

Caution, conflict! Demand-responsive transport.

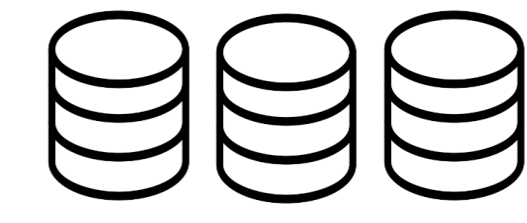
expectation vs.
exploration
people vs. planet vs. profit
rural vs. urban
Transferability of results?



Method

Systematic literature review

Content analysis of articles with socio-scientific approach (n=44)



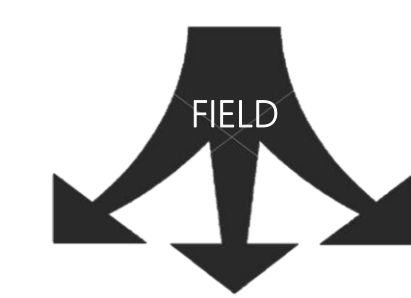
n = 1,222

Databases: Web of Science, Science Direct, Taylor & Francis



n = 231

Quality assessment: articles focusing on road transport of passengers



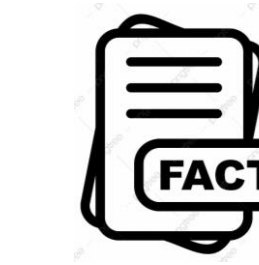
n = 44

Research fields: economic, mathematic, socio-scientific

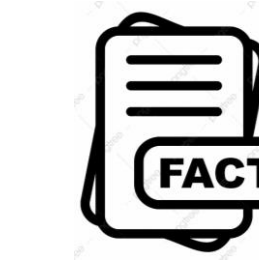
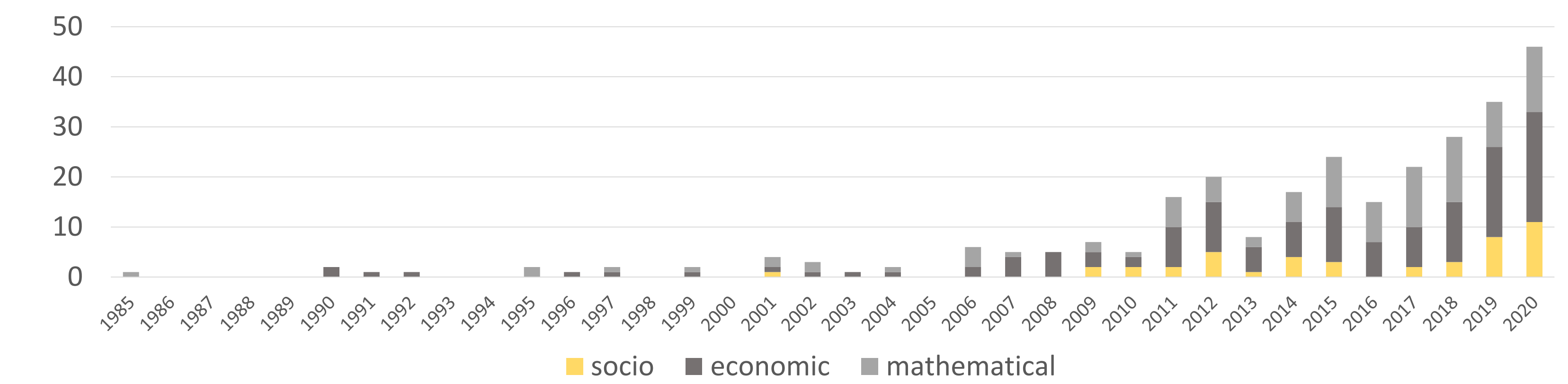


Content analysis: NVivo 12 (1.3)

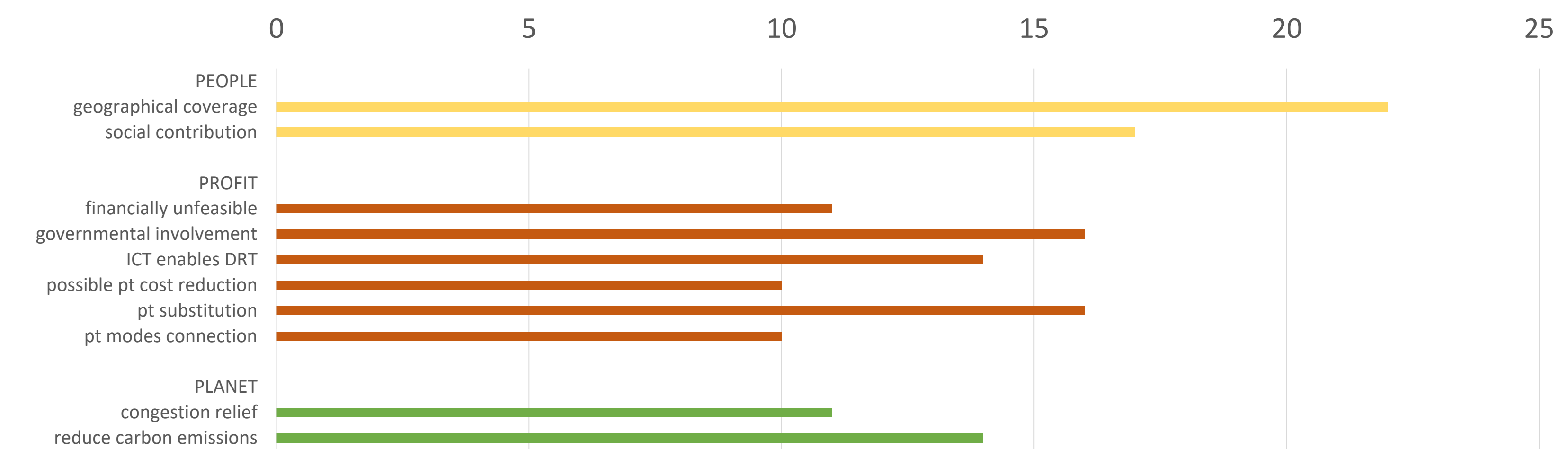
Results



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**



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IT'S ALL IN THE ARTICLE.