

1.6. Bummelbus - Door-to-door DRT (LU)

The Bummelbus service is an **on demand, door-to-door public transport service** in Luxembourg, at flat rates depending on the distance. It **complements public and private transport** and is currently present in the northern region of the country, serving 45 municipalities and 110,000 inhabitants with a fleet of 48 minibuses



1.6.1 About Luxemburg Northern Region

Country	Region	Target Area	Population	Population density
Poland	Northern Region of Luxembourg	1164 km ²	110.000 inh. (2021)	94,5 inh./km ²

The territory of the Northern region of Luxembourg is very green with many forests and deep, narrow valleys, lakes and rivers. The region is mainly rural and agricultural. There are some natural parks, including Haute-Sûre. The region's Lac de la Haute-Sûre is the largest body of water in Luxembourg. It also supplies drinking water to 70% of the country.

The region is comparatively sparsely populated, with an average of less than 100 inhabitants per sq. km. The region is also characterized by a small-scale community structure.

Against this background, classic local transport services are often not efficient for the municipalities to operate. However, if such classic services cease to exist, this poses a major challenge, especially for the elderly and children, as well as for people without their own car. In response to this situation, many municipalities in the region joined forces back in 2001 to break new ground in guaranteeing mobility services.



Figure 15 – Northern Region of Luxemburg

The Bummelbus project is a supplement to the existing public transport system. Mostly short distances are covered, for example routes within the municipality or to neighboring communities. To take advantage of the offer, it is usually sufficient to register the trip request one day in advance by phone, app or e-mail at the central office.

Coordinated by:

In cooperation with:

Supported by the:

1.6.2 Description of the Mobility Solution

The main objectives of the solution are to provide mobility to people that have no or limited access to mobility in rural areas, to offer a door-to-door bus service, to provide driver training for people that need reinsertion in the job market and to avoid competition with school buses.



Figure 16 – Bummelbus logo

The Bummelbus ensures mobility in rural areas through new mobility offers, strengthens inter-municipal cooperation in the field of mobility and maintains and promotes the attractiveness of rural areas. In addition, the offer contributes to environmental protection.

The Bummelbus service is an activity of the “Forum pour l'emploi” (social insertion of

people), a professional association for reintegration that supports long-term job seekers. Consequently, all the 91 drivers as well as a large part of the call centre staff are employees in integration. Each user of the Bummelbus service thus supports the Job Forum in achieving its objectives. Approved by partner communities, the Bummelbus service is committed to efficiently grouping customers traveling in the same area to reduce traffic congestion and environmental footprint.

The Bummelbus service uses the public subsidies it receives to provide a high-quality transportation service for the benefit of the greatest number of users. Key success factors are the original financing of a mobility service by the Ministry of Labour and the extension of the service towards schoolchildren for their afterschool activities. Innovation lies in the combination of mobility and professional reinsertion project.

Target user groups and needs

The target group of people was expanded to the whole population, but mainly youngsters for their activities after school. Those who want to travel comfortably, safely and flexibly can use this service for short trips, especially within the municipal area and neighboring towns.

The Bummelbus picks up users from their homes and takes them where they want to go. All residents of a partner municipality, except wheelchair users, can use the Bummelbus service and travel within the coverage area, which includes both partner and non-partner municipalities. In cooperation with the partner municipalities, the Bummelbus provides ideal transportation for shopping, visiting the doctor, restaurant, workplace, hairdresser, etc., as well as for children and teenagers to sports training, music school, homework help, dance school, horseback riding lessons, etc. For the young children, parents want to know where they are. Therefore, a chip system is installed in the buses so that parents can know (via the call centre) where their children are.



Figure 17 – Promotion campaign of the service

Coordinated by:



In cooperation with:



Supported by the:



European Commission

Involved Bodies

The Bummelbus is a service offered by the "Forum pour l'emploi" in collaboration with the municipalities.

The "Forum for Social Services" (Forum pour l'Emploi a.s.b.l, equivalent to a "non-profit association") has been entrusted by the municipalities with the management of the project. 44 municipalities in the north of Luxembourg are currently involved in the Bummelbus. The main financing source is the Ministry of Labour.

Mobility services provided/addressed

An average of 120.000 to 140.000 passengers are transported each year by a fleet of 48 minibuses and 91 drivers.

