



**REQUEST FOR INFORMATION**

**TECHNOLOGICAL SERVICES FOR  
SANTIAGO'S PUBLIC TRANSPORT SYSTEM**

**Questionnaire**

**2022**

# TECHNICAL CONSULTATION

## Technological Services for Santiago's Public Transport System

### Introduction:

The Ministry of Transport and Telecommunications has as a priority aim to have an efficient, safe and high-quality public transport system. To fulfill this objective, it is necessary to connect with the greatest number of actors that can be a contribution in the articulation, improvement and development of the different technological services of the system.

In this way, the purpose of this document is to generate a meeting space between the State and the academic entities, trade unions, civil society and research organizations related to the world of transport. This is a transparent and open document, that allows any interested actors to share their main knowledge, experiences and best practices.

This technical consultation refers exclusively to technological services related to **Fleet Management** and **Real-Time Passenger Information**. Nevertheless, the Public Transport Authority of Santiago (DTPM) is working to publish other consultation processes that seek to raise awareness, the state of the art and the expectations of the all the relevant actors (academy, tech providers, etc.) regarding the different systems that will be tendered in the future, these are, in addition to those described in this document: ticketing system, operation programming and data governance.

### Contact information:

Name of the organization	
Contact Name	
Professional Qualification / Role	
Contact Telephone	
Contact email	

## Fleet Management:

### Resilience and disruption control

1. What technological solutions or innovative tools do you know that allow to increase the resilience of a public transport system? How do they help improving disruption management? What companies or organizations have developed this topic?
2. What research and academic works do you know that study resilience in public transport systems? In which way these works could be implemented to improve the resilience of the Metropolitan Public Transportation System?

### Drivers

3. What technological solutions or innovative tools do you know that support the work of public transport drivers? How do these tools help drivers in the development of their daily work and activities? What companies or organizations have developed them?
4. What research and academic works do you know that study the role of drivers in the public transport service? What conclusions do these studies have? In which way these works could be implemented to support the role played by drivers of the Metropolitan Public Transport System?

### Increase reliability

5. What technological solutions or innovative tools do you know that allow increasing the reliability of the public transport services? How could these tools have an impact on improving service reliability? What companies or organizations have developed them?
6. What research and academic works do you know that study elements that affect the reliability of the public transport service? What conclusions do these studies have? Can technology play a role improving this aspect? In which way these works could be implemented in practice to increase the reliability of the Metropolitan Public Transport System?

## Passenger information

### Accuracy, reliability and in real time

7. What technological solutions or innovative tools do you know that allow improving the accuracy, reliability and timing of public transport service information? How could these tools have an impact on improving the accuracy and reliability of the service? What companies or organizations have developed technologies associated with this topic?
8. What research and academic works do you know that study elements that address the accuracy, reliability and timing of the public transport service? What conclusions do these studies have? In which way these works could be implemented to increase both accuracy and reliability in the Metropolitan Public Transport System?

### Multichannel

9. To inform users of services, waiting times, changes in routes, etc. It is necessary to have multichannel information. What are the main channels through which this information should be transmitted, according to your experience and study? How should it be integrated with the real information obtained by the operation?
10. What research and academic works do you know that study elements that affect the delivery of multichannel information of public transport services? What conclusions do these studies have? How can these works be applied in practice to strengthen the Metropolitan Public Transport System?

### Focused on decision making

11. To deliver information effectively, data must be made available in a simple and consistent manner. According to your experience, what requirements should the delivery of this information have? What type of data should be delivered and in what way, considering the limitations of format and amount of information that this may have?
12. What research and academic works do you know that study elements that affect the information to users focused on decision-making of the public transport service? What conclusions do these studies have? How can these works be implemented in the system to improve what is currently in place?

**Questionnaire**

Response Consultation