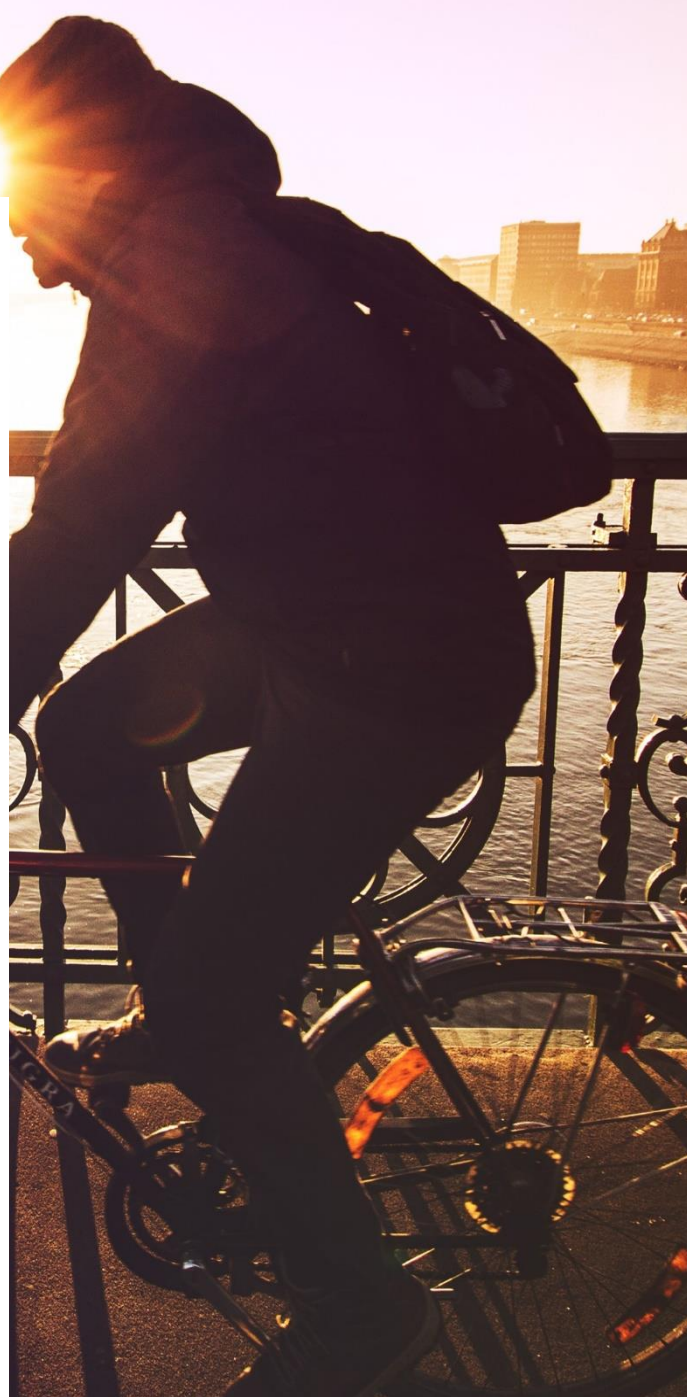


INTERREG EUROPE PRIMAAS ACTION PLAN

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University of Applied Sciences Erfurt



PriMaaS
Interreg Europe

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European Union | European Regional Development Fund

**INSTITUT VERKEHR
UND RAUM**
der Fachhochschule Erfurt

PRIMAAS ACTION PLAN

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EXECUTIVE SUMMARY

The present document embodies the Action Plan of the University of Applied Sciences Erfurt (Transport and Spatial Planning Institute), developed under the project PriMaaS - Prioritising low carbon mobility services for improving accessibility of citizens, coordinated by the University of Aveiro. The project also has the following partners: TTS Italia, Intelligent Transport Systems Romania - ITS Romania, Intermunicipal Community of Coimbra Region, Timisoara Municipality, Liguria Region, eGovlab - Stockholm University, Council of Tampere Region and South East of Scotland Transport Partnership.

