

About Brno

Brno, the Czech Republic's second largest city, is located in the region of Southern Moravia. With an eclectic historical past, the city is now the seat of universities and important legal institutions.

The public transport system in Brno is well developed. Together with conventional buses, low pollutant trams and trolley buses transport half of the city's population.

Within CIVITAS ELAN, Brno aims to maintain and further increase the number of public transport users, and to achieve a more sustainable development and prosperity for the growing population.

Innovation

Mobility dialogue

Objectives / Innovative Aspects

- Establish a mobility dialogue to incorporate customers needs in transport planning.
- Incorporate demographic changes into transport planning, creating flexible transport plans.
- Raise the level of communication with customers.
- Establish new ways of communication and different approaches towards customers.

Expected Results

- Increased number of public transport users.
- Increased customer satisfaction.
- Better knowledge of public transport by customers.



Technology

Ticket vending machine diagnostic system

Objectives / Innovative Aspects

- Increase the functionality of ticket vending machines.
- Improve machine maintenance by transferring data wirelessly and in real-time from ticket vending machines to the control centre.
- Improve the image of public transport in the eyes of the city's inhabitants.

Expected Results

- 152 ticket vending machines equipped with diagnostic system.
- Increased customer satisfaction (decreasing the number of complaints).
- Increased revenue from ticket selling.



Infrastructure

Improving bus services for disabled passengers

Objectives / Innovative Aspects

- Provide more effective public transport passengers with reduced mobility.
- Provide more effective public transport during off-peak hours.
- Reduce fuel consumption in comparison with the standard bus.
- Reduce staff costs through improvements in bus design.
- Improve the image of public transport among the city inhabitants.

Expected Results

- Acquisition of five minibuses for disabled passengers and for regular service.
- Reduced cost of public transport provided by minibuses.
- Reduced pollution caused by a more efficient bus fleet.

City Contact

Lucie Humplíková,
humplikova.lucie@brno.cz
www.brno.cz