



**ERMN**

European Rural  
Mobility Network

**DEMAND RESPONSIVE TRANSPORT (DRT) EXPLAINED:  
FROM CONCEPT TO DAILY OPERATION**

10th March 2026 | 11:00 – 12:30 CET

**WELCOME AND  
INTRODUCTION**

**Maria Siti, Andrea Lorenzini**

# Housekeeping rules

- The webinar will be **recorded**.
- You are not allowed to use your microphone and your camera unless enabled by the organisers.
- You can type in the **Question** box any comment or questions you may have
- You can also send other communications to [\*\*info@ermn-network.org\*\*](mailto:info@ermn-network.org)
- We kindly ask you to indicate your name and your organization when you leave a comment in the question box
- A moderator will answer your questions or pose them directly to the webinar speakers.
- If you are experiencing **technical** issues, please write to [\*\*info@ermn-network.org\*\*](mailto:info@ermn-network.org)

We will try to help you!

# Agenda

## Welcome & Introduction (10)

### *ERMN Overview and Webinar Objectives*

- Introduction to ERMN and objectives of the webinar
- What participants will learn by the end of the session
- Why Demand-Responsive Transport (DRT) matters for rural areas today

## Understanding DRT (10')

### *Setting the Concept: What It Is – and What It Is Not*

- Definition and core principles of DRT
- How DRT differs from traditional public transport
- When DRT works best
- Key lessons learned, including impacts on social cohesion and rural accessibility

## DRT in Practice: Three Good Practice Case Studies (160)

### *From Concept to Operation – Experiences from:*

- Germany (Kusel District, **Karl-Heinz Shoon**)
- Ireland (TFI Local Link Mayo, **Sarah Togher, John Doyle**)
- Italy (MoM – Mobilità di Marca, **Elisa Tesser**)

### **Topics covered:**

- Context & Service Overview
- Live Booking Demonstration
- Day-to-Day Operations
- The Driver's Perspective

*15 minutes for each case + 15 minutes for Q&A*

## **Key Takeaways & Closing Discussion (10')**

### **Main Lessons and Future Perspectives**

- Policy and implementation recommendations
- Open discussion and final Q&A
- Upcoming ERMN events and initiatives

# About the ERMN



The **European Rural Mobility Network** is the first pan-European initiative dedicated to improving **rural mobility**. Established as an **ASBL** (Association Sans But Lucratif – no profit Association) under Belgian law **on July 28<sup>th</sup> 2025**, the ERMN Network aims to bring **rural municipalities** and other **interested parties** together to share **experience**, **learn** from each other, and explore ways to **enhance accessibility** of **rural territories**. The ERMN aims to create a **unified** and **shared voice** for the sector, paving the way for a new and **prosperous era** for **rural mobility** in Europe.



# Background



2018

## **SMARTA&SMARTA II Projects**

EU projects dedicated to rural mobility, implemented between 2018 and 2020. Rural areas and mobility issues have a place to make their voices heard



2021

## **"A long-term Vision for the EU's Rural Areas**

The Communication "A long-term Vision for the EU's Rural Areas – Towards stronger, connected, resilient, and prosperous rural areas by 2040" is released



2022

## **SMARTA-NET Project**

Follow-up project on SMARTA and SMARTA II, as part of its mission, initial briefings and networking events grouping municipalities and associations are organised



2024

## **The report is adopted**

The European Commission adopted the report on the long-term vision for EU's Rural areas. Need for Rural mobility networking clearly acknowledged. The Community Group on Rural Mobility is mobilised, within the Rural Pact framework



2025

## **ERMN**

On July 28<sup>th</sup>, the ERMN is formally established

# ERMN Goals

- **Promote, disseminate** and **exchange** good practices, studies, analyses, knowledge, applications and insights for **sustainable rural mobility**.
- Fosters **pan-European networking, dialogue, and collaboration** among stakeholders
- **Strengthening the capacity** of rural municipalities, communities, associations, regions, and practitioners through knowledge-sharing and support.
- Act as a collective **voice for the sector**, engaging with European and national institutions, policymakers, and other relevant actors to **advocate for policies, strategies, and funding mechanisms** that support sustainable rural mobility.



# ERMN: what we do



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European Rural  
Mobility Network



## Driving research and innovation

Studying European and national policies, identify good practices, and test new technologies and solutions for sustainable rural mobility.



## Acting with our values

All our activities are guided by inclusion, collaboration, transparency, gender and generational equality, respect for diversity, and intercultural dialogue.



## Providing advice and support

Assisting rural municipalities in planning, managing, and funding mobility projects, helping local actors collaborate effectively.



## Enhance rural environment

Analysing the impact of traditional transport systems on the rural landscape and collaborating with local authorities and transport companies for the implementation of integrated sustainable mobility services that respect the landscape context.



## Promoting sustainable rural mobility

Raising awareness about sustainable transport and shared mobility solutions in rural areas through events, campaigns, and educational materials (publications, videos, online content).

# ERMN activities in 2025

- **ERMN first webinar** developed 25<sup>th</sup> June 2025
- Duration: 1h 30'
- Technical event

## "Building up Users/ Ridership in rural mobility"

- Joined by more than 60 participants from 12 countries



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**WEBINAR**

## Building up Users/ Ridership in rural mobility

The **European Rural Mobility Network**, developed within the SMARTA-NET project, is proud to invite you to our upcoming webinar.

**Join us** to explore **effective strategies and success stories** for **boosting user engagement and ridership in rural mobility schemes**.

Don't miss this opportunity to connect, learn, and be inspired!

**Register [here](#) to secure your spot!**



**25.06.2025**

Registered participants will receive the link to join the event

**11:00 - 12:30 CEST**

Online [GoToWebinar](#)




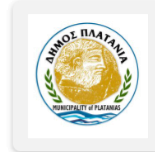



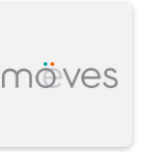
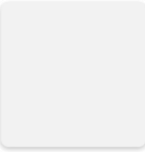



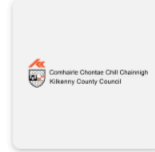




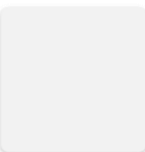


[info@ermn-network.org](mailto:info@ermn-network.org)  
<https://www.smarta-net.eu/>

