Caution, conflict! Demand-responsive transport.

expectation vs. exploration
people vs. planet vs. profit
rural vs. urban

Transferability of results?

**Method**

**Systematic literature review**
Content analysis of articles with socio-scientific approach (n=44)

- **Databases**: Web of Science, Science Direct, Taylor & Francis
- **Quality assessment**: articles focusing on road transport of passengers
- **Research fields**: economic, mathematic, socio-scientific
- **Content analysis**: NVivo 12 (1.3)

**Results**

Research on DRT lacks focus on users, who are central to success (fig.: chronological trend, n=231).

DRT is expected to excel on three dimensions: people, profit, planet (fig.: perceived benefits, n=44).

**Discussion**

- growing research field
- threefold performance expectation causing conflict (social, economic, ecological)
- conflicting purposes, historically and recently evolved
- differing expectations in rural and urban areas
- underrated user focus
- inconclusive design of studies, exploring actual users instead of potential new users
- inconsistent findings on factors influencing user acceptance, indicating hidden concepts

**Implications**

- focus, focus, focus, on expected performance dimension, on target groups, and on tailored performance indicators
- implement a holistic business reporting that values social and ecological benefits
- grant stable funding similar to classic public transport
- integrate DRT into classic public transport network and information systems
- provide more and targeted information
- create positive experience with DRT