

## REGIOTAXI

### DEMAND BASED RURAL TRANSPORTATION

Country: The Netherlands

### OVERVIEW

#### Short description of the Good Practice Case:

Regiotaxi is essentially a regional taxi service that operates in several regions in The Netherlands.

The service is essentially a door-to-door service that picks up a user from an origin point (e.g. home) and takes them to their destination. The system has no fixed stops or routes. Other travellers may also be picked up en route, which means that Regiotaxi is able to charge lower prices than conventional taxi competitors.

Regiotaxi is operated by local sub-contractors. Regiotaxi states that for those unable to use regular public transport, users may be eligible for support, in which they receive a Social Support Act (Wet Maatschappelijke Ondersteuning, WMO) transport pass on medical grounds. This presents the amount of fare that the municipality is responsible for.

Municipalities also allow carers/attendants to travel with eligible passengers for free.

Regiotaxi first started out as a last mile connection trial by Netherlands state Railways in 1989 ('Treintaxi').

#### Main aspect/issue addressed by the good practice

The main issues addressed are:

- Mobility in areas of poor public transport.
- Mobility for disabled people.



Figure 1. REGIOTAXI  
 (source: [Arena lokaal.nl \(News\): 23.11.16](https://www.arena.lokaal.nl/news/23.11.16))

Regiotaxi took over the provision of Treintaxi in the provinces of The Netherlands following the privatisation of Netherlands State Railway.

Regiotaxi combines demand-responsive public transport with transport for disabled people.

#### Main objectives of the good practice

Key objectives of Good Practice are:

- Enabling people to have door-to-door access to destinations as required (or to access mass transit as required).

## DESCRIPTION OF THE AREA

<i>Region</i>	<i>Target area</i>	<i>Population</i>	<i>Population density</i>
Rivierenland region	Regiotaxi Gelderland (known as Versis) is a collaboration between the municipalities of Buren, Culembourg, Geldermalsen, Lingewaal, Maasdriel, Neder-Betuwe, Neerijnen, Tiel, West Maas en Waal, and Zaltbommel.	According to Statistics Netherlands, in August 2018, these municipalities had a population of 243,067. The rural population proportion is unknown.	The land area of the given municipalities is 691.98km <sup>2</sup> . Therefore, the population density is 351.26 people per square kilometre.

### Other

The municipalities covered by Regiotaxi Gelderland (Versis) include a range of towns and population centres that users of Regiotaxi can access.

### Target user groups and needs

Regiotaxi Gelderland is targeted towards the following:

- People living too far from a bus stop;
- People whose 'normal bus does not drive in the evening';
- People with limited mobility; and
- People who need adapted transport.

## DETAILED DESCRIPTION OF THE PRACTICE

### Timeframe(s)

Regiotaxi first started out as a last mile connection trial by Netherlands state Railways in 1989.

### Bodies involved

Municipalities and public transport authorities work together to identify demand. Contracts to deliver services in areas are put out to tender. It is understood that more than one operator can have a contract and that sometimes the contract for the Regiotaxi call centre and the operation of transport services are separated. Larger taxi companies (e.g. 50 or more cars) tend to win the contracts. Smaller transport companies are sometimes taken on as subcontractors.

Due to Regiotaxi's involvement with operators, they have been able to add greater flexibility to the type and sizes of vehicles used in response to demand. It is understood that there have been contracts with local municipalities to provide specialised transport services to people with disabilities as well as commercial

contracts with large employers. For Versis, three transport companies deliver the service: Hendriks, Haars Group and Schiks & Megens. The control centre is executed by Regiecentraal BV and Noot Touringcar Ede BV.

Regiotaxi Gelderland (Versis) has a quarterly passenger panel that discuss the positives and negatives of using the service.

Versis is a collaboration between the various municipalities of the Rivierenland Region. Rivierenland Region is responsible for Versis.

### Mobility services provided/addressed

As mentioned above, the Regiotaxi Gelderland (Versis) provides a door-to-door (or stop-to-stop) service that takes people from an origin point to a destination. However, Regiotaxi services are subcontracted to local operators and so passengers may be picked up in cars (taxis) or minibuses, depending on the demand.

## DETAILED DESCRIPTION OF THE PRACTICE

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Regiotaxi is closely linked to public transport as eligible users may receive a transport pass to which the local municipality contributes. Versis is operational between 06:00 to 01:00.