# ERMN activities in 2025

Consolidation of interest from local authorities and other stakeholders



- |  |  |  |  |   |   |  |  |  |
|--|--|--|--|---|---|--|--|--|
|  <p><b>REGIONSMANAGEMENT<br/>OSTTIROL</b><br/>Austria</p> |  <p><b>GOFORMUSIC.<br/>gGmbH</b><br/>Germany</p>                                  |  <p><b>Municipality of<br/>Mylopotamos</b><br/>Greece</p> |  <p><b>Municipality of<br/>Platanias</b><br/>Greece</p>  |  <p><b>TFI Local Link<br/>Waterford</b><br/>NGO Local transport provider<br/>Ireland</p> |  <p><b>TFI Local Link<br/>Wexford</b><br/>NGO Local transport provider<br/>Ireland</p> |  <p><b>MemEx</b><br/>Italy</p>                                    |  <p><b>Moeves</b><br/>Italy</p>                           |  <p>...</p>   |
|  <p><b>Municipality of<br/>Rethymno</b><br/>Greece</p>  |  <p><b>Lake Balaton<br/>Development<br/>Coordination agency</b><br/>Hungary</p> |  <p><b>Irish Rural Link</b><br/>Ireland</p>             |  <p><b>Kilkenny County<br/>Council</b><br/>Ireland</p> |  <p><b>Città di Narni</b><br/>Italy</p>  |  <p><b>Dienvidkurzemes<br/>novads</b><br/>Latvia</p>                                 |  <p><b>LATVIAN<br/>GREENWAYS<br/>ASSOCIATION</b><br/>Latvia</p> |  <p><b>Limbažu novads</b><br/>pašvaldība<br/>Latvia</p> |  <p>...</p> |

# Our website & LinkedIn page



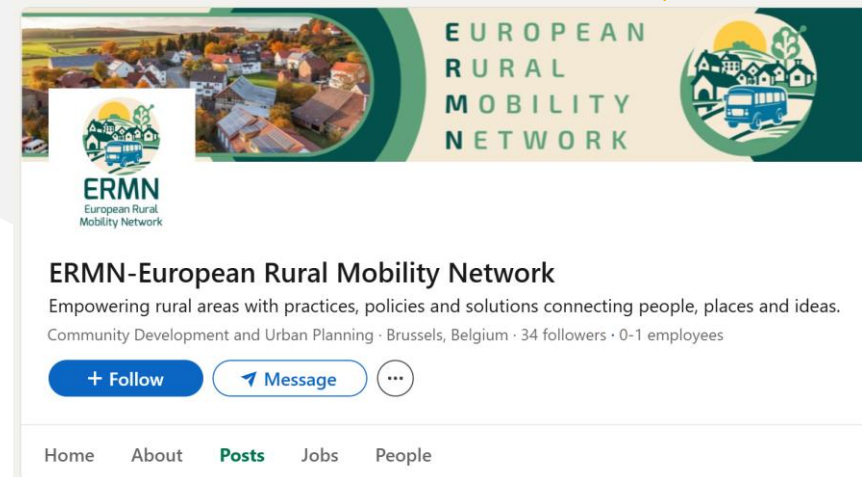
Home About ▾ Our Activities Resources & Links ▾ Members Area 



## About ERMN

The European Rural Mobility Network (ERMN) works to make rural transport **accessible, sustainable, and fair for all.**

## Follow the ERMN LinkedIn page!



<https://www.linkedin.com/company/european-rural-mobility-network/>



<https://www.ermn-network.org/>

# Our newsletters



Welcome to the  
1st ERMN Newsletter!

## NEWS IN THE SPOTLIGHT

### TFI Anseo Launch – Ireland first Smart DRT

This summer Ireland's first-ever **Smart Demand-Responsive Transport (DRT)** was launched in County Mayo in the west of Ireland. This pilot initiative is part of the National Transport Authority's **Connecting Ireland Rural Mobility Plan**, that aims to transform how rural communities access public transport by offering a flexible, app-based service tailored to local needs.

Using the 'TFI Anseo' app, passengers will be able to **book on-demand rides with ease— bringing the convenience of modern rideshare together with the reliability and affordability of public transport.** The Smart DRT pilot is powered by a fully integrated DRT transport management system developed by Via. In addition to the passenger app, the solution includes a booking website, driver app, contact centre support, operator dashboards, smart routing technology, transport simulations, and end-to-end SaaS and advisory services.

The service will be operated by TFI Local Link Mayo and will run seven days a week, year-round, offering a **vital transport link** to residents in areas with limited transport options and increasing service frequency for greater convenience.

[Learn more](#)



Welcome to the 2nd edition of the  
**European Rural Mobility Network (ERMN)**  
newsletter!



### "Rethinking Regional Attractiveness in the Alentejo Region of Portugal" © OECD 2024

**A new report sheds light on the pressing mobility challenges facing the Alentejo region — from low road and rail density to limited public transport and weak digital connectivity.** These barriers not only affect daily life but also hold back the region's economic potential and attractiveness.

With less than half of residents satisfied with public transport and rail links still underdeveloped, access to essential services such as healthcare and education remains difficult, especially across vast rural areas.

But change is on the horizon. Ongoing projects are working to modernize infrastructure, expand rail and road links, promote electric mobility, and strengthen rural-urban connections. These improvements are seen as vital to retain talent, drive the green transition, and spread tourism beyond the coast.

**The report calls for innovative solutions** like demand-responsive transport and **stronger cross-border cooperation** to unlock sustainable, inclusive mobility across the region

[Learn more](#)



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# ...and promotional materials



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## THE ERMN IN BRIEF

The **European Rural Mobility Network** is the first pan-European initiative dedicated to **improving rural mobility**. This network marks the start of something new and long overdue. It aims to bring rural municipalities and other interested parties together to **share experience**, learn from each other, and explore ways to **enhance accessibility of rural territories**. The ERMN aims to create a unified and shared voice for the sector, paving the way for a new and prosperous era for **rural mobility in Europe**.

Mobilised in the framework of the **SMARTA-NET Project (2022-2024)**, and established as an ASBL (Association Sans But Lucratif (not-for-profit entity)) under Belgian law in July 2025, the **ERMN mission** is to:

- Promote, disseminate, exchange good practices, knowledge, and insights for sustainable rural mobility.
- Foster pan-European networking, dialogue, and collaboration among stakeholders.
- Strengthening the capacity of rural municipalities, communities, and regions through knowledge-sharing and support.
- Act as a collective voice for the sector, engaging with European and national institutions, policymakers, and other relevant actors to advocate for new policies, strategies, and funding mechanisms.

## READY TO BE INVOLVED ?

If you are interested in rural mobility and the work of the ERMN, you are welcome to join the network and take part in its activities !



