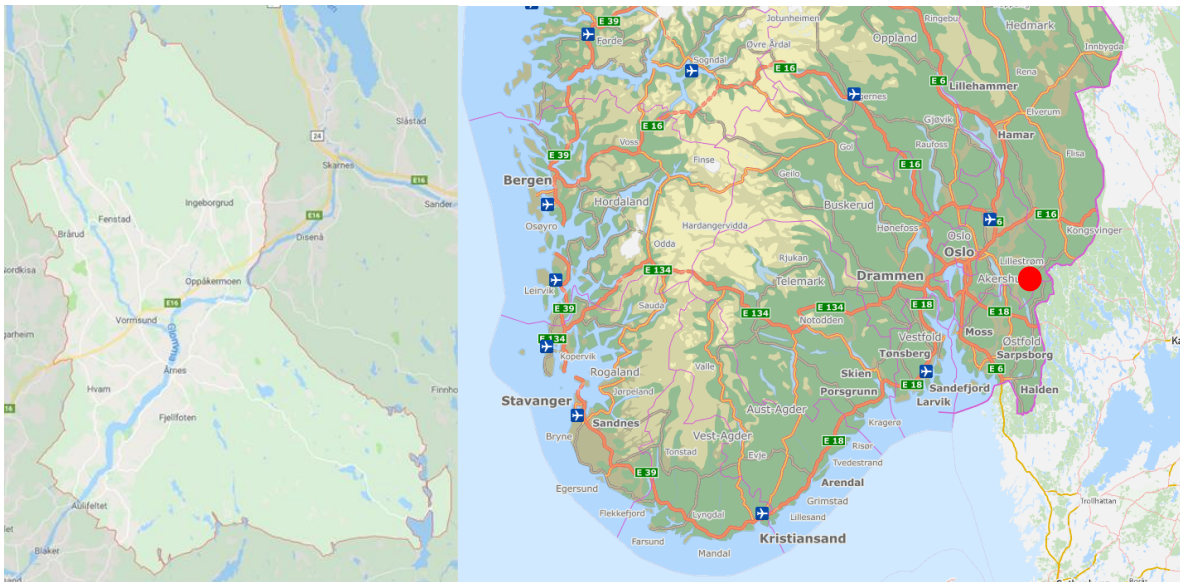


Pilot Nes (Norway)

[RESPONSE](#) project partner [Ruter](#), in collaboration with Akershus county and Nes municipality in Norway, are carrying out a pilot of DRT (demand-responsive transport) for the elderly in Nes municipality. By **offering customized transport for the elderly over the age of 67**, we want to learn **how to create more flexible and individualized transport solutions in rural areas**.

About the project

- Door to door service with flexible times and flexible routes
- The service is adapted to those who have challenges in using the regular public transport
- Monday - Saturday from 9 am to 5 pm, and the journey must be booked at least one hour in advance



Background and objectives

In [Ruter's](#) strategy "M2016", the focus is on providing mobility for all. This requires that the regular public transport is supplemented by services that are more suited to target groups who feel that today's public transport does not meet their needs. These may be target groups characterized by, for example, age, life situation or health condition. One of these groups is elderly people with mobility challenges.

Transport is important in order to provide more flexibility and opportunities for the elderly with mobility challenges. It can help them to get around, run errands and make visits in a safe way on their own.

Adapted transport can thus be a means of reducing isolation and loneliness. Increased socialization can further contribute to better health and improved quality of life. Further development of DRT is therefore an important step in the development of sustainable freedom of movement in the future, where the goal is more flexible and customized services.



By offering customized transport for the elderly, the purpose is to contribute to:

- Increased freedom as more elderly people are able to get out and about
- Improved health and improved quality of life
- Reduce the use of a private car and get more people to travel together
- Reduce loneliness through increased opportunity for social participation
- More people can stay at their home longer
- Possible reduction in budgets related to health as a result of increased quality of life and the opportunity to stay home longer and live longer

Collaborators

The pilot is a collaborative project between Ruter (a public transport company in for the Oslo and Akershus region), Akershus county, Nes municipality and [RESPONSE](#).

Description from the mapping study

AREA	REPLY
Name	Pilot Nes
Concept	Age-friendly DRT service for people aged 67+. The customer is transported door-to-door within a given geographical area. Orders are made within one hour before requested departure. We will continuously consider whether the service should also be extended to customer groups under age 67.
Location	Our pilot will be in a rural area - Nes municipality in Akershus County. The pilot will start in Q4 2019. We also have other ongoing pilots testing different DRT services in urban and mixed areas. We will use our combined learning from these pilot projects to develop the service.
Population	The current population consist of about 22 000 citizens. Population density is 35 per km ² . This is a rural municipality, but the population is clustered together in several different areas. 2/3 of the citizens live in these clusters, and 1/3 of the citizens live outside of these clusters in even more rural areas.
Customers	Our main target group is elderly with mobility challenges. We will focus on the elderly with an age friendly service (door-to-door service, trained drivers to help elderly people, focus on social arenas etc).
Network topology	Door-to-door service with flexible routes. Bookings within one hour before departure. Forecast of demand is, and will be, specified based on; figures obtained from existing transport in the area, (which today is a very limited offer), assumptions based on learning

	we have from other pilots in Oslo, and on the background of conveyed desire from the municipality and user involvement in the starting phase.
Frequency/availability of service	The service will be available from 9am to 5pm, Monday - Saturday. We will adjust the pilot if needed if we get user insight that indicates that the service should run differently to meet customer needs (iterative process).
Notice requirements	The customer can book in advance, with no limitations as to how long before departure the booking can be made. Bookings can also be made on the day/when required as long as it made at least one hour before departure. The customer can also reserve with fixed frequency (e.g every Monday at 10:00).
Pick-up location	They are picked up and dropped off wherever they like within a predefined area in Nes municipality. If there are several passengers going in the same directions, they will be picked up along the way (optimized driving logistics).
Transport type	Buses with room for 11 passengers in addition to 1 wheelchair.
Sharing a ride	They will share a ride. If there are several passengers going in the same directions, they will be picked up and dropped off along the way (optimize driving logistics).
Fares	Fixed price. At start-up, the service will cost the same as for ordinary public transport. This means that there will be a relatively high degree of subsidy (see item 12 below). The price of the service will be assessed during the pilot phase. The customers can pay with a travel card, cash or app on mobile phone.
Total cost	We have estimated approximately 4 million NOK (approximately 400 000 EUR) for one year. Akershus county will pay for the operating cost (minus ticket revenues). Ticket revenues are difficult to forecast, but we have estimated that they will be somewhere between 180 000 and 700 000 NOK (18 000-70 000 EUR).
Ordering	App or phone call. We need phone operators to be available due to low digital maturity among the elderly. At the beginning of the pilot it will only be possible to order by phone call. App will be available after a few months.
Start time (ending time)	We will start the pilot in November 2019. The pilot will be running for one year.
Operator/ Procurement	Procurement process. We are billed per hour (driver and car).
Improvements/ changes	Not relevant at this point of time. But we will continuously consider items such as; opening hours, geographical area, price of service, route planning etc.