The PriMaaS project deals with the new mobility concept Mobility-as-a-Service (MaaS) at its core. MaaS is a recent concept whose main objective is to change the way people travel and pay for mobility services. The provision of transport services is one of the key pillars of strategic importance for regional authorities. Therefore, regional policy instruments can play a valuable role in supporting the introduction of MaaS and simultaneously ensuring these new platforms will contribute to low carbon transport policy goals, social inclusion and increased levels of accessibility.

The main vision of PriMaaS is to promote the integration of traditional collective transport modes with personal and innovative ones by creating equitable mobility services truly focused on citizens' needs. Regional and national policy instruments should be adapted to promote a fully integrated intermodal approach between all transport services, namely by using data provided and gathered in real-time about travel demand and supply. At the same time, multiscale policy instruments should ensure that the more comfortable and affordable travel options for any individual to get from A to B has also minimum carbon levels.

PriMaaS aims at increasing inter-organisational collaboration and building trust among key stakeholders (transport authorities, operators, providers of mobility services and consumers protection organisations). This will be achieved by promoting the thematic regional and interregional exchange of experience events.

By collaborating with the policy learning platform, PriMaaS will feed a knowledge hub focused on increasing accessibility levels based on the MaaS concept, therefore contributing to unravelling the full potential of regional transport networks and maximising their efficiency. At the end of the 1st phase, 4 policy briefings, 1 agenda and 6 action plans will be available to support policymakers and prepare regional policy instruments to a new arising paradigm in the transport sector.

The Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences serves practice-oriented, interdisciplinary academic research, as well as the transfer of know-how in the fields of transport and spatial planning and, has led the discussion around MaaS in Thuringia within the PriMaaS project. The basis for this was the close cooperation with the Thuringian Ministry of Infrastructure and Agriculture and the well-established and strong network with stakeholders from the transport sector and policymakers.



The initially addressed policy instrument Operational Programme Thuringia, 2014-2020, forms the basis for the project and aims for an annual reduction of its CO2 emissions by 400,000 tons by 2023. A major share of this reduction will be realised in the transport sector, responsible for about 20% of Thuringia's CO2 emissions. One main strategic field of regional development is 'Sustainable and intelligent mobility and logistics, where MaaS comes into play, and which is mainly targeted.

The Regional innovation strategy for intelligent specialisation and economic change in Thuringia (RIS Thuringia) was then published at the beginning of 2021. Since the Operational Programme Thuringia had expired the year before, the Regional Innovation Strategy was addressed as the new policy instrument from then on for framing the ERDF in Thuringia from 2021-2027 with an explicit focus on the specific objective 1: 'a more competitive and smarter Europe by promoting innovative and smart economic transformation and regional ICT connectivity' (PO 1). Within RIS Thuringia again, multi- and intermodal mobility and digitalisation are highlighted as a driver for innovative mobility operators and new types of mobility models, which led to this decision. The target is to implement a new funding line to finance MaaS projects into the RIS Thuringia.

The proposed action for developing and enhancing the policy instrument addressed was effectively influenced by the collaborative learning process within the PriMaaS partnership. The stakeholders involved in the PriMaaS activities understood the importance of the project objectives and share the vision as the inclusion of the issues addressed in the project is aligned with the regional framework. With the described measures of this action plan, we make sure that the following topics become part of the respective regional strategy's objectives: Secure funding for MaaS projects in Thuringia, establish the first MaaS projects in Thuringia and establish exchange platforms for the topic of MaaS.

Participation in various regional and international PriMaaS events enabled us to understand the future challenges and set RIS Thuringia on course accordingly to provide sustainable, modern and attractive mobility services as an alternative to private cars in Thuringia in the future.

INTRODUCTION

As an associated partner of the PriMaaS project, the Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences was fully introduced to the concept of MaaS. The PriMaaS project enabled the staff of the Transport and Spatial Planning Institute to recognise and understand the concept, the goals and the current challenges. It also made us realise how much work still needs to be done at different levels of the mobility world to make MaaS a success. In this way, The Transport and Spatial Planning Institute has understood the necessary processes and the importance of other sensitive issues to bring MaaS into the real world, and policymakers can understand the relevance of their political strategies.