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Belgium



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## ERMN

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Engaging with institutions and policymakers to advocate for strategies, policies, and funding that support sustainable transport

Promoting and sharing knowledge, experiences, and innovative solutions for sustainable rural mobility

Connecting stakeholders across Europe, fostering dialogue, collaboration, and knowledge exchange

Identifying challenges and opportunities for developing practical solutions to advance rural mobility

Improving accessibility in rural, suburban, and peripheral areas across Europe by supporting inclusive and sustainable transport services

## TOWARDS THE ERMN

### 2018 SMARTA & SMARTA II Projects

EU projects dedicated to rural mobility implemented between 2018 and 2020. Rural areas needed a place where their voices could be heard !

### 2021 "A long-term vision for the EU's Rural Areas"

The Communication "A long-term vision for the EU's Rural Areas - Towards stronger, connected, resilient and prosperous rural areas by 2040" is released.

### 2022 SMARTA-NET project

Follow-up project of SMARTA and SMARTA II, as a part of its mission here came to life the ERMN !

### 2024 The report is adopted !

The European Commission has adopted the report on the long-term vision for EU's rural areas.

The **Community Group on Rural Mobility** is finally mobilised.

## THE ERMN SO FAR

### 01 1<sup>st</sup> ERMN webinar

On 25<sup>th</sup> June 2025, the 1<sup>st</sup> ERMN webinar, "Building up Users/Ridership in rural mobility" took place with more than 60 participants from 12 countries.

### 02 ERMN living network

On 28<sup>th</sup> July 2025, the ERMN acquired legal personality as an ASBL (not-for-profit entity) under Belgian law. It has since become a reality and grown into a living network.

### 03 1<sup>st</sup> ERMN high level dialogue

On 6<sup>th</sup> November 2025, the event 'The Right to Move - the Right to Stay: Tackling Rural Transport Poverty for a Fairer Europe' in collaboration with DG MOVE, takes place in Brussels at the European Commission.

### 04 Looking ahead: 1<sup>st</sup> ERMN conference

The ERMN aims to hold its first conference during 2026. Join the network to be part of what's next!

## ACTIVITIES

### Driving research and innovation

Studying European and national policies, identify good practices, and test new technologies and solutions for sustainable rural mobility.

### Enhance rural environment

Analysing the impact of traditional transport systems on the rural landscape and collaborating with local authorities and transport companies for the implementation of integrated sustainable mobility services that respect the landscape context.

### Acting with our values

All our activities are guided by inclusion, collaboration, transparency, gender and generational equality, respect for diversity, and intercultural dialogue.

### Providing advice and support

Assisting rural municipalities in planning, managing, and funding mobility projects, helping local actors collaborate effectively.

### Promoting sustainable rural mobility

Raising awareness about sustainable transport and shared mobility solutions in rural areas through events, campaigns, and educational materials (publications, videos, online content).

## THE ERMN SO FAR

"Help place rural mobility at the heart of rural development and transport policies"

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## ACTIVITIES

## READY TO BE INVOLVED ?

If you are interested in rural mobility and the work of the ERMN, you are welcome to join the network and take part in its activities, from workshops and conferences to debates, knowledge exchanges and joint proposals for funding. The ERMN brings together mobility stakeholders to share insights, discuss challenges and opportunities, and provide recommendations based on the latest knowledge and results. All activities are designed to be open and interactive, ensuring that the wide range of

"Help place rural mobility at the heart of rural development and transport policies"

# ERMN first in-person event

- ERMN first in-person event
- *"The Right to Move – the Right to Stay: Tackling Rural Transport Poverty for a Fairer Europe"*
- 6<sup>th</sup> November 2025 | 14:00 – 17:00 CET, European Commission, 24 rue de Mot, Bruxelles, Belgium, and online
- +80 participants, 45 on-site plus +30 from remote, from more than 10 countries
- Interventions from MEPs, EU institutions, and national ministries



# Aim of this webinar

- *Do you ever wonder how public transport solutions can truly serve rural areas?*
- *Have you heard about Demand Responsive Transport (DRT), but find the concept hard to pin down in practice?*
- *Are you curious about what it really takes to move from a DRT idea to a service that works every day?*

**If you are interested in one or more of these topics, this webinar is for you!**

# Get engaged



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Mentimeter

## Instructions

Go to

[www.menti.com](https://www.menti.com)

Enter the code

1649 9226



Or use QR code

# Setting the scene

## Understanding DRT (10') Setting the Concept:

*What It Is – and What It Is Not*



**Andrea Lorenzini**

Head of R&D & Policy Unit, MemEx Srl



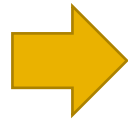
President, European Rural Mobility Network

# Demand-Responsive Transport

Demand Responsive Transport (DRT) are services scheduled to **pick up** and **drop off** people in **accordance** with the **actual needs** of the passengers. The service is **adapted** to accommodate or better answer to **customers' requests**.

DRT is best viewed as a range of **intermediate transport solutions** that span the wide space **between taxi** and **public transport**.

Users **approach** the DRT service **differently** than the conventional PT service

