

TransAID – Remote management





De Lijn – Company overview

- **Activity** Public transport in Flanders Region – Belgium
- **Turnover** 1,1 billion €
- **Passengers transported** 500 million / year
- **Public + Private**
 - 50% transport service outsourced to private operators
 - 50% transport service insourced – with :
 - 8.000 employees
 - 400 tram vehicles
 - 2.240 bus vehicles

Pilot project Brussels airport

Why?

- Create a durable and efficient **mobility solution** on Brussels airport
- Put a new transport concept in to practice with **learning effects** for all departments in De Lijn
- Remain a credible **mobility partner**
- Stimulate **technological development**



Pilot project Brussels airport



What ?

A first fully automated shuttle system (L4) in Brussels airport business park

- System capacity: 9 vehicles - 250 pers./hour/direction
- Frequency : Minimum 1 bus / 4 minutes in rush hour
- Commercial speed 20 km/h in mixed traffic
- System service
 - Driving on schedule / on demand /
 - Dispatch & system operations by De Lijn

Pilot project Brussels airport

When?

- 2018 framework contract awarded to 2Getthere
- 2020/2021 Pilot stage = technical validation 1 vehicle
- 2021/2022 Implementation track 1
- 2023 Passenger transport



Remote management: Dispatching

- Fully remote: no stewards on board after start passenger transport
- inbedded in existing dispatching department
- (almost) 24/7 service: team of 6 FTE
- Tasks
 - Monitoring system performance
 - Passengers communication on board and through stop interfaces
 - Capacity management
- Economies of scale through other projects AV
 - Terhills: holiday resort
 - Cities in Flanders



Remote management: First line support



- Technical interventions
- communication with passengers
- Approach similar as maintenance:
 - Short term: provided by constructor
 - Middle or long term: by De Lijn
- Contract with constructor yearly negociable



**THANK YOU
FOR YOUR
ATTENTION**