### Legal Framework

Demand responsive WMO transport services are generally branded as Regiotaxi in The Netherlands.

National law provides the framework for the Social Support Act (WMO) transport pass that can be used for Regiotaxi services and is given to individuals on medical grounds. The Social Support Act is there to encourage everyone to participate in society and allows municipalities to offer compensating facilities to people with disabilities.

The Passenger Transport Act 2000 is a significant Dutch legislation which 'gives service design freedom to the operator in the context of competitive tendering procedures...another goal of the Act...was to professionalise the public transport sector in such a way as to avoid excessive authority interventions based on short-term political issues that would only hamper the realisation of long term policy goals' (Van de Velde, et al., 2016).

### Cost and Financing sources

It is understood that for authorities, Regiotaxi is a relatively expensive form of transport: 'one passenger kilometre by Regiotaxi costs the government roughly seven times the amount of a public transport passenger kilometre'.

### Organizational set-up

It is understood that Regiotaxi's integration with regular public transport has been difficult. The 'advantages were limited, while the organisation of this integration turned out to be complex as provinces are responsible for public transport while municipalities are responsible for Regiotaxi'.

### Supporting technologies

Rides can be booked via an online booking form or via telephone. Passengers can pay via direct debit.

## INNOVATION ASPECTS

### ORGANISATIONAL RESPONSIBILITIES AND PARTNERSHIP WORKING ARRANGEMENTS

Regiotaxi is a collaborative arrangement between several municipalities that recognise that gaps in existing public transport services have consequent effects on the mobility of locals, including those in rural areas.

### LEVEL OF PUBLIC SECTOR FINANCIAL SUPPORT

Municipalities are involved in subsidising the usage of Regiotaxi services through their support of people with the Social Support Act transport pass.

Regiotaxi is a service provided by the collaboration of municipalities in various regions around The Netherlands.

### INTERCONNECTIONS BETWEEN SHARED AND PUBLIC TRANSPORT SERVICES

Regiotaxi is geared particularly towards those with limited public transport accessibility and disabled people. For municipalities, it is more expensive than the provision of conventional mass transit services.

### ICT CONNECTIONS AND IMPACTS OF THE TECHNOLOGICAL SOLUTIONS IMPLEMENTED

N/A

### OTHER (E.G. SOCIAL INNOVATION, ETC.)

N/A

## ASSESSMENT

### Ridership and other key metrics/results (through key-indicators, where applicable)

Since 2010, ridership has been falling due to stricter regulations.

<i>Year</i>	<i>Number of passengers</i>
2010	1.93 mln
2011	1.93 mln
2012	181 mln
2013	1.49 mln
Stadesregio Arnhem-Nijmegen (475.00 pax) not included	

Source: <http://onlinepubs.trb.org/onlinepubs/conferences/2014/Paratransit/Presentations/OCazemier.pdf>

### Good Governance

The details of Regiotaxi's governance was not identified. However, it is an example of collaborative working between municipalities in a given region to provide a services that meets the needs of their locals with poor public transport access in rural areas.

### Success factors/strengths

The collaborative working between municipalities as mentioned above, and the engagement of local operators to provide the service ensures better access and social inclusion by people who might otherwise have significantly reduced involvement in society.

### Difficulties encountered/weakness

Provision of Regiotaxi is an expensive form of transport. It has been said that one passenger kilometre by Regiotaxi costs the government approximately seven times the amount of a public transport passenger kilometre. Therefore, while Regiotaxi services is supplementary to public transport in areas of poor (or no) accessibility, such as rural areas, the conclusion is that Regiotaxi is expensive.

### FEATURES THAT ARE CONSIDERED TO BE GOOD PRACTICE (LESSON(S) LEARNT)

A collaborative approach between municipalities and also with operators have contributed to the continued operation of this service.

### KEY REFERENCES

- Ministry of Transport, Public Works and Water Management (2010) Public Transport in the Netherlands. The Hague, Netherlands.
- Cazemier, O. (2014). Integrating DRT in the Regional Public Transport System. <http://onlinepubs.trb.org/onlinepubs/conferences/2014/Paratransit/Presentations/OCazemier.pdf>
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- Overheid.nl (Unknown) Gemeenten A-Z Overzicht [https://almanak.overheid.nl/categorie/2/Gemeenten\\_A-Z/](https://almanak.overheid.nl/categorie/2/Gemeenten_A-Z/)

### Websites

- Versis: [www.versis.nl/home](http://www.versis.nl/home)