

# STATE OF SHARED MOBILITY IN WALLONIA

ORGANISING AUTHORITY FOR PUBLIC AND SHARED TRANSPORT  
SPW MOBILITÉ ET INFRASTRUCTURES

APRIL 2024



"Shared mobility is a priority in my agenda."

"I reiterate the government's support for making shared mobility an integral link in the transportation chain for a future mobility less centered around the use of individual cars.

These solutions are complementary and essential to the use of public transportation."



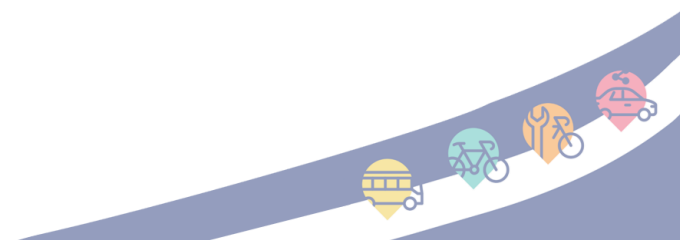
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*Excerpt from the closing speech of the Open Space Technology event on shared mobility,  
October 16, 2023 in Namur*



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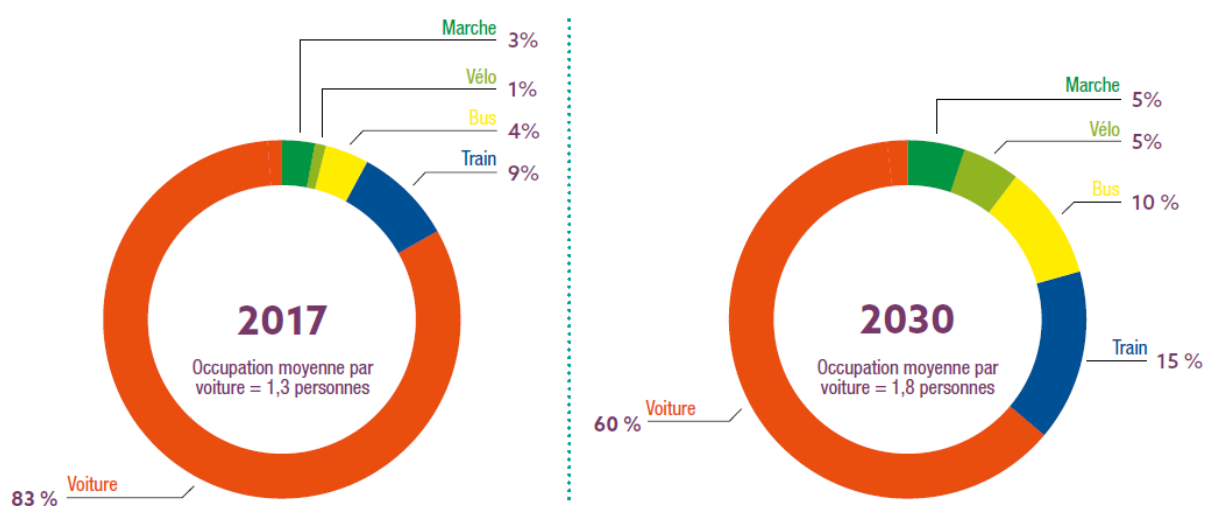


## INTRODUCTION

### STRATEGIC FRAMEWORK

The Walloon Region is continuing its path towards achieving the objectives of the **FAST vision** which determines that in 2030, people and goods must move through the territory in a fluid, secure manner and via a sustainable system making the best use of each mode in relation to its economic and ecological relevance. Accessibility, fluidity, safety, and health must be the characteristics of the mobility system in 2030.

A major objective of the FAST vision is the evolution of the distribution of modal shares towards a significant reduction in the share of the individual car in favor of other modes of transport (walking, cycling, bus and train).



Source: Modal transfer objective, SRM pg 6, 2019

To achieve these modal transfer objectives, the Region adopted the **Regional Mobility Strategy** (SRM) in 2019, which defines 35 projects structured around 3 axes which are:

- governance (being able to act)
- investments (supply) and
- the evolution of behavior (demand).

The strategic orientations of the SRM range from the accessibility of the entire territory through a hierarchical network to integrated pricing and responsible taxation, including the optimization of the continuity of the travel chain or even the doubling of the mobility solution offering. In view of these projects, shared mobility clearly appears to be an essential link to the successful implementation of the regional strategy and the achievement of the FAST objectives.

The SRM projects can be schematized as follows, with shared mobility directly concerning 4 projects (in red in the diagram) and actively participating in 5 others (in orange in the diagram):





The 2019-2024 Regional Policy Declaration provides as follows:

“ The Government will develop an **action plan** with a view to increasing the number of forms of shared mobility (carpooling, shared cars, car sharing, taxis, etc.). This will involve carrying out



*promotional campaigns, developing a portal to promote carpooling and car-sharing practices, strengthening support, particularly among workers and employers, and increasing reserved parking spaces and priority lanes on motorways. It is essential to promote shared vehicles which can represent an effective and concrete response to reduce the environmental footprint of transport. »*

The **“Air Climate Energy Plan” (PACE 2030)** commits the Region to reducing greenhouse gas emissions by 55%, to doubling renewable energies by 2030, to improving air quality and reducing energy poverty. A series of areas of work have been identified to transform territories and contribute to the transition towards connected, shared and autonomous mobility: encouraging on-demand transport initiatives in rural areas, encouraging a significant deployment of car use shared, increase the vehicle occupancy rate through carpooling or promote service mobility (MAAS).

**Wallonia's Recovery Plan** integrates various mobility projects impacting public passenger transport, in particular:

- Project 80: Encourage carpooling, park and ride, and the use of buses
- Project 81: Implement Mobipoles
- Project 91: Develop and deploy charging stations

## WHAT IS SHARED MOBILITY?

There is no single way to define shared mobility. The definition retained in the Walloon context, within the framework of the SPW MI mission booklet, is as follows:

**“ Shared mobility covers the pooling of means of transport, whether through vehicle sharing or journey sharing. »**

This definition should be understood in addition to collective mobility, which is defined as follows: “collective mobility covers the urban rail and road public transport networks (of regional jurisdiction), that is to say the regular public transport lines by bus, tram or metro using the rail network (federal jurisdiction). »

Shared mobility solutions complement the collective mobility offer and are multiple: they respond to different realities and challenges.

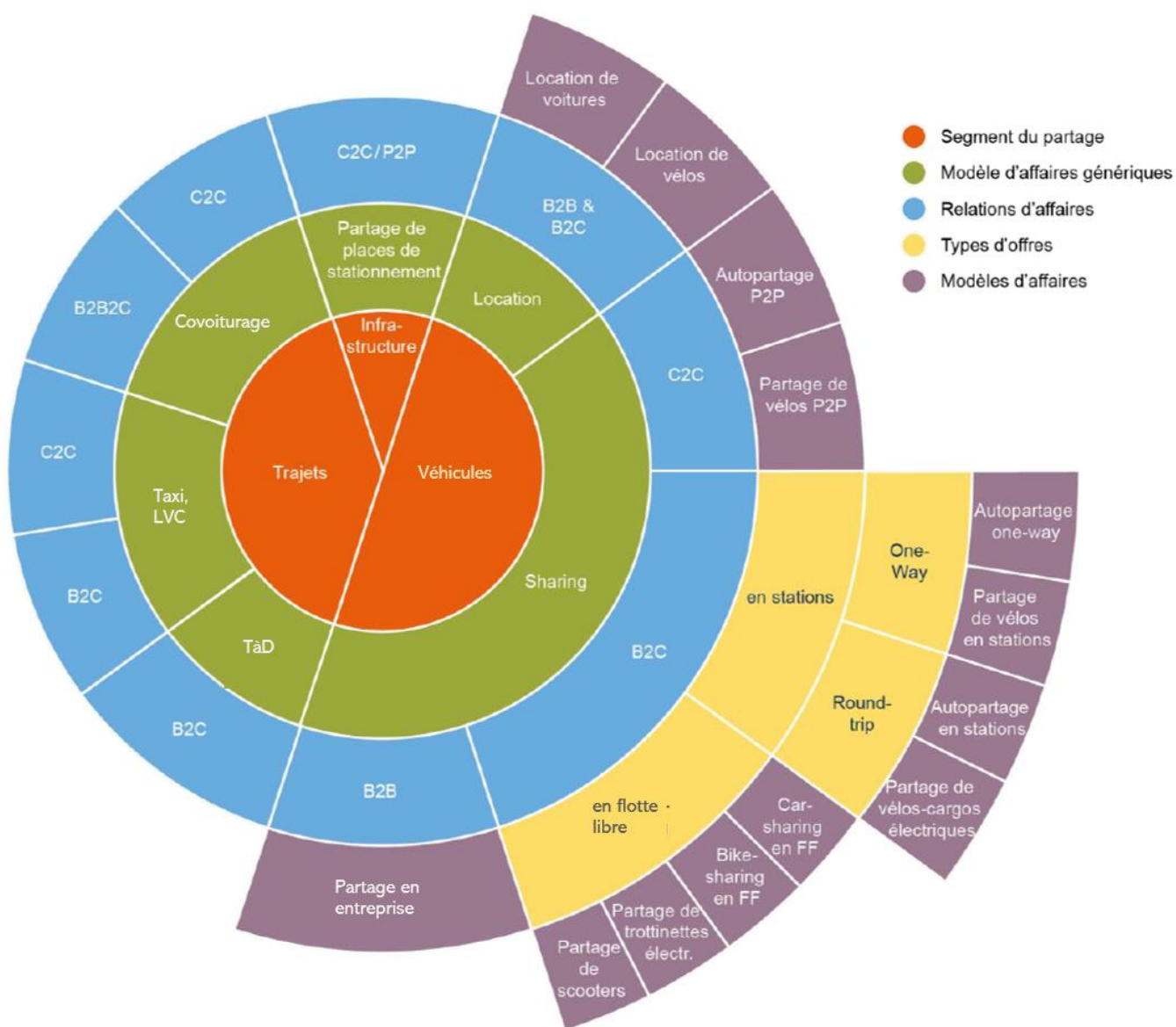
The multiplicity of shared mobility solutions is illustrated in the diagram below <sup>1</sup>which, based on the 3 types of sharing (journeys, vehicles and infrastructure) identifies the sharing models for the following categories:

- Vehicle sharing
- Vehicles rental
- Carpooling
- Transportation on demand
- LVC transport and taxi
- Sharing parking spaces

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<sup>1</sup> Source: Shared Mobility Agenda 2030 – Suisseenergy





Among this range of solutions, the state-of-play established in this document concerns the following selection of solutions which allows us to cover this range for Wallonia:

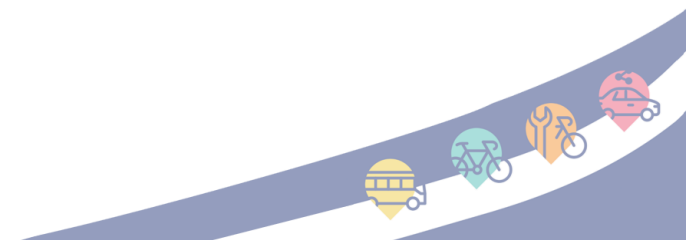
- **Bike sharing**
- **On demand transport**
- **Taxis and VLC**
- **Carpooling**
- **Car sharing**

Implementing shared mobility solutions or supporting this implementation cannot be done without addressing **the physical integration** of these solutions which materializes in the territory through the development of mobility hubs (“mobilipôles” and “mobipoints”), and **the digital integration** of these solutions which translates into MaaS (Mobility as a Service). The state-of-play includes these dimensions:



- **Mobilpôles**
- **MaaS**

By covering the 7 points above, all the sharing models presented in the diagram are covered apart from the classic rental of vehicles by agency which falls outside the regional mobility strategy.





# THE SHARED MOBILITY ECOSYSTEM

## THE MULTIPLICITY OF ACTORS

All the solutions mentioned above involve a multitude of stakeholders to bring them to fruition:

- Private operators providing mobility solutions, equipment, software, etc.
- Public operators
- Regional public services
- Local authorities
- Associations

A good knowledge of this reality and the associated governance models is essential to succeed in implementing the regional strategy through an action plan and its implementation.

## ORGANIZING AN OPEN SPACE TECHNOLOGY EVENT

In October 2023, the Wallonia public services (SPW) via the Organizing Authority for Collective and Shared Transport organized an Open Space Technology event on Shared Mobility.

The Open Space is a format for meeting and collective thinking which makes it possible to mobilize knowledge and experiences around a central question or theme. The idea is to bring forth concrete leads and to link them together in order to make the strategic plan a reality. The Open Space allows to understand and explore a subject at 360°, based on the contributions of the participants, the issues, the context, contribute to a collective production of possible solutions and actions and create social and professional connections.

This Open Space brought together the key players interested in the future of shared mobility in Wallonia. More than 80 participants were present: operators, user representatives, associations, municipalities, institutions, the SPW, government representatives, experts, etc. Thanks to these discussions, we better understood the reality and the challenges of shared mobility stakeholders. Together we explored the projects to fuel the future shared mobility action plan and identified their potential contributors.

A detailed report of the topics proposed by participants and discussed that day is available online<sup>2</sup>.

The table below highlights, by subject discussed during the open forum, the number of resulting proposed projects and the link with the themes of this state-of-play. For each of the themes, the related projects will be listed in the “Ecosystem priorities ” point of the state-of-play.

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<sup>2</sup> [https://uploads.strikinglycdn.com/files/91a576a8-64a2-465f-ae05-abbab78ae38a/Rapport%20final\\_version%20PDF.pdf](https://uploads.strikinglycdn.com/files/91a576a8-64a2-465f-ae05-abbab78ae38a/Rapport%20final_version%20PDF.pdf)



Nombre de chantiers proposés par sujet du Forum Ouvert et lien avec les thématiques de l'état des lieux										
Sujets	Thématiques									Total
	Cyclopartage	Transport à la demande	Taxis et VLC	Covoiturage	Autopartage	Mobipôles/Infra	MaaS	Gouvernance	Hors scope	
Changer la culture de la voiture personnelle								5	4	9
Inclusion		1								1
Voitures partagées de village et de quartiers					3					3
Développer la mobilité partagée en milieu rural pour les trajets locaux (vers centres d'intérêts locaux ou vers les arrêts de bus/train structurants)				1		4		2		7
Mobilité partagée en milieu rural : incitants et expériences pilote		1		2	2			1		6
Blue-bike et petites villes : opportunité ou perte d'énergie ?								1		1
Cartographie de la mobilité alternative et/ou inclusive								2		2
Création de vélomobiles belges partagés	2									2
Intégration Mobilité partagée et transports publics							4			4
Comment les autorités publiques peuvent-elles soutenir le covoiturage ?				1						1
L'automobiliste oublie qu'il devient piéton à la sortie de son véhicule									4	4
Financements des PEM/Mobipôles										0
Camera ANPR										0
Le subventionnement des solutions de mobilité partagée								2		2
Inciter la mobilité partagée dans les projets immobiliers	1				1			1		3
Comment développer des parkings sécurisés permettant le partage de vélos, notamment vélo-cargo et notamment entre particuliers ?								7		7
Comment l'espace public induit des comportements								4		4
Mobilité partagée en lien avec l'habitat partagé					1			3		4
Vélos et trottinettes partagées dans les villes de taille moyenne	3									3
Comment intégrer covoiturage à courtes distances dans les habitudes quotidiennes ?				3						3
Créer une gouvernance supra communale pour développer la mobilité en milieu rural		3						2	1	6
Vision du car sharing en version électrique					3					3
Support par la Région des pouvoirs locaux pour l'autopartage et les vélos partagés					3		1			4
La marche comme 1er chaînon de l'intermodalité									3	3
Les enjeux du MaaS en milieu rural							5			5
Lisibilité de l'offre de Mobilité partagée							2	1		3
Effets rebonds potentiels de la mobilité partagée						2	1	1		4
L'usage des bandes bus pour le covoiturage				3						3
Sensibilisation des jeunes à la mobilité active									3	3
Obstacles à l'utilisation des transports en commun						1			3	4
La voiture de société repensée !				1	1			1	5	8
Les deux roues motorisées : les alternatives, sa place									2	2
Je vélo pour qu'ils puissent m'Auto									1	1
L'auto-stop, c'est top ! (lien avec le rapport 4)				6						6
Lignes directrices en soutien à l'implémentation (financière et technique) de solutions territoriales de mobilité partagée								1		1
Vélo-cargo (partagé) comme alternative aux déplacements urbains (ou plus)	1									1
<b>Total</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>17</b>	<b>14</b>	<b>7</b>	<b>13</b>	<b>34</b>	<b>26</b>	<b>123</b>

In addition to the subjects and projects specific to each theme and reported in the state-of-play below for each of them, certain subjects and projects concern themes linked to shared mobility in general or **governance** questions linked to mobility shared, it involves 35 projects divided into 15 subjects:

#### Changing the personal car culture:

- Changing mentalities regarding mobility
- Supporting mobility education at the end of studies and in school programs
- Supporting behavioral change at the start of a career in companies
- Create guides for mobility solutions in rural areas : make known what exists via a guide which would list all the solutions (by town/by village/by type of user age) in the form of a tree "concerns => solution" .



