

Public transport in Vienna: Improving safety and security with innovations

This is a translation – for the original challenge description, contacts and submission got to: <https://www.ioeb-innovationsplattform.at/challenges/detail/oeffentlicher-nahverkehr-sicher-mit-einem-guten-gefuehl-unterwegs/>



An initiative of

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 Federal Ministry
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Climate Action, Environment,
Energy, Mobility,
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In cooperation with

**BBG**
BUNDESBESCHAFFUNG

Challenge Sponsor

Wiener Linien



Background / Point of departure

WIENER LINIEN is Vienna's public transport operator and is responsible for some 180 underground, tram and bus lines. Wiener Linien GmbH & Co KG is a subsidiary of WIENER STADTWERKE GmbH, with ownership held by the City of Vienna. For more information, please visit their website: <https://www.wienerlinien.at/web/wl-en/about-wiener-linien>

WIENER LINIEN wants its passengers to feel comfortable. Safety and security are therefore a top priority and are addressed by many measures: SOS cubes on every platform, voice connections to the driver's cabin, more than 100 security and service staff, campaigns for civil courage, prevention measures, etc. Wiener LINIEN is also continuously expanding its video surveillance. More than 13,000 cameras are already in use throughout the network and in the vehicles.

The positive development of passenger numbers speaks volumes: More than one million regular customers remain loyal to WIENER LINIEN ([Review 2020](#)). The Viennese love their public transportation system.

However, the transport company does not want to rest on its laurels. WIENER LINIEN is constantly striving to improve its safety and security concept for stations, underground, buses and trams. Above all, they also want to exploit opportunities opened up by technological progress and (appropriate) innovations.

Main Question

Which innovative solutions support an integrated transport company in continuing to ensure a high level of passenger safety and increasing the overall feeling of safety?

Desired situation

Those in charge do not just want to explore their options quietly and build solutions themselves. They see a great opportunity in innovative solutions that companies can provide now or in the medium term. With the Challenge, they want to gain an overview of new products or products that can be used in this context as well as possible suppliers. Further planning will build on this.

The search field: The innovations should contribute to ensuring that passengers travel safely and with a safe feeling on the WIENER LINIEN network.

Ultimately, with this challenge, WIENER LINIEN are not seeking for the one and only nostrum that solves all problems. WIENER LINIEN are interested to get to know

innovative small cogs that unfold their power when they later mesh well with one another.

Creative information campaigns can certainly make a contribution to the sense of safety, but they are not the goal of this market exploration. This also applies to approaches that deviate from the principle of open stations (no access barriers) or that would negatively affect scheduled operations and transport capacities too much.

For a proposed solution to fit this challenge, it has to be one thing: innovative.

Important to know: WIENER LINIEN is an integrated transport company and is concerned with construction planning through to the entire operation of stations, buses, trams, underground lines.

Details for your submission (Call for proposals)

With the Challenge, WIENER LINIEN is in a phase of exploration and is open for inspiration. You should show how the technology, the product or the service could be implemented and used in practice to contribute to the envisaged goals. By doing so you can convince the responsible persons from WIENER LINIEN!

More specific requirements, like for instance quantities, shall not yet be provided. The reason: this challenge and your contributions initiate a demand that later needs to be checked and specified and turned into projects.

The submission form (on the website on top right of the page of this challenge) consists of the following elements:

Description: explain your product or service. When submitting, please indicate the application situation for which you would use your product or service. Make a clear statement regarding the goals of security and sense of safety.

If possible, make the benefits and potential project scope tangible by describing reference projects. Remember the evaluation categories that will guide the jury's selection (on the right side of the challenge page).

Summary of the most important aspects (added value): Summarize your unique selling proposition and decisive aspects. Very short, very concise!

Optional: You can add a file attachment (PDF) to the two free text fields mentioned above, which are indispensable for the quick insight of all interested parties. This file can supplement the free text fields with details such as graphics and tables. Please avoid redundancies to the free text fields - the jury screens all provided information!

Confidential information for the jury: Please provide an estimate of the project scope (set-up, operation) and expenses (including rough one-time and ongoing costs). Regarding the number of units, there is no idea yet - please make reasonable assumptions, if the number of units is relevant. Please also make clear here which prerequisites, framework conditions and personnel resources are required on the part of WIENER LINIEN from your point of view for the implementation.

In addition, your submission needs a **cover image** for display on the overview page of all submissions. This image is your visual flagship. It is not suitable for detailed content visualisation.

In any case, be optimistic: **please keep June 9th, 2021 free for the final Innovation Dialogue**. The invitation can only be issued at relatively short notice after the jury meeting. Thank you for your understanding.

