



Demand-Responsive
Transport to ensure
accessibility, availability
and reliability of rural
public transport

PILOT IN NES

Ruter
(Norway)

12/11/2020



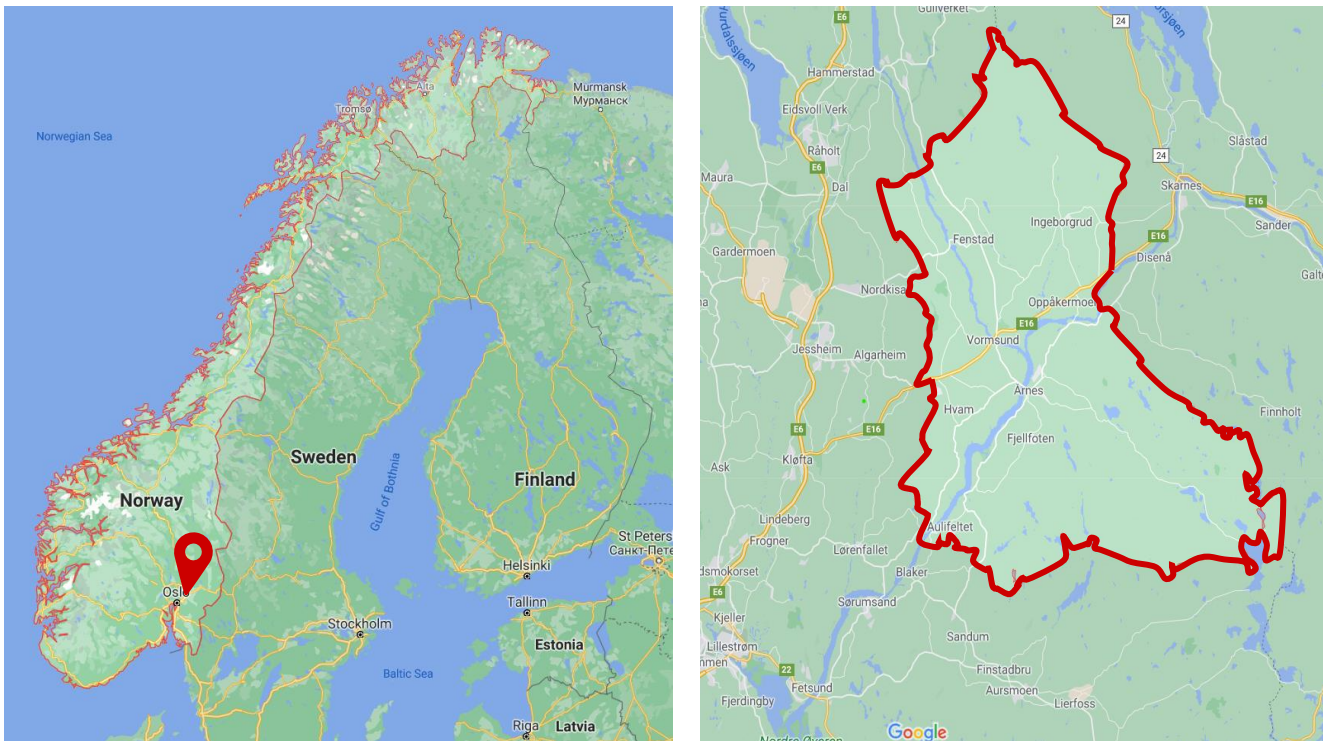
Pilot in Nes

Starting and ending date of pilot

11.11.2019- 8.05.2021.

The pilot was started on 11.11.2019 and was planned to run for twelve months. The pilot was paused between 6.04.2020- 5.10.2020 due to Covid-19 and the end-date was therefore extended.