Particularly noteworthy are the PriMaaS Exchange of Experience Events and the technical meetings held with the other project partners, which contributed significantly to exchanging best practices from all over Europe. Highlights that led us to develop the Thuringian PriMaaS Action, in particular, were the PriMaaS webinar in June 2021 and the visit to Tampere in January 2020. Especially at these events, it became clear to us what a big role financing and collaboration play in the topic of MaaS.

Throughout the course of the PriMaaS project, the Transport and Spatial Planning Institute carried out a number of activities to raise awareness among local stakeholders, policymakers and the general public about the importance of MaaS. Following this event, policymakers began to share the vision of PriMaaS and rallied efforts to facilitate MaaS implementation. Some events organised by the Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences are worth mentioning and are described in the upcoming chapters. In addition, documents were prepared at the regional and national levels that summarise the status quo in the field of MaaS and are intended to facilitate entry into the topic. Furthermore, recommendations for the development of MaaS systems were developed specifically for Thuringia in the context of the stakeholder workshops. The activities are described in more detail below.



POLICY CONTEXT

The Action Plan aims to impact:

- O Investment for Growth and Jobs programme
- O European Territorial Cooperation programme
- x Other regional development policy instrument

Name of the policy instrument(s) addressed:

- Regional innovation strategy for intelligent specialisation and economic change in Thuringia (RIS Thuringia)

Further details on the policy context and the way the action plan should contribute to improving the policy instruments:

The starting point, part of the application for the PriMaaS project and originally intended as the addressed policy instrument was the Operational Programme Thuringia 2014-2020. Referring to the Operational Program, Thuringia aims for an annual reduction of its CO₂ emissions by 400,000 tons by 2023. A major share of this reduction will be realised in the transport sector, which is responsible for about 20% of Thuringia's CO₂ emissions. Under the current regional operational program 2014-2020, one main strategic field of regional development is 'Sustainable and intelligent mobility and logistics'.

In the course of the project, it was decided to adapt the addressed policy instrument for two reasons. On the one hand, the end of the Operational Programme in 2020 spoke in favour of this, as a positive influence in such a short period of time was considered very ambitious. On the other hand, the Regional Innovation Strategy Thuringia, which, in contrast to the Operational Programme, explicitly addresses new mobility offers and thus and due to its greater timeliness, appears to be even more suitable as an addressed policy instrument.

The Regional innovation strategy for intelligent specialisation and economic change in Thuringia was published in January 2021, and the planning horizon of the strategy is the year 2027. It has now been subsequently included as the relevant policy instrument in the project context. The document is based on four main pillars of future developments for Thuringia as a business and science hub: digitalisation, decarbonisation, demographic change and the consequences of the COVID 19 pandemic. The consequences of digitalisation are described as technological upheavals, as well as changes in job profiles, new forms of work and possibilities for traffic control and networking of cities and the surrounding area. In terms of decarbonisation, the goals of the European Union to achieve greenhouse gas neutrality by 2050 and decouple economic growth from resource use (European Green Deal) are addressed, which go hand in hand with overall societal energy and mobility turnaround. The pandemic's effects are also highlighted as drivers of the above-mentioned needs for action and transformation in the economy and society.



Of particular relevance in the PriMaaS project is the programme section 'Specialisation Field Sustainable and Intelligent Mobility and Logistics'. Especially in this chapter, multi- and intermodal mobility is mentioned. Thus, the mobility of the future in Thuringia is described as resource-saving, climate-neutral, connected, multimodal and user-friendly. In addition, digitalisation is highlighted as a driver for innovative mobility operators and new types of mobility models, and multimodality in the form of platform-based mobility services and new mobility operators is a future trend in Thuringia. The trend toward user-friendliness should also be considered (e.g. platform-based logistics services, new functions). Furthermore, the changing role of humans in the course of advancing automation is pointed out. It should be noted that the part of this section relevant to the PriMaaS project does not include the aspects of the logistics industry and the automotive and supplier segment, which are mentioned extensively.

This is where the PriMaaS project and the concept of MaaS, in general, come into play. Multi- and intermodal platforms (MaaS) offer the potential to provide attractive alternatives to private transport and thus reduce transport-related emissions by offering easy access to a wide range of transport modes depending on the user's current needs, making it easy to use different and suitable transport modes on a single journey and opening up the world of mobility budgets and subscriptions as a real alternative to the privately-owned car.

