are integrated at the online platforms:</p> <p>Currently, these types of systems identified in the region are not included national (eg. Online platform: <a href="http://www.e-podroznik.pl">www.e-podroznik.pl</a>) or regional (<a href="http://www.eturystyka.wzp.pl">www.eturystyka.wzp.pl</a> - project which is still under development) transport information systems. Most of the existing public information platforms related to trip planning, only take into account transportation by car, bicycle or pedestrian. Local transport, mainly urban, is arranged and combined in an online platform (<a href="http://www.jakdojade.pl">www.jakdojade.pl</a>). However, it does not take into account flexible systems.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

4.) Political barriers	Yes	No	Partially	Don't know
<p>4. Do you expect great political barriers (= political opposition in the municipal committee) for implementing</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief what kind of political barriers you'd expect for the different services a) – f) (where the yes applies):</p> <p>Political barriers in respect to the process of implementation of presented systems are difficult to foresee. It can be assumed that, in the case of arguments that can be used in the context of opposition to the proposed measures, the financial aspect will be indicated and in some cases, the territorial aspect (related eg. the determination of routes and priority directions related to the expectations of the residents).</p> <p>It is difficult to point out a specific political risks on the implementation of flexible transport systems, because of the need to refer each time to the specifics of the particular local government and the local conditions.</p>				
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5.) Municipal management of mobility services	Yes	No	Partially	Don't know
<p>5. Do you expect difficulties (regarding payment, administration, workloads etc.) when municipalities have to manage different mobility services like cable cars, shuttle services, ordinary bus lines, ski buses, hailed shared taxis and so on?</p> <p>If yes, please describe (also with regard to your personal experience hereon) in brief what kind of difficulties you would expect:</p> <p>Because of the potentially new duties associated with taking over the responsibility for the management, organization and coordination of the new (flexible) transport systems, especially in the context of their coordination with other transport systems, you may expect much resistance from the local administration.</p> <p>The reluctance of the authorities may mainly cause: additional financial burden (financial measures to implement solutions and their sustainable financing), complex legal situation, conducting tender procedures and later on, overseeing the functioning of the new ventures. Many municipalities have so far not been forced or respectively, inadequately encouraged to create their own transport policies, and thus do not often have enough experience in their implementation and operation. In addition, in many cases, the municipalities indicate that the integration of transport systems, their planning and coordination should be done comprehensively, at least at the district level (above municipality boundaries).</p>	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.) Risks in collaboration between stakeholders	Yes	No	Partially	Don't know
<p>6. Do you see any risks (= risks due to deficient communication, risks evolving through conflicts, etc.) in the collaboration between local stakeholder groups who are involved in the planning, implementation and operation phase for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief of what you would expect on how the realization of the different services a) – f) (where the yes applies) might be affected by a collaboration within the establishment of flexible mobility services in your region:</p> <p>a) For Call/Dial systems (on demand) one of the most important aspects is the close cooperation on various stages of implementation services and transparent communication between the organizer of the system and the users of this system. The method and the scope of the service must be based on a well-diagnosed transportation needs. When organizing the system, the emphasis should be put on cooperation with other transport systems operators to coordinate schedules and to mutually inform each other of the complementary offer. Faulty cooperation in these areas may lead to providing a service that no one will want to use.</p> <p>b) As above. The Seasonal/Temporary systems must be based on the surveys on demand and the number of potential passengers</p> <p>c) As above. Faulty cooperation between the user and the organizer (eg. In the designation of specific sites for the infrastructure, determining the action plan, determining the amount of fees and tariffs or the method of communication) can cause reluctance of users to use the system.</p> <p>d) The significant impact on local situation can have the national situation. For example, despite the development on a specific area, a model of sharing transport system (eg. Car-sharing) which will take into account the interests of local taxi companies, some of them will not be able accept this system, because the trade union of taxi drivers,</p>	<p></p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