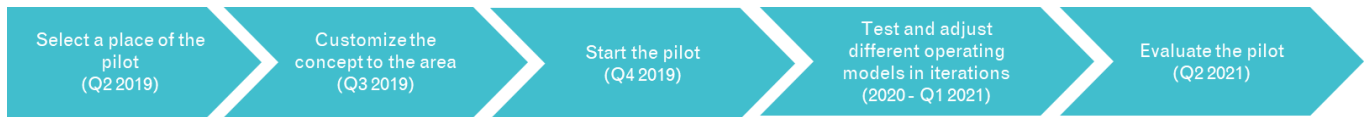
Location



The pilot runs in Nes municipality in Viken, in the southeast part of Norway. The municipality is located 55km outside the Norwegian capital, Oslo. The background for the selection of Nes municipality is based on geographical conditions and existing public transport services.

Visual presentation of the process

The pilot in Nes municipality is presented through the phases in an innovation process. Since the pilot in Nes is one of several pilots that are testing DRT service for elderly people, the phase that involves getting insight and defining the concept has been done previously.



Step 1: Select an appropriate place for a pilot of DRT service for the elderly in a rural area in Norway.

Step 2: Customize the concept to the chosen area.

Step 3: Start the pilot. Inform and prepare the target group for service availability.

Step 4: Run, test and adjust the operating models in several iterations. We will review the data monthly and evaluate the different operating models and how these will influence the utilization rate, service level provided, customer satisfaction, and the quality of service.

The pilot will be divided into three main phases where the goal is to utilize the capacity of the buses to the greatest possible extent by comparing different “on-demand” solutions, different systems for creating routes and different ways to book a trip. The exact tests might be changed between the pilots, as Ruter has an agile approach in developing services.

Step 5: A final evaluation will be completed at the end of the pilot period in 2021.

About the pilot

The RESPONSE project partner Ruter will in collaboration with Viken (former Akershus county) and Nes municipality, carry out a pilot of demand-responsive transport (DRT) for the elderly in Nes municipality in Norway. Ruter wants to learn how to create more flexible and individualized transport solutions in rural areas, by offering customized transport for the elderly over the age of 67.



The pilot offers a door to door service with flexible times and flexible routes within the service hours of Monday to Saturday between 9 am to 5 pm. The service is adapted to those who have challenges in using regular public transport. Journeys must be booked at least one hour in advance by either calling a phone number or order in the app RuterBestilling. The customers can bring their wheelchair or walker on the bus, in addition, to take along a friend or caretaker. If it’s necessary, the bus drivers will help the passenger on and off the bus as part of the offer.

Pilot audience

The pilot is carried out for elderly people with mobility challenges. Many elder people dread using the ordinary public transport because of long distance to the closest bus stop, no available seats on regular busses or they need to travel with a wheelchair or a walker.

The pilot also studies how the buses can complement or maybe replace some of the public offers for arranged transport for disabled people who are not able to travel on their own.



Aim of the pilot

The Pilot is created to do research in the fields of demand responsive transport alternatives. The pilot's purpose is to retrieve as many insights on how the pilot works operationally and what kind of models for operating are best suited to the target group.

- Ruter wishes to provide mobility for everyone and contribute to freedom of movement. This requires that the regular public transport is supplemented by services that are suited to target groups who feel that today's public transport doesn't meet their needs.
- Transport is important in order to provide more flexibility and opportunities for the elderly with mobility challenges. It can help them get around and have errands and visits done safely on their own.
- Since 2017 Ruter has tested a flexible on demand transport service for elderly people in Oslo city.
- In the Nes-pilot we want to learn how to create more flexible and individualized transport solutions in rural areas.

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

- Increased freedom as more elderly people get out
- 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



Covid update

Public transport in Norway has been severely affected by the Covid-19 pandemic. The government encouraged the population to not travel by public transport unless they must. In addition to the travel advice, many shops and seniors' centers closed when the pandemic. This resulted in very few orders for the pilot, and Ruter, therefore, decided to temporarily stop the pilot from April 6th.

After the summer more activities and shops were opening again, and Ruter decided that the pilot should start on October 5th. The pilot period of 12 months will be maintained; hence the pilot period will expand with the six months which the pilot lost due to the travel restrictions.

Furthermore, Ruter has not been able to organize for a survey to retrieve user feedback and insights about customer satisfaction due to Covid-19.

More information

<https://ruter.no/om-ruter/prosjekter/bestillingstransport/pilot-nes/>