The role of the Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences in this process is to make sure that the formulated action will be transferred into practice and that the concept of MaaS will become an existential part of the RIS Thuringia. The basis for this is the Transport and Spatial Planning Institutes' membership in the expert advisory board of the aforementioned 'Specialisation Field Sustainable and Intelligent Mobility and Logistics' of the RIS Thuringia and the working group 'Organisation of Public Transport in Rural Areas of the Thuringian Ministry of Transport.

Introducing a new MaaS funding line in the RIS Thuringia will help place the topic more prominently in Thuringia and facilitate the market entry for different actors. At the moment, multi- and intermodal transport offers are also mentioned in the policy instrument but not further elaborated. This gap should be closed with this action plan. Both as an initial financial incentive and as long-term funding, a special funding line can help to support the development of sustainable and innovative mobility concepts in Thuringia.

ACTION 1

Name

Creation and placement of a specific MaaS funding line in the RIS Thuringia.

Background

In the course of the project and the numerous regional stakeholder workshops held, it became clear that the topic of MaaS is new territory for many players in the mobility sector, especially in Thuringia. Through the international and regional exchange within the PriMaaS project, it was not only possible to determine state of the art in the field of MaaS, but also to identify completely new approaches. These experiences form the basis for the proposed action.

In particular, the regional exchange with stakeholders and decision-makers from the mobility sector over the last months of the PriMaaS project constantly brought new insights to light, which formed a first foundation for elaborating the aforementioned action. Three operational aspects regarding MaaS stood out in particular: finance, cooperation and responsibilities.

A recurring theme in the exchange was the aspect of financing a MaaS solution or a MaaS pilot project. It turned out that the self-financing of such a model is not affordable for most actors. It was increasingly pointed out that seed funding for MaaS projects would be desirable. This was the decisive factor in manifesting the financing in a new funding line in the RIS Thuringia, thus creating a starting point for MaaS projects in Thuringia.

The experience gained from various PriMaaS events reinforced the impression that the activities in terms of financing and the creation of sustainable business models should be further deepened. The online event 'MaaS - A European Perspective' of the University of Applied Sciences Erfurt in June 2021 is in this regard particularly noteworthy, in which the various existing MaaS business models (private sector MaaS provider, public transport as MaaS provider, open MaaS platform) were discussed in plenary in a specific thematic block. In discussion with various international practice partners, many relevant practical insights regarding the financing of MaaS offers were made possible, which could be documented and adopted in the further workflow (e.g. know your customer base and their needs, create multiple revenue streams, create a widely accessible application).

Two further aspects that the regional stakeholders repeatedly emphasised were cooperation and responsibility. These points also appear again and again at the international level as elementary cornerstones of MaaS projects. The necessity articulated by all sides prompted the creation of a Thuringian discussion forum in the form of a regional MaaS working group, which is to form the basis for MaaS related advice for the funding line described.

These points were also confirmed and reinforced by experiences from PriMaaS events. The Exchange of Experience Event in January 2020 of the project partners from Tampere (Finland), which seem to be the most advanced in terms of the development level of MaaS applications in the PriMaaS project, should be highlighted.



The visit not only highlighted the importance of MaaS systems in general but also underlined how crucial the cooperation and role allocation of the different actors in the mobility ecosystem is. Furthermore, new insights into payment and ticketing, data availability, and the technical connectivity of different transport modes could be gained.

The initial suspicion that the financing of MaaS solutions at the beginning, but also in the long term (business model), could develop into a bottleneck in such a project was confirmed by the experiences gathered in the course of the project at regional and international level. This makes it necessary to address this bottleneck in the policy instrument more precisely and prevent it. The same applies to the aspects of cooperation and responsibilities. The creation and placement a specific MaaS funding line in the RIS Thuringia should take care of this.