to which they belong, opposes to run this kind of transport systems in the country.				
<b>7.) Acceptance of FTS for touristic purposes by locals</b>	<b>Yes</b>	<b>No</b>	<b>Partially</b>	<b>Don't know</b>
<p>7. Do you see opposition from the side of local residents when developing Flexible Transport Services such as</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>which are in its origins designed as touristic mobility offers?</p> <p>If yes, please describe in brief how this opposition could look like for the different services a) – f) (where the yes applies):</p> <p>This kind of opposition may largely depend on the local conditions and the current situation of public transport.</p> <p>a) Due to the visible in many municipalities difficult situation, related to insufficient offer of public transport, or even the lack of it in some areas, new transport solutions primarily aimed at tourists may cause objections and opposition from the residents. The implemented transport systems on demand, in such situations, would have to also take into account the possibility, of their use also as public transport, which could benefit the residents.</p> <p>b) As above.</p> <p>c) As above. The inhabitants may have objections about creating a transport offer addressed to tourists, while their expectations for daily transport needs and mobility are not met.</p> <p>d) As above.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<b>c) Economic barriers</b>				
<b>1.) Investment costs</b>	<b>Yes</b>	<b>No</b>	<b>Partially</b>	<b>Don't know</b>
<p>1. Do you expect that it is rather easy for local/regional stakeholders (i.e. regional institutions, municipalities etc.) who are involved in establishing flexible transport to gain the needed investment costs for implementing/purchasing/ installing</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief what kind of financing at the implementation phase you'd expect for the different services a) – f) (where the yes applies):</p> <p>According to the law the public transport <sup>(16)</sup>, the operator of the public transport is, depending on the area: municipality, an intercommunal (inter-municipal) association, district, association districts, municipal and district cooperation (union), the metropolitan union, the voivodeship, or the minister responsible for transport. These units can independently or through commonly established partnerships, raise (apply for) external funds, among others, within the framework of existing programs and financial instruments (see section 2.2).</p> <p>Fundraising takes place mostly on the competition basis. This involves the necessary commitment, both personal and financial, on behalf of the organizer (preparation of the application). With proper and well-prepared application the entity has a chance of getting the funding, however it is not guaranteed (competition from other applicants).</p> <p>In the current financial perspective (2020), obtaining the financial support, eg. for the purchase of transport fleet and the implementation and development of the technological system, seems more likely than in the coming years after 2020.</p>				
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<sup>16</sup> Ustawa o publicznym transporcie zbiorowym z dnia 16 grudnia 2010 r.,

2.) Investment costs	Yes	No	Partially	Don't know
<p>2. Are there specific (national, regional, institutional or other) funding schemes for flexible transport solutions for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief the funding schemes and the connected conditions for the different services a) – f) (where the yes applies):</p> <p>Currently, there are no instruments and financing systems that are aimed to support and implement the indicated types of flexible transport systems. They can be implemented within the existing instruments regarding transport.</p> <p>In accordance with the principle of cohesion policy 2014-2020, an important instrument to support actions in the field of public transport are, developed by local authorities, Strategies of Integrated Territorial Investments (ZIT). At present, actions can be implemented, among others, also in the framework of the Regional Operational Programmes (RPO), that are partly financed by the European Regional Development Fund and the European Social Fund and the Operational Programme Infrastructure and Environment 2014-2020.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>



3.) Financial support by transport association	Yes	No	Partially	Don't know
<p>3. Does the national/regional transport association financially support flexible transport solutions like</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief from which level and how they are supported for the different services a) – f) (where the yes applies):</p> <p>As it was described in the section <b>Institutional barriers</b> (Pts. 1) currently there is no statutory entity of the regional transport association, which could financially support and develop operation of flexible transport systems.</p> <p>Support of the associations (due to the fact that their persistence, in many cases, is based on their own contributions and government grants), is mostly limited to legislation aid and the substantial and promotional support.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

4.) Extra costs	Yes	No	Partially	Don't know
<p>4. Do you see extra costs (especially with regard to marketing and information dissemination) for Flexible Transport Services compared to regular transport solutions for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief what kind of extra-costs you would expect and in which magnitude (low - moderate – high extra-costs) for the different services a) – f) (where the yes applies):</p> <p>It's hard to estimate the size of the additional costs due to the scope and target mode of operation of the various services. With a variety of conditions and related purposes, the range of the costs may fluctuate in a very wide scale.</p> <p>It is most likely, that it will increase the costs of marketing, and in particular, on information policy, because of the novelty, that are the flexible transport services for the majority of the population. It will be necessary for the users to have a good understanding of how the services are working, (costs of a well-prepared communication strategy), as well as often to increase their own involvement (eg. The need for self-service calls, operating of mobile applications etc.). One of additional expenses will also be the preparation of up-to-date technology systems that support transport systems (reservations, timetables, payments). However, taking into account the use of new technologies and the use of social networks and mobile devices, the future promotion and information policy can be much cheaper and more effective than traditional media (newspapers, TV, radio).</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