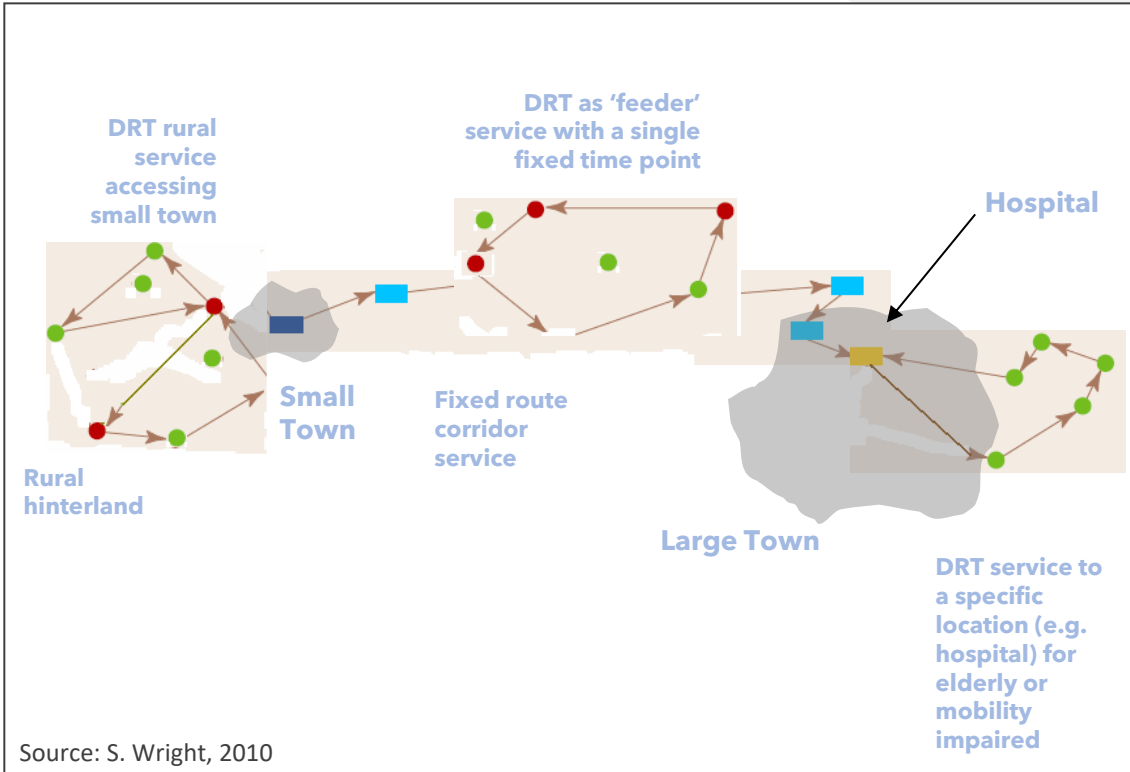


They **book trips** **instead of waiting** at the bus stop for the service



This highlights the role of the Travel Dispatch Centre (TDC) and/or the **booking platforms**

# DRT: Introduction



## Various types of services:

- Local and feeder services connecting to main public transport routes (such as tramlines, BRT, trains, etc.)
- Replacement of low-frequency conventional services
- Replacement of fixed routes during evenings or weekends
- Dedicated or special services aimed at specific user groups
- Services in low-density peripheral and suburban areas
- Provision of public transport services in small urban areas
- Flexibility to adapt services based on changing demand

## Various types of users

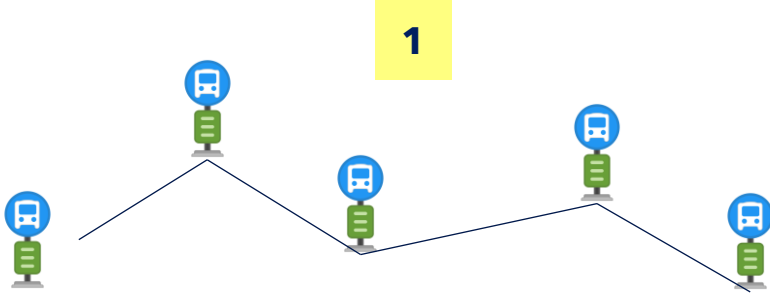
- Typically aimed at **residents** in **rural areas** or on the **outskirts** of small to medium-sized towns.
- Often utilized to address the **travel needs** of individuals with **mobility challenges** and the elderly.
- Can enhance **access** to **traditional public transport** options, such as rail, tram, and fixed-route bus services, by serving as **feeder services**. These services can be used by anyone, including **commuters**

# DRT: Service schemes

Different service schemes can be implemented:

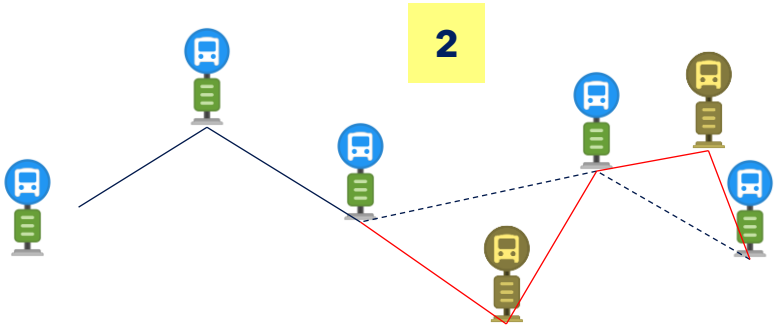
## 1. Scheduled service based on Fixed route and time

- the trips shall be activated (and operated) only in case of users reservation



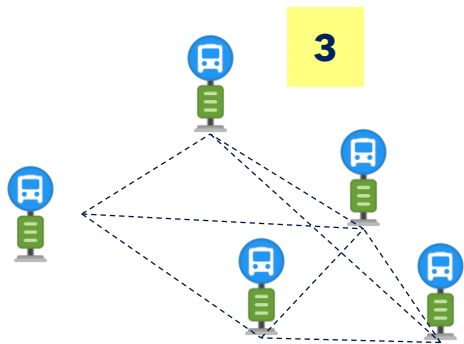
## 2. Scheduled service based on Fixed route and time with the possibility to deviate on (foresighted) additional meeting point / bus stops

- the trips are operated independently by user reservation. Additional bus stops shall be achieved only in case of user booking of the service



## 3. The scheduled service doesn't envisage any fixed route and timing.

- the service will be planned on the basis of the user requests following the optimized route and scheduled time



# European experiences (since 70')



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## Most recent projects



**mamba**

mobility – accessibility – innovation

The **MAMBA project** (2017-2020), sponsored by Interreg Baltic Sea Region, worked with 9 pilots in six Baltic region countries. Six of the pilots were people-to-service mobility solutions, including Demand Responsive Transport (DRT), ride-sharing, village car, carpooling and MaaS; the other three pilots sought to bring services to the people. The MAMBA team produced an excellent set of reports including three guidelines, thematic studies and good practice cases.



