



## **A NEW COLLECTIVE PUBLIC TRANSPORT SYSTEM**

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### **Introduction**

The Arnhem - Nijmegen Region, is a Region where 21 municipalities participate, with a total of 680.000 inhabitants.

The Arnhem - Nijmegen Region has set targets on the Public Transport system to create a good alternative to the car.

The public buildings and other important locations in the region must be reachable with public transport. One of the main items in the Masterplan Public Transport is besides to generate more passengers on the high-density connections is to guarantee the social function of the Public Transport on the low-density connections. This last item has lead to a focus on the integration of local transportation systems with the Regional Public Transport.

The Regiotaxi KAN is an on-demand Public Transport System, accessible for everybody.

At the first of June 2000 the Arnhem-Nijmegen Region introduced:  
“ Regiotaxi KAN”.

From 20,000 passengers in June 2000 and now up to 120,000 passengers in the month February 2003.

### **The European Tender**

The European Tender of the project, the basic points of the European Tender; according to the European directions a European Tender took place.

The most important selection items of the organisations reflected to the Tender; The most important selection criteria were

- a. Quotation in time, quotation in the Dutch language
- b. The following certificates;
  - Notarial deed;
  - Member of National Dutch Transportation Organisation;
  - Registration of Chamber of Commerce;
  - Financial and Economic independent;
  - Technical and Quality Certificates, Transportation License;
  - Third –party insurance;

- Standard form of knock out criteria;
- Agreed with the Agreement proposal,;
- Standard form rules of Dutch Public Transport, (art. 29);
- Budget of the activities.

**The final selection of the Tender with the selection criteria:**

	Grant – criteria	Separated criteria	Scale
1	Costs per Zone		35
2		Way of protect of Fraud of the Administration	7
3		Implement the production	10
4		Traffic Pas and Traffic tickets	4
5		Communication Plan	6
6		Connection to other Public Transportation Services	4
7		Possibility of Training on the Job	2
8	Implementation-planning		7
9	Minimal Costs par Year		3
10	Costs Return-Call service		7
11	Recognisable Vehicles		3
12	Way of according acceptance Standard Agreement		5
13	Costs of the Sixth Zone		2
14	Certification Taxi-Branch, Certification of First Aid		3
15	Communication before the start		2
Total			100

**Information of the municipalities and Commitment of participation**

To get commitment from the 21 municipalities there have been information and consultation rounds with local authorities. After the agreement with the City Councils, Regiotaxi KAN has set-up information evenings for citizens.

**The final order to Transportation Organisation**

A group of experts made a comparison of the received quotations and according to the price-quality level and the score on the criteria made a proposal.

This proposal is sent to the Board of directors of the KAN-region. After their decision a period of three months was taken to prepare implementation.

### **Implementation Overview**

An overview of the implementation of the project with elements as:

- **Vehicle**

The vehicles must follow the rules of the Dutch Ministry of Transportation, with special attention for the equipment of the safety of wheelchairs. It is prohibited to smoke in the Regiotaxi KAN.

Some examples of specifications of the Vehicles:

- The entrance door;
- 20 cm step-inn;
- Back-entrance and elevator;
- Fix equipment for wheel-chairs and safety-belts;
- First-aid box;
- Name and logo, Principal, Transport Organisation, Cab-Contractor.
- Communication equipment.

### **The Call-centre and planning centre**

The demands at the hardware and software are in accordance with program for the Regiontaxi KAN. Easy and quickly accessibility of the Call-centre with professional Call-centre personal.

The Client can ask for return Call when the Regiontaxi KAN will arrives within 5 minutes at the door of the Client.

There is an automatically controls of the responding time. There must be an overflow possibility of the capacity in the Call-centre, so that the answering and the booking of a trip will be in 3 minutes.

The Planning-centre must be on-line with the booking centre and managed besides planners by an Operational Manager.

The Operational Manager must be in the position to change trips and must have direct contact with all the vehicles.

### **Training personnel in the Regiotaxi KAN ;**

All the staff in the taxi must have a certificate of training of the Dutch taxi Rules, also a certificate of the First Aid. The driver must be polite and have social skills and does not smoke in the cab.

## **IMPLEMENTATION IN PRACTICE**

### **1. Weekly planning**

During the implementation mouths (3) you must set up a weekly planning according the cases to follow during the project.

An Action-list is necessary for the items in the range of the implementation, time and subjects must be ready as agreed.

Delay in the items of implementation can not be tolerated otherwise the chain of implementation will be broken and you are running out of the planning and timetable.

## **2. Management--group;**

The management group has imported role in the whole implementation, they must control the continuation of the process. They also take decisions in important cases and moments.

The management-group is responsible for the whole implementation-process.

## **3. Implementation group;**

The implementation-group is working daily at the project together with the transport-organisation to implement all the items in the project to have a good and justified start.

Reporting to the Management- group and connecting all the involved parties in this most important part of the implementation is necessary. During this time are meetings with target groups of users very important.

## **Communication program, Information evenings for users;**

One the most important issues of the implementation is commutation with all the users of the Regiotaxi KAN.

The information content of:

1. A clearly brochure
2. A simple flyer
3. An advertisement in the Regional News-paper
4. An interview at local Television and Radio-station
5. A meeting with a group of the divers target groups like representatives of consumer organisations, disabled-organisations and Travellers organisations.
6. Several meetings to inform the intended users in municipalities and organisations and home for elderly people and hospitals.
7. During the process information at city and governmental level at commission meetings.