5.) Cooperation between private – private and private-public-partnership	Yes	No	Partially	Don't know
<p>5. Do you see it realistic that private entrepreneurs (i.e. a taxi company) cooperate with i.e. the public transport association or possibly also with other competitive private entrepreneurs in order to offer Flexible Transport Services?</p> <p>If yes, please describe in brief where you would expect the biggest challenges within the cooperation and which obstacles may possibly hinder such cooperation?</p> <p>Given the current situation, cooperation would be possible at least in two variants:</p> <p>1) Providing the flexible transport services by private operators, which would be financed in whole or co-financed by the organizer of the transport, for example on the routes currently unprofitable. Operating upon a commissioned service. The biggest challenge here would be to find the way to sustainable funding.</p> <p>2) The form of public-private cooperation in which, for example, eg. the organizer (municipality) provides an appropriate infrastructure, dedicated parking spaces and attractive areas of limited and regulated access which would be supported by private (associated) operators, fulfilling certain requirements (eg. operating the service on the principles of flexible transport, approval on unified tariff system etc.).</p> <p>Thus, the organizer would provide conditions to run profitable transport services (including their proper promotion), and private entrepreneurs would provide the service itself. The biggest challenge here would be, on behalf of the organizer / municipality, to develop the profitable operating conditions, and from private operators, a joint agreement to form a transparent form of association, so that the mode and rules of cooperation would not cause the unfair competition actions in future activities.</p>	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.) Municipalities as providers and operators of FTS	Yes	No	Partially	Don't know
<p>6. Do you think that municipalities are capable of delivering Flexible Transport Services in the same quality and professionalism as private entrepreneurs (i.e. taxi companies, specialist firms etc.) do (think of / consider here also concession, professional background and expertise, personnel resources etc.)?</p> <p>If yes, please describe in brief where could be the advantage of having the municipality as operator vs. where would you expect the biggest disadvantages and obstacles in contrast to a private entrepreneur?</p> <p>It is possible that the municipality could realize and implement a flexible transport services, but their quality and degree of professionalism will depend on the commitment and the will to assume the special, often new commitments.</p> <p>It is also dependent on the adopted mode of action (eg. The municipality can have its own fleet of vehicles and deal with the disposition and employ only external drivers etc.). In addition, one has to be aware that the provision of funding, not only concerns the transport service, but also for training, additional staff, developing the systems and so on. Regarding the benefits of the community activities as a performer transport services can be several issues identified:</p> <ul style="list-style-type: none"> <li>• greater stability of commitments regardless of the profitability of the project,</li> <li>• partial reduction of cost of the service in reference to granting a contract to an external company,</li> <li>• easier (elastic) possibility to modify services (not included in the contract),</li> <li>• greater possibility of obtaining a subsidy from external resources (Regional Operating Programmes - RPO - programs targeted to local government units)</li> </ul> <p>The disadvantages of this solution are mainly:</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<ul style="list-style-type: none"><li>• high costs of system implementation “from scratch”,</li><li>• problems arising from lack of experience,</li><li>• often less focus on profitability (burden to municipal budget),</li><li>• the lack of profit targeted attitude may result of competition with the private entities operating on the market principles,</li></ul>				
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d) Other barriers				
1.) Available information	Yes	No	Partially	Don't know
<p>1. Is information about offers for flexible transport (whenever there is already an existing offer/solution in your region) broadly (=in different media for different target groups and in a certain order of magnitude) available for the general public for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief how information about the different services a) – f) (where the yes applies) and to which extent it is available:</p> <p>In the project area, there are presently identified the following flexible transport systems: bus on demand (The Authority of Roads and Transport of Szczecin), bike rental (Bike_S, Szczecin), seasonal train courses "the beach trains " and operating sharing systems (system BlaBlaCar – <a href="http://www.blablacar.pl">www.blablacar.pl</a> ). The information is distributed through the web pages of individual systems. There is no common specific information platform for existing transport services.</p> <p>a) Information about the transport that runs on demand in Szczecin appeared in the local press, radio, Internet portals and industry portals within the news. In the area of operations (Podjuchy district / Szczecin) the leaflets were distributed and the comments and suggestions were collected from residents and the District Council. In the first days of operation the organizer's staff patrolled the stops and the route of buses providing information about the system.</p> <p>b) Information on rail seasonal connections appears in the local press,</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