- e) Inform of the existence of the “ Citymapper ” application

**Develop shared mobility in rural areas for local journeys (towards local centers of interest or to key bus/train stops):**

- f) Carry out pilot experiments in shared mobility in rural areas, evaluate them and disseminate the results to encourage the development of local initiatives
- g) Provide a system of financial incentives to start new local experiences

**Shared mobility in rural areas: incentives and pilot experiments:**

- h) Inform and communicate on existing solutions and offer training/information days

**Development of Blue-bikes in Wallonia:**

- i) Adapt the PIMACI subsidy by authorizing costs linked to services (apparently under discussion but to be completed) -> Have a financial incentive

**Mapping of alternative and/or inclusive mobility:**

- j) Map shared mobility solutions that are already working and not working
- k) Replicate [the solutions that work after having mapped them] in similar territories with the help of the Centrale Locale de Mobilité (CLM) and local organizations

**Subsidizing shared mobility solutions:**

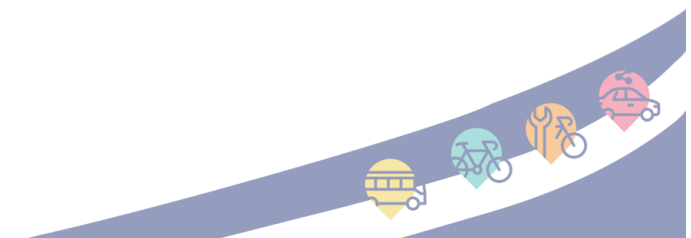
- l) Study what subsidizing shared mobility would actually cost: subsidy to operators/users/communication plan - large-scale marketing in relation to the costs of public transport
- m) Defund the unshared if existing alternatives

**Encourage shared mobility in real estate projects**

- n) CoDT reform

**How can we develop secure parking spaces allowing bicycle sharing, in particular: cargo bikes and particularly between individuals?**

- o) Generalize bike boxes at train stations
- p) CoDT reform : planning permission not necessary to install a bike box
- q) Regional platform or by mobility area
- r) Removal of the planning permit requirement for covered parking
- s) Box/garage purchasing centers to which cities could join
- t) Identification and integration of technical solutions
- u) Support for V-Lock on a regional scale or calls for projects + test on a first mobility pool



### **How public space induces behavior:**

- v) The role of the development of public space as a support for shared mobility: creating a legal framework or standard specifications (at the regional level)
- w) Simplification of the administrative burden linked to investments (notably mobipôles)
- x) Define a regulatory framework for the development of economic parks (ZAE) which reserves a place for alternatives to the car
- y) Benefit from public space modal distribution guidelines

### **Shared mobility linked to shared housing:**

- z) CoDT - SSC modification which takes into account and promotes pooling and grouped habitats
- aa) Urban planning standards
- bb) Toolbox (inventory of existing institutional solutions and implementation of personalized local solution)

### **Create supra-municipal governance to develop mobility in rural areas:**

- cc) Diagnosis of needs based on citizen consultation and existing diagnostics
- dd) Local reference: car sharing and bike sharing -> creation of a network => useful resources

### **Readability of the Shared Mobility offer:**

- ee) Design a “ Mobiloscore ” system for different locations (// PEB certificates) but also the different possible solutions for the same journey

### **Potential rebound effects of shared mobility:**

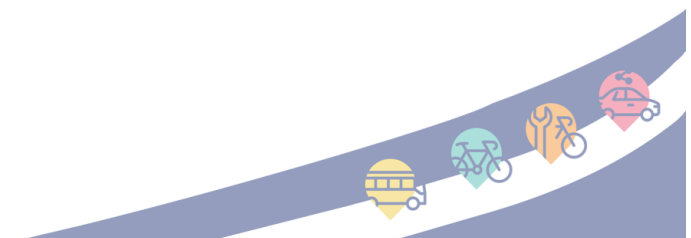
- ff) Keeping the door open to “non-digital” for access to shared micromobility [inclusion]

### **The redesigned company car:**

- gg) Good practices for using the mobility budget exist and are highlighted

### **Guidelines to support the implementation (financial and technical) of territorial shared mobility solutions:**

- hh) Accessibility mapping: establish according to different criteria the accessibility of an area and the degree of priority to act and develop a range of solutions according to the accessibility rate



# STATE OF PLAY OF SHARED MOBILITY IN WALLONIA

The objective of this section is to present the state-of-play of shared mobility in Wallonia in a summary manner in 7 sections: bike sharing, on demand transport, taxis and VLC, carpooling, car sharing, mobipôles and MaaS.

For each of these components, the following points will be covered:

1. Definition
2. Services
3. Key numbers
4. Impact
5. Regional support
6. Strategic link and the legal framework
7. Inspirations outside Wallonia
8. Ecosystem priorities

## BIKE SHARING



### 1. Definition

Bike sharing is a service where vehicles (see below) are made available to several users for occasional trips where the bike sharing vehicle is stored, after each use, for another user. The vehicles concerned by bike sharing are cycles within the meaning of article 2.15.1 of the Belgian Road Code; mopeds, namely a two-wheeled moped within the meaning of article 2.17 of the Belgian Road Code; motorcycles, namely a two-wheeled motorized vehicle within the meaning of article 2.18 of the Belgian Road Code, without a sidecar or other cycles, mopeds and motorcycles authorized to park off the roadway under the Belgian Road.

The following criteria are essential for the attractiveness of the service:

- The registration and rental procedures are simple and quick
- Transactions and vehicle unlocking are carried out most often:
  - In “self-service”
  - Via an application, an online platform, or an in-station terminal

### 2. Services

There are different types of bike sharing:

#### **Bike sharing in station**

The vehicles are either returned to the place of departure for round-trip bike sharing at the station, or returned to any station of the same service for one-way bike sharing at the station.



- **Blue-bike :**
  - Round-trip cycle sharing system in station
  - Project launched in 2011 by the former SNCB-Holding and FIETSenWERK
  - In 2018, De Lijn acquired the shares of SNCB and became the main shareholder of blue-bike
  - Mainly developed in Brussels and the Flemish Region
  
- **Li Bia Vélo :**
  - One-way bike sharing system in station
  - Service organized by the city of Namur and managed by JCDecaux
  - After purchasing an access card, simply scan it at the terminal to unlock the bike of your choice

Remarks :

- There are other bicycle rental services in Wallonia such as “Si t'es vélo” in Mons, “Vélocité” in Liège or the ASBL ProVelo in Brussels, Liège, Namur, Mons and Ottignies. These services are not considered here as part of shared mobility.
- We distinguish between bike sharing and classic rental which:
  - Requires physical interaction between provider and user
  - Mainly concerns longer and more occasional journeys

### **Free-float bike sharing**

According to the decree of July 8, 2021<sup>2</sup> free floating bike sharing is a “form of bike sharing where the vehicles are made available to users, particularly on public roads and where the start and end of the rental period of the bike sharing vehicles are not only authorized in reserved places.

- **SmartMobility :**
  - Project initiated by the InBW intermunicipal association in 2020
  - 1,760 electrically assisted bicycles in free fleet, rentable via an application
  - Aimed to bring together the strategic points of the municipalities of Walloon Brabant
  - SA Billy Bike was appointed through a public procurement procedure. But following an appeal, the Council of State suspended the decision. The project is on hold.
  
- **ShareaBike :**
  - Project financed by the Walloon Region and sponsored by the City of Mons, the TEC and ProVelo
  - Works on the principle of a smart padlock unlockable via an application developed for the project
  - Since 2021, ProVelo has continued the implementation of the project
  - Bicycles in circulation are mainly used in stations. Of the 55 bicycles in circulation, only 15 are accessible to the general public in Hannut.
  
- Bikes and scooters in free floating from private operators:



- Currently, there are 4 private operators in Wallonia which are **Bolt, Dott , Tier and Pony**

### **Bike sharing between individuals:**

System in which bicycle owners can rent their vehicles to other individuals. An online platform can ensure the link between supply and demand as well as transactions.

- Existing private initiatives are difficult to quantify
- Some platforms link demand and supply and ensure transactions, such as Spinlister or Cozywheels , which are relatively underdeveloped in Wallonia (a few users)

## **3. Key figures**

The Blue-bike service (figures for the year 2022):

- 2,383 bicycles in total including 30 in Wallonia
- 110 withdrawal points in Belgium including 3 in Wallonia
- 8 bikes in Namur which made a total of 562 journeys
- 16 bikes in Liège which made 1284 journeys
- 6 bikes in Mons which made 337 journeys

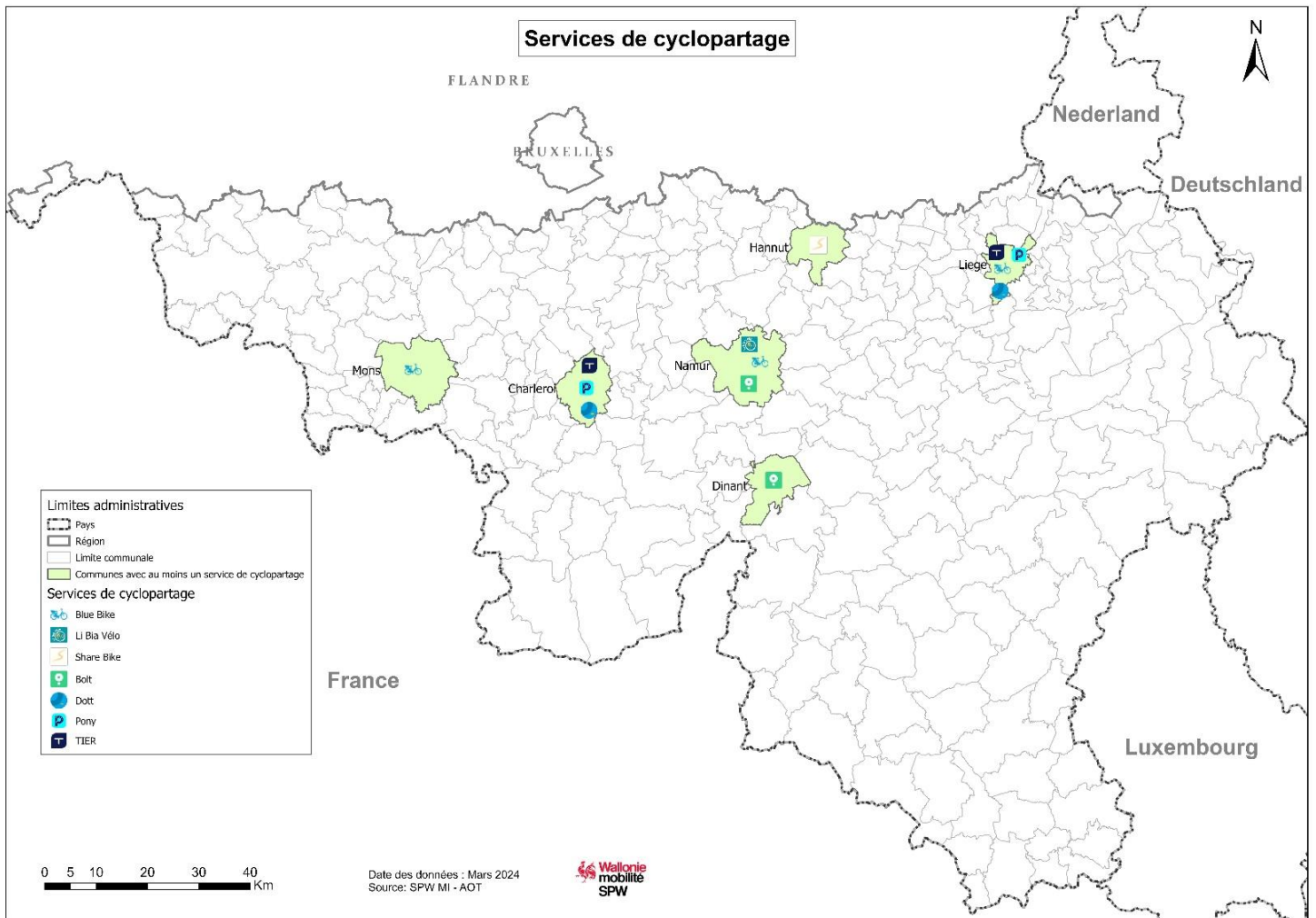
“Li-bia-vélo” service:

- 240 bikes
- 26 stations spread across Namur (Namur, Jambes, Salzinnes and Saint-Servais)
- Between launch in 2012 and 2018 we note:
  - More than 350,000 rentals
  - Usage peaks during rush hours. They are therefore used in particular for commuting.
  - High usage at the Namur train station, which shows that the service has a role to play in terms of intermodality

Services of private bike sharing operators:

- 3180 scooters and 380 electric bikes in Wallonia
  - 1100 scooters and 250 bikes in Liège
  - 720 scooters and 80 bikes in Namur
  - 1,200 scooters and 50 bikes in Charleroi
  - 160 scooters in Dinant
- The journeys made are on average 2 kilometers for a duration of 11 minutes





Map available in large format in annex

## 4. Impact

### Bike sharing:

- Can solve accessibility problems by ensuring the “first and last miles” of a journey and make public transport more accessible, or even possible where it was not before
- Helps reduce congestion and pressure on public transport during peak hours
- Is a good way to discover the advantages of active mobility
- Promotes the integration of cycles and micromobility into the mobility landscape
- Could reduce car use by 5 to 22% in cities<sup>3</sup>
- Participates in tourist attractiveness.

### Nevertheless :

- Parking cycle-sharing vehicles on public roads may constitute obstacles
- In some cases, it replaces more active modes of transport such as walking

<sup>3</sup> Friso Metz Rebekka Karbaumer, (2021). *A Planner's Guide to the Shared Mobility Galaxy*. Share North Academy. <https://share-north.eu/the-guide/>





- The systems must be managed on a daily basis to deal with vandalism on machines and the need to rebalance the fleet in the territory.
- The environmental impact of certain bike sharing systems is debated

## 5. Regional Support

In 2020, a vast project involving a fleet of shared electric bikes for the territory of the province Walloon Brabant was launched by the intercommunal InBW . This project, called SmartMobility, spread over 4 years, received support from the Walloon Region with a grant of €200,000 for the first two years. The objective for Wallonia was for this project to serve as a pilot experience for the implementation of large shared bicycle networks organized by public authorities in collaboration with associations. SA Billy was appointed to be the operator responsible for the project through a public procurement procedure, but an appeal was lodged by one of the candidates. The Council of State decided to suspend the award decision following this appeal. As a result, the project is currently on hold and funds have not been allocated.

Supported by a grant from the “Germaine Tillion” fund of the Walloon Region in the amount of € 842,850.25 between 2014 and 2018 , the ShareABike project is the result of collaboration between researchers from the Universities of Namur and Mons. Pro Velo, joined researchers to launch a pilot project in response to a public market launched by Igretec in 2020. Following the abandonment of the project to create a spin-off by researchers associated with ShareABike , Pro Velo has obtained the operating license for this application and is thus continuing the implementation of the pilot project.

## 6. Strategic link and legal framework

Since the adoption of the decree of July 8, 2021, no operator can organize, without a license, a free floating bike sharing service on the territory of the Walloon Region. The decree of the Walloon Government of August 24, 2023 implements this decree. Three operators have currently requested and obtained a 3-year license in February 2024: **Bolt** , **Poly** and **Dott** .

The recently updated Belgian Road Code sets out a series of rules relating to the use of cycles and transport vehicles on public roads.

Bike sharing contributes to the following SRM projects:

12. Connect neighborhoods in urban areas
14. Develop connection points in urban areas: mobipoints
17. Micromobility devices that come in handy
18. Cycling, when you want you can!

Even if this does not include actions dedicated to bike sharing, we can also make numerous links between bike sharing and the measures of the Wallonia cycling action plan adopted by the Walloon Government among the 4 themes of this plan (governance, infrastructure, services, communication), for example the following measures ( non-exhaustive):

- Ensure the implementation of the Cycling Strategy



- Ensure networking among cycling stakeholders
- Define utility and recreational Walloon cycling networks
- Providing bicycle parking that meets different needs
- Have an offer of bikes to rent, to test
- Develop urban cyclo-logistics
- Develop and disseminate information and user mobilization tools

## 7. Inspirations outside Wallonia

There are numerous examples outside Wallonia of bike sharing (scooters, scooters, bicycles, etc) in its different forms (in stations, free float, etc.) and numerous reports and studies on the subject <sup>4</sup>.

The Brussels region has, on its territory, a wide range of bike sharing, from station sharing with the **Villo service** , active since 2009, to electric scooters and bicycles, including shared electric scooters. The **Good Move observatory** makes it possible to measure the practice of bike sharing in these different forms in Brussels: <https://data.mobility.brussels/home/fr/observatoire/la-mobilite-partagee/>

Let's mention another Belgian example from the Antwerp region (TRA) which, on a regional basis and via the intermediary Lantis , launched a concession market for bikes shared in stations (electric and muscular), for an annual amount of 1.5 million euros, with the aim of having a single system for the entire region. It is the company **Donkey Republic** which won the contract in 2021 for a basic network of 1,650 electric bicycles which the municipalities supplemented on a voluntary basis with 506 additional bicycles (in 17 municipalities).

The city of Bergen in Norway can also be mentioned for its "**Bergen City Bike**" bike sharing system since 2018. It is a system of electric bicycles in stations equipped with fixed terminals which reached, in 2020, 1.000 bicycles, 2.000 terminals and 100 stations. It is possible to rent bikes from docking stations throughout the city from 6:00 a.m. to midnight, but bikes can be returned at any time of the day. The system was selected via a European-wide tender procedure and is managed by the private company "Bergen City Bicycle / Urban Infrastructure Partners". They also operate the Oslo and Trondheim bike sharing systems.

