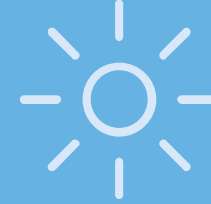
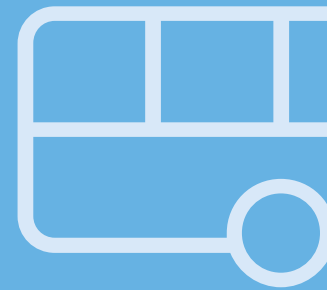


**NVBW**

# Volunteer-based Community Transport in Germany



SMARTA workshop  
Brussels, 31 Jan. 2019



## What is special about community transport?

### **closely linked to local situation**

local journeys  
local knowledge

### **close to customer needs**

respect of special needs  
limited traffic volumes

### **openness**

for unconventional ideas  
integration of existing resources

# Volunteer-based community transport in Germany: Overview

## “Bürgerbus” – Citizens drive citizens

- voluntary engagement in the local public transport sector
- use of small buses  
(car driving license is enough)
- local organisation as a strength!

## State of development

- main type of “community transport” in Germany
- first service opened in 1985
- currently ca. 350 schemes nation-wide
- growth especially in recent years
- different levels of public support

# Volunteer-based community transport: Service models in Baden-Württemberg

## 1. “Bürgerbus”

- fixed-route minibus service
- licensed
- for general public

## 2. “Bürgerrufauto”

- demand-responsive service
- for general public

## 3. “Sozialer Bürgerfahrdienst”

- service for specific purposes and/or passenger groups
- pre-booking required
- often with additional assistance

## 4. “Pkw-Bürgerfahrdienst”

- lift-giving with private cars
- philanthropic focus

## **Bürgerbus service types**

### **Urban-rural link**

- connects villages to local town
- complements regional bus services
- frequencies ca. 1-5 trips/service day

### **Small-town bus**

- connects
  - housing estates
  - peripheral shopping and leisure facilities
  - city centre
  - bus/train station
- frequency often 1 trip per hour

(combinations are possible)

## “Ingredients” of community transport schemes: Volunteers

- a “critical mass” and “ambassadors” needed
- typically
  - mainly “best agers”
  - 1-2 “shifts” per month
- different motivations

### Achievement

developing and implementing something, improving transport

### Contact

socialise with others / contact in association and with passengers

### Altruism

helping others, contributing to local community life

### Activity

seeking something to do after retirement

## **“Ingredients” of community transport schemes: Contacts, communication and cooperation**

### **A “team effort” with several players**

- volunteers
- local authorities
- local businesses
- public transport provider

### **A mix of funding sources**

- fares and donations from passengers
- institutional sponsorship/advertising
- local authority subsidies
- state investment support

# Users and markets of volunteer transport services

## Main trip purposes

- shopping
- personal affairs
- visits/social events

## Passenger profile

- predominantly 60 +
- female dominance
- local variations!

## Passenger numbers

- wide range ... 1,000 to 100,000 trips per year
- typical “Bürgerbus”: ca. 8,000 – 15,000 trips per year



## Green paper “Bürgerbusse und Gemeinschaftsverkehre”: Objectives

Idea of “Gemeinschaftsverkehr” (community transport): To understand and serve mobility needs cooperatively, in order to achieve a solution which is

- economically acceptable,
- respects social needs, and
- contributes to ecological sustainability

Community transport integrates public, private and civil society resources.



**Thanks for your attention!**

**Questions?**

Contact:

Dr. Martin Schiefelbusch  
Martin.Schiefelbusch@nvbw.de  
Tel: + 49-711-23991-117