**Interreg**  
CENTRAL EUROPE



European Union  
European Regional  
Development Fund

**SMACKER**

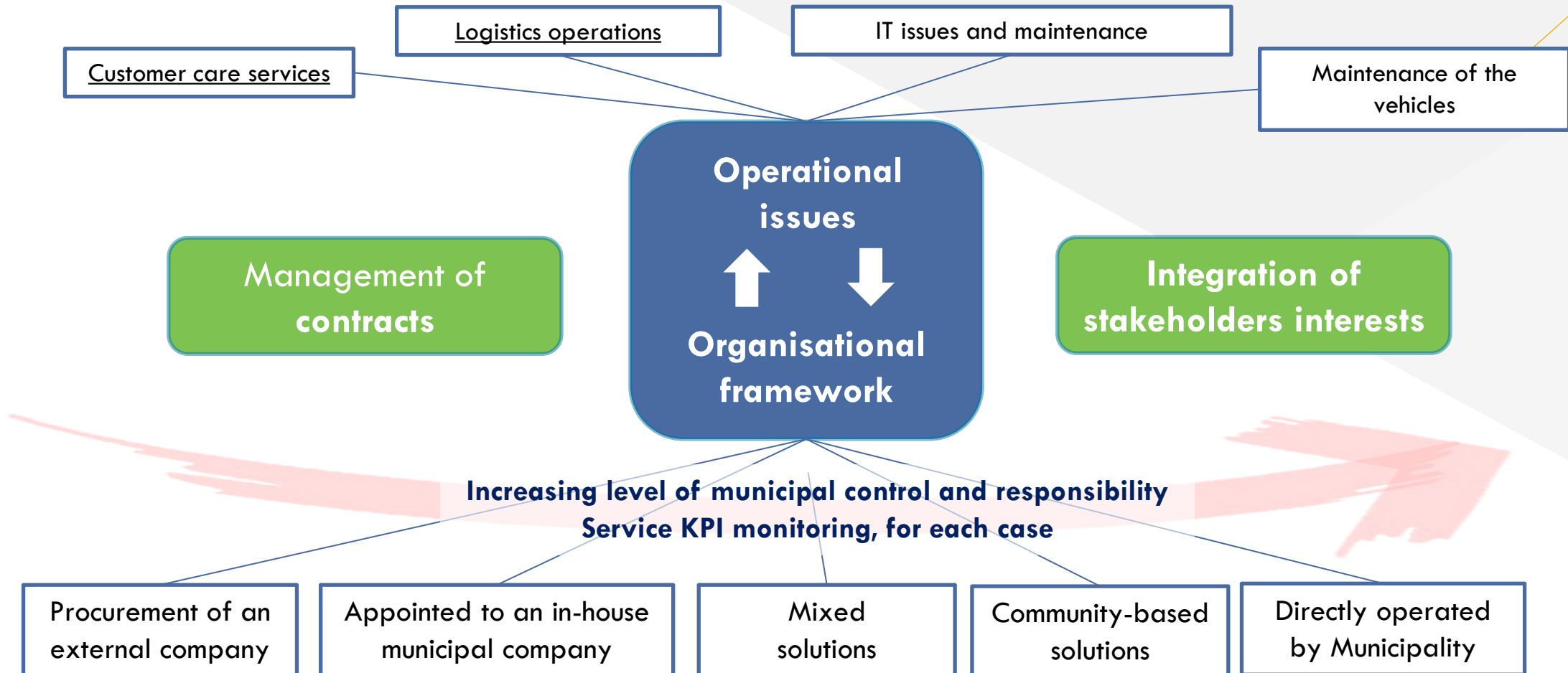
**SMACKER project** aimed at addressing disparities in mobility in peripheral and rural areas, designing and promoting efficient and sustainable public transport services. The Project delivered pilot implementations in 6 pilot regions in Italy, Poland, Czech Republic, Slovenia, Hungary and Austria, 4 of which also include investments in equipment. It also produced 4 Guidelines on DRT planning and implementation



**LAST MILE**  
Interreg Europe

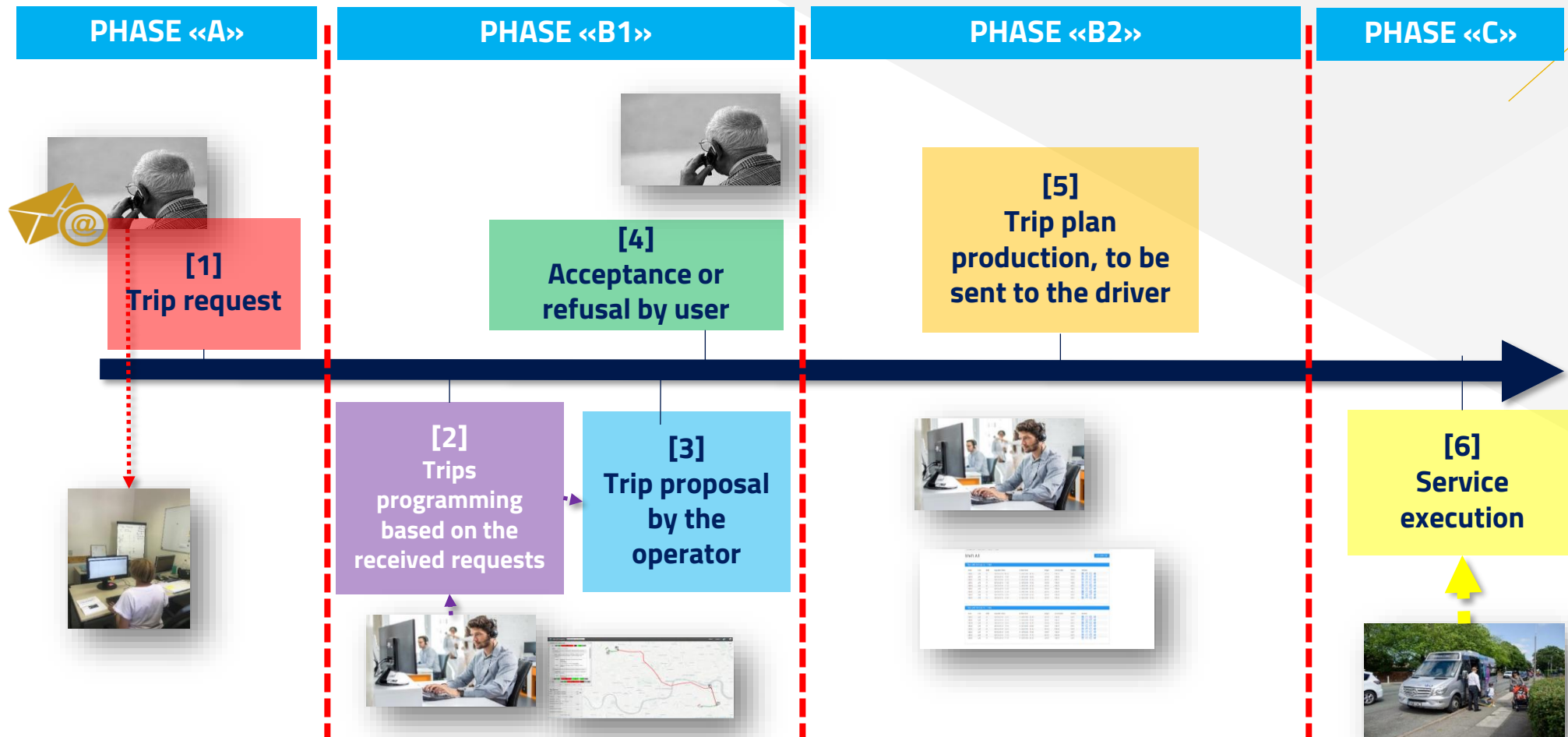
**LAST-MILE project** (2016-2020), dealt with sustainable mobility for the “last mile” in tourism regions. It examined implementation conditions for a range of connectivity solutions and developed regional action plans for six European regions, and also produced a best practices analysis. The LAST-MILE team developed an excellent brochure covering good practice cases, success factors, framework conditions and means of overcoming barriers.