Finally, let's mention, in Brussels and the Netherlands, the example of shared electric scooters in a free floating. In 2016, the **Felyx company** started its activity with 100 e-scooters in Amsterdam (350 in 2020). It then spread elsewhere in the Netherlands and Brussels. Compared to scooters, e-scooters are stronger vehicles suitable for longer journeys. Vehicles are used for different purposes: for travel to work, to the train or metro station and for leisure. The company uses electric cars to replace vehicle batteries. Redistribution of vehicles is rarely necessary. Since e-scooters are stronger vehicles than scooters, they have a much longer lifespan and are much safer to use. Felyx suffers virtually no vandalism problems.

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<sup>4</sup> See for example :

- <https://www.gracq.org/actualites-du-velo/velos-partages-148-villes>
- <https://european-index.fluctuo.com/>



## 8. Ecosystem priorities

During the Open Space, 6 of the 40 topics that emerged were related to bike sharing. These subjects and their related projects are:

### **Blue-bike and small towns: opportunity or loss of energy?**

(no undertaking related only to bike sharing)

### **Creation of shared Belgian velomobiles**

- a) Support the launch of projects to create “velomobiles” and intermediate vehicles
- b) Change the law on e-bikes

### **Encourage shared mobility in real estate projects**

- c) Take shared cargo bikes into account in town planning (mandatory) duties

### **Shared bikes and scooters in mid-sized cities**

- d) Develop a framework for public service delegation (competition by call for tender rather than open market )
- e) Develop a shared micromobility offer that meets the City’s objectives while being attractive for operators
- f) Creation of a guide to good practices and procedures to follow for municipalities wishing to embark on the process, like a “CeMathèque”

### **Local Authority Support for Car Sharing and Bike Sharing**

(no undertaking related only to cycle sharing)

### **Cargo bike (shared) as an alternative to urban travel (or more)**

- g) Encourage the use of (shared) cargo bikes as an alternative to urban travel





## 1. Definition

Transport On-demand (TOD) covers multiple mobility solutions which are not met by public transport offer. It differs from this in that the vehicles, which are generally of smaller capacity, do not take a fixed route and do not follow a precise schedule. It is intended for all Walloon citizens and available throughout Wallonia with particular attention paid to people with reduced mobility and people far from traditional mobility solutions (dwelling in rural areas, vulnerable people, elderly people, etc.).

## 2. Services

The TOD sector is coordinated at the regional level by the SPW Mobilité Infrastructures<sup>5</sup> particularly to offer harmonized supervision (management software, single call number, etc.). The Region is supported in its missions by subsidized partners, the Local Mobility Centrals “Centrales Locales de Mobilité” (CLM), which cover almost the entirety of Wallonia (Brabant Wallon, Charleroi Métropole, Dinant, Luxembourg, Meuse Condroz Hesbaye, Namur, Ostbelgien, Wallonia Picardy) with the exception of certain municipalities in the province of Liège (see map pg 20) and who participate locally in coordinate TOD offers, centralize information and disseminate it to the public and support the development of the TOD sector<sup>6</sup>.

The TOD sector is made up of public (43%) or private (57%) operators. Private operators are mainly **VSEs/SMEs** or **non-profit organizations**. Public operators are, for their part, **municipal administrations**, **“CPAS”** or even **non-profit organizations under municipal management**. TOD operators are approved by the SPW MI (market access) and they offer diverse and varied mobility services meeting the needs of citizens. Services are reserved and provided to citizens according to terms and prices inherent to their status. The TOD meets specific mobility needs of citizens that structuring transport cannot meet. It currently exists in several forms: social taxis, transport of people with reduced mobility (TPRM), etc.

The **Flexitec service** offered in collaboration with the OTW (the bus operator in Wallonia) in certain municipalities in rural areas (Arlon, Hotton, Paliseul, Viroinval, Havelange, Durbuy, Rendeux and Tellin) can be added. It is important to distinguish the TOD, from the “TEC à la demande” services gradually implemented in Wallonia in connection with the redeployment of the TEC offer and which constitutes a new public transport offer operated with vehicles of smaller capacity than a bus, upon prior reservation.

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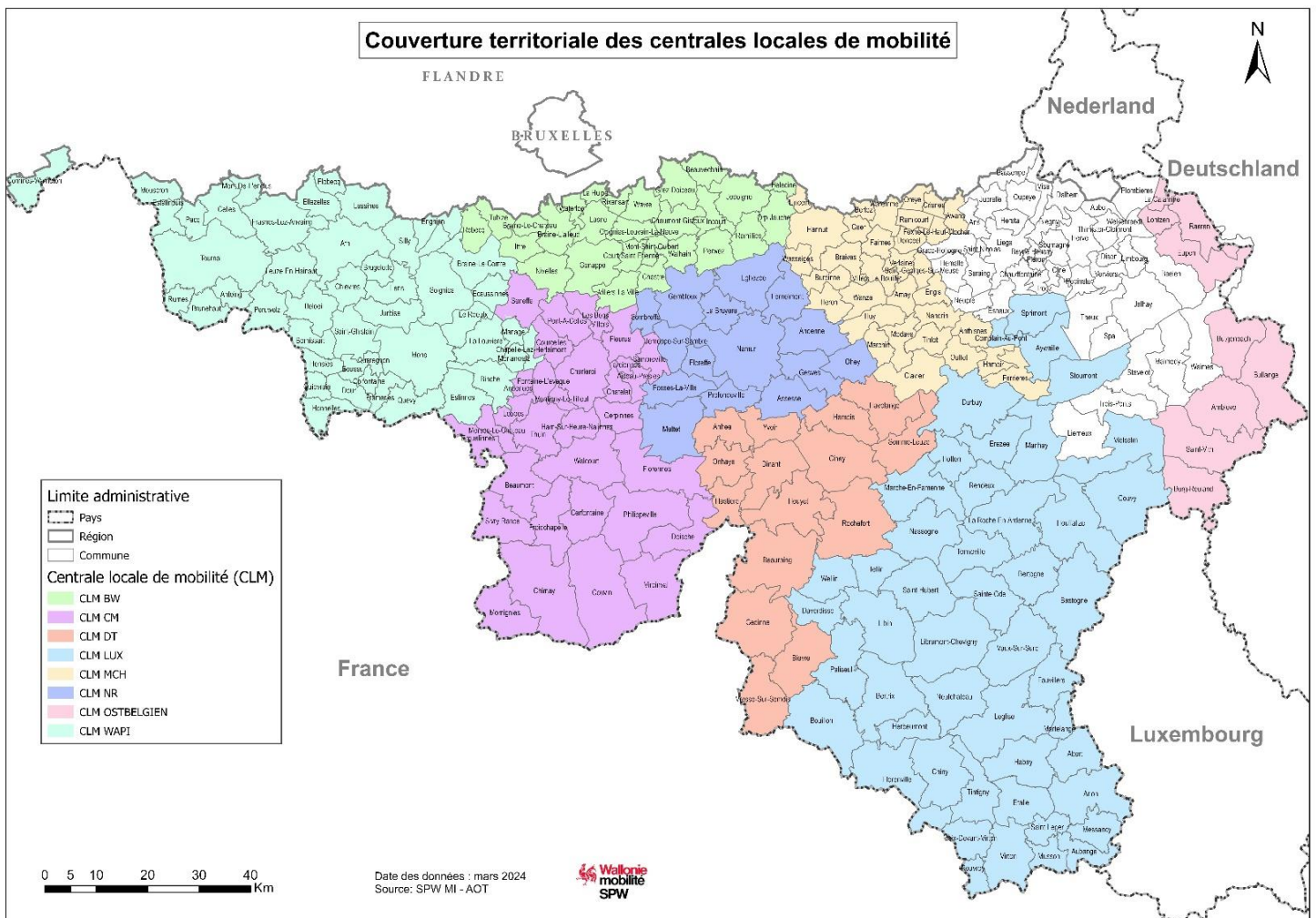
<sup>5</sup> The missions of the Regional Mobility Center were transferred by decision of the Government within the Organizing Authority for Collective and Shared Transport in January 2024.

<sup>6</sup> The missions of the mobility centers were defined by the Government on 07/16/2020.



### 3. Key figures

- 8 Local Mobility Centrals, the majority of which are also operators, cover 84% of the 262 Walloon municipalities in 2023 – the missing coverage is provided by the SPW MI on a temporary basis until one (or several) CLM also covers this area ,
- 600 TOD operators spread across Wallonia (250 public operators and 350 private operators) including 24 subsidized for TPRM.
- Gradual deployment of **Citi'Moov regional** management and planning software at this stage with 53 operators/CLM in 2023, for 156,014 journeys planned in 2023, 5,592 beneficiaries, 196 vehicles used in 2021
- Around 55% of the TAD offer are social taxis
- 1 single call number 0800 54 621 centralized by the CLM, (8,759 calls in 2022, 5,336 calls in 2023)



Map available in large format in annex



## 4. Impacts

The TOD allows:

- To offer an inclusive mobility offer adapted to specific audiences.
- To offer a complementary mobility offer to collective public transport networks, in geographical areas not or poorly deserved and/or in unserved time slots, to all citizens (and mainly to those who cannot access regular transport or specialized)
- A connection to the structuring regular public transport networks on a regional scale (in particular the rail network and the structuring bus network) for those who can use them
- To pool operational resources
- To increase social cohesion through local anchoring.

## 5. Regional support

Wallonia subsidized a non-profit organization (the Regional Mobility Central - “CRM-W”) for 5 years to supervise the TOD in Wallonia, at the end of the agreement binding the CRM-W and the Region, the missions of the CRM-W were transferred to the SPW MI which has assumed them since January 2024.

From an operational point of view, the Region provides citizens with a single toll-free number (0800 54 621) to reserve a journey and/or obtain information for a trip. It also provides operators with a shared IT tool allowing integrated management and planning of journeys ( **Citi'moov** ). This tool is free for public/private operators after training.

The CLMs fulfill different missions inherent to the TOD by sharing the same methodology and aiming for the same objectives throughout the Walloon territory. CLMs are subsidized in 2024 up to €400,000 (for a territory which does not cover the whole of Wallonia - see Key Figures and map)

Wallonia also specifically subsidizes transport operators for people with reduced mobility to the tune of nearly €5 million/year. Implementation is currently carried out by the OTW by delegated mission.

## 6. Strategic link and legal framework

The project 21 of the SRM “The individual or shared taxi to reach the structuring service and meet specific needs” clearly underlines the regional intention to see the transport offer on demand develop in order to enable the most remote people of the structuring network to be able to reach it via the nearest “mobipôle”, other than on foot or by bike.

Transport on-demand is currently governed by the decree of 10/18/2007 relating to taxi services and car rental services with driver. A new decree was adopted on 09/28/2023 but it is not yet in force to date. This is the decree relating to paid transport services for people by road using small capacity vehicles. An order implementing this decree is currently being adopted. This decree will set the date of entry into force of the new decree which provides that for the TOD, operators will be approved either for social purposes or for special purposes.

The CLMs are subsidized based on a decision of the Walloon Government and although their mission is defined in their subsidy orders, no legal basis governs their operation. A decree relating to



the approval of partners and the subsidizing of actions in the areas of sustainable mobility, awareness-raising and education in road safety was adopted on March 25, 2024. Once its implementing order is adopted, it will allow to approve CLMs and optimize the regulation of their activity.

In terms of TPRM subsidies, the Government recorded in 2023 the results of a large study carried out with the sector. A project to implement a new TPRM vision is initiated. In the meantime, TPRM subsidy remains a mission delegated to the OTW via the 2024-2028 public service contract.

## 7. Inspirations outside Wallonia

Flanders recently (January 2024) made the choice to bring together the “**flexvervoer**” on-demand offer to integrate it into the Hoppin<sup>7</sup> strategy which includes, in a single reservation system, all modes of transport complementary to public transport. Compared to previous TOD solutions, the region specifies that *the difference lies in the expansion of the offer. For example, in various municipalities where there were no regular buses, the flexible bus is now available. The available times have also been expanded.*

The **French example** of the community of communes of Saint-Pourçain Sioule Limagne, located in Allier, organizes a TOD service for all of the sixty communes in its territory<sup>8</sup>. The service operates door-to-door in all sixty municipalities in the region, Monday to Friday from 8:30 a.m. to 7 p.m. and Saturday morning. It is open to all, upon prior membership. This is free and allows the user to receive their card and membership number, necessary for any reservation. The reservation is made by telephone in the morning, at the earliest 15 days before the trip, and at the latest the day before. The single fare is €4 (€8 return). This service has the particularity of being usable only once a week (return possible), excluding exemptions for certain audiences and for medical reasons. In 2021, the service had 211 regular users, and more than 6,200 journeys were made for 55,800 km traveled for an operating cost of € 83,600 in 2021.

## 8. Ecosystem priorities

During the Open Space, 3 of the 40 topics that emerged gave rise to projects related to On-Demand Transport, these topics are:

### Inclusion

- h) Reforming the Transport of People with Reduced Mobility

### Shared mobility in rural areas: incentives and pilot experiences

- i) Support and strengthen local mobility centers which have a supra-communal vision and designate the Local Mobility Centers (CLM) as relays for the Mobility Advisor ( CeM )

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<sup>7</sup> <https://hoppin.be/nl/flexbus/>

<sup>8</sup> Source: Cerema , The mobility toolbox in low density areas, 2022



**Create supra-municipal governance to develop mobility in rural areas**

- j) Set up local mobility centers
- k) Revitalize the Regional Mobility Center
- l) Accredite and subsidize Local Mobility Centers







### 1. Definition

The definitions and services in this section and the following one are as stipulated in the “TRPR” decree of September 28, 2023 <sup>9</sup>.

- **“Taxi service”** : *an activity that provides the transportation of individuals using a small-capacity vehicle driven by a chauffeur, for a fixed price within legally established limits, which includes both stand-based taxi service and street-based taxi service, and meets the following conditions:*
  - a) *the vehicle is made available to the public;*
  - b) *the destination is freely chosen by the user;*
  - c) *the provision concerns either the vehicle or each of the seats. In the second case, the total fare of the journey is shared among the users ;*

The decree of October 18, 2007<sup>10</sup> which will be repealed by the entry into force of the TRPR decree defined the term car rental service with driver (LVC) <sup>11</sup>. In the new decree this terminology is replaced by the notion of “ **special purpose transport service** ” defined as follows: *“ the activity which ensures the transport of people by means of a small capacity vehicle driven by a chauffeur, pursuing a specific purpose among those authorized by the Government and which meets the following conditions:*

- a) *the vehicle or one of its spaces is made available to the user for a specific predetermined service under a contract;*
- b) *the destination is agreed by the operator and the user in accordance with the chosen purpose;”*

This notion goes beyond the framework of the previous definition of LVC and partly includes, for example, the transport of people with reduced mobility or collective transport in complementarity with regular public passenger transport services <sup>12</sup>, which fall under the umbrella of on-demand Transport as defined in the chapter of this document dedicated to it.

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<sup>9</sup> Decree on paid passenger transport services by road using small capacity vehicles

<sup>10</sup> Decree on taxi services and car rental services with driver

<sup>11</sup> Car rental services with driver: paid passenger transport services by motor vehicles which are neither taxi services nor collective taxi services, and which are provided by means of vehicles which, according to their type of construction and their equipment, can transport a maximum of nine people - including the driver - and are intended for this purpose and which meet one of the following conditions:

- the car is made available to the public for either a ceremony or a trip lasting at least three hours;
- the car is reserved for transporting customers of a specific hotel;
- the car is made available to a specific person under a contract relating to a set of services to be carried out over a period of at least seven consecutive days ;

<sup>12</sup> TPRP Decree Art.38



## 2. Services

- **Station taxi service** : the taxi service operated using a vehicle equipped with a taximeter or other equipment approved by the Government that fulfills the same functions. Only station taxis are taxis within the meaning of the traffic regulations.
- **Street taxi service** : the taxi service operated exclusively through an electronic transport intermediation service (i.e. the natural or legal person who carries out a remunerated activity allowing, through an electronic platform, to connect operators with individuals wishing to make trips, following a predefined framework).

## 3. Key figures

The Road Transport Regulation Department transmitted the following statistics:

Collective Taxi on 01/07/2023:

- 391 active files (operators)
- 1196 active vehicles

LVC as of 01/07/2023:

- 569 active files (operators)
- 1406 active vehicles

It is possible that operators are authorized both as TC and as LVC (there are therefore duplicates) and that some of these operators are Brussels operators with Walloon authorizations.

