MERCURY

Demand Responsive Transport (DRT) Operations & Service Management

28 June – 2 July 2027
Nairobi (Kenya)



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Ref: 121408_1072978 **Date:** 28 June – 2 July 2027 **Location:** Nairobi (Kenya) **Fees:** 5300 Euro

Introduction

The Demand Responsive Transport DRT Operations & Service Management course equips participants with the knowledge to manage flexible, on-demand transport services efficiently. The course explores scheduling optimization, effective dispatching, and performance monitoring. Participants learn strategies to enhance service reliability, reduce operational costs, and improve passenger satisfaction. It addresses the challenges of dynamic routing and real-time demand management. It emphasizes integrating technology to improve efficiency. By the end, participants gain practical insights to manage DRT systems effectively in urban and regional contexts.

Targeted Groups

This Demand Responsive Transport DRT Operations & Service Management training targets professionals seeking knowledge and skills:

- Urban transport planners.
- Public transit managers.
- Fleet operations supervisors.
- Logistics and dispatch coordinators.
- Transportation analysts.
- Mobility service developers.
- IT managers in transport systems.

Course Objectives

Participants will achieve the following objectives by completing the Demand Responsive Transport DRT Operations & Service Management course:

- Understand DRT concepts and operational models.
- Learn scheduling and routing optimization.
- Manage dispatching efficiently.
- Monitor service performance metrics.
- Improve passenger satisfaction and experience.
- Apply real-time operational strategies.
- Reduce operational costs and delays.
- Integrate technology solutions into DRT services.
- Analyze demand patterns for decision-making.
- Plan scalable, flexible transport operations.

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Targeted Competencies

Participants will gain the following competencies during the Demand Responsive Transport DRT Operations & Service Management program:

- Efficient route and schedule planning.
- Real-time dispatch coordination.
- Performance monitoring and reporting.
- Demand analysis and service adjustment.
- Customer-focused service management.
- Use of transport management software.
- Problem-solving in dynamic operations.
- Decision-making based on data insights.
- Collaboration across transport teams.
- Operational risk management.

Studying Scenarios

In this Demand Responsive Transport DRT Operations & Service Management training, participants develop skills through the following scenarios:

- Simulating peak-hour demand and fleet allocation.
- Responding to last-minute service requests.
- Monitoring performance dashboards.
- Adjusting schedules for route disruptions.
- Optimizing multi-zone transport coverage.
- Balancing cost efficiency with service quality.

Course Content

Unit 1: Introduction to Demand Responsive Transport

- Definition and purpose of DRT services.
- Types of DRT models and applications.
- Key benefits for urban mobility.
- Challenges in DRT operations.
- Integration with public transit systems.
- Regulatory considerations and compliance.

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Unit 2: Scheduling and Routing Optimization

- Principles of dynamic scheduling.
- Route planning methods.
- Demand forecasting techniques.
- Software tools for optimization.
- Strategies to minimize delays.
- Real-time schedule adjustments.
- Cost-effective routing approaches.

Unit 3: Dispatching Operations

- Role of dispatch in DRT.
- Communication protocols for drivers.
- Fleet management coordination.
- Handling service exceptions.
- Resource allocation and prioritization.
- Incident and emergency handling.

Unit 4: Service Performance Monitoring

- Key performance indicators KPIs in DRT.
- Data collection methods.
- Real-time monitoring dashboards.
- Analyzing service reliability.
- Passenger feedback integration.
- Continuous performance improvement.
- Reporting and documentation standards.

Unit 5: Advanced Management and Technology Integration

- Integrating digital platforms in DRT.
- Mobile applications for passenger services.
- Intelligent transport systems ITS usage.
- Automation in scheduling and dispatch.
- Decision-making using data analytics.
- Risk assessment and mitigation strategies.
- Planning for scalable and sustainable operations.

Final Insights & Key Takeaways

Participants will gain actionable skills to manage efficient, flexible DRT services. The course empowers transport professionals to optimize operations, enhance service quality, and leverage technology for sustainable mobility solutions.