<p>radio and social media within the news. The change is also visible in the timetables (on the operator web page and on the stations).</p> <p>c) The Information about city bike (sharing) system appeared in the local press and in social media. The system has a dedicated application, through which it can distribute notifications and information (newsletters).</p> <p>d) The information about the system operating in the project area (BlaBlaCar – car-pooling system), are mainly posted on the informational and transport-thematical websites. The system advertises through the internet (nationwide) portals and through a system of mobile application. There are also promotional campaigns in cooperation with other entities (eg. A network of gas stations).</p>				
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2.) Risks in the anchoring of responsibilities	Yes	No	Partially	Don't know
<p>2. Do you see any risks when anchoring responsibilities (i.e. when anchoring responsibilities concerning the accounting, the operation, the administration, the maintenance, the project management and the organization) in realizing</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe in brief where you'd see the risks and what kind of risks you'd see for the different services a) – e) (where the yes applies):</p> <p>a-e) The Potential risks associated with anchoring responsibilities may apply to all types of transport systems. They are associated essentially with possible (unspecified at the stage of implementation of services) new scope of duties and the area of responsibilities of the individual entities.</p> <p>The innovation of flexible systems and lack of experience in their implementation may result, in the early stages of cooperation, on unforeseen fields. Especially on the fields for which there has not been clearly established the level of anchoring responsibilities. They can be related to eg. legal liability and financial rules, but also supervision or control of the quality of the service.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>□</p>	<p>□</p> <p>□</p> <p>□</p> <p>□</p> <p>□</p>	<p>□</p> <p>□</p> <p>□</p> <p>□</p> <p>□</p>	<p>□</p> <p>□</p> <p>□</p> <p>□</p> <p>□</p>



3.) Acceptance of use	Yes	No	Partially	Don't know
<p>3. Do you expect barriers in the acceptance of use (of people) of flexible mobility solutions for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe briefly how pronounced you'd expect people in your region to have 'difficulties' in accepting such flexible mobility solutions for a) – f) (where the yes applies):</p> <p>a) For the Call/Dial systems one of the barriers may be resistance to the necessity of individual service call out, remembering to call in advance and, depending on the mode of action, too long period between the calling out a service and its execution. If this (call/dial system) is a replacement solution to the existing service of the traditional regular transport, it can cause an objection from the part of users that are accustomed to traditional transport solutions.</p> <p>b) There are no barriers except the discussion regarding possible area of operation of those services (different expectations of citizens in relation to the supported directions).</p> <p>c) For the Bike-sharing systems, the barriers can affect their legitimacy in the situation of insufficient infrastructure (lack of roads and bicycle paths, the lack of a sufficient number of parking stations) and operating costs of the system itself (the discussion on urban (shared) bike vs private bike). In the Car-sharing systems the barrier can be complicated rental procedures and uncompetitive fees for using the service. The Taxi corporations may be against (competition) and ordinary drivers (taking parking spaces or giving priority to such a service).</p> <p>d) In the Car-pooling systems the barrier can be a real concern about the safety of the travel and the quality of the service (the lack of trust and concern about</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

the technical condition of the car, the driver's competence and the concern of fellow passengers.				
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4.) Personnel resources for managing a FTS	Yes	No	Partially	Don't know
<p>4. Would you expect the provider of a FTS - apart from financial resources – to also invest in personnel resources (= to employ people) in order to manage a Flexible Transport Service such as</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please allude briefly how many working hours/work you would expect for managing the different services a) – f) (where the yes applies) on an operational basis (= does not include the implementation and planning phase) given that a single unit of a certain Flexible Transport Service is offered:</p> <p>a) The flexible system requires an additional dispatcher collecting orders and transferring them to realization by the carrier. Depending on the complexity of the system and mode of action, there may also occur the necessity of planning in the real time an optimal adjustment/correction in the path of anticipated passage. Thus, it is not possible to determine the estimated working hours required for operational activities (it also depends on the scale services and local conditions).</p> <p>b) There are no requirements for additional resources beyond monitoring of demands and eg. Applying for increasing the frequency of courses. As above – it is not possible to determine the estimated working hours required for operational activities.</p> <p>c) Sharing systems may require a substantial increase in resources related to the operation even when a part of the responsibilities is transferred to the user. The reason for this may be the complexity of those services, eg. The need to employ the personnel operating the helpline, monitoring, intervention and service</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>□</p>	<p>□</p> <p>□</p> <p>□</p> <p>□</p> <p>□</p>	<p>□</p> <p>□</p> <p>□</p> <p>□</p> <p>□</p>	<p>□</p> <p>□</p> <p>□</p> <p>□</p> <p>□</p>

<p>team (eg. responsible for the allocation of the means of transport to the start stations), etc. As above – it is not possible to determine the estimated working hours required for operational activities.</p> <p>d) In the Car-pooling systems the additional service is associated mainly with the management and monitoring of the system - the communication platform associating users. As above – it is not possible to determine the estimated working hours required for operational activities.</p>				
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5.) Ticketing, booking and payment modalities	Yes	No	Partially	Don't know
<p>5. Do you expect difficulties with the ticketing, booking and/or payment modalities for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe briefly what kind of difficulties and problems in relation to ticketing, booking and/or payment you'd see for the flexible transport solutions for a) – f) (where the yes applies):</p> <p>(a-e) The difficulties may arise from the level of advancement and the intended target mode of operation of each service.</p> <p>If the system of payment and reservation services is to be built from scratch, the problem may be the cost of individual solutions (designed specifically for service) or, in the case of the use of software and systems existing on the market, their appropriate modification and adjustment to the service.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