The table below shows by district<sup>13</sup> the number of taxis present in relation to the authorized quota:

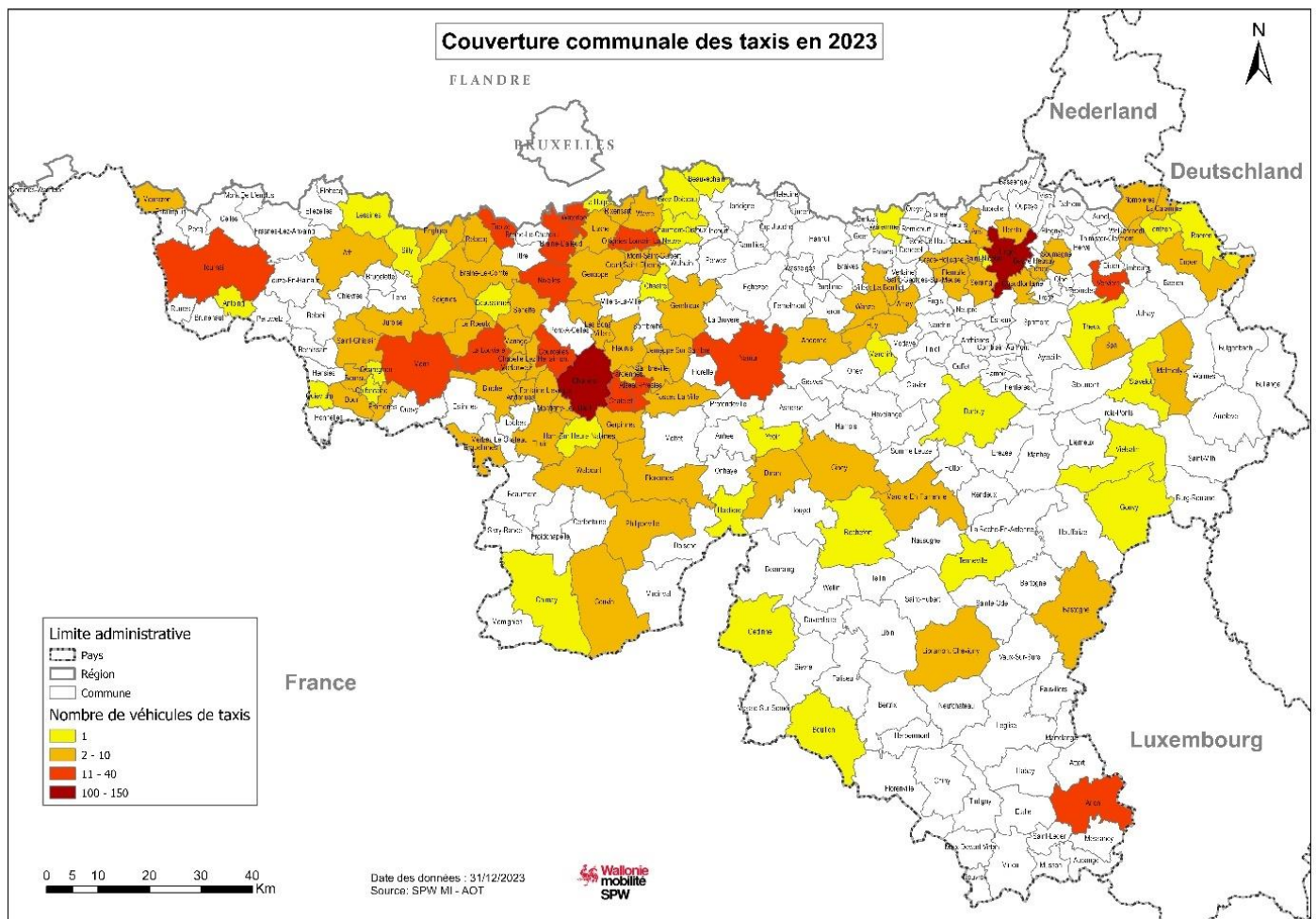
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<sup>13</sup> Data is available at municipal level.



ARRONDISSEMENT	Superficie	NOMBRE D'HABITANTS (Janvier 2023)	Densité population 2023 au km2	NBRE DE VEHICULES (taxis) 2023	Quota 2023 (nbre habit/2500) Nbre max. autorisé
CHARLEROI	472.188	397.930	842,74	225	159,17
LIEGE	796.867	625.192	784,56	145	250,08
NIVELLES	1.090.655	412.770	378,46	99	165,11
NAMUR	1.164.847	322.313	276,70	71	128,93
MONS	584.018	260.164	445,47	66	104,07
VERVIERS	2.018.692	289.639	143,48	47	115,86
LA LOUVIERE	217.771	142.104	652,54	39	56,84
SOIGNIES	355.000	107.556	302,97	36	43,02
TOURNAI	607.890	146.925	241,70	28	58,77
HUY	659.369	115.655	175,40	18	46,26
PHILIPPEVILLE	908.742	66.719	73,42	15	26,69
ARLON	317.276	64.920	204,62	12	25,97
DINANT	1.592.420	112.927	70,92	11	45,17
THUIN	780.461	92.607	118,66	11	37,04
ATH	667.937	130.103	194,78	7	52,04
MARCHE-EN-FAMENNE	953.694	57.527	60,32	7	23,01
NEUFCHATEAU	1.354.571	65.619	48,44	5	26,25
BASTOGNE	1.043.000	50.444	48,36	4	20,18
MOUSCRON	101.172	77.757	768,56	4	31,10
WAREMME	389.852	83.752	214,83	1	33,50
VIRTON	771.185	55.137	71,50	0	22,05
<b>Total</b>	<b>16.847.606</b>	<b>3.677.760</b>	<b>218,30</b>	<b>851</b>	<b>1471,10</b>

And here is the same data in the form of a map at the municipal level:



Map available in large format in the appendix



## 4. Impacts

Similar to On-Demand Transport (TOD), taxis and Chauffeur-Driven Car Rentals (LVC) also allow:

- providing complementary mobility offer to regular public transport networks, in underserved geographical areas and/or in underserved time slots, to all citizens.
- Feeding into the structured networks of regular public transport at the regional level (particularly rail network and structured bus network) and at urban agglomerations level (particularly rail and buses with a high level of service).

However, these services are limited to areas that are economically profitable for private operators.

## 5. Regional support

No regional support, the role of the Region is limited to regulating the sector.

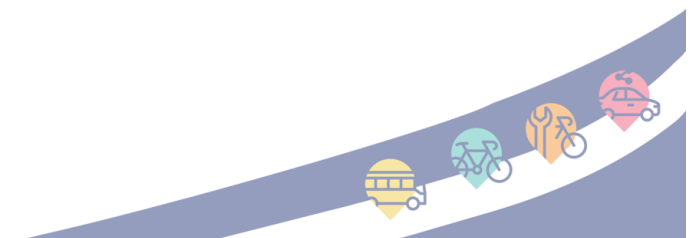
## 6. Strategic link and legal framework

The new decree of September 28, 2023 regarding paid transport services for people by road using small capacity vehicles, once in effect (the date will be determined by its yet-to-be-adopted implementation decree) will repeal the decree of October 18, 2007 concerning taxi services and car rental services with driver. This decree will serve as the legal basis in Wallonia for regulating the taxi and LVC transport sector.

Strategically, the Regional Mobility Strategy clearly articulates, through a specific project, among a total of 35, the role that taxis can play in achieving mobility objectives. This project is titled "Individual or shared taxi to reach the structuring service and meet specific needs", and elaborates on the role taxi should play both as complement to other mobility solutions to access the more structured network at "mobipôles" (other than by bike or on foot) or to fill gaps when these are lacking (for example as a nighttime mobility solution)

## 7. Inspirations outside Wallonia

None.

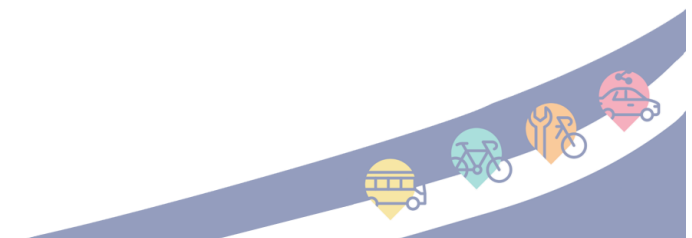


## 8. Ecosystem priorities

During the Open Space, no topics or projects dedicated to taxis and LVC emerged. It will be essential to seek the integration of actors related to this theme into the dynamics, particularly for any potential actions in the future shared mobility action plan that would be dedicated to this area.

That being said, certain topics and projects listed under the themes of governance, Maas and transport on demand are to be connected to taxis and LVC, notably among the following subjects:

- Changing the personal car culture
- Developing shared mobility in rural areas for local journeys (towards local points of interest or to key bus/train stops)
- Establishing supra-municipal governance to develop mobility in rural areas
- Shared mobility in rural areas: incentives and pilot projects
- rethinking company vehicles (from best usage practices to the mobility budget)
- Integrating shared mobility and public transport.





## 1. Definition

Carpooling is defined<sup>14</sup> as the sharing of car journeys by individuals to reduce costs, congestion, and environmental impact. It involves the joint use of private vehicles by non-professional drivers and one or more passengers, on all or part of a journey initially planned by the driver for their own account.

Carpooling is generally not remunerated: any financial exchanges between passengers and the driver are limited to cost-sharing. Financial support for the practice may exist through the implementation of direct financial incentives or tax benefits. However, the driver cannot profit from these contributions and turn carpooling into a professional activity.

In addition, the term carpooling also refers to a carpool service that allows a person to arrange a journey in another person's private vehicle via a dedicated application. This service requires a platform or system where the departure and arrival points of drivers and passengers are collected and matched in an optimized manner.

## 2. Services

The organization of carpooling which requires to make the link between a driver with one or more passengers, can be done according to two principles:

- carpooling between individuals where individuals organize themselves in advance via their own social network (real or virtual) or through online sites or applications that encourage connections between drivers and passengers;
- carpooling, without prior organization, which is based on the use of road traffic as a potential travel offer, with or without dedicated infrastructure (such as designated stopping points for organized hitchhiking or carpooling lines).

Thanks to technological progress and in particular geolocation, a combination of these principles is also possible to move towards dynamic carpooling, which comes closer to an offer adapted in real time for both drivers and passengers.

Concretely, carpooling can be done in different ways.

At the start :

- The passengers meet at the driver's house;
- The driver collects all passengers at home (which involves a detour) or at another requested location;
- Everyone meets at a designated location from which they travel together;

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<sup>14</sup> Source : *A Planner's Guide to the Shared Mobility Galaxy*, SHARE-North Academy, 2021



At the arrival :

- The driver and passengers all go to the same location, which is easiest and most efficient;
- The driver drops off his passengers on his route near their destinations;
- The driver drops off his passengers at a place where they can continue their journey by their own means (active modes, public transport, other drivers) to their destination.

### **Informal carpooling versus formal carpooling**

Informal carpooling, whether planned or spontaneous, refers to individuals who find a carpool partner on their own outside of a fully organized system. Formalized carpooling refers to individuals using a carpooling system<sup>15</sup> or a platform to find carpooling partners. Formal carpooling also makes it possible to integrate several complementary solutions, such as a payment system, the establishment of financial incentives or the provision of guaranteed departures and/or returns for passengers.

### **Short distance versus long distance**

Carpooling apps for short trips are mainly used to bring together commuters for trips that happen on a regular basis (e.g. the “Carpool” app ). These formalized schemes are sometimes subsidized or paid for by employers or communities (outside Belgium). Everyday carpooling, which covers regular mobility needs, is mainly short-distance carpooling, and seems to be the one which offers the most development potential on the scale of a territory such as Wallonia.

Long-distance rideshare services are typically used to bring together individuals traveling between different regions for one-off or irregular trips. In this scheme, drivers have the guarantee that costs are shared (e.g. BlaBlaCar).

### **Provision of infrastructure dedicated to carpooling**

Carpooling parking spaces are available on public roads, on shared private property (such as a shopping center parking) or within companies.

There are distinctions between parking opportunities offered to carpoolers at the start and end of their shared journey:

- Carpooling areas where users can meet to form carpools during the journey (parking lots where carpooling begins), located near the users' starting point or on their route, ideally at least 15 km from the carpooling hub destination.
- Reserved parking spaces at the destination to encourage carpooling and offset organizational constraints. These spaces will have a greater impact if they are competitively priced (ideally free) or if parking pressure is high at the destination. However, this raises the question about system control.

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<sup>15</sup>For example, an organized hitchhiking service allowing users to recognize each other as members of the same community using recognition equipment, constitutes a spontaneous formalized carpooling solution.



Carpooling areas will mostly be freely accessible and the responsibility of public authorities (or their partners), while carpooling spaces at the destination will be more the responsibility of private actors within their own parking infrastructures ( such as within companies or administrations).

Furthermore, carpooling-facilitating infrastructure also includes dedicated **traffic-lanes** for high-occupancy vehicles on the most congested roads. Various systems exist: reserved lanes, lanes shared with public transportation and taxis, permanent or temporary lanes with dynamic management..

### 3. Key figures

#### Carpool parking lots

The Walloon network of carpool parking lots currently encompasses 112 sites, providing approximately 3,700 reserved parking spaces. These spaces, available free of charge, are distributed as follows:

- Municipal parking lots: ~ 450 spaces
- Private parking lots (shared): ~ 500 spaces
- Ecocarpooling parking lots (Province of Liège): ~ 750 spaces
- Regional parking lots (SPW/ Sofico ) = ~ 2,000 spaces

Wallonia aims to expand and densify this network by increasing the number of spaces and the quality of provided equipment. Safety of the infrastructure and complementarity with other services (such as electromobility, local commerce, community services, etc.) will also be particular points of focus.

Currently, around fifty potential sites have been identified and investments have been prioritized, based on objective criteria: optimal location, pre-existing demand, gaps in the current network and carpooling potential.

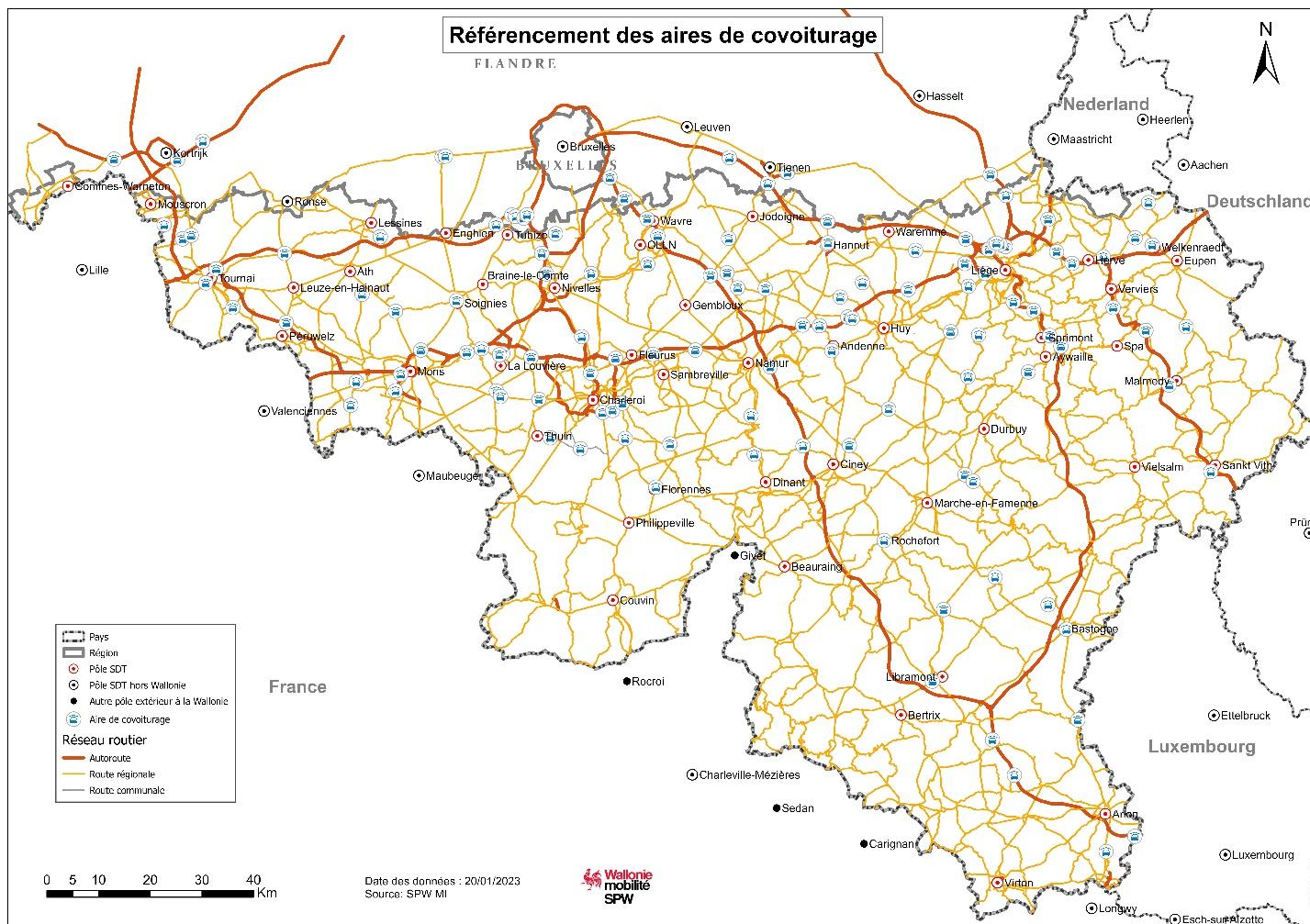
By 2027, Wallonia will lead<sup>16</sup> the **establishment of around twenty new carpooling sites** to encourage a reduction in the use of individual cars in the travels of Walloon citizens. In total, this represents an **increase of around 30%** that will be added to the current offer.

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<sup>16</sup> As part of the Wallonia Recovery Plan, the Feder programming and the Mobility for All Investment Plan 2020-2026.







Map available in large format in annex

### Traffic lanes 2+

The E411 motorway benefits, in Walloon territory, from a carpooling lane from Wavre to Brussels and from Arlon to the Grand Duchy of Luxembourg.

No lane is yet dedicated to carpooling in the penetrations of Walloon urban centers.