# DRT: Organisational framework



# Booking and scheduling an «Off-Line» DRT service

Different phases with OFF-LINE TDC for planning service steps



# Tools, resources, staff & users

## Relevant resources to be engaged:

- Web Promotion
- Info material in POI at municipality and hamlet levels
- Booking email and Phone number
- Mobile for driver
- Booking management tool (platform module or others)
- Journey planning tool (platform module or es. Excel)
- Vehicles (and purchase / renting process)

## Staff resource (not full time)

- TDC for :
  - Booking management
  - Service planning
- Drivers
- Others:
  - Vehicles depots and maintenance
  - Info material management

## USERS

- Subscription (Name, Address, Contacts, etc.)
- Single trip request or
- Recurent trip request
- Shared trip request
- Cancellation rules and modalities
- Tariff policy

## Constraints service programming:

- Road Network and O/D
- DRT trip duration vs trip with own vehicle

## Obligations vs the users

- Max delay for pick up time vs the scheduled time
- Max delay for the drop off time vs the scheduled drop off time

**Complexity levels  
related to the numbers  
of users and  
availability of staff  
and vehicles**

# Financial issues

## COSTS

Managing DRT incurs **additional costs** related to implementation compared to **conventional** public transport. Some of the key costs include:

- **TDC Staff:** This is a crucial component of DRT, whether the service operates online or offline. The number of operators required depends on user levels and the service model chosen
- **Communication Tools:** Costs associated with the communication channels needed for users, bookings, TDC staff, and drivers.
- **Digital Tools and ICT Infrastructure:** This encompasses expenses related to purchasing, training, and maintaining digital tools and the ICT structure.
- **User Satisfaction Campaigns:** Ongoing campaigns to gauge user satisfaction, especially during the initial startup phase,
- **Promotion and Dissemination Campaigns:** Regular promotional efforts



## REVENUES/FUNDING

- The revenue/funding for a DRT service can come from various sources, including **sale of tickets** or passes/subscriptions and contributions from **local authorities**.
- While the implementation of a DRT service in areas lacking mobility options can attract users, the **social** and **mobility impacts** of DRT are often more significant than its economic benefits.
- Typically, the percentage of DRT operational costs covered by fare revenues is very low, not only in rural areas but also, in some cases, in metropolitan and urban areas.
- Forming **agreements** with **associations** or **third-sector organizations** that already provide services in the area and have established communication with citizens and users can enhance the effectiveness of DRT initiatives.

# Resources and good practice examples



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Catalogue of Rural Shared Mobility Solutions  
[Link](#)

Guidance on Rural Shared Mobility Solutions  
[Link](#)

Rural Shared Mobility Database  
[Link](#)

## Rural Shared Mobility Database

Countries:  Thematics:



**Ring-a-Link DRT (IE)**  
Ring a Link was established in 2001 as a community-based provider of local transport services with focus on combatting social exclusion and now functions as a Transport Coordination Unit linked to the National Transport Authority. Ring a Link provides rural mobility through a mix of demand responsive transport services, some fixed-route services.



**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 distance. It complements public transport and is currently present in the northern region of the country, serving 15 municipalities and 110,000 inhabitants. The fleet consists of 48 minibuses.



**Vallibús Connecta't (ES)**  
Vallibús Connecta't is a DRT service with a mixed scheme, consisting of on-demand and fixed-route services.



**Castilla y Leon Demand Responsive Transport in**



**Bürgerbus Dreisam-S (DE)**



## Flexible Transport Services

	ORGANISATIONAL STRENGTHS			SERVICE STRENGTHS			GOOD OUTCOMES		
	Community-based	User-centred planning	Responsive to vulnerable users	Good territorial coverage	Integration with Public Transport	Innovative technology	Sustained economic growth	Long-term feasibility	Established brand
Ring a Link (IE)	✓			✓	✓				✓
Bürgerbus Oberes (DE)	✓		✓	✓	✓				
Narni Chiamabus (IT)				✓	✓				✓
Sopotniki (SL)	✓		✓						✓
Bürgerbus Dreisam (DE)	✓	✓	✓	✓	✓				
Castilla y Leon (ES)	✓	✓		✓		✓			
Vallibus (ES)				✓	✓	✓			✓
Bummelbus (LU)			✓	✓				✓	
ToD Bielsko-Baila (PL)				✓	✓	✓			
Go-Mobil (AT)	✓	✓	✓	✓	✓				
Texelhopper (NL)			✓		✓				✓
Medio Tejo (PT)				✓			✓	✓	✓
Alpine Bus (AT)				✓				✓	✓
ProntoBus (IT)	✓	✓	✓	✓	✓	✓			
ToD Vidzeme Region (LV)	✓	✓		✓					

# THANK YOU



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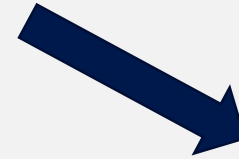
**DEMAND RESPONSIVE TRANSPORT (DRT) EXPLAINED:  
FROM CONCEPT TO DAILY OPERATION**

10th March 2026 | 11:00 – 12:30 CET

**DRT IN PRACTICE: CASE  
STUDIES**

# DRT in practice: Case studies

From concepts to daily operations:  
Experiences from



**Germany, Kusel  
District**

Bürgerbus  
Oberes Glantal

**Karl-Heinz  
Shoon**



**Ireland, Mayo**

TFI Local Link Mayo

**Sarah Togher, John Doyle**



**Italy, Veneto**

MoM – Mobilità  
di Marca

**Elisa Tesser**



# Get engaged



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Mentimeter

## Instructions

Go to

[www.menti.com](https://www.menti.com)

Enter the code

**1649 9226**



Or use QR code



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## DEMAND RESPONSIVE TRANSPORT (DRT) EXPLAINED: FROM CONCEPT TO DAILY OPERATION