In addition, if the ambition of the operator will be connecting the new system to already functioning one and combine it, for example in the system of one ticket, then there may occur both from formal and system complications; indication of the unit responsible for managing the supplementary sales system, pricing settlements, the question of profitability and subsidy measures for transport systems, the question of handling a wide variety (including mobile) forms of payment. Such problems can occur regardless of the transport system (a-e).

6.) Online booking and online payment	Yes	No	Partially	Don't know
<p>6. Does an already existing flexible transport solution in your region (if you have one/several) like</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>offer online-booking and/or online payment via app or webpage?</p> <p>a) The bus on demand system (Podjuchy settlement district of Szczecin) is implemented only through the phone reservation - the assumption was ultimately for website mobile application to be launched (currently there is none yet). The system honours public transport tickets, including those purchased online and through mobile applications (moBilet, SkyCash, Szczecin Tourist Card).</p> <p>b) Seasonal train courses (the beach trains) operate within regular rail systems and honour reservations and payments online as part of the overall system.</p> <p>c) The Bike-sharing system in Szczecin (Bike_S) and, partly the tourist bicycle rental company in Świnoujście (BalticBike) offer online solutions. Bike_S currently operates within the system created by Nextbike company that offers online reservations (through website and mobile application, however in Szczecin this only works on a new type of stations) and online payment (through website and mobile application). While BalticBike rental system works in connection with the German bike rental company Usedomrad (which also works under Nextbike system). Within these functionalities, it allows the user to make a reservation in advance and also use online payment (through website and mobile application).</p> <p>d) The car-pooling system (BlaBlaCar), operating in the project area, gives all the functionality of online booking and provides access to free applications for mobile devices. There is however, a fee for booking service (with the possibility to pay via online payments).</p>	<p><input type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>

7.) Professional management	Yes	No	Partially	Don't know
<p>7. Do you expect difficulties concerning the professional management (= professional management from the 'birth' to the actual operation of the Flexible Transport Service –embracing administration, marketing &amp; PR, operation, financial management etc.) for</p> <p>a) Call/Dial systems</p> <p>b) Seasonal/Temporary systems</p> <p>c) Sharing systems</p> <p>d) Pooling systems</p> <p>e) Other flexible transport: _____</p> <p>If yes, please describe briefly what kind of difficulties and problems in relation to the professional management you'd see for the flexible transport solutions for a) – f) (where the yes applies):</p> <p>No special division for individual systems. Problems with professional management and PR may appear anywhere - they depend on local conditions (eg. the existing administrative structure) and the scale of the implemented systems.</p> <p>Many difficulties can result from a lack of experience with this type of process, which reflects in the level of management (anticipation of potential problems and appropriate responding to the threats).</p> <p>The problem with the professional management can additionally be the lack of holistic approach and proper supervision over the process of implementation of the new service.</p> <p>This may result in delegating duties to other units, which often do not cooperate with each other on a regular basis (eg. The department of Transport and Tourist department), without adequate preparation in terms of their need for mutual cooperation. Thus at the very beginning it should be carefully</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p>analysed, whether the implementation of services can be carried out within the existing administrative structure and in the current division of responsibilities and existing procedures, or whether it is necessary to modify them.</p> <p>It is often an easier solution (although at an early stage more costly process) to establish a new, independent unit, which, operating at the interface of: local government, private entities and non-governmental organizations and that will be responsible for the overall launch of the service and its organization and further supervision (including the financial and marketing issues).</p>				
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<b>8.) Sustainable transport within education</b>	<b>Yes</b>	<b>No</b>	<b>Partially</b>	<b>Don't know</b>
<p>8. Is transport and thereby more specifically &gt;&gt;sustainable transport&lt;&lt; with all its facets an integral part of education in schools in your region?</p> <p>If yes, please describe briefly what you know/think is taught in schools about sustainable transport:</p> <p>When it comes to public education, in teaching core curriculum, there are practically no issues raised regarding the public transport, especially in the context of sustainable transport. The only element related transport is to learn the proper behaviour in traffic, and learning the proper use of bike in traffic. Any additional educational projects are implemented as extra activities.</p> <p>Schools however are often actively involved in initiatives aimed at the whole population such as. European Week of Sustainable Transport - European Mobility Week.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9.) Awareness rising and information dissemination	Yes	No	Partially	Don't know
<p>9. Are there also other (out-of-school) institutions that provide education on sustainable transport and flexible transport solutions in your region?</p> <p>If yes, please describe briefly what you know/think is taught about sustainable transport in these institutions and how important are they in the region:</p> <p>The Authority of Roads and Transport in Szczecin (ZDITM), as the organizer and coordinator of public transport in Szczecin, in the framework of educational activities, organizes educational and training meetings for preschool and school children on the subject of the use of public transport. Those meetings are organized within a project: "Passenger from kindergarten."</p> <p>Another public institution having an educational program, also in terms of public transport, is the Museum of Technology and Transport (Communication) in Szczecin. It provides educational activities targeted at different age groups, concerning, for example: Inventions in the field of transport (kindergarten), or the history of public transport (middle schools, high schools).</p> <p>In the field of bike education there are also some initiatives like: The Bicycle Szczecin Association and bike kindergarten 'Madbike';</p> <ul style="list-style-type: none"> <li>• Bicycle Szczecin - is an association dealing with, among others; actions for the development of cycling infrastructure, environmental awareness and promotion of alternative means of sustainable transport and educational actions in this area. It organizes training courses, conferences addressed to residents and develops educational materials and disseminates information.</li> <li>• Bicycle kindergarten 'Madbike' (Szczecin) – meetings are organized within the framework of a private initiative. The meetings are targeted for preschool children and school zero-year (preschool) classes. They relate to the topics of security, movement in the urban space and promote cycling and participation in competitions and events throughout the city.</li> </ul>	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