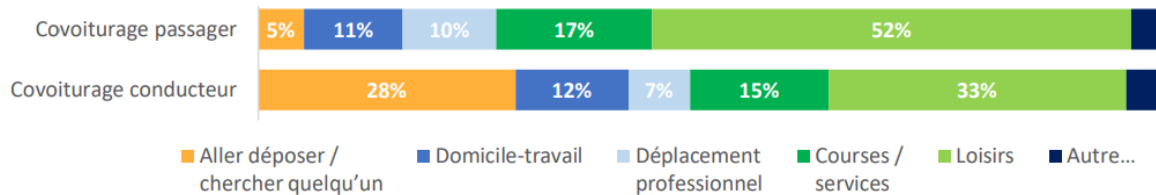
Special attention will need to be given to the control measures for the use of these lanes.



## Statistics

According to the federal survey “Monitor”<sup>17</sup>, carpooling<sup>18</sup> (as a driver or passenger) is limited to very occasional use. Carpooling is not highly favored by Belgians and its modal share appears to be marginal, both as a driver (2.3%) and as a passenger (1.8%).

Women carpool significantly more than men, except for those over 65. This higher use of carpooling manifests itself as a passenger, with use of carpooling as a driver being roughly equivalent between the two gender. The percentage of carpool drivers also tends to increase with age. In terms of travel reasons, carpooling is mainly carried out for non-professional trips.



Graph from the MONITOR report (2017), page 33.

Generally, during peak hours, over 80% of vehicles are occupied by solo drivers only. This results in a vast number of available but unused seats in vehicles, which could be utilized through carpooling.

If we focus exclusively on home-work travel<sup>19</sup>, we see that the share of carpooling remains relatively low in Wallonia (around 3%), even if this constitutes the highest average in Belgium. Moreover, since 2005, this figure has been gradually declining, while at the same time, the share of people using the car for commuting (alone or with others) remains stable or even increases slightly (over 87 % in Wallonia in 2021).

Interpreting carpooling figures remains challenging because not all surveys and data collection methods necessarily rely on the same definition of carpooling. Depending on the case, only the primary mode of transportation or the most frequently used one is identified. This effectively excludes partial carpooling usage (e.g., through intermodality or one day per week) and raises questions about accounting for the increasing adoption of telecommuting.

<sup>17</sup> Source : [mobilit.belgium.be/fr/publications/enquete-monitor-sur-la-mobilite-des-belges](https://mobilit.belgium.be/fr/publications/enquete-monitor-sur-la-mobilite-des-belges)

<sup>18</sup> Any trip that includes several people in the same vehicle and who are not part of the same household is considered carpooling in MONITOR.

<sup>19</sup> Source: *Federal survey on home-work travel 2021-2022*, carried out by the FPS Mobility and Transport among employers with more than 100 people.



## 4. Impacts

H The benefits of carpooling are numerous:

- **Financial impact** : a direct and significant economic impact (reduction in the number of trips and sharing of transport costs), possible tax deductibility.
- **Environmental impact** : reduced congestion, pollution and noise!
- **Well-being/health benefits** : social contacts, conviviality, relaxation (less stress on the road and in traffic jams), fewer road accidents (drivers are more responsible than solo drivers).
- **Space planning** : reduced parking requirements at the destination, which frees up space for other needs.

## 5. Regional support

### Carpool parking lots

As part of the investments in the “Wallonia Recovery Plan”<sup>20</sup>, € 10.7 million are dedicated to the construction of 11 carpooling parking lots planned by 2026:

Territorial Directorate SPW-MI	Parking identification	Finalization	Number of places
Walloon Brabant	Tourinnes -Saint-Lambert (E411 – exit 10)	2026	100
Charleroi	Courcelles (E420 – exit 22)	2024	100
Charleroi	Gosselies (E42/N5 – exit 16)	2025	100
Cork	Villers-le-Bouillet (E42 – exit 6)	2024	50
Cork	Soumagne ( E40 – exit 37)	2024	43
Luxembourg	Arlon (E411 – exit 31)	2024	200
Luxembourg	Habay (E411 – exit 29)	2024	150
Namur	Wierde (E411 – exit 16)	2025	100
Namur	Achêne (E411 – exit 20bis)	2025	100
Namur	Rhisnes ( E42 – exit 12)	2026	75
Verviers	Eupen (E40 – exit 38)	2025	100
<b>TOTAL</b>			<b>1.118</b>

<sup>20</sup> <https://www.wallonie.be/fr/plans-wallons/plan-de-relance-de-la-wallonie>



In addition, there are a few additional projects funded under the PIMPT or the FEDER Fund:

- Corroy-le-Grand, Hélécinne and Nivelles in Walloon Brabant (PIMPT)
- Ciney-Biron, Walcourt- Somzée and Couvin in the province of Namur (FEDER).

From 2019 to 2023, a contract was awarded to Espaces-mobilités (for € 340,000) for the development of the Walloon of carpool parking network lots to manage the parking sharing program and prioritize investments. This contract also enabled the production of a **vade mecum** (currently being finalized) with a view to ensuring the consistency of the development of carpool parking lots in Wallonia.

### Practice of carpooling

The Region supports, through a subsidy of €275,000 in 2023, the partner **Mpact** active in Belgium which carries out actions to raise awareness about carpooling and which offers a range of tools for its implementation (ea. carpool.be, mobicalendar ).

As part of a €162,000 grant awarded to **autostop solidaire** in the southern part of the Luxembourg province, the region supports this pilot project to set up a “supervised” and secure hitchhiking network in 12 municipalities.

## 6. Strategic link and legal framework

The Regional Mobility Strategy aims to promote carpooling to achieve an **average occupancy of 1.8 persons per vehicle** by 2030, compared to 1.3 in 2017..

Project 23 of the SRM “Increase the vehicle occupancy rate through carpooling” explicitly articulates how carpooling can contribute to the FAST mobility objectives of Wallonia and the objectives of PACE and underlines that encouraging carpooling must involve improvement of 3 important factors for workers: the time factor, the convenience factor and the financial factor, to have a real impact.

## 7. Inspirations outside Wallonia

In recent years, the French government has strongly supported carpooling through investments reaching €150 million in 2023. The 3 key measures of the National Daily <sup>21</sup> **Carpooling Plan** , which each represent 50 million euros, are as follows:

- A €100 grant for first-time drivers
- Support for carpoolers in addition to local authorities, based on a 1:1 principle (€1 from the State for €1 from the community)
- Mobilization of the Green Fund to the tune of €50 million in 2023 to support communities, particularly to finance carpooling areas and lines.

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<sup>21</sup> [https://www.ecologie.gouv.fr/sites/default/files/22243\\_plan-Covoiturage\\_DP\\_V2maj.pdf](https://www.ecologie.gouv.fr/sites/default/files/22243_plan-Covoiturage_DP_V2maj.pdf)



In particular, the development of **carpooling lines**<sup>22</sup>, such as developed by the operator ecov<sup>23</sup> in the regions of Lyon<sup>24</sup>, Grenoble<sup>25</sup> or even Rennes<sup>26</sup> or by the operator illicov<sup>27</sup>, could be considered in Wallonia where the potential and road traffic make them possible.

Several operators are present in France, they are sometimes selected by public procurement in a region and thus alone. At other times, they compete without the region limiting the number of operators. These operators are **Blablacar Daily, ecov, Karos, MobiCoop and Ynstant**.

## 8. Ecosystem priorities

During the Open SPACE, 7 of the 40 topics that emerged led to initiatives specifically related to carpooling. These topics are:

### **Develop shared mobility in rural areas for local journeys (towards local centers of interest or to key bus/train stops):**

- m) Design at the regional level and provide municipalities and groups of residents with a local carpooling platform

### **Shared mobility in rural areas: incentives and pilot experiences**

- n) Communities invite their members to opt for carpooling (incentives: gift, similar to BEBAT at school)
- o) What incentives can there be to encourage the practice of carpooling for commuting? (Financial incentives - such as a €X bonus after the first carpool, prizes to be won, parking spaces, etc.)

### **How can public authorities support carpooling?**

- p) Analyze the potential (and identify high-potential locations) for the development of carpooling lanes

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<sup>22</sup> Carpooling lines represent a new mobility solution, which is based on the principle of everyday carpooling and vehicle sharing by private motorists, but by establishing a high level of service for users and the community. The service is organized on priority routes with physical stops and using its own and dynamic communication tools, in peri-urban or rural areas which cannot be effectively covered by the traditional transport offer. Carpooling lines thus complete the range of mobility solutions, in order to be able to take advantage of the spaces available in vehicles, as compensation or in addition to public transport in the area served, but at a much lower cost. In this context, carpooling parking lots and intermodality locations constitute ideal places to develop the backbone of carpooling lines if the potential is proven, thus further reinforcing the positive impact of these infrastructures on modal shift.

<sup>23</sup> <https://www.ecov.fr/fr>

<sup>24</sup> <https://www.lanemove.com/>

<sup>25</sup> <https://www.lignesplus-m.fr/>

<sup>26</sup> <https://www.star.fr/se-deplacer/covoiturage/start>

<sup>27</sup> <https://illicov.fr/>



### **How to integrate short-distance carpooling into daily habits?**

- q) Offer a financial incentive to employer to promote/facilitate carpooling within their company instead of the financial advantage of the company car
- r) Develop an unsolicited Matching strategy for carpooling in businesses, schools, communities (leisure, sports, etc.)
- s) Importance of the role of employers in the implementation of carpooling

### **The use of bus lanes for carpooling**

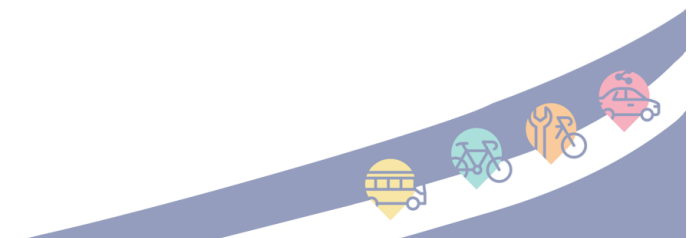
- t) Carpooling: establish rules, including checks and penalties, with a differentiated approach by type of road or location
- u) Test and evaluate access to carpooling for more than 3 people on a new bus lane
- v) Carry out a benchmark

### **Rethinking company car!**

- w) Change in rules regarding company cars: different taxation? suitable marketing?

### **Hitchhiking is great!**

- x) Fix the central axes (+ traffic) (study, test with incentives, conclusive experiments, etc.)
- y) Conduct an awareness campaign on the practice of hitchhiking to restore confidence in this practice
- z) Alternatives to the car campaign before the auto show
  - aa) Free online carpooling study (start from CovoitStop )
  - bb) Communication campaign (advantages, alternatives, etc.)
  - cc) Reflecting on what already exists ( CovoitStop , Mobi -coop...)





## 1. Definition

Car sharing is a system that allows users to use locally available cars at any time and for any duration, thus reducing the need for individual private cars.

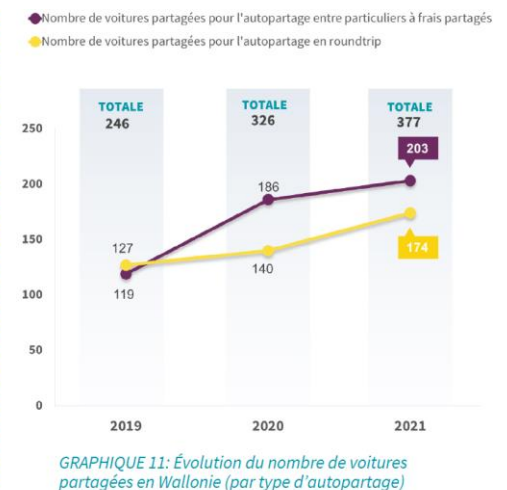
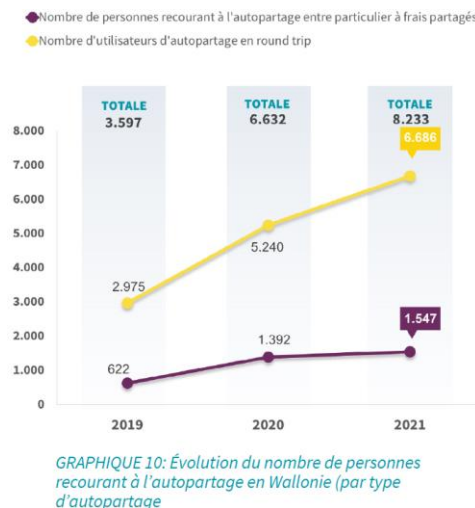
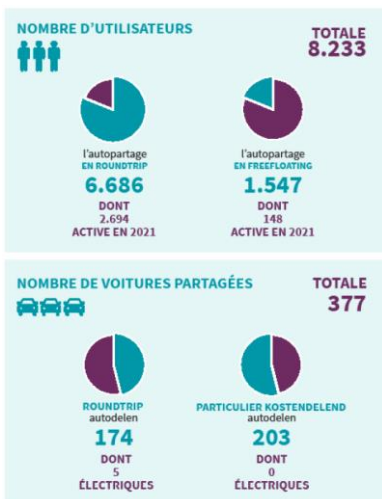
## 2. Services

There are several types of car sharing <sup>28</sup>:

- Car sharing with fleet vehicles (station based or free-floating) ;
- Car sharing of private vehicles (“neighborhood” or peer-to-peer at market prices) ;
- Car sharing of vehicles owned by communities (or pooling of company fleets) ;
- The emergence of the collaborative economy and citizen cooperatives.

## 3. Key figures

The figures below present the situation in Wallonia regarding the number of shared cars and users <sup>29</sup>.



<sup>28</sup> notably sources: CeMathèque N°53, April 2022 / Report on carsharing in 2021, Autodelen.net, January 2021)

<sup>29</sup> Source: Autodelen.net “Report on carsharing in 2021”, data for Wallonia: [https://www.autodelen.net/wp-content/uploads/2022/01/Jaarrapport\\_finaal-FR.pdf](https://www.autodelen.net/wp-content/uploads/2022/01/Jaarrapport_finaal-FR.pdf)



**Cambio** has been the operator present in Wallonia since 2002, offering station-based carsharing of fleet vehicles. To date, there are 4,805 Cambio users in Wallonia for 219 vehicles distributed among 85 stations in 16 Walloon cities (in chronological order of appearance of the service: Namur, Ottignies Louvain-la-Neuve, Liège, Mons, Ciney, Arlon Charleroi , Gembloux, Verviers, Wavre, Tournai, Nivelles, Mouscron, Neufchâteau, Soignies, Libramont and soon in Braine-le-Comte). Although the current stations do not yet meet the objective targeted by the SRM for car sharing (1 car per 1000 inhabitants), these municipalities have a combined population of nearly 1M inhabitants. The gradual deployment has been carried out in close partnership between the operator and the relevant cities and municipalities, which have regularly participated financially<sup>30</sup> in the initial deployment of services.

The operator **Poppy** has been present in Liège since the beginning of 2023 and offers 80 free-floating vehicles (including 5 utility vehicles). A partnership was established with the city to provide free parking spaces and thereby frame the scope of Poppy's service within the municipal territory. The services are more frequently used from Thursday to Sunday, indicating that the target audience is more leisure-oriented rather than daily commuters. A user makes between 4 and 6 trips per month. Poppy also offers its services at Charleroi Airport, enabling travel to and from the airport from the cities where it operates..

**Wibee** offers a service that allows peer-to-peer vehicle sharing. To date, there are 26 vehicles in Wallonia operating under this system.

**Cozywheels** is a platform for sharing private vehicles between neighbors. In total there are 203 vehicles shared between neighbors, with an average of 3.6 active users per shared car for peer-to-peer sharing.

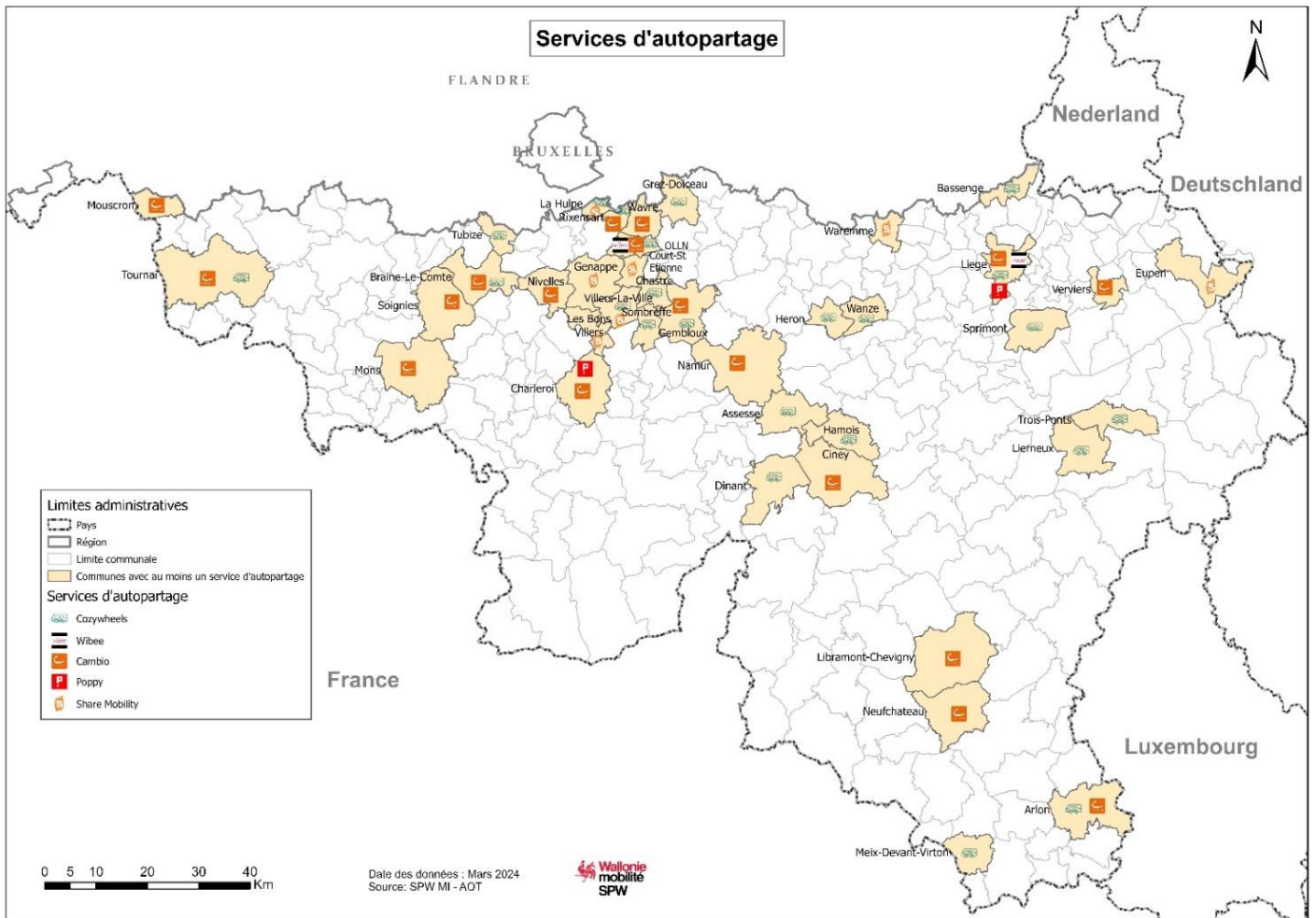
Finally, let us cite examples of municipal initiatives such as in La Hulpe, Genval, which offer shared electric vehicles available to everyone, but with special provisions for municipal employees during the day. These solutions have been implemented through tenders launched by the municipalities and awarded to various operators (automotorshare, Neri Share, GSL Share Mobility, Omnia Share, etc.). These operators, backed by groups of car dealerships, are federated under an umbrella company: **Share4mobility** . Together they could ensure national coverage.

