

Mobitwin by Mpact

20.06.2024 - Good Practice Webinar

Interreg
North Sea



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SMALL

mpact 

More with less with **mpact**

Solutions



Support



Awareness & research



SMALL explores how to make shared mobility accessible to **children and families**, **the elderly** and **physically impaired people**.



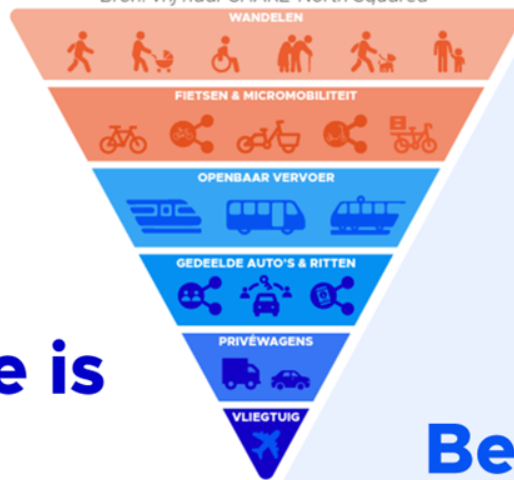
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Bron: vrij naar SHARE-North Squared



How we move is important

Being able to move is even more important

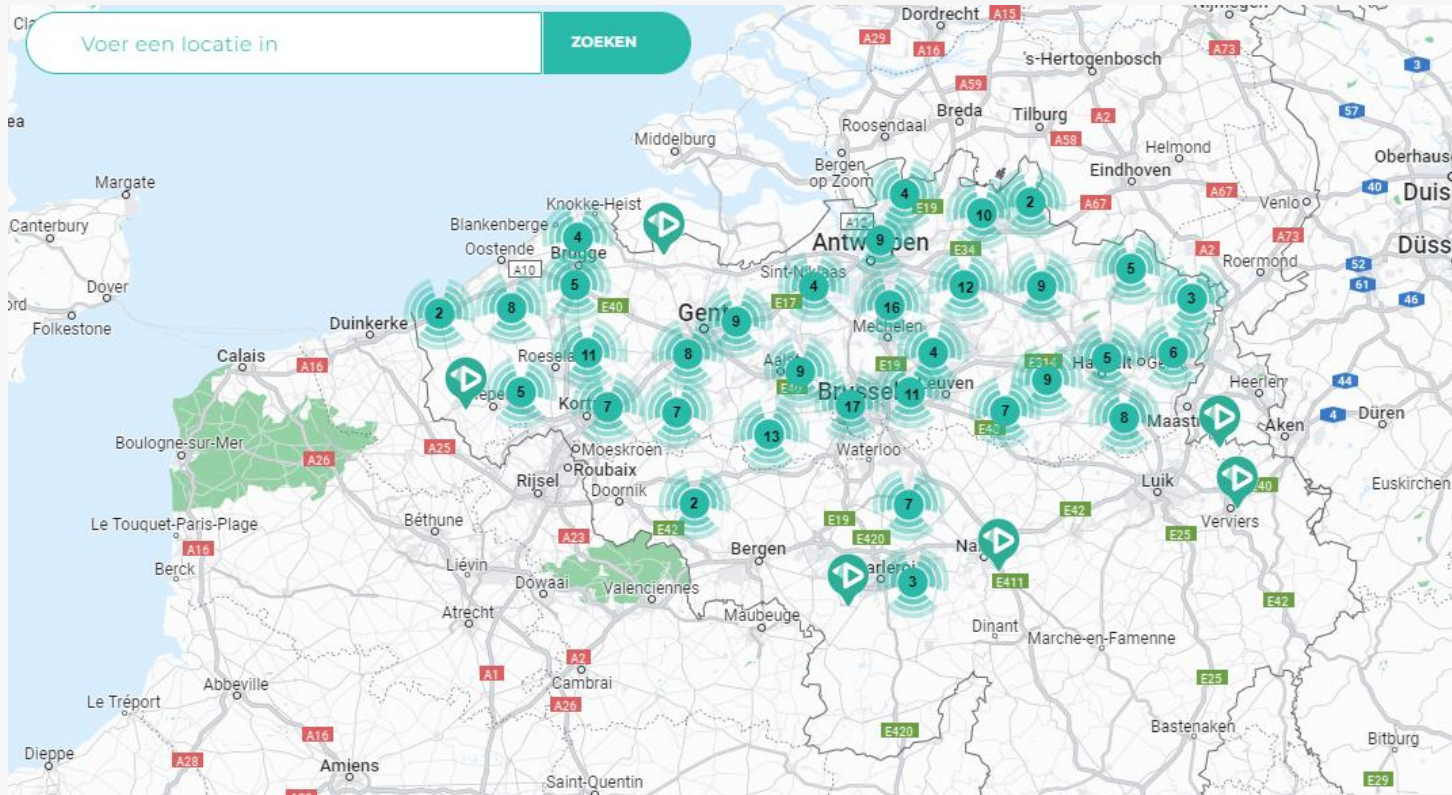


Bron: vrij naar Vlaams Instituut Gezond Leven

What is Mobitwin?

- M'pact's social transport service
- Helping people to get to their destinations
- Through volunteers
- Through local Mobitwin desks

200+ municipalities



Rural - Urban division

	Mobitwin desks	# municipalities	%	# members	Av. amount of members	# trips
Rural	106	140	76%	14.145	101	138.770
Central/core city	11	13	85%	2.433	187	26.640
Urbanized	103	147	70%	17.759	121	165.200

- ▼ 40.000 users
(older people)
- ▼ 3.000 voluntary drivers
- ▼ 500.000 journeys per
year

 **Mobitwin**



Who can use Mobitwin?

- Financial requirement: max. 2x living wage
- Reduced mobility:
 - Little to no public transport
 - Not able to use car/public transport because of health issues
 - Temporary mobility problems (ex. rehabilitation)
- Sometimes extra local requirements