10.) Existing awareness	Yes	No	Partially	Don't know
<p>10. Do you think there is sufficient awareness (= most people are aware that the motorized individual traffic causes environmental problems) on the importance of sustainable transport and particularly flexible transport within the general public and also within local stakeholders and decision makers?</p> <p>If yes, please describe briefly what are people aware of in relation to sustainable transport and why do you think there is still a discrepancy between environmental ideals and effective transport habits:</p> <p>The level of knowledge about sustainable transportation grows, however, according to a study from 2012, only 36% of responders were able to define the concept of <i>sustainable transportation</i> (Study: <i>Study of awareness and ecological behavior of Poles - 2014</i>, p. 91<sup>17</sup>). At the same time responders in the study (as above, page 42) indicate private car transportation as one of the most important reasons for poor air quality in Poland (right after the factor of emission by large industrial facilities).</p> <p>Currently, there is a noticeable social awareness of the effects of the development of individual transport, however, it does not go hand in hand with the change of habits. Analysis (referred to in the Plan of sustainable development of the public transport for the West Pomeranian Voivodeship - pp. 101-102 (<sup>18</sup>)) show a steady outflow of users of public transport to private car transport. This trend will proceed in the coming years. One of the reasons is the lack of sufficiently attractive alternative to public transport.</p> <p>Nevertheless, recent years show an increase in the interest in mobility and flexible mobility systems. This is shown, among others, through the growth of initiatives related to the development of systems like: bike-sharing (city bikes) and the interest in relatively new services like Car-pooling.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<sup>17</sup> Study: *Study of awareness and ecological behavior of Poles - 2014*, p. 91, *Badanie świadomości i zachowań ekologicznych Polaków – 2014*, str. 91).

<sup>18</sup> *Plan zrównoważonego rozwoju publicznego transportu zbiorowego dla Województwa Zachodniopomorskiego*, str. 101-102, z dnia 11 lipca 2014 r

## 5. Summary of barriers

Currently in Poland there are no special laws and regulations regarding defined types of flexible services analysed within the framework of this study. The new emerging types of this services must match the existing general requirements of laws and technical conditions for public transport.

There are no, beyond individual cases, specific definitions of flexible transport types either. In the documents of the regional level there are mentioned the necessity of „flexibility” in the transport system, indicating only some types of transport but only as a slogan, they are not included in a structural and processed way.

The flexible transport systems existing in the region, operate on: (1) the principles of public transportation - Bus on demand (Szczecin), seasonal rail transport (“beach trains”), or (2) on independent conditions (concerning the Laws regarding public transport), based on contracts with the city (Bike-sharing system: Szczecin City Bike – Bike\_S), or (3) on inner terms that do not have a reference to the public transport – like tourist bike rentals (BalticBike in Świnoujście).

The key to the answer in most of the questions is the decision on a character of flexible transport – whether it is public or non-public, because most of the regulations concerning only to public transport and the principles regarding the operators. Polish law regulates the functioning, organization and financing of public transport, private transport is carried out within the framework of transport law, compulsory liability insurances and general principles.

