

3 Good practice examples

Example 1 **Accessible Demand-Responsive Service as Regular Rural Public Transport**
 Region (country) **Achterhoek (The Netherlands)**



good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment	regional bus (minibus)	engineering/technology approach financial support measure organisational/operational support

Project description

MobiMax is a demand-responsive service with flexible routes, stops and timetables that enables public transport for all in a rural area. It therefore differs from the specific transport services offered as an additional service for disabled people in cities. The vehicles used are twelve eight-seat minibuses that are accessible for wheelchair users and run every day for 17.5 hours.

A ride can be booked by phone in the Travel Dispatch Centre organised by regional taxi companies. In the centre computer software is used to organize the bookings into clusters and distributes them to the specific minibuses or books known regular trips in advance. In addition, Plan Vision software is used to help with the scheduling process and the calculation of fares. It automatically communicates with the vehicles, which are equipped with onboard computers and navigation systems able to calculate the shortest or the fastest route to a destination given by Plan Vision. This system is very flexible, but to guarantee a trip it must be booked at least two hours in advance. The service operates under the taxi license so that the maximum number of passengers is seven, but the vehicles must only meet normal safety conditions.

The service is open to the public but in practice it is almost exclusively (93%) used by people with motor impairments, who use it mostly to visit family and friends (48%) and medical facilities (16%). The fares only cover nine percent of the cost. To avoid social exclusion, there are special efforts to connect the service to the general public. A leaflet describing how to make a booking has already been distributed to every home in the area. For pre-trip information the MobiMax service is included in a nationwide phone information system.

Source:

VIRGIL: Rural Transport guide: MobiMax, Achterhoek, Netherlands,
<http://www.eltis.org/docs/studies/VIRGIL%20Rural%20Transport%20Guide.pdf>, p. 13 (26/10/2007)