The Mobitwin desks

Local partner

- Municipality, Social department, non-profit
- Recruitment of members & volunteers
- Dispatching
- Well-being members & volunteers

Impact

- Dispatching and calendar software
- Insurances
- Start-up of a Mobitwin desk
- Trainings for coordinators & volunteers
- Awareness & lobbying

Next step: the volunteers

- **Decide themselves** how many and which kind of trips they want to do
- Pick up the members **at their home**
- With their **private car** or a **shared car**
- Dispatching: volunteer that lives **closest to the member**

A Mobitwin trip

- Trip demand: 2-3 days beforehand: time & destination
- Dispatching: finding a volunteer
- Volunteer picks up member at home
- Volunteer brings member to destination (and back)
- Waiting:
 - Not long: staying at the destination
 - Long: Back home
 - Important: volunteer decides
- Payment at the end of the trip

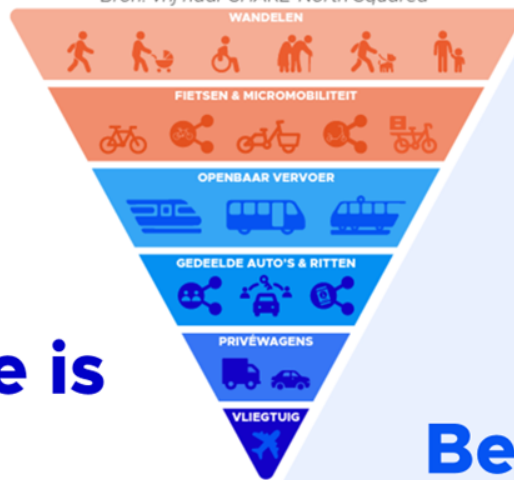
How much does it cost?

- Membership
 - Year or half year
 - To the Mobitwin desk
- KM fee (& waiting fee)
 - Max. is decided by the government
 - €0,4265
 - To the volunteer

Which kind of trips?

- (Almost) all reasons are good
 - Local decision
- Medical trips: hospital, doctor, etc.
- Social trips: visiting friends & family
- Groceries
- Hairdresser's
- Town hall
- ...
- Emergency? Call emergency services

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