Legal regulations concerning both the transport and insurance apply to vehicle types and not transportation systems. It is even difficult to create such a division - the safety and possible passenger's claims are realized within the liability insurance of the operator / vehicle insurance, who was involved in an accident, and responsibilities (including spatial) of the operator refers to provision / organization of the public transport without defining its form.

It also affects issues relating to pricing or correlation of the timetables - there is no regulated cooperation (beyond the free market) between the public and private operators. There isn't also existing a one coherent system of travel planning (analog or digital) - there is currently no legal regulations or the body liable for implementation of such coherent system.

Due to not many examples of flexible transport systems in the region, it is difficult to indicate the current social resistance associated with a particular aspect of the system.

In this case, a lot depends on the local conditions. Most concerns can arise, while starting new flexible transport services addressed to tourists, in a situation where residents have in general a limited access to public transport services. Such service should consider the possibility of using it also for the local community.

The biggest – and already observed - resistance from taxi corporations is addressed to Car-pooling system, which can be direct competition in the market of short-haul transportation. Another type of resistance (mainly caused by the attitude) is the drivers resistance against the increasing number of cyclists using the same street lanes.

One of the real obstacles to the introduction of flexible transport systems is the general lack of knowledge of the existence of such systems, their advantages and disadvantages and the general principles of their functioning. The first step to implement them should be education, both the decision-makers, operators and potential users.

Another barrier for the flexible services is also a lack of experience in implementing this type of system. In many cases, the organizers will have to build from scratch a system of implementation of the very solution (the proper team of employees, training, development of the accounting system, adequate promotion, creating a platform of communication with other stakeholders).

Due to insufficient knowledge of the flexible transport issues among the decision makers and people responsible for transport management, we can at first expect resistance and apprehensive in committing to the project. Therefore, it is necessary to provide educational and promotional activities, close and direct cooperation and obtaining a broad expert support.

One of the instruments that will encourage cooperation will also be a developed Action Plan indicating, among others, potential funding sources and the legal basis for the new transport systems.

Another difficulty in implementing the flexible transport systems on an over municipal level is the lack of existing transport associations and entities that would systematically and comprehensively manage the process of planning, coordinating and organizing of public transport.

With the current model of financing of public transport, the only option for operators is to start public-private partnership and/or obtaining an external resources (funds) to launch and promote the new system.

**a) Which barriers do you see in the creation of a FTS that is pricely and timely attractive on the one hand and on the other hand financeable for the service provider?**

- The main barrier is an appropriate model for financing the services. If the service is to be financially profitable for the service provider (assuming no additional subsidized funds by the Municipalities for example), must be carried out on profitable transport line. In this case, the barrier can be strong competition from other operators competing for customers. In case of subsidies for such services, there will be a clear resistance from the private sector, along with allegations of unfair competition.

- The information policy should also be taken into account. The lack of an adequate explanation of the rules of the system and the benefits associated with its use, may become a barrier that would limit the number of potential users.
- b) Why is it so difficult to make FTS financeable in the long run and why are there hardly any private-public-partnerships when it comes to transport services? What are the major barriers for private-public-partnerships and for the integration of such FTS in the overall public transport?**
- Due to the fact that the duty (obligation) of organizing and financing of the public transport is the responsibility of the local government (municipality), with a very limited budget, the municipalities are not motivated to take the initiative in this regard. The available financial instruments for public transport are mainly aimed at financing the purchase of transport fleet or investing in the infrastructure. Maintaining of the transport service rests entirely on the municipality (except for the supplement to the discount tickets from the Marshal's Office of the Voivodship).
  - The barrier when making public-private partnerships is the fear (from the side of municipalities) of the plea of lack of transparency and the risk of lack of sustainability of such a partnership
  - Private local operators do not make any formal entity (eg. Association), which significantly hinders cooperation between the municipalities and the carriers and creation of an integrated and coordinated transport policy.
  - Due to the fact that there is a lack of any kind of initiatives that could be considered as the flexible transport service, it is hard to indicate or mention any specific barriers in integration or financing for particularly those transport systems.