Benefits of the Challenge and further course of the project

WIENER LINIEN receives an overview of solutions and potential partners with the submissions to this Challenge. The jury, which is made up of members from various sections of the public company, then invites those companies whose solutions stand out particularly positively (winners) to an innovation dialog.

For companies, this means: By participating in the Challenge, you get on the radar of WIENER LINIEN. Through their participation, companies create sensitivity and understanding for suitable innovations and approaches. This is important so that the public client is well aware of novelties and interesting approaches and can take them into account in any purchasing project under the Federal Public Procurement Act.

If you are among the winners and are invited to the innovation dialog, you can present your solution at a separate market discussion. You will exchange ideas directly with the jury.

The public parts of your submission remain visible as your business card for other interested parties even after the Challenge has been completed.

Depending on the results, the further project plan will include the following:

In any case, the jury's selection based on your submission is not a final verdict on your proposal. It reflects the jury members' initial assessment and interest in delving deeper.

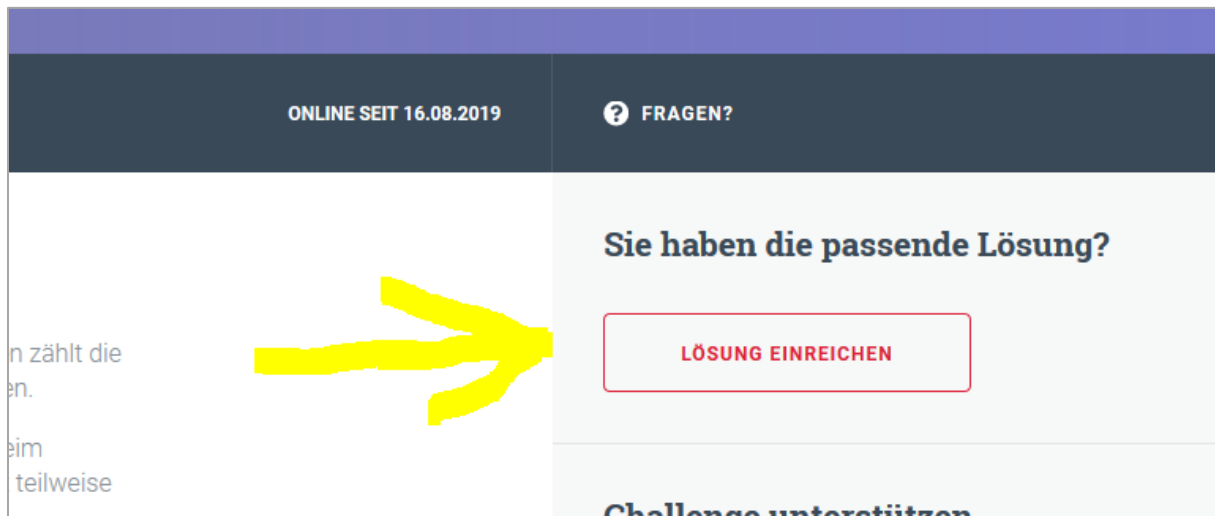
The range of possible submissions is wide. Further steps of WIENER LINIEN have to be adapted to the findings of the market survey. Conceivable are: direct purchases, test submissions, tender procedures and the decision to observe certain market developments more closely.

Your Questions

Contact the moderator or [post your question about the Challenge](#). Our moderators will check, research and publish your question together with the answer. This way, all potential participants are certain to receive relevant information.

How to submit a solution/idea

Go to the challenge page. Click on the button "Lösung einreichen" on the top right side of the page.



- Beschreibung
Post a meaningful description (make references to the description of the challenge and evaluation criteria on the right side of the challenge page)
- Mehrwert
Highlight the benefits of your solution.
- Titelbild
Upload a picture to be displayed on the landing page of the challenge.
- Kooperationspartner
If you are handing in a joint contribution with other companies, this is where you make sure they are represented with logos and names.
- Dateien & Infos
If necessary in addition to the descriptions above: add pdf-files (e.g. existing product brochures). But: Keep your contribution manageable for the jury.
- Vertrauliche Infos
If necessary, place a confidential information for the jury, the sponsor and moderator (e.g. indication of approximate price range). All other parts of the contribution will be public.

Please be aware of the fact, that a challenge is market research / market engagement prior to a possible procurement. The challenge will not decide upon a contract award nor will it lead to any unfair advantage in a tender. Please balance your time and effort.

Contact Information

PPPI Service Center
Lassallestraße 9B
A-1020 Vienna

www.ioeb.at

www.ioeb-innovationsplattform.at

PPPI Service Line: +43 1 245 70-817