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<sup>30</sup> up to €5,500 per year per conventional vehicle and €6,600 per year per electric vehicle (provided that the electrical infrastructure is made available). Part of this amount is gradually returned to the municipalities depending on the use of the vehicles to reach a total cashback from the moment a car drives 20 to 25,000km







Map available in large format in annex

## 4. Impact

The development of carsharing should contribute to the goal of modal shift (in addition to other mobility solutions such as public transport) and to the reduction of travel (as the absence of a first or second personal car inherently reduces the kilometers traveled). It also contributes positively to reducing congestion.

Depending on the type of carsharing, the replacement rate ranges from 3 (peer-to-peer) to 16 (organized fleet), meaning that one shared car replaces 3 to 15 individual cars<sup>31</sup>. The type of carsharing with fleet vehicles offers the highest replacement rate.

Carsharing users are predominantly also users of public transport, with these different solutions providing them with complementary options in terms of purposes, destinations, and time ranges.

<sup>31</sup> Source: Autodelen, Carsharing Impact Report 2022 and "A planner guide to the Shared Mobility Galaxy", SHARE-North Project 2021



## 5. Regional support

There is currently no regional support for carsharing. Subsidies are sometimes granted at the municipal level in a cashback system where the initial investment by the municipality is recovered based on vehicle usage thresholds.

It is worth noting that TEC (and SNCB) are shareholders of Cambio.

## 6. Strategic link and legal framework

There is no specific legal framework for carsharing in Wallonia. The provision of parking spaces and/or charging stations is currently being organized between municipalities and operators.

The project 22 of the SRM, “Massively deploy the use of shared cars”, clearly highlights the regional intention to increase the availability of shared cars to **1 car per 1,000 inhabitants by 2030**, which represents 10 to 12 times the current offer. Several avenues are envisaged in the SRM for the development of car sharing:

- The pooling of public fleets by administrations or other entities
- Public intervention to cover operator deficits to accelerate the deployment of the service
- The development of pilot carsharing operations between individuals in peri-urban or even rural areas or between companies in the same area of activity
- The extension to car sharing of the measures put in place for carpooling (traffic on dedicated lanes, etc.).

The table below puts into perspective the statistics of the municipalities in the SDT centers (population and area) with the SRM's goals for car-sharing and the current car-sharing availability in Wallonia:

Municipalities (SDT centers)	Population	Area (km <sup>2</sup> )	Pop density	Objective SRM car-sharing vehicles	Number of Cambio Vehicles	Number of Poppy Vehicles
<b>Charleroi</b>	202,746	103	1969	203	11	
<b>Cork</b>	197,217	69	2873	197	63	80
<b>Namur</b>	111,432	176	634	111	47	
<b>Mons</b>	95,887	148	650	96	16	
The louvière	81.138	65	1257	81		
<b>Tournai</b>	69,083	215	321	69	7	
<b>Mouscron</b>	58,767	41	1447	59	2	
<b>Verviers</b>	55,290	33	1675	55	3	
<b>Wavre</b>	34,748	42	825	35	4	
<b>Ottignies-Louvain-la-Neuve</b>	31,316	33	938	31	38	
<b>Arlon</b>	30.081	119	253	30	6	
Ath	29,494	128	231	29		
<b>Nivelles</b>	28,883	61	475	29	4	
<b>Soignies</b>	28,271	111	254	28	1	



<b>Gembloux</b>	26.141	96	271	26	9	
Huy	21,238	48	446	21		
Eupen	19,762	96	206	20		
Marche-en-Famenne	17,591	122	144	18		
Peruwelz	17.120	61	281	17		
<b>Ciney</b>	16,706	148	113	17	4	
Bastogne	16,276	173	94	16		
Wareme	15,444	31	500	15		
Sprimont	14,909	75	200	15		
Thuin	14,703	77	192	15		
Jodoigne	14,357	74	195	14		
Couvin	13,838	207	67	14		
Dinant	13,374	100	134	13		
Malmedy	12,797	100	127	13		
Rochefort	12,571	166	76	13		
Aywaille	12,394	80	155	12		
Virton	11,341	96	119	11		
<b>Libramont-Chevigny</b>	11,320	179	63	11	2	
St. Vith	9,779	147	66	10		
Philippeville	9.201	157	58	9		
Beauraing	9.157	175	52	9		
Bertrix	8,844	139	64	9		
Vielsalm	7,886	141	56	8		
<i>Neufchâteau (excluding SDT centers)</i>	<i>8.041</i>	<i>114</i>	<i>70</i>	<i>8</i>	<i>2</i>	
<b>Total</b>	<b>1,389,143</b>			<b>1389</b>	<b>219</b>	<b>80</b>

## 7. Inspirations outside Wallonia

Belgium : looking at the situation of the historical station-based car-sharing operator, the number of users in Wallonia (4,805 users) represents 6.8% of the total Belgian users (70,398 users). In terms of vehicles, 8% of the fleet (214 vehicles) is in Wallonia (2,623 vehicles in total). Additionally, 13% of Cambio's fleet is electric, but these vehicles are not located in Wallonia.

Elsewhere : by comparison, the city of **Madrid** (3.4 million inhabitants) has a car sharing fleet of 3,800 vehicles. Brussels and Ghent are in 2nd and 3rd position after Madrid for their car sharing offer.

Let's also mention Getaround . Founded in 2009, Getaround is a rental platform that includes private and professional owners offering their car(s), and drivers who rely on these vehicles for their on-demand mobility needs. Getaround is now present in more than 950 cities across 8 countries (including Belgium)

The city of Paris has decided to encourage the development of shared cars by creating a car-sharing label. Labeled operators can benefit from general communication assistance, attractive parking rates in car parks and on-street parking spaces.



## 8. Ecosystem priorities

During the Open Forum, 7 of the 40 topics that emerged led to projects specifically related to car sharing. These topics are:

### Village and neighborhood shared cars

- dd) Sharing a municipal/regional shared car fleet
- ee) Stimulating the creation of local car-sharing groups
- ff) Communication within local groups (schools/sports groups/scouts and information via social networks)

### Vision of electric car sharing

- gg) Creating an energy mobility ecosystem working group with SPW and operators
- hh) Creating a working group with SPW (i) mobility (ii) energy (iii) territorial planning and operators
- ii) Do benchmarking to understand how/why it works among our neighbors (Luxembourg)

### Shared mobility in rural areas: incentives and pilot experiments

- jj) Municipal administration fleet in car sharing (entire public fleet)
- kk) Support peer-to-peer car sharing by municipal administrations

### Encouraging shared mobility in real estate projects

- ll) Including Cambio car-sharing in urban planning requirements
  - o Collaboration commitment to validate the project
  - o Making cars available through a financial plan in the form of cashback, where the more the car is used, the less it costs
  - o The developer ensures communication with residents
  - o The cars are accessible to all customers with a subscription
  - o Better operation in urban areas

### Shared mobility linked with co-housing

- mm) Public communication on car sharing

### Local Authority Support for Car Sharing and Bike Sharing

- nn) Development plan for car-sharing services at the Walloon level (in parallel with the development of “mobipôles”) as part of the recovery plan
- oo) Training on car sharing and shared bikes: issues, levers, obstacles, etc.
- pp) Proposal of models (municipal regulations, standard specifications, service providers, etc.)

### The redesigned company car!

- qq) Making the company car accessible to car sharing



## 1. Definition

**MobiPôles** are connection points on the structuring public transport network (i.e. railway stations, bus stops on express and main lines, tram and metro stops). These are “hubs” where various service offerings (shared bikes, shared cars, shared cargo bikes, etc.) and mobility infrastructures (friendly waiting areas, bike parking, charging stations, etc.) converge, tailored to the local context.

**MobiPoints** are also mobility centers that integrate different types of shared and sustainable mobility, without being directly connected to the structuring public transport network . MobiPoints are situated in more urban or denser context, where not owning a vehicle is more realistic .

## 2. Services

In 2021, following a working group led by the SPW MI, a typology of target expected to be found in MobiPôles or MobiPoints was established and serves as a reference for any mobipôle/mobipoint project co-financed by the region. This typology is based on the classification of Walloon stations<sup>32</sup> and the hierarchy of the TEC network to define the types of mobipôles and lists the functionalities to be developed according to these types of mobipôles.








Fonctionnalités cibles selon le type de mobipôles/mobipoints en Wallonie		Gares régionales <sup>1</sup> (+ de 8.000 montées / jour de semaine)	Gares supra-locales <sup>1</sup> (entre 500 et 8.000 montées) de destination ou mixte (destination et origine)	Gares supra-locales <sup>1</sup> (entre 500 et 8.000 montées) d'origine Gares locales <sup>1</sup> Gares Bus (hors gare train) Stations de métro en ouvrage	Arrêts de Bus sur lignes structurantes (Express, Tram, BHNS, métro, ...) Gares de proximité (moins de 60 montée)	Points non urbains de multimodalité sans Transport Public structurant	Points urbains de multimodalité sans Transport Public structurant
							
Volume estimé en Wallonie		5	20	230	340	-	-
<b>MOBILITÉ</b>							
<b>Mobilité active (piétons)</b>							
Sur le site d'intermodalité	Trottoirs et passages piétons larges et sécurisés sur le site et pour l'accès immédiat						2
	Proximité entre modes pour un transfert court et intuitif						2
	Chemins internes présentant un niveau de confort, de sécurité et efficacité renforcé						2
	Aménagements « 100% PMR proof » sur le site						2
	Espaces de séjour permettant d'autres fonctions que la circulation						2
	Signalétique de balisage vers les modes disponibles sur le site et vers les points d'intérêt (POI) aux alentours avec mention de la distance/temps de parcours de marche						7
A proximité	Location de matériel pour les PMR (chaises roulantes, tribunes, poussettes,...)						2
	Chemins de rabattement continus et présentant un niveau de confort, de sécurité et efficacité renforcé (dans un périmètre de 1,5km)						2
	Continuité du balisage vers les points d'intérêt (POI) et quartiers avoisinants						7
<b>Mobilité active (cyclistes)</b>							
	Proximité entre modes pour un transfert court et intuitif						2

Table: extract from the typology of target functionalities at mobipôles/mobipoints <sup>33</sup>

<sup>32</sup> Atlas of Wallonia Stations, CPDT - 2019

<sup>33</sup> Full document: [https://securotheque.wallonie.be/files/wp-content/uploads/Fiches%20th%c3%a9matiques/C%20Equipements/C.2.02.08.001%20Typologie%20Mobipole\\_mobipoint\\_PI\\_MACI.pdf](https://securotheque.wallonie.be/files/wp-content/uploads/Fiches%20th%c3%a9matiques/C%20Equipements/C.2.02.08.001%20Typologie%20Mobipole_mobipoint_PI_MACI.pdf) ) and in annex



The typology is organized to respect the order of priorities of the STOP principle legitimized in the Decree of April 1, 2004 concerning sustainable mobility and accessibility following its 2022 revision. According to this principle, developments are prioritized according to needs of users in the following manner:

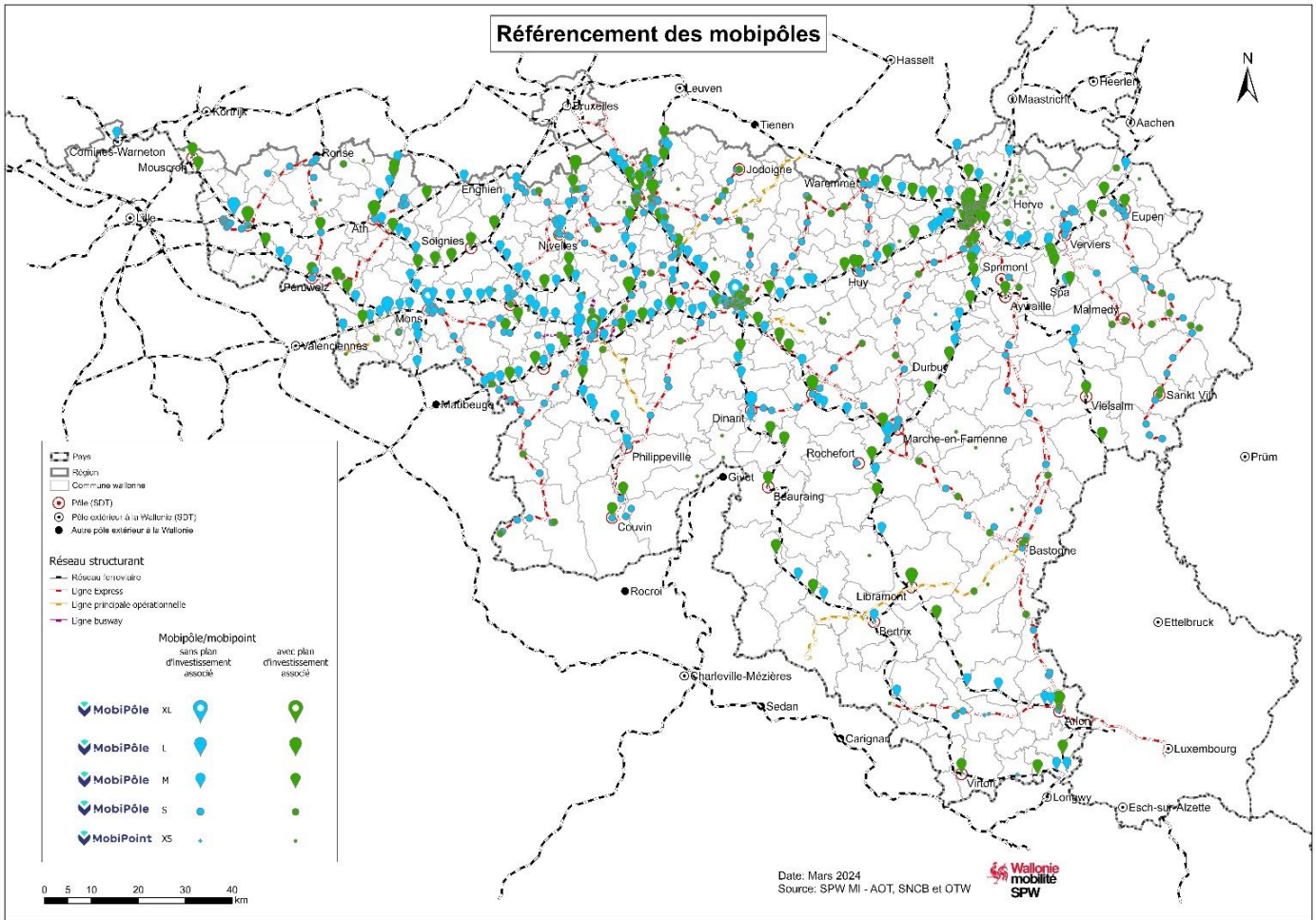
1. developments in favor of pedestrians;
2. developments in favor of cyclists;
3. developments in favor of public transport, private collective transport such as taxis, shared cars or carpooling;
4. developments in favor of individual transport such as overflow parking lots;



### 3. Keys figures

Based on the definition of mobipôles, it is possible to establish a list of locations identified to become mobipôles (potential mobipôles) which correspond to all structuring public transport stops (railway stations, express bus stops , ...). There are 569 of these potential mobipôles. These serve as a basis for local actors to refine, in the territory, the actual locations where mobipôles will develop (for example within the framework of the PIMACI call for projects, during studies such as the PUM or TEC service redeployment studies). To date, 200 of the potential mobipôles have been confirmed by an intention to make specific enhancements or to improve active mode paths to them. The potential and confirmed mobipôles are indicated on the map below.





