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Fenntartható és/vagy igazságos? – Innovatív közlekedésfejlesztési aspektusok Szeged példáján keresztül

Sustainable and/or fair? – Innovative transport development aspects through the example of Szeged

Keywords: mobility as a service, MaaS, Accessible transport, Disability, Inclusive transport

Digitalisation has become part of our lives, so it is also framing our thinking on transport development. The "grand challenges" we face today are often addressed through our emerging technologies, but these do not necessarily address sustainability and societal issues in a coherent way.

Mobility as a Service (MaaS) is a novel concept of mobility brought to life by digitalisation. MaaS-based systems are now present in many developed cities around the world, with different characteristics and levels of functionality. MaaS is promoted as offering accessible mobility for all user groups. The question arises: can a mobility concept that is perceived as sustainable really provide an accessible service for all?

The aim of my thesis is to reflect on the possibility of introducing the MaaS concept in Szeged and its surrounding area based on international practices, and to draw attention to the social aspects that need to be taken into account in future transport development projects by using the example of digital accessibility. I am looking for answers to the question of how it is possible to develop a MaaS system in Szeged and its surroundings that takes digital accessibility into account.

The results of the qualitative research are processed using deductive coding: the theoretical framework used is based on the MaaS concept and preliminary considerations in the field of equity. An interesting feature of the research is that it focuses on the results of two different in-depth interviews with representatives from the client, contractor and service provider sides. All respondents are major players in the domestic local and interurban public transport sector.

Based on the results of the research, even the implementation of a MaaS pilot in Szeged and its surrounding area requires appropriate strategy development, public funding and the establishment of a competent intermediary organisation. The issue of social justice has been significantly overshadowed. Respondents stressed the need to involve people with disabilities in the process of digital accessibility, but no concrete proposals were made on how to proceed. It is necessary to designate persons responsible for digital accessibility in future mobility projects and it is important that people with disabilities are contacted by those responsible for implementation from the very beginning of projects.