Users can call the service when it is active to book a journey to a destination in their own town or an adjacent town. The point of departure can be anywhere within the coverage area, it does not have to be exclusively from home. The maximum distance is 35 km. The service works between 6.00 a.m. and 10.00 p.m. on weekdays and between 8.00 a.m. and 04.30 p.m. on Saturdays. The service can be used for singular trips and for regular similar trips, music school or sport leisure activity every week for example. In practice, 80% of trips are regular. Tariffs vary between 2 EUR (up to 10 km) and 7 EUR (25- 35 km) depending on the distance for adults and between 1.50 EUR and 6 EUR for children. If possible, the connection with regular public transport is made. This happens, however, only in a small minority of cases. 95% of traffic is offered door-to-door (parents prefer a door-to-door service for safety and comfort reasons having the possibility of permanent contact with the call center).

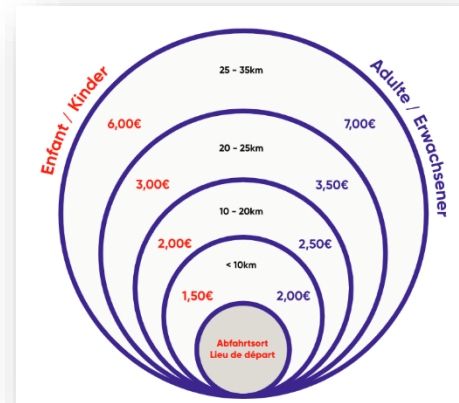


Figure 18 – Fare system scheme

Ridership and other key metrics/results

The drivers are unemployed people of all ages who have already worked, have no criminal record and who desire working in the transport field. Drivers are employed for max. 2 years, about 30 - 40% manage to enter the labor market after the end.

There are 600 passengers per day, on Tuesdays and Thursdays this rises to 700. Most of the passengers are elderly, people with impaired mobility and children on their way to leisure activities - in other words, people without a car. Per day, 1.000 passengers are scheduled, although typically around 300 of these cancel their booking for different reasons (e.g. recurring trips or cancellation of leisure activities).

During the COVID-19 pandemic, the service was reduced to near-zero for two to three months. A huge marketing campaign had to be set up in order to avoid the service to be forgotten. Only about 100 passengers were taken on 60 buses per day. Only one person was allowed on the bus. Elderly people were afraid, children were sometimes not allowed to go. Since 2022, the service has been running normally again.

The trips are typically to leisure activities for children or shopping facilities for the elderly and are mostly under 10 km. The demand from tourists is there, although the prerequisite for using the bus is a one-time registration in the app or at the call center and the need to be resident in one of the covered municipalities.

Supporting technologies

Coordinated by:

In cooperation with:

Supported by the:



European Commission



Reservations can be made up to 14 days in advance between Monday and Friday from 8.00 a.m. to 06.00 p.m. Reservation by app allows users to book spontaneously up to 30 minutes before pick-up, change and cancel trips, pay by credit card and track the route of the bus online. The software that manages the rides is provided by the Trapeze group. In practice, up to 20% of reservations can be managed within the same day. Since 2015, a confirmation SMS is sent with the exact departure time two hours before leaving. If there is a divergence of more than five minutes from the schedule, the passenger is informed about the delay by a second SMS.

On one hand, there is the algorithm organizing the allocation of reservations to routes. It goes in different steps with first a proposition done by the software. In the next step, it can be improved by the operators. An application to allocate reservations to buses is available, but it would not be financially profitable.

There is on the other hand a "tracking system" for passengers, especially for children. Thanks to a chip, children can be localised in real time when they are on the bus. The Bummelbus is based on the principle of a "call bus": with the help of a computer system. Not only are requests for trips recorded, but routes are also calculated that cover the travel wishes of as many people as possible with the same trip.

Engagement aspects

The "ASBL" association, a non-profit association, manages a call centre with a planning service. They plan trips every day and make tentative plans for the following week. Other collateral services of the association are involved such as the psychosocial service which follows the operators also with regards to the "ability to live in society" or the administrative and human resources service.

The Bummelbus is promoted by all the municipalities in which it is active through municipal websites, flyers and municipal magazines. The Municipalities are interested in the success of the initiative since they co-finance it. The service can be extended to tourism activities in collaboration with local tourism businesses or associations, especially in the summer period when there is excess capacity because fewer local people use the service.