Map available in large format in annex

## 4. Impacts

The development of Mobipôles and Mobipoints aims to achieve the regional objectives of modal shift from individual car use to active modes and public transport. The objective is to offer complementary mobility solutions by directing users towards public transport, thus contributing to the reduction of CO2 emissions. Mobipôles and mobipoints are the physical materialization, in public space, of the existence of multiple mobility solutions and the possibility of combining these solutions; therefore, they play the dual operational role of allowing these solutions to occupy public space and making them visible to citizens.

Furthermore, a mobipôle/mobipoint integrated into its environment can play a role that goes beyond mobility in terms of social cohesion, revitalization of neighborhoods and local economy, depending on the additional development that can be implemented (coworking spaces, recreational areas, small shops, etc.).

## 5. Regional support

In 2021, the Government initiated a drawdown right related to the Communal Active Mobility and Intermodality Investment Plan (PIMACI). The Government's objective is to significantly increase support for active mobility and intermodality policies carried out by municipalities. This drawdown



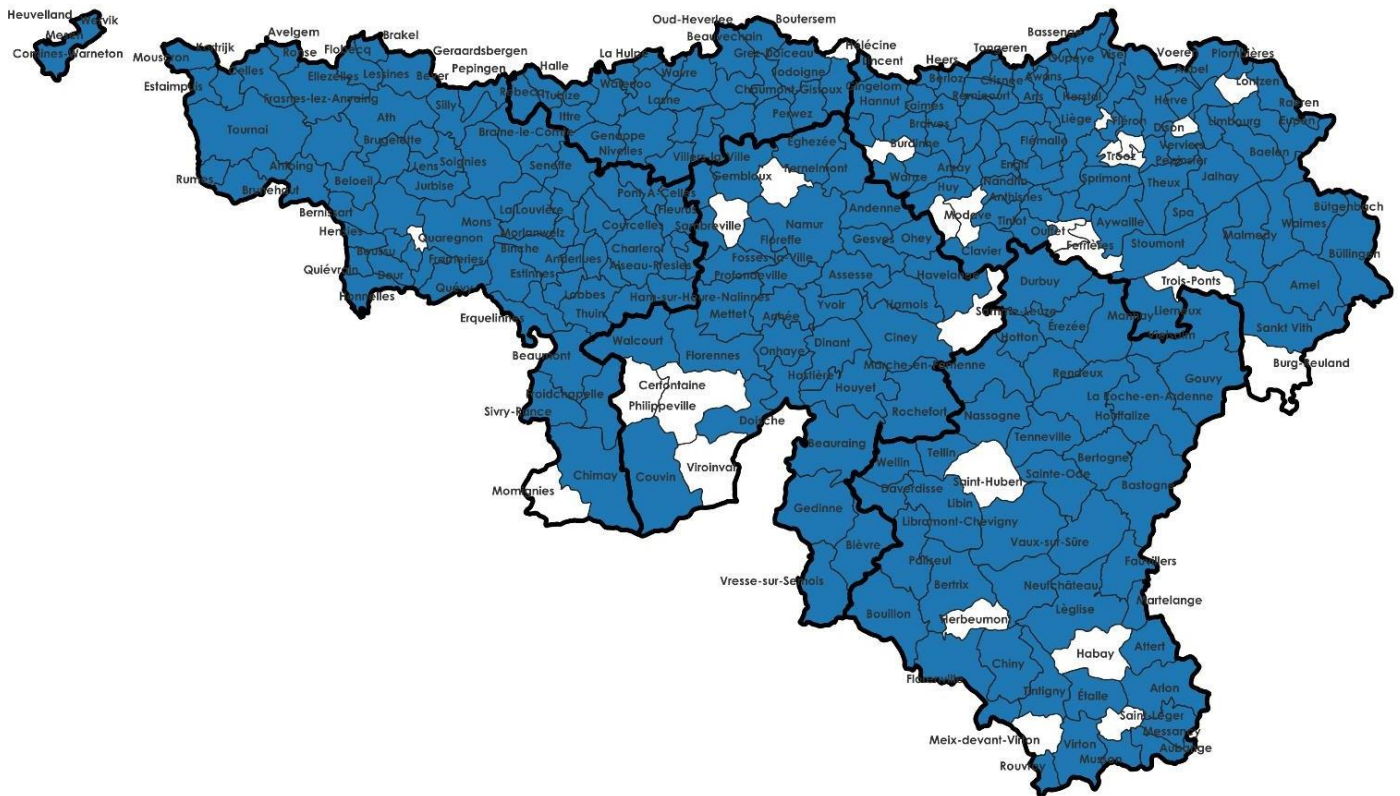
right allows for the implementation of cycling and pedestrian facilities as well as facilities promoting intermodality through mobipôles.

To support all Walloon municipalities in the development of active mobility and intermodality, the Walloon Government has granted a subsidy of 210 million euros to them through a drawdown right. This subsidy enables municipalities to implement three types of developments:

- 1) Cycling facilities (50% of the subsidy)
- 2) Pedestrian facilities (20% of the subsidy)
- 3) Facilities promoting intermodality through mobipôles (30% of the subsidy)**

Similar to the Communal Investment Plan (PIC), this subsidy program began in 2022 and extends over 3 years.

Currently <sup>34</sup>, 236 investment plans have been approved by the Minister responsible for mobility. The map below illustrates all the municipalities that have received approval. 195 of these 236 plans contain an intermodality component.



A Mobipôles graphic charter has been developed at the regional level and made available to municipalities, through the SPW MI Sécurité <sup>35</sup>, for gradual implementation as PIMACI projects are carried out.

<sup>34</sup> SPW report January 2024

<sup>35</sup> <https://securitheque.wallonie.be/contents/articles/C-equipements/signalisation/verticale/multimodalite%3a9/article-35540.html>





## 6. Strategic link and legal framework

Two of the 35 projects in the Regional Mobility Strategy are dedicated to mobipôles/mobipoints:

- Developing connection points on the structuring network: mobipôles
- Develop connection points in urban areas: mobipoints

The Regional Mobility Strategy clearly outlines how mobipôles and mobipoints should play a crucial role in optimizing continuity in the transportation chain. Their connection to the structured network, their organization as a network in urban environments, their accessibility via cycling and pedestrian pathways, the expected services, their role in fostering community, etc.

In terms of infrastructure, it's worth noting that PIMACI has been institutionalized through the modification of the decree of November 24, 2022, amending the decree of April 1, 2004, concerning sustainable mobility and accessibility.

## 7. Inspirations outside Wallonia

The development of multimodal exchange hubs is also at the heart of mobility solutions outside Wallonia.

In Flanders, the **Hoppin strategy**<sup>36</sup> similarly emphasizes the development of multimodal exchange hubs as a driving force for future mobility. The focus is on combined mobility (sustainable, shared, and flexible), aiming to reach destinations more efficiently by combining train, tram, bus, shared bike, shared car, or personal bike<sup>37</sup>. There are approximately 500 Hoppin points in Flanders, and the region's ambition is to expand to a network of 2,000 points.

Brussels is implementing its regional mobility plan with a horizon of 2030<sup>38</sup>. As part of this framework, the Brussels region has developed a vision for the development of mobility hubs in the Brussels-Capital Region<sup>39</sup>, aiming to provide tools for implementing these hubs. The region now plans to develop 20 pilot projects by 2025 across Brussel.

Elsewhere in Europe, **multimodal exchange hubs** sometimes develop based on local initiatives, such as the Luitré-Dompière mobility hub in Brittany<sup>40</sup>, and sometimes under regional governance as in the province of Utrecht<sup>41</sup>, which currently has 56 exchange hubs (knooppunten).

Finally, numerous European projects have emerged in recent years around the theme of developing mobility hubs (and the shared mobility solutions to be developed there). These projects,

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<sup>36</sup> <https://hoppin.be>

<sup>37</sup> <https://hoppin.be/nl/combimobiliteit/>

<sup>38</sup> Good Move plan: <https://mobilite-mobiliteit.brussels/fr/good-move>

<sup>39</sup> Vision for the development of mobility hubs: [https://data.mobility.brussels/home/media/filer\\_public/8c/42/8c423e1e-d721-4255-b579-d4e2af29d445/mobility\\_hubs\\_document\\_de\\_vision.pdf](https://data.mobility.brussels/home/media/filer_public/8c/42/8c423e1e-d721-4255-b579-d4e2af29d445/mobility_hubs_document_de_vision.pdf)

<sup>40</sup> [https://www.cerema.fr/system/files/documents/2022/11/rex\\_luitre\\_3.pdf](https://www.cerema.fr/system/files/documents/2022/11/rex_luitre_3.pdf)<https://www.cerema.fr/fr/actualites/comment-agir-concretement-mobilite-zone-peu-dense-back>

<sup>41</sup> [https://www.provincie-utrecht.nl/onderwerpen/mobiliteit/ov-knooppunten#Knooppunten\\_in\\_de\\_regio\\_Utrecht](https://www.provincie-utrecht.nl/onderwerpen/mobiliteit/ov-knooppunten#Knooppunten_in_de_regio_Utrecht)



supported by European funding, allow for testing new solutions, exchanging best practices across borders and harmonizing the development of these hubs. Examples of such projects include:

- SHARE- North: <https://share-north.eu>
- eHubs: <https://vb.nweurope.eu/projects/project-search/ehubs-smart-shared-green-mobility-hubs/>
- SharedDiMobiHub : <https://www.interregnorthsea.eu/sharedimobihub>
- SMAPE: <https://www.interregeurope.eu/smape>
- SHARE-North Squared: <https://www.sharenorth2.eu/>
- SMALL (Shared Mobility for All): <https://www.interregnorthsea.eu/small>

## 8. Ecosystem priorities

During the Open Forum, 4 out of the 40 topics that emerged led to projects related to infrastructure or development at mobipôles:

### **Developing shared mobility in rural areas for local trips (towards local point of interest or key bus/train stops):**

- rr) Allowing the use of existing infrastructure (e.g. TEC stop poles) for local carpooling
- ss) Improving access to Mobipôles/Mobipoint by active modes
- tt) Improving bike parking at TEC stops
- uu) Enhancing safety at stops (pedestrian crossings, speed reduction)

### **Financing of Multimodal Exchange Hubs/Mobipôles**

(no specific project)

### **Potential rebound effects of shared mobility:**

- vv) Development of mobipôles
- ww) Integration of shared mobility into mobipôles (information and services)

### **Obstacles to using public transport**

- xx) Planning a secure, free and user-sized bike parking space designed for users of SNCB stations (scf. Stations in Flanders)





## 1. Definition

*Mobility as a Service*<sup>42</sup> where travelers can make door-to-door journeys through an integrated offer of transportation means and services. A digital interface allows the user to plan, pay for, and, if necessary, book the entire trip without needing to own a vehicle. Service-based mobility is not limited to a smartphone application. It is a distribution model for mobility services that uses shared data and a digital interface to efficiently find and manage the provision of transport-related services in a seamless offer that enhances the ease of planning, booking, and executing journeys. A MaaS solution provider is an entity that consolidates mobility services into a single offer presented through a user interface (typically a MaaS application). A MaaS provider differs from a ticketing agent or a reseller because a MaaS provider combines multiple mobility operators into an integrated offer for the consumer..

## 2. Services

A prerequisite for MaaS is the effective existence of mobility solutions in the area and their capacity to be connected, meaning their ability to share data to enable users to utilize them. Public, federal, or regional transportation services are the backbone of a MaaS offering. The development of shared mobility solutions, as described in this report, complements the collective mobility offering. Operators making their service data available as **open-data** , as well as their ticketing available through **open-distribution**, allow users to access the MaaS concept.

**Digital integrators**, who can also simultaneously be major operators themselves<sup>43</sup>, offer digital **applications** (often with cartographic emphasis) tailored to different target audiences (B2C B2B, etc.) providing information, or even commercial access, to various connected mobility solutions.

A significant portion of users also use Google to access information about their routes. Indeed, the American giant offers different routes (on foot, by car, by public transport), comparing travel times and announcing disruptions such as public transport delays and traffic jams.

When talking about MaaS, we also refer to **fare integration**, allowing for the easy purchase of tickets giving access to all necessary transport modes to complete the journey. This also necessitates collaboration between different transport operators regarding data sharing. Indeed, the centralization of purchases and travel implies data pooling, which is regulated at the European level by several directives.

## 3. Key figures

In 2021, the Federal Public Service (FPS) Mobility and Transport conducted an online survey with 3000 users to increase knowledge about MaaS in terms of current travel habits and future opportunities. The focus was on the current and potential use of MaaS applications by Belgians. The survey presented the potential of MaaS to participants and asked them about their interest in finding

<sup>42</sup> Interfederal vision of service mobility, 2022

<sup>43</sup> Like the public transport operators SNCB or the TEC which each offer an application allowing users to prepare their journey, pay for it as well as have information in real time (disruptions, delays, platforms, etc.)



all mobility-related features within a single application: "Nearly six out of ten participants expressed interest, a result that certainly offers prospects for MaaS providers. Considering those who do not have a computer or smartphone, this still represents about half of all Belgian adults." Despite some interest, it is clear that the digital divide, as well as fare integration, will pose real obstacles to the use of single applications.

A European regulation (see point 6) requires each member state to create a national access point (NAP<sup>44</sup>) for data travel-related data. Currently, five mobility solution operators in Wallonia share their services data as open data via the NAP. There are other shared mobility solutions in Wallonia, but these operators do not currently share their data as open data via the NAP. The table below shows the main operators in Wallonia.

Operators	Data sharing
BlueBike	Yes
Cambio	Yes (without real-time data)
bolt	Yes
Dott	No
SNCB	Yes
poppy	No
TEC	Yes

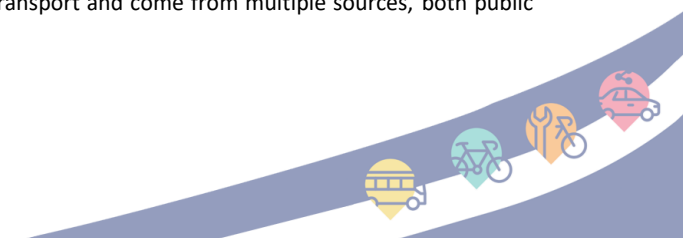
Around **ten applications** offer navigation services. Listed in descending order of usage in Belgium<sup>45</sup>: Google map , SNCB, Waze, STIB, De Lijn , Citymapper , Apple plan, TEC, JoynJoyn , Moovit ... There are also Modalizy , Olympus or Transit. These applications vary in terms of services offered: available solutions information, real-time updates, purchase/billing, etc.

Below is an inventory of MaaS solution providers, whether for transport planning or payment, present in Wallonia. This table is not exhaustive.

Application name	Functions	Integrated mobility service
XXImo /Milo	Professional use: Plan, book, pay	Shared cars, shared bikes, scooters, scooters, taxis, public transport, international trains, planes, etc.
SKIPR	Professional use: Plan, book, pay	SNCB, De Lijn , TEC, Stib , Uber, Jump, Bikes, Poppy, Villo , Mobit , bike
Olympus Mobility ( Moovit )	Professional use: Planning, paying	SNCB, Stib , De Lijn , TEC, De Waterbus , Blue Bike, Cambio, Swapfiets , Dégage, Go Sharing, Green Mobility , Hertz, Hoppy , Lime, Miles, Mobit , Partago , Poppy, Tier, Vélo Antwerp, Villo , Bolt, Cargoroo , Green taxis, Uber, Taxi.eu, bike leasing, parking, etc.
Mobility Edenedred	Professional use: Plan, book, pay	SNCB, De Lijn , TEC, Stib , Thalys, Villo , Poppy, Uber, Avis, RATP, Swapfiets , Lime, etc.
Modalizy	Professional use: planning, transaction	De Lijn , SNCB, SNCF, TEC, Stib , Swapfiets , taxi.eu, green taxis, Tier, velib , velo Antwerp, villo , allego , bikesquare , blablacar , Bolt, Dott , E-flux, europcar , EV-Charge, Fastned , felyx , Flixbus , Floya , Green Mobility , Hybridcard , Indigo Group, Interparking , Parking Brussels, Poppy, Ratp

<sup>44</sup> The NAP (National Access Point) ITS centralizes access to mobility data sets and services in Belgium on the portal site [www.transportdata.be](http://www.transportdata.be) to facilitate their reuse by third parties such as mobility information service providers. travel and digital map producers. The datasets and services cover all types of transport and come from multiple sources, both public and private.

<sup>45</sup> Source: maestromobile , Mobility Spaces, 2022.



Transit	Planning and visualization of the transport offer	TEC, SNCB, Stib , De Lijn , Villo , Libia bike
ALD Move	Professional use: plan, reserve, pay, budget management	Public transport, Electric-assisted bicycles, scooters, shared e-scooters, Taxis, VTC, planes, vehicle rental
Mbrella	Professional use	SNCB, TEC, Stib , De Lijn , Thalys, rental car, electric motorcycle, bicycle, bird , shared car, Uber, Taxi, Swapfiets , Lime, Poppy, BlablaCar , Eurostar, SNCF, RATP, etc.
SNCB	Plan and pay	SNCB for purchase / Stib , TEC, De Lijn for planning
TEC	Plan and pay	TEC and SNCB for purchase / Stib for planning

## 4. Impact

MaaS is the proposition of an all-in-one journey, thanks to the collaboration of an entire sector for the user's comfort. MaaS represents the promise of integrated mobility, allowing the user to travel without a car with the same advantages, namely schedule flexibility and accessibility to various locations.