10th March 2026 | 11:00 – 12:30 CET

# KEY TAKEAWAYS



**Matilde Vezzani**

Project Engineer, MemEx Srl



**ERMN**  
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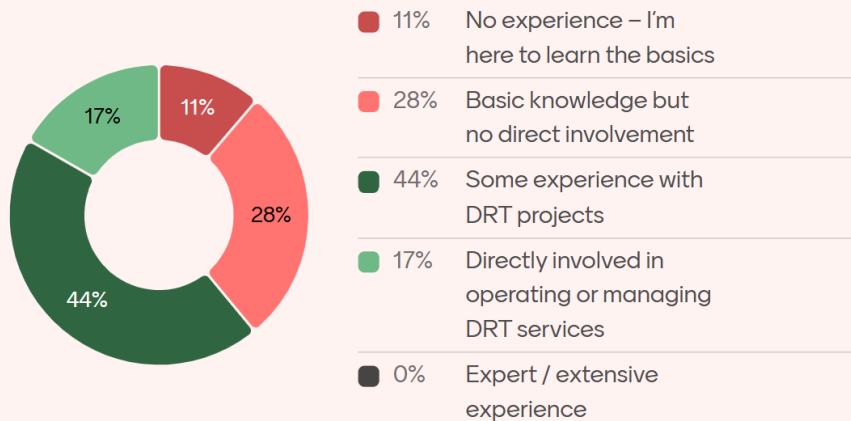
European Rural Mobility Network

# KEY TAKEAWAYS

## Who's in the room ?

### EXPERIENCE WITH DRT:

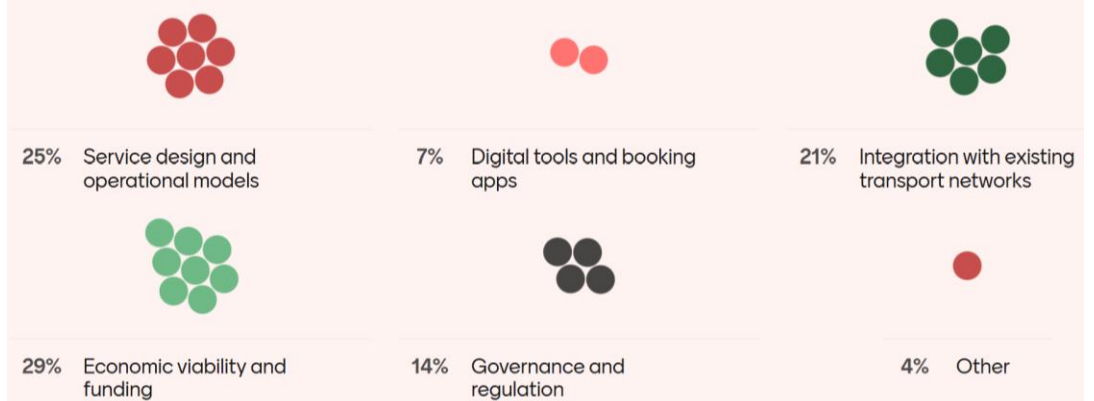
"Are you experienced with DRT?"



44% Some experiences with DRT projects

### MAIN AREAS OF INTEREST:

"What aspects of DRT would you like to learn more about?"



29% Economic viability and funding

# KEY TAKEAWAYS

## What is DRT

### *Definition :*

- A flexible, demand-driven public transport service that adapts routes and schedules to passengers' actual travel requests, rather than following fixed timetables.

### *Core principles :*

- Flexibility, efficiency through shared rides, user-centricity, and integration with existing public transport networks.

## DRT vs Traditional Public Transport

### *Key differences:*

- DRT operates on-demand (no fixed route or timetable)
- serves low-density areas where fixed lines are not viable
- requires booking in advance (app, phone)
- optimises routes dynamically based on requests.

## When DRT works best

### *Ideal contexts:*

- Rural and peri-urban areas with dispersed populations, areas with low and irregular demand
- first/last mile connections to main transport hubs.

### *Conditions for DRT implementation:*

- Reliable booking technology
- strong coordination with local authorities
- clear communication to users.

## Lessons Learned

### *Impacts rural accessibility:*

- DRT significantly improves mobility for car-dependent communities
- enables access to healthcare, employment and education
- reduces transport poverty in underserved areas.

### *Impacts on social cohesion:*

- Increases independence for elderly and other vulnerable users
- strengthens community connectivity
- can reduce social isolation in remote areas.

# KEY TAKEAWAYS

## Germany

Kusel District

Karl-Heinz Shoon

### Highlights

- 9 years running service
- Municipality covers the costs
- 35 volunteers - no special licence required
- **Importance of having a call centre and direct contact with the operator** - phone calls remain the primary booking channel
- Connected with other EU partners
- **Strong social cohesion impact:** socialisation, human connection and relationship-building (as shown in the video)
- **Trust-building** between passengers, drivers and TDC backed by continuous promotional campaigning

Q&A: do you think it is possible to operate a rural DRT service with no call center, i.e. only with booking through an app, or is a call centre absolutely necessary?

## Ireland

TFI Local Link Mayo

Sarah Togher - John Doyle

### Highlights

- **Multi-type, multipurpose DRT services** across County Mayo
- Significant increase in trips between 2024 and 2025
- **Active collaboration with community groups and local champions**
- One-year pilot: technology-enabled public transport service with data assessment built in
- App-based booking in 4 easy steps: download, login, book, schedule
- **Pilot generated valuable data to assess and improve the service**

Q&A: Have you identified whether young people's use of the service is mainly oriented towards accessing other services, such as education, employment, or similar forms of support?

## Italy

MoM – Mobilità di Marca

Elisa Tesser

### Highlights

- Service split between urban and extra-urban transport, connecting communities across mixed areas with multiple urban centres
- Works best for short trips and in areas where conventional buses would run empty
- **Knowing who your users are is key to designing an effective DRT service**
- Used for work, daily activities and **tourism**
- Pilot project 2024: MoM+ service, designed to better respond to actual user needs
- **Core concept: no fixed routes or schedules, no line changes for passengers**
- Passengers book via app; service adapts to each area as a complementary offer depending on the needs

Q&A: is it possible to combine demand responsive transport for local residents with tourists (who may be charged more)?



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## DEMAND RESPONSIVE TRANSPORT (DRT) EXPLAINED: FROM CONCEPT TO DAILY OPERATION

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# WHAT'S NEXT



**Eleonora Ercoli**

EU Project Manager, MemEx Srl



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# Next webinar



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## 3rd ERMN WEBINAR



23rd June 2026  
11:00 – 12:30 CET  
*Online*

*Financing rural  
mobility solutions  
(tentative)*



<https://www.ermn-network.org/>



[info@ermn-network.org](mailto:info@ermn-network.org)

**SAVE THE DATE**

**Don't forget to  
mark it on  
your agenda!**

# In-person event



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The European Rural Mobility Network seeks to further promote these events as part of **an ongoing, long-term dialogue**. The **goal is to encourage cross-sector engagement** involving the European Parliament, the European Commission, national ministries and other key stakeholders.