Coordinated by:



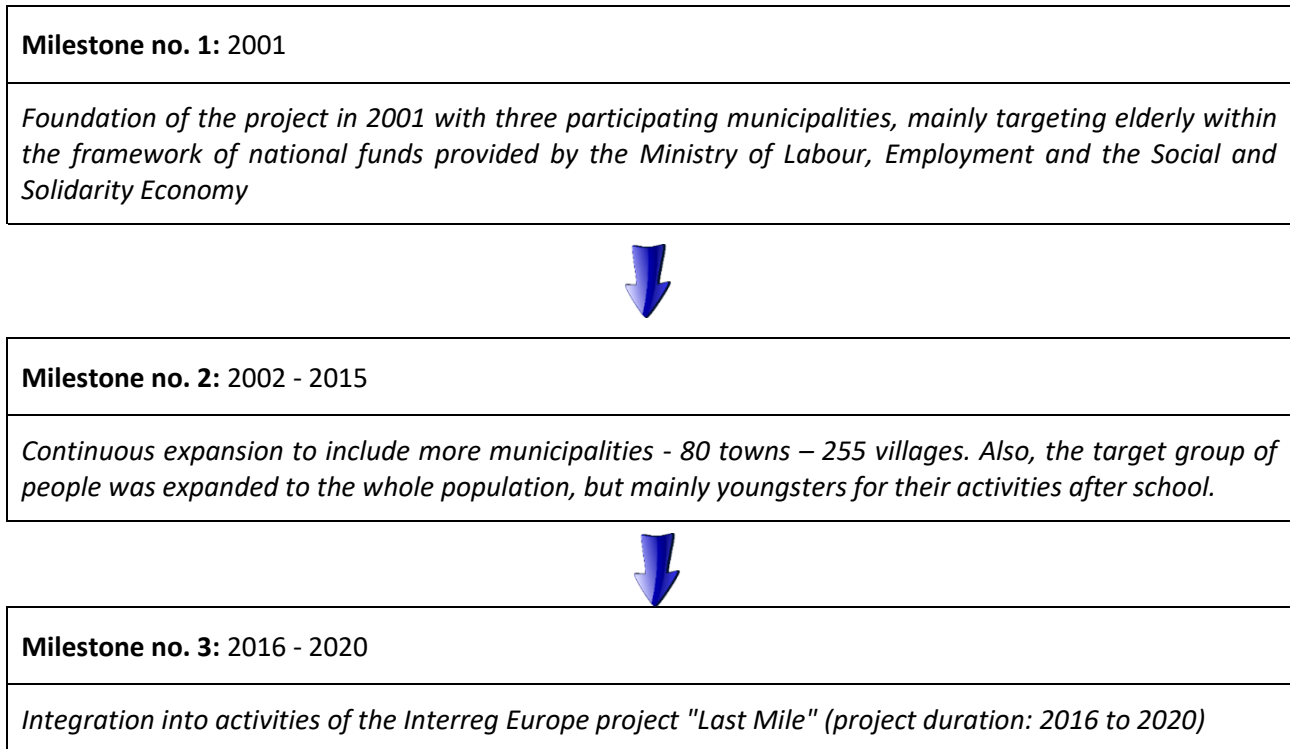
In cooperation with:



Supported by the:



1.6.3 Timelines and Milestones



1.6.4 Long-term assessment

Success, Durability and Expansion

At a certain moment in time, the service was seen as a competitor by the regular transport companies. This was a difficulty as the service should train people for the regular transport companies. Today the relation between the association and the transport companies is much improved. The bus drivers have legal standard contracts which means a 40-hour working week. The transport sector conditions are fixed by a collective agreement making it more difficult to find full occupation for the bus drivers during school holidays. A challenge is to see how the service will be integrated into the big public transport reform that is currently ongoing.

Bummelbus is already seen as an important actor in mobility issues as PT cannot cover the demand, so the question is how it will be integrated, not whether it will be integrated. In the past, there were mainly telephone bookings, but now there are more app and mail bookings. There is no direct competitor in the region, but Night Rider offers a similar service, though only at night.