The foundation for introducing MaaS projects in Thuringia was already laid in phase 1 of the PriMaaS project through the joint development of regional recommendations for action within several stakeholder workshops. This includes creating and distributing the document 'MaaS in Thuringia - Recommendations for Action'. The document aims to define recommendations for a MaaS system in Thuringia and pave the way for its establishment. To this end, the term MaaS is first defined, then the transport conditions in Thuringia and the corresponding potentials and risks of a MaaS offer are described, and finally, measures for introducing a MaaS system in Thuringia are derived from this. Finally, the announcement and distribution of the document to the proper authorities in Thuringia is the essential conclusion of that step.

As the project progressed, it also became clear that comparable documentation was also lacking at the national level in Germany. At the moment, neutral, compact, up-to-date and German-language documents introducing the topic of MaaS are almost non-existent, making access to the topic massively more difficult for newcomers. Through the international and regional exchange within the PriMaaS project, it was not only possible to determine state of the art in the field of MaaS in Europe, but also to identify completely new approaches, which opens the possibility to close the previously mentioned gap. These experiences form the basis for the transfer of this knowledge into the national mobility ecosystem to create the foundations for the development of MaaS systems all over Germany and, therefore, promote the installation of such systems in the state of Thuringia. Therefore, the document 'MaaS Factsheet' will be created and distributed. The MaaS factsheet aims to summarise the status quo of the various sub-areas of a MaaS ecosystem. This includes a general common definition, the relevant stakeholders, areas of the functionality and operation of such an application, resulting opportunities and challenges and a final overall view. Finally, the announcement and distribution of the document to the proper authorities in Germany is the essential conclusion of the action.

To further support and lower the barriers to entry into MaaS projects, especially MaaS pilots, the groundwork is already laid in phase 1 of the project. The exchange in the PriMaaS project at the international and regional level has shown that establishing a MaaS ecosystem requires some preparation and iterative intermediate steps to

create an offer that meets local requirements. Reference projects from Europe have shown that it is worthwhile to start with a small pilot offer and then steadily expand and develop it. The action itself includes the identification and initial conception of a possible MaaS pilot in Thuringia. The first step is to identify possible starting points for such a pilot. Starting points can be planned or existing pilot projects in Thuringia that have the potential to be expanded to include a MaaS component. There is also the possibility of initiating a pilot project from scratch. The starting point for this can be the planned MaaS working group in Thuringia. The first step is to identify regions that offer the conditions for a MaaS pilot. The basis for this analysis can be a metric such as the 'MaaS Readiness Index'. Once the project's starting point has been defined, a first rough sketch of the pilot project should be developed.

In addition, various events were organised that should be mentioned here. On 22 June 2021, the full-day webinar 'MaaS - A European Perspective' took place as part of the PriMaaS Exchange of Experience event. Three thematic blocks around the topic of MaaS were covered throughout the day: The European perspective, state of the art in research and MaaS business models from practice. The first part introduced the PriMaaS project, followed by the European strategy for multimodal digital mobility services by Victoire Champenois (Policy Officer at the Unit of Sustainable and Intelligent Transport at the European Commission). In the second part, Dr Jana Sochor (Senior Researcher at the Division of Design & Human Factors, Department of Industrial and Materials Science at the Chalmers University of Technology), Daniel Reck (Researcher and Lecturer at the Institute for Transport Planning and Systems at ETH Zurich) and Prof. Dr Maria Kamargianni (Associate Professor of Transport and Energy and Head of MaaS Lab at UCL Energy Institute of the University College London) presented their research results. The event concluded with a panel discussion on MaaS business models with Dr Steve Cassidy (Co-Founder of Fusemobility), Sampo Hietanen (CEO of MaaS Global), Michael Kieslinger (CEO of Fluidtime Data Services) and Dr Boyd Cohen (CEO of Iomob Technologies). We welcomed around 150 participants from all over the world to this event.

In addition, a public lecture entitled 'MaaS: Insights for Business, Customers and Policies' was organised by the Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences on 25 October 2021. Dr Ioanna Pagoni from the University of the Aegean (Greece) presented in her lecture current research results and especially discussed their transferability to different fields of application.