**Please briefly describe the most important barriers (legal, institutional, economic and other) which hinder the implementation and use of flexible transport solutions.**

- There is no system integration of entities involved in transport policy (no associations of private operators, the lack of a platform for regular cooperation, lack of constant contacts, eg. with the tourist industry).
- Lack of a consistent system solution associated with the process of organization, coordination and planning of the development of public transport services at local and over municipal level.
- Lack of resources and programs to support the long-term financing of public transport services in the municipality area (or any other - specified by the legislature - organizer of public transport services).
- Lack of adequate legislation to facilitate the implementation of flexible services. The current legislative solutions do not adequately regulate eg. Issues related to the rules of operation of such services like car-pooling. The legal solutions also make it more difficult to implement an on-demand transport solutions to operate as a transport to school and kindergarten

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# Glossary

## Terminology

**Public transport:** Public transport is the provision of a shared passenger transport service which is available for the general public, as distinct from modes such as taxicab, carpooling or hired buses which are not shared by strangers without private arrangement (Glover, 2011).

**Micro-Public Transport service (Micro-PT service):** Micro-PT systems are an important part of Flexible Transport Services with the goal to promote local traffic solutions through a public provider (the financing of the micro-PT service is done by public institutions – i.e. municipalities - whereby the operation of the micro-PT service can be offered by a licensed private operator) (Wolf-Eberl et. al., 2011).

**Flexible Transport Services:** Flexible Transport Services or demand responsive services (further on partly also as flexible transport solutions or flexible transport systems termed) are defined as “an advanced, user-oriented form of public transport characterized by flexible routing scheduling of small/medium vehicles operating in shared/ride mode between pick-up and drop-off locations according to passenger’s needs” (Penelope bacchus, n. d.).

**Last mile transport:** The last mile - or last kilometer transport describes particularly the last kilometers of a multi-modal travel chain based on public transport (mostly from a transportation hub –i.e. at the train station) for either passengers or goods (Wang H. and Odoni A., n. d.).

**Touristic transport services:** Touristic transport services is a quite broad term and does neither specify a certain means of transport nor whether the transport service is provided as flexible or standard transport. It can thus comprise any kind of the before mentioned transport services. The goal is to enable touristic transport aside from individual motorized traffic in order to access touristic destinations.

## Commonly used Flexible Transport Services

- **On-demand bus**

is a bus service that works in contrast to regular scheduled bus lines only after prior calling (call, depending from operator to operator, has to be done some time upfront) of the bus-operator. On-demand buses also deviate from the routing compared to an ordinary bus line service (Austrian Federal Chancellery – Kraftfahrlineengesetz § 38, 2016).

- **Hailed shared taxi service**

is a taxi service that works in contrast to a regular taxi with fixed stops but with a flexible routing choice. The taxi also has to be called upfront (Austrian Federal Chancellery - Kraftfahrlineengesetz § 38, 2016).

- **Shuttle service**

Shuttle bus (or coach) is a bus service which transports passengers primarily between two fixed points. Shuttle services often fulfill the function as passenger interconnections and shuttle people mostly from transport hubs (i.e. train station) to different destinations (i.e. hotel, a specific touristic destination etc.). Seasonally it is also often used as supplementary transport offer like as skiing bus or hiking bus (Austrian Federal Chancellery – Gelegenheitsverkehrsgesetz § 2ff, 2016 and The government of Western Australia – Department of Transport, n. d.).

- **Carsharing**

is the organized collective use of one or more cars for timely limited periods (mostly hours). Carsharing is particularly attractive to users who occasionally need a car. The organization of the renting of the cars may be a commercial business or the users may be organized as a company, public agency or cooperative (Bundesverband CarSharing, n. d.). Carsharing may also be attractive from a touristic viewpoint and could potentially substitute the use of private cars.

- **Carpooling**

is the sharing of car journeys so that more than one person travels in a car. A popular carpooling variant is the common commuting to the work place. Another possibility of carpooling is the use of open platforms where registered members can book car journeys (Association for commuter transport, n. d.).

- **Bikesharing**

is the use of publically available bicycles which can be rented for a short time-span and usually within a bigger rental network (several rental stations). The rental works as self-service. One important characteristic is that the bicycles don't have to be brought back to the original rental point but may also be returned to any other rental station within the rental service. The technical access via card, key, mobile phone or password at a terminal as well as the parking mode of the bicycles can deviate from system (provider) to system (provider) (Forum bikesharing Schweiz, n. d.).

- **Inland passenger water-way transport**

is the transport of passengers via boat or ferry (trip boats, hotel boats, water taxis etc.) between defined 'destinations' either within a city or also as extra-urban transport. People can board or exit the boats at the defined destinations. This transport service can be interesting for both – residents and tourists (UK Government, 2012).

- **Other Flexible Transport Service**

There are many solutions and concepts on transport services and particularly Flexible Transport Services available. The foregoing were the most commonly used ones and were thus briefly addressed. Since this enumeration is not conclusive it is possible to present and describe here further flexible transport concepts. Also the questions in the survey are then related to this/these other Flexible Transport Services.