Funding and Financing

The main financing source is the Ministry of Labour, it provides a 70% subsidy. The municipalities in which the service operates and the revenues from ticket sales provide the remaining 30%. Concerning the Operating Costs, there are 140 employees and 1.7 million euros earned annually through ticket revenue. Costs are incurred for the leasing of the vehicles, the rent of the Call Centre, insurance, fuel and the costs for permanent employees. The financing model pays the drivers' wages.

Coordinated by:

In cooperation with:

Supported by the:



Why is it considered a Good Practice?

Bummelbus provides increased mobility for vulnerable users, especially children and elderly people, in sparsely populated areas. It strengthens inter-municipal cooperation in the field of mobility and maintains and promotes the attractiveness of the rural territories. It is organised in the framework of professional driver training for people that are long term unemployed. It builds on the cross-sectoral partnership between different public department.

1.6.5 Transferability considerations

CONTEXT PECULIARITIES	TRANSFERABILITY CONDITIONS
<p>The project should be easily transferable, as it started in only three municipalities and other municipalities have only joined gradually. Moreover, funding is not a difficulty either, as the Ministry of Labour covers most of the costs.</p>	<p>To implement the concept, a company like “Forum pour l'emploi” is needed that has the possibility to acquire long-term unemployed people and to take over the organisation and marketing.</p> <p>The call centre takes over the planning and coordination of the trips. In addition, a computer system is needed that can calculate routes and bundle ride requests.</p>
DIFFICULTIES ENCOUNTERED/WEAKNESS	LESSONS LEARNT
<p>The project relies on the cooperation of the “Forum pour l'emploi” and its organisation, as the drivers are long-term unemployed people who are hired for the project.</p> <p>One difficulty could be the limited range of 35 km and that the reservation has to be made one day before. Another difficulty is that at a certain moment in time, the service was seen as a competitor by the regular transport companies. This is a difficulty as the service should train people for the regular transport companies.</p>	<p>The project is seen as a success, as a large number of municipalities have already joined. In addition, some long-term unemployed people have found their way back into the job market.</p> <p>With the help of the computer system that calculates routes that cover the travel wishes of as many people as possible with the same trip, the offer becomes more environmentally friendly.</p>

Coordinated by:

In cooperation with:

Supported by the:



References for further details

Organization: Bummelbus – Forum pour l'emploi [Bummelbus - Forum pour l'emploi \(fpe.lu\)](http://www.fpe.lu)

Contact person: Sven Mausen

Email: bummelbus@fpe.lu ; Phone: 00 352 26 80 35 80 62

Main data sources

Büro für Mobilitätsberatung und Moderation, 2017. Regionales Mobilitätskonzept für den Kanton Redingen. Available at:

<https://www.klima.lu/attachments/article/233/Regionales%20Mobilit%C3%A4tskonzept%20Kanton%20Redingen%20-%20Endbericht%20v49%20ms.pdf>

Colmar-Berg, n.d. Bummelbus – Das Projekt. Available at: <https://colmar-berg.lu/vivre-dans-la-commune/mobilite/bummelbus/>

Forum pour l'emploi, n.d. Bummelbus. Available at: <https://www.fpe.lu/services/bummelbus/>

Gemeindeverwaltung Weiswampach, n.d. Der Bummelbus ist eine Dienstleistung, welche von dem "Forum pour l'emploi" in Zusammenarbeit mit den Gemeinden angeboten wird. Available at:

<https://www.weiswampach.lu/empfang/mobilitat/bummelbus/>

SMARTA, n.d. Bummelbus. Available at: <https://ruralsharedmobility.eu/wp-content/uploads/2019/08/SMARTA-GP-Bummelbus.pdf>

Demografie Portal, n.d. Bummelbus -Rufbus als Sozialfahrdienst. Available at: <https://www.demografie-portal.de/DE/Gute-Praxis/International/bummelbus-rufbus-als-sozialfahrdienst.html>

Interreg Europe, 2018. Bummelbus: dial-a-bus service occupying long-time unemployed people.

Available at: <https://www.interregeurope.eu/good-practices/bummelbus-dial-a-bus-service-occupying-long-time-unemployed-people>

Statista, 2023. Anzahl der Touristenankünfte in den Beherbergungsbetrieben in Luxemburg von 2007 bis 2020. Available at: <https://de.statista.com/statistik/daten/studie/150026/umfrage/anzahl-der-touristen-in-luxemburg-seit-1997/>

Coordinated by:



In cooperation with:



Supported by the:



European
Commission