In addition, the Thuringian Stakeholder Workshops, which take place every six months, has established a platform for exchanging ideas on the topic of MaaS that is intended to last beyond the project. In the 7 workshops held so far, the 20 stakeholders were not only familiarised with the topic of MaaS but the first ideas and recommendations for the development of a Thuringian MaaS vision were also compiled. The continuous exchange has once again made clear how important such forums on the topic of MaaS are to be able to include



the concerns and issues of all actors involved. Already at this point, the aspect of financing such solutions stood out and was significantly responsible for the formulation of the action plan.

Action

The Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences will lay the foundations and ensure a MaaS-specific funding line is integrated into the RIS Thuringia. In particular, the existing thematic section 'Specialisation Field Sustainable and Intelligent Mobility and Logistics' will be targeted, and the effort to establish multimodality in platform-based mobility services and the promotion of new mobility operators as future trends be underpinned by concrete financing offers.

This objective is to be achieved by incorporating relevant proposals and inputs into the further development and elaboration of RIS Thuringia. As part of the RIS Thuringia, the establishment of strategic advisory boards is foreseen. Prof. Dr Matthias Gather (director of the Transport and Spatial Planning Institute) is envisaged here as a member of the 'Specialisation Field Sustainable and Intelligent Mobility and Logistics'. The related strategic advisory board is scheduled to begin its work in the summer of 2022 and is therefore perfectly aligned with the end of phase 1 of the PriMaaS project. Through participation in this expert council, there is thus a special opportunity to influence future project funding and thus drive forward innovative approaches in the field of MaaS. The implementation of the first projects should take place by 2025. With the introduction of a new funding line, a Type 1 action (implementation of new projects) is addressed.

One major task of the strategic advisory board will be to identify and substantiate certain fields of action to achieve the goals set by the RIS Thuringia. These fields of action will then be equipped with certain funding lines by the responsible Ministry of Economic Affairs, Sciences and Digital Society and thus provide a solid basis for implementing innovative regional solutions in a competitive environment. From a current perspective the following time frame is foreseen:

- May 2022: Appointment of Prof. Dr. Matthias Gather as full member of the strategic advisory board 'Sustainable and Intelligent Mobility and Logistics' by the Thuringian Minister of Economic Affairs.
- July 2022: Installation of the strategic advisory board 'Sustainable and Intelligent Mobility and Logistics'.
- November 2022: First discussion of future focus areas of funding and support in the specialization field.
- March 2023: Second discussion of future focus areas and decision on first funding schemes in the specialization field.
- June 2023: Publication of first funding schemes in the specialization field (with impact on future MaaS-actions in Thuringia).



The main action described above is to be supported by further measures. These include, among other things, the active involvement of rural areas in Thuringia, which are often not provided with sufficient mobility offers. Therefore, the topic of MaaS and the corresponding financing possibilities should not only be placed on the expert advisory board of RIS Thuringia but also in the working group led by the Thuringian Ministry of Infrastructure and Agriculture on the topic of 'Organisation of public transport in rural areas, in which Prof. Dr Matthias Gather is actively involved.

In addition, a Thuringian MaaS working group is to be set up under the guidance of the Transport and Spatial Planning Institute, which will jointly develop basic principles for the projects funded by the RIS Thuringia and thus effectively pave the way. This action includes the identification of suitable stakeholders, their acquisition and the Organisation of regular meetings for the exchange on the topic of MaaS. The existing stakeholder group from the PriMaaS project serves as a basis. Care should be taken to ensure that the public sector, mobility service providers, MaaS providers and users are represented in a balanced ratio. In addition, universities can also be counted among the extended group of relevant stakeholders. Furthermore, the format and frequency of the meetings are to be determined.