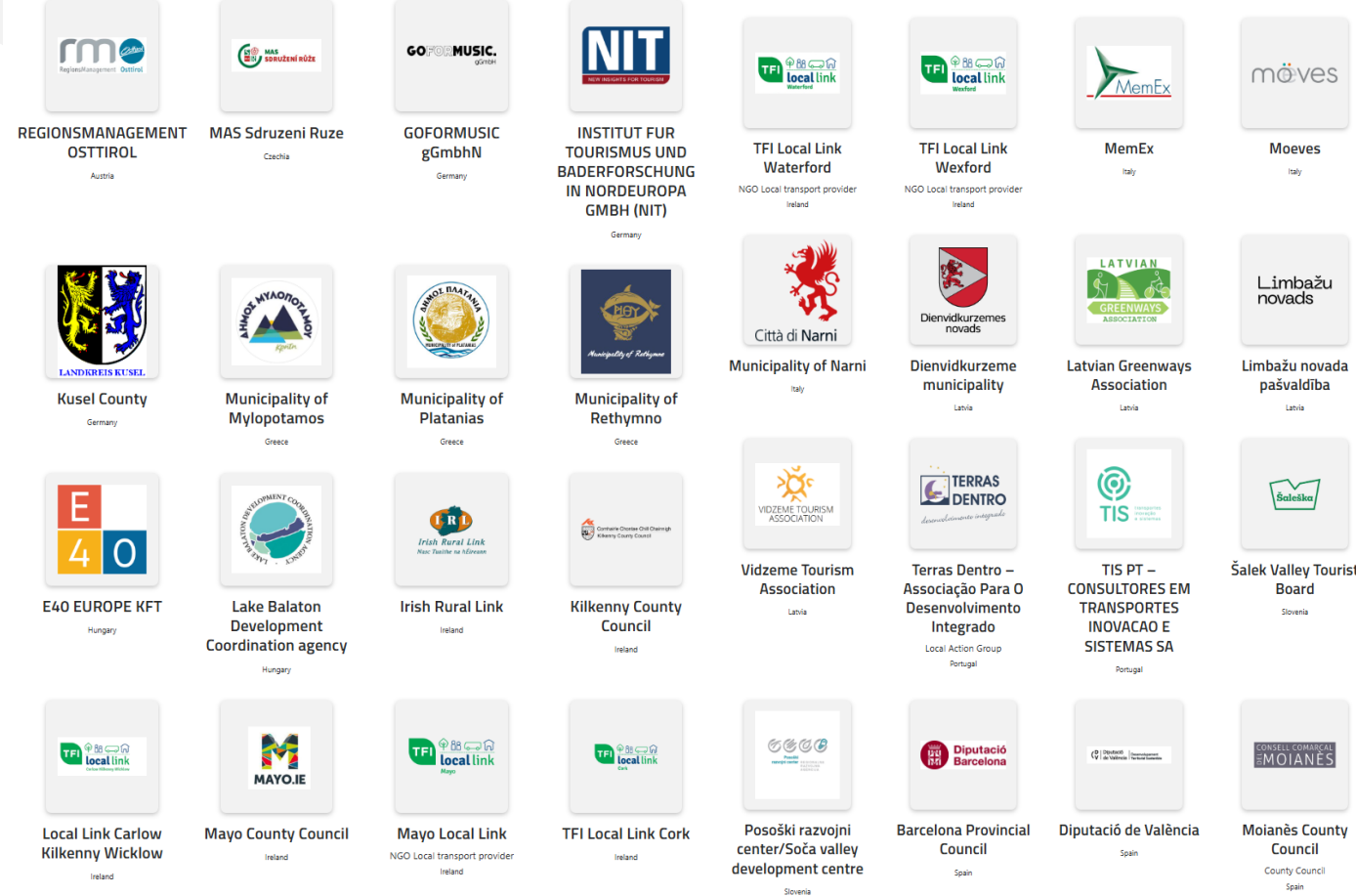
**Organisation of a pan-European event centred on municipalities and rural communities (end of 2026)**

The network aims to sustain discussions both at **high institutional levels and within local communities**, ensuring that **shared challenges** and **opportunities** can be converted into **practical policies** and **targeted funding initiatives**.



# Friendship

- The “**ERMN Friends**” are organisations interested in the ERMN network and its activities and that wish to stay connected.
- If you like to be up to date and acknowledged on the ERMN website as a **Friend of ERMN**, please send us an email at
  - [info@ermn-network.org](mailto:info@ermn-network.org)
- providing your authorisation to display your organisation’s name
- Friends' **ambassadors** are about to be mobilised to act as primary contact points for various countries



# Membership

## Full Members



Local authorities or other legal entities that formally commit to the Association's mission and activities. They have full voting rights and participate in the governance and strategic direction of the Association.

## Affiliated Members



Entities, organisations, or individuals who support the Association's objectives but do not assume formal commitments. They provide advisory input on strategic decisions.

# Membership



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## Which benefits?

**Strategic, operational, knowledge-based, and networking benefits, tailored to the different categories of members.**

The Network is committed to offering realistic, value-adding, and scalable benefits, in line with its current voluntary and collaborative nature



**The application procedure will soon be launched on the ERMN website (end of April). Stay tuned!**

**Fees will depend on the type of organization; they will be kept particularly low considering the limited budget of rural municipalities.**

**Targeted benefits for the first subscribers are envisaged**

- *Prioritised participation in ERMN in-person events*
- *Access to public and targeted ERMN resources (Newsletters, webinar presentations, etc.) and communications (Theme-specific publications, call for tenders, etc.)*
- *Access to the restricted area of the ERMN website*
- *Access to policy documents and reviews*
- *Visibility through ERMN communication channels*
- *Peer-to-peer meetings to prepare project proposals*
- *Promotion of local initiatives through ERMN*
- *Eligibility for ERMN awards*
- *Use of ERMN branding for events*
- *Structured peer-to-peer mentoring*
- *Participation in matchmaking formats*
- *Networking with practitioners & policymakers*
- *Direct exchange of experiences & solutions*
- *Etc.*

# Keep up to date



Follow **the ERMN linkedin page!**

Subscribe to our **newsletters!**

Stay tuned for the **Membership!**



## ERMN-European Rural Mobility Network

Empowering rural areas with practices, policies and solutions connecting people, places and ideas.

Community Development and Urban Planning · Brussels, Belgium · 34 followers · 0-1 employees

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<https://www.linkedin.com/company/european-rural-mobility-network/>

Welcome to the 2nd edition of the  
**European Rural Mobility Network (ERMN)**  
newsletter!



<https://memexitaly.us16.list-manage.com/subscribe?u=b8d2ba90bf7d0f0cf68c0e816&id=3ee14a9fdc>



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