### *Example of a brochure of Regiotaxi KAN*

#### **Administrative organisation;**

In the administration organisation are important items such as:  
Ticket information, the zone of departure, the zone of arrival, the price of the ticket, the total amount, the date and real time of arrival, the logo.

The travel-administration contents:

- The total trips per month;
- The total cash-sales in the taxi;
- Service value information;
- The percentage trips on time and too late;
- The total amount of complaints;
- The overview of the age of vehicles (must be younger than 5 years);
- An overview of the personal information, certificates of the taxi-training and First Aid certificate;
- Information must available in 2002 in Euro payment;
- The cost of the Management information will be paid by the Transport Organisation.

Maintenance of the information made by a management-report contains information about the trip, the municipality of the passenger and financial information.

#### **Independent Customers Complain Telephone Centre**

To collect complaints about the service and quality of the Regiotaxi the Arnhem - Nijmegen Region has set up an Independent Call-centre at the Dutch Telecom Organisation KPN Nederland. Everybody can call (+31) 0900 – 500 50 50, (€0,10 a minute).

There is also a possibility to send a letter to the Transport Organisation NOVIO NET BV or the Arnhem - Nijmegen Region.

Once a month there is a meeting between the Transport Organisation and the Arnhem - Nijmegen Region to discuss the complaints and make the decision: well-founded or not.

The client has always the possibility to give notice of appeal, there is an independent Committee of appeal. They reconsidering the complain and give a judgement.

#### **The Regiotaxi Website.**

Directly at the start 1<sup>st</sup> of June 2000 there was an Internet Web-site:

[www.Regiotaxi-kan.nl](http://www.Regiotaxi-kan.nl)

At the site there is a lot of information about the Regiotaxi KAN and the possibility to order a trip or email in a questionnaire form. In the summer of 2003 there will be a whole new Web-site with several links.



## Overview of the Results of the Evaluation Regiotaxi KAN June 2000 – May 2002.

### The Evaluation Contents:

- The Arnhem Nijmegen Targets
- The Transportation evaluation
- The financial evaluation
- Survey, cities, users and consumer organisations
- Quality Survey users Regiotaxi KAN
- Recommendations and statements

### The Arnhem Nijmegen Targets

The Masterplan of the Arnhem Nijmegen Region has the following targets:

1. All inhabitants of the Arnhem Nijmegen Region should reach the social services and important organisations in there cities.
2. Several of the Target-groups (older and handicapped people) has given the wish to travel over the city borders and in the whole Region.
3. The Cities do have more and more problems to finance the Transpiration for there inhabitants from the special target groups.

### **The Transpiration Evaluation:**

The most important issues are:

- Increase of the passengers from 28,000 with the start at 1 June of 2000 and now in March 2003 more than 125,000 passengers.
- More than 92 % of the trips are on time
- Increase of the consumer complain at the start from 600 tot 120 in February 2003
- Average of the travelling zones at 3,5 zones or 10 km

### **The Financial Evaluation**

Because of the enormous growth of the trips and saving of costs and decrease of the subsidiary of the National Government in next years the prices has to raise for the Passengers and the participated cities.

### **Survey cities, users and consumer organisations**

Most important result of the Survey was that there where several gradations of the scores of the Experiences. The score of the experiences where:

- from the consumers-organisation 5,1
- from the cities employers 6,1
- from the users 7,7.

Everybody whom was involved of the Survey has given the opinion from his own way of view. It is remarkable that the users of the Regiotaxi KAN in relation with the others participants in the Survey has given a score of 7,7.

### **Quality survey users Regiotaxi KAN**

In the Quality Survey where several interested points:

- The score of the quality goes from 7,3 tot 7,7
- The time of the arriving at the home-address of the passengers goes from 83% to 88%.
- The overall score of the Service quality was in between the 90% and 95%.

### **Some of the Recommendations of the Survey**

1. More communication with the passengers
2. Special attention for Safety storing wheel chairs.
3. More training for the drivers of the Regiotaxi
4. Procedure of the Complaints must be updated
5. Six months of implementation with new Tenders is necessary

### **Regiotaxi KAN at a glance:**

- Door to Door Transport;
- Reservations one hour before;
- Combination of the trip with other passengers;
- Guaranty of connections with other Transportation Systems;
- Cash paying at the drivers;
- Busses and Taxicabs;
- Reduction of costs for Groups of passengers.

## Results 2000- 2003

<i>Month</i>	<i>Trips</i>	<i>Passengers</i>	<i>Complaints</i>
June 2000	28,000	28.860	600
December 2000	60,000	83,100	314
December 2001	63,300	91,340	114
December 2002	82,840	121,147	97
June 2003	87.609	118,967	137

## Recommendations

- Make Clear procedures;
- Describe well your target groups;
- Rehearsal the whole system;
- Set up a Bonus or Malus System;
- Take at least six months for implementation;
- Communication is one of the most important issues with a new system.

### Sources:

- *Demand for Quotations Collective On Demand Public Transport in the region KAN 1999;*
- *Taskforce Regiotaxi KAN, 2000;*
- *Implementation-group Regiotaxi KAN, June 2000;*
- *Administrative Organisation Regiontaxi KAN, June 2000;*
- *NOVIO EXPRESS BV, Nijmegen;*
- *Evaluation Regiotaxi KAN June 2000 - May 2002;*
- *Regiotaxi KAN, Maintenance Organisation, The Arnhem - Nijmegen Region.*

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