

PRESS RELEASE

Moscow, February 18, 2021

Moscow is ready for mobility-on-demand

Transport-on-demand is to be launched in Moscow

Transport-on-demand will be launched in Moscow. In the beginning of 2021 on the outskirts of Moscow transport-on-demand service will start operating as a pilot project – a passenger accesses the Moscow Transport app, chooses the nearest bus stop and a place of destination, orders the transport and pays for it. In less than 30 minutes a microbus arrives to the bus stop. It is a pilot project, and during the first year experts will observe its effects and results, and improve the service, basing upon passengers' feedback.

A service goal is to make Moscow remote areas more accessible

In remote areas it is difficult to create a full surface transport network because of long distances between points of destination. The minibuses of the on-demand service are more adaptable to the local itineraries. If the system is successful during piloting, it will be launched in other residential areas.

“Transport-on-demand system allows to build flexible routes following spontaneous citizens' needs. It is particularly important when speaking of remote areas, where passengers are supposed to be taken to the nearest metro station, the MCDs, magistral routes, schools, offices and other places. These are not outdated fixed-route smoking buses with a fixed cash payment but some up-to-date comfortable buses – a door-to-door transport with a pre-paid ticket got only via the mobile app, no bus drivers engaged in this process. This kind of service is often used when carrying school children and low-mobility citizens”, - Maksim Liksutov, the Deputy Mayor of Moscow for Transport

Maas System

The service for ordering personalized buses is integrated in the single mobile application Moscow Transport – the basis of the MaaS (Mobility-as-a-Service) system, the single resource for all means of transport. It is possible to build routes around Moscow in the app, choosing one means of public transport or combining several ones. For example, when the transport-on-demand service will be launched residents of a remote area, where the service is operating, will be able to order the ride on a low-capacity bus to the Kommunarka metro station and pay for it through the mobile app, then using the app they can build a route by metro, surface transport, car-sharing, scooter-sharing or intercity bus.

The single app for all modes of public transport allows to see all possibilities in one place: to build routes, pay transport fare, choose transport basing on needs, receive online information about the trip, traffic restrictions, road blockings and travel fares from different transport operators.

Prospects for development

Now transport-on-demand is an idea. It is well-considered to become a pilot project, but, obviously, it will be improved based on the results. When the services will be in full operation mode, it will seamlessly blend in the city environment, provide residents of remote areas with scheduled transport network with other parts of the city and will abide by the law.

About Mosgortrans:

Today Mosgortrans maintains 800 surface transport routes. These are daily used by over 5.5 million passengers.

There are 6.5 thousand buses, trams, trolleybuses and e-buses departing on a daily basis.

Mosgortrans fleet is getting constantly renewed: an up-to-date rolling stock is acquired being adjusted to

the low-mobility groups of people. New transport vehicles have a lower floor and are equipped with systems of climate control, video surveillance and navigation.
The company consists of 23 affiliates including 10 bus/trolleybus fleets, 5 tram fleets and other services maintaining Moscow surface public transport work.
More than 30 thousand company workers provide citizens with a regular, comfortable and constantly improving service.
Mosgortrans is an active member of Eurasian section of UITP.

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