Stakeholders

- a. Thuringian Cluster Management
- b. Thüringer Ministerium für Wirtschaft, Wissenschaft und digitale Gesellschaft
- c. Thüringer Ministerium für Infrastruktur und Landwirtschaft (TMIL)
- d. Thüringer Landesamt für Bau und Verkehr
- e. Thüringer Energie- und GreenTech-Agentur (ThEGA)
- f. Thüringischer Landkreistag e.V.
- g. Verkehrsgemeinschaft Mittelthüringen GmbH (VMT GmbH)
- h. Erfurter Verkehrsbetriebe AG
- i. KomBus GmbH
- j. Verkehrsgemeinschaft Werra-Hainich UG
- k. Mitteldeutscher Verkehrsverbund GmbH (MDV)
- l. Jenaer Nahverkehr GmbH
- m. Verkehrsunternehmen Wartburgmobil (VUW) gkAöR
- n. nextbike GmbH
- o. teilAuto
- p. Fahrgastbeirat VUW/VGW
- q. Der Erfurter Fahrgastbeirat / c/o Erfurter Verkehrsbetriebe AG
- r. Eisenbahn- und Verkehrsgewerkschaft (EVG) / Geschäftsstelle Erfurt
- s. Landesverband Thüringen des Verkehrsgewerbes e.V.
- t. Verbraucherzentrale Thüringen e.V.
- u. Bus & Bahn Thüringen e.V.

Timeframe

The timetable for the implementation of this action plan can be found in the following table:

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Action / Activity	08/ 2022	09/ 2022	10/ 2022	11/ 2022	12/ 2022	01/ 2023	02/ 2023	03/ 2023	04/ 2023	05/ 2023	06/ 2023	07/ 2023
Advisory Board Meeting				X				X				X
Draft Funding Line								X	X	X	X	X
Budgeting Funding Line								X	X	X	X	X
MaaS Working Group Meeting			X						X			

Costs & Funding Sources

The participation in this process will mainly induce staff-costs for Prof. Gather and sum up to around 8 h / month.

As the strategic advisory boards of the RIS Thuringia are currently still being formed and will only start their work in autumn 2022, the costs and the volume of the specific funding line are to be worked out in the ongoing process and therefore to be exactly determined within phase 2 of the PriMaaS project. The required money is provided from budget funds of the Thuringian Ministry for Economy, Science and Digital Society for RIS Thuringia. The total amount available for the segment 'research, technology and innovation' of the addressed policy instrument is 202 million euros. For the special MaaS funding line, a part of this sum is to be acquired within the framework of the planned action.

Outlook

The introduction of a new funding line on MaaS in the thematic section 'Specialisation Field Sustainable and Intelligent Mobility and Logistics' of RIS Thuringia by The Transport and Spatial Planning Institute of the Erfurt University of Applied Sciences means taking a big, and the first step towards new and alternative mobility offers in Thuringia. This would perfectly complement the existing content of RIS Thuringia and contribute to the major topic of climate protection in the transport sector. This would also not only cover the addressed policy instrument but also other regional policy instruments, such as the Operational Programme Thuringia, as well as sustainability efforts at the national (Climate Protection Act) and international (UN Climate Goals) levels. The foundations created within the framework of PriMaaS provide the perfect starting point for this.

FINAL NOTES

This Action Plan had the participation and contribution of a broad set of people and entities that have gently contributed to the development of this project. The team of University of Applied Sciences Erfurt appreciates the contribution of:

- Thüringer Ministerium für Infrastruktur und Landwirtschaft (TMIL)
- Thüringer Landesamt für Bau und Verkehr
- Thüringer Energie- und GreenTech-Agentur (ThEGA)
- Thüringischer Landkreistag e.V.
- Thüringer Ministerium für Wirtschaft, Wissenschaft und Digitales
- Verkehrsgemeinschaft Mittelthüringen GmbH (VMT GmbH)
- Erfurter Verkehrsbetriebe AG
- KomBus GmbH
- Verkehrsgemeinschaft Werra-Hainich UG
- Mitteldeutscher Verkehrsverbund GmbH (MDV)
- Jenaer Nahverkehr GmbH
- Verkehrsunternehmen Wartburgmobil (VUW) gkAöR
- nextbike GmbH
- teilAuto
- Fahrgastbeirat VUW/VGW
- Der Erfurter Fahrgastbeirat / c/o Erfurter Verkehrsbetriebe AG
- Eisenbahn- und Verkehrsgewerkschaft (EVG) / Geschäftsstelle Erfurt
- Landesverband Thüringen des Verkehrsgewerbes e.V.
- Landesverband Thüringen des Verkehrsgewerbes e.V.
- Verbraucherzentrale Thüringen e.V.
- Bus & Bahn Thüringen e.V.