## 5. Regional support

The Region supports, through funding under its Public Service Contract, the **digital strategy** of its internal public transport operator, **TEC**. This strategy notably aims to improve the reliability of real-time information in open data and the continuous development of the TEC application, including a passenger information and ticketing component. This represents €3 to €4 million per year.

On July 31, 2023, a **subsidy** of €18,000 was awarded to the non-profit organization ITS Belgium to cover the costs of the following tasks: "1° proposal of a code of conduct following sector consultations; 2° establishment of a common technical approach regarding multimodal hubs; 3° proposal of a transfer price between transport operators and MaaS solution providers.

## 6. Strategic link and legal framework

There is a European framework through Commission Delegated Regulation (EU) 2017/1926 of 31 May 2017 complementing Directive 2010/40/EU of the European Parliament and of the Council concerning the provision of information services for multimodal travel across the Union, updated at the end of 2023. This regulation establishes the necessary specifications to ensure that multimodal travel information services provided across the Union are accurate and available across borders for end-users of Intelligent Transport Systems<sup>46</sup> (ITS). It requires each Member State to establish a national access point ("NAP"). This NAP serves as a single access point for data users to access static, historical, observed, and dynamic data related to travel and traffic for various modes of transport, including updates from data holders within a given Member State territory.

<sup>46</sup> ITS = systems in which information and communication technologies are applied, in the field of road transport, including infrastructure, vehicles and users, and in traffic management and mobility management, as well as for interfaces with other modes of transport



Data holders must provide, through the NAP, access to the most recent static, historical, and observed data, as well as dynamic, travel and traffic data for different modes and means of transport. These data and the corresponding metadata are accessible for exchange and reuse within the EU on a non-discriminatory basis, through the NAP and within a timeframe allowing reliable and efficient data reuse. This data must be accurate, up-to-date, and based on minimum data quality requirements. Information providers may exchange data on route searches based on the relevant data.

At the Belgian level, this NAP was established through a collaboration protocol dated 3/12/2021 between the Belgian State, the Flemish Region, the Walloon Region, the Brussels-Capital Region, and the National Geographic Institute concerning the national access point (NAP) transportdata.be. This protocol outlines the cost-sharing among the different entities.

Currently, there is no regulatory framework structuring MaaS in Wallonia.

The ambition is outlined in the Regional Mobility Strategy as a user-centric approach to providing comprehensive service (project 24) but also as a solution for integrated pricing of public and private transport (project 34).

In September 2022, the four Belgian Ministers of Mobility endorsed an **interfederal vision of service-oriented mobility**. The objectives are to define the foundations for implementing MaaS on a federal scale. To achieve this, the document proposes a synthesis of what needs to be considered for MaaS implementation in Belgium, including stakeholders, basic principles, different types of business models, data management, and ways to reach the widest range of users.

## 7. Inspiration outside Wallonia

There are numerous examples of integrated service mobility implementation:

- **Floya** is a mobile multimodal and intermodal application that allows combining various modes of public, shared, or private transport in Brussels. Developed by STIB under the mandate of the Brussels Region, Floya enables planning and booking of all trips covering walking, public transport, bicycles, scooters, cars, and taxis, whether shared or personal. The application offers secure payment. Currently, the application does not offer tariff integration of operators, so the issue of a single ticket remains unresolved.
- Another example of MaaS application is in Vienna, Austria with **Wien Mobil**. In addition to their annual transport subscription at 1 euro per day, they have a public multimodal application. The application allows route planning, ticket reservation, receiving updates on disruptions, and also calling taxis for reservations. A third of Viennese residents use this application.
- Also, let's mention Hanover, Germany. Since 2016, they have had a MaaS **Mobilatsshop** or **Mobility Shop** application. This application was created by the GVH transport authority along with a public transport operator. Like in the other examples, the application enables route planning, booking trips, and direct payment within the app. The application is accessible to everyone at a price of 9.99 euros. The user receives a monthly invoice that automatically deducts the amount from their bank account.



## 8. Ecosystem priorities

During the Open Forum, 5 of the 40 topics that emerged gave rise to projects related to MaaS, these topics are:

### **Integration of shared mobility and public transport:**

- yy) Establishment, at the Walloon level, of a platform/app similar to Floya in Brussels to provide information on all available mobility offers at a given point;
- zz) Creation of an integrated payment system for transport in Wallonia involving a maximum number of public and private operators;
- aaa) Development of information points regarding mobility, in real-time beyond train stations and bus stops, for example: shopping, cinemas and concert halls / financing through SMART calls;
- bbb) Tariff integration.

### **Local Authority Support for Car Sharing and Bike Sharing**

- ccc) Regional approval of car-sharing services including obligations by operators for open data and open distribution (with a view to MaaS)

### **The challenges of MaaS in rural areas:**

- ddd) Maas: Encourage Open Data regulation;
- eee) Creating a list of possible and cost-effective incentives to motivate citizens;
- fff) Deploying a network of counters;
- ggg) Supplementing existing mobility data with a rural modal counter network;
- hhh) Creating mobility solution guides in rural areas

### **Clarity of the Shared Mobility offer:**

- iii) Enhancing the clarity of shared mobility solutions in public spaces;
- jjj) Designing a digital platform for centralizing offered solutions as well as support call center.

### **Potential rebound effects of shared mobility**

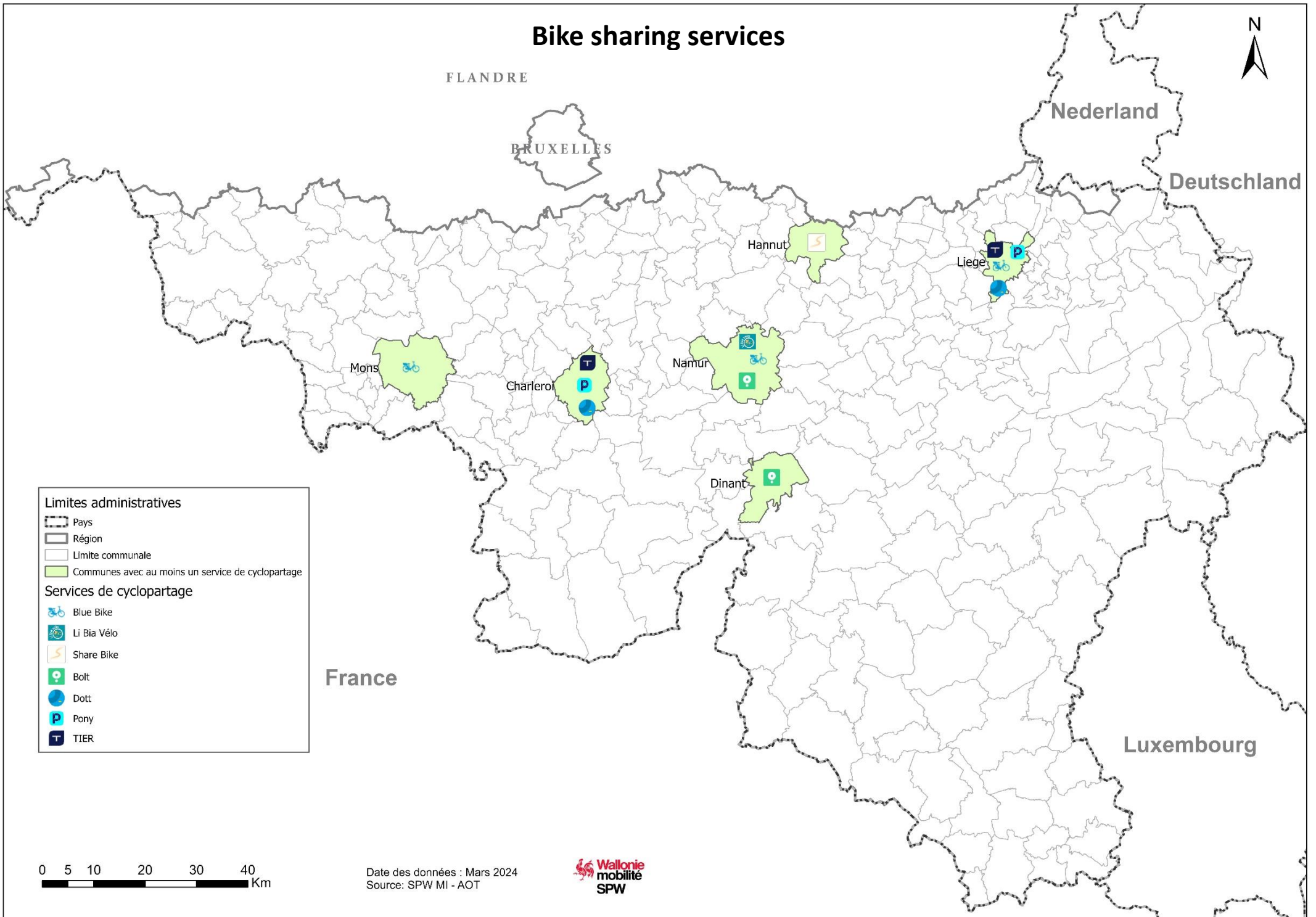
- kkk) Ticketing integration: a single “card” for all mobility solutions







# Bike sharing services



FLANDRE

BRUXELLES

Nederland

Deutschland

Hannut

Liège

Mons

Charleroi

Namur

Dinant

France

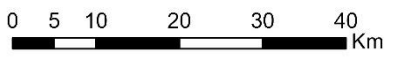
Luxembourg

**Limites administratives**

- Pays
- Région
- Limite communale
- Communes avec au moins un service de cyclopartage

**Services de cyclopartage**

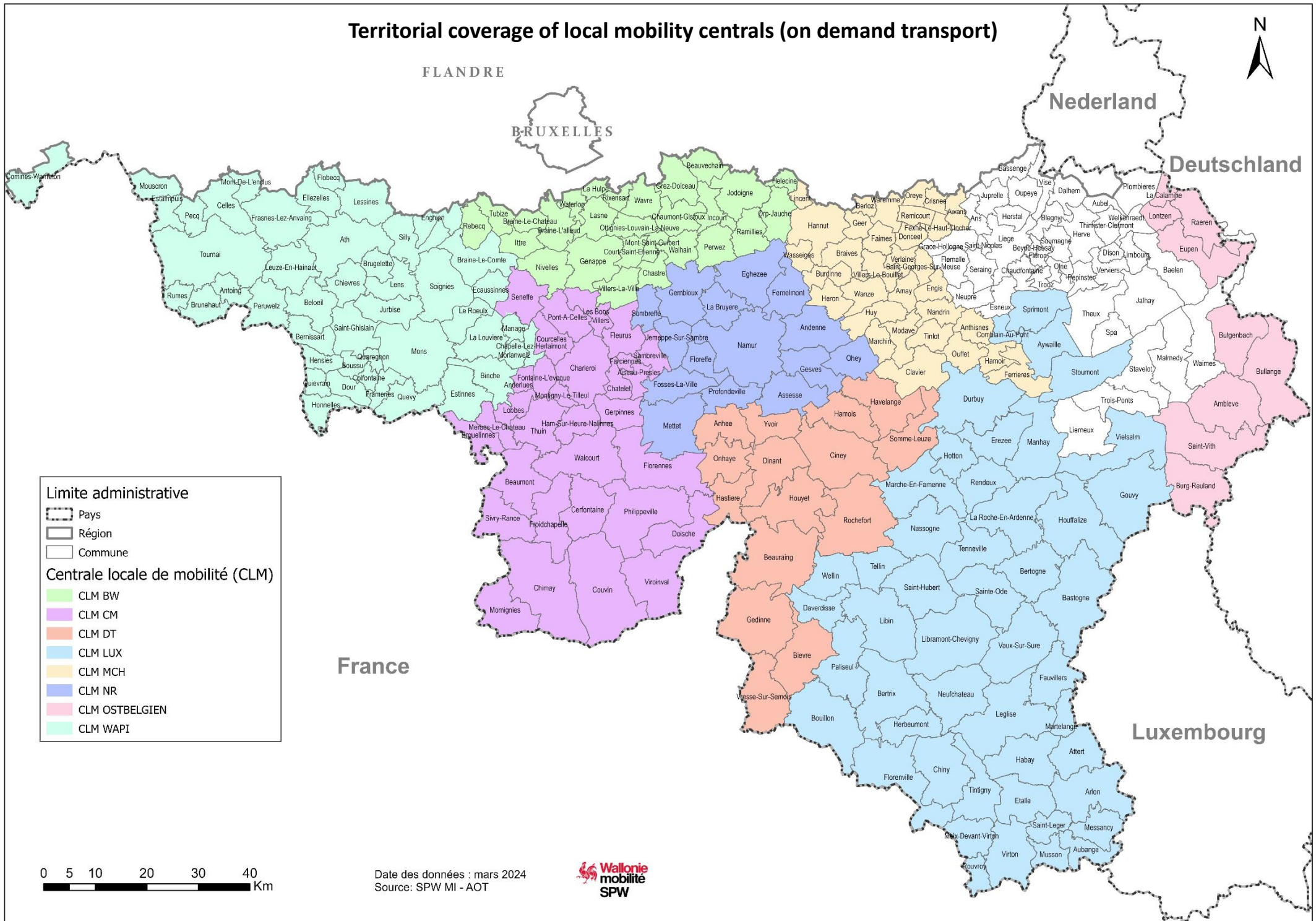
- Blue Bike
- Li Bia Vélo
- Share Bike
- Bolt
- Dott
- Pony
- TIER



Date des données : Mars 2024  
Source: SPW MI - AOT



# Territorial coverage of local mobility centrals (on demand transport)



## Limite administrative

- Pays
- Région
- Commune

## Centrale locale de mobilité (CLM)

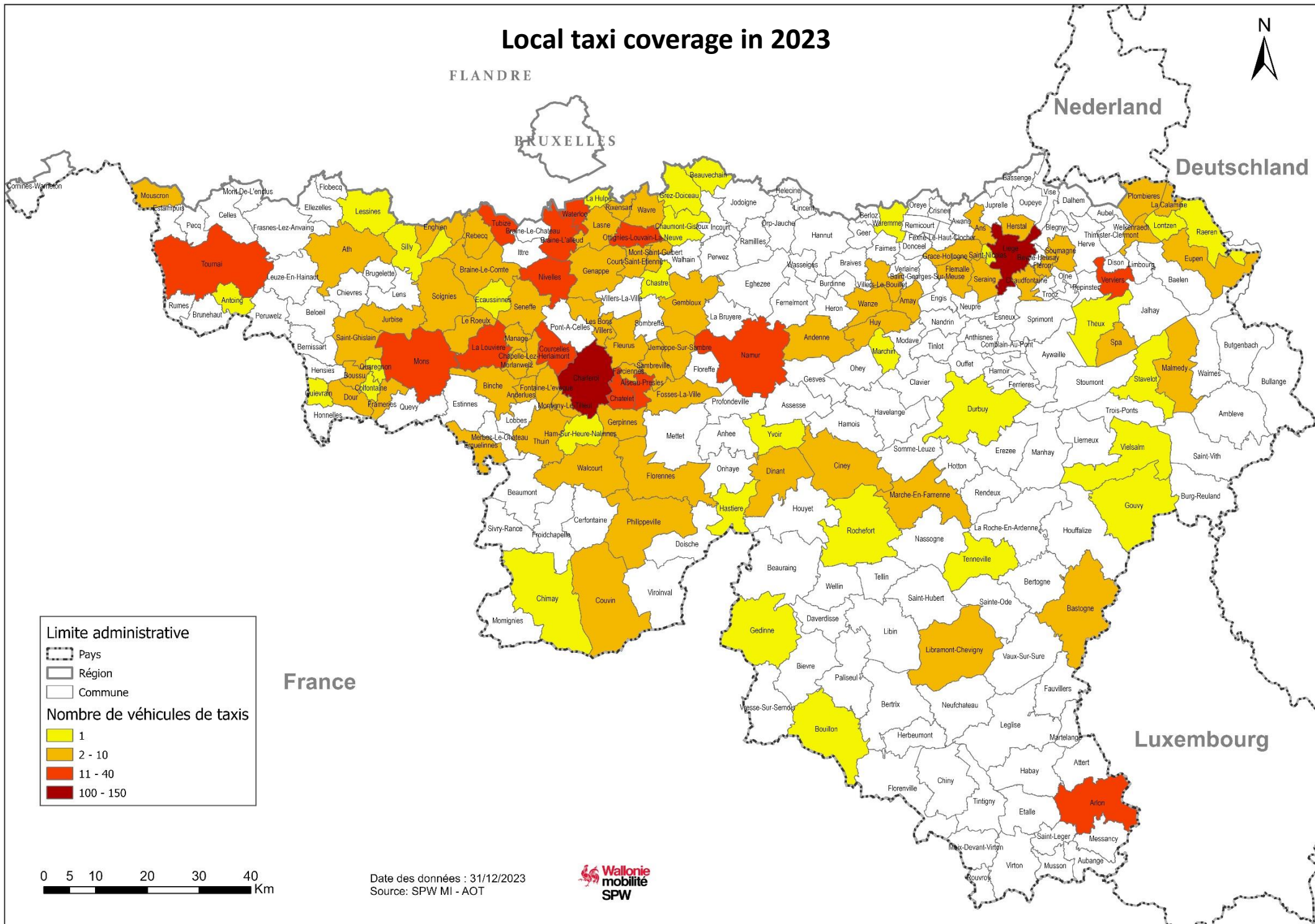
- CLM BW
- CLM CM
- CLM DT
- CLM LUX
- CLM MCH
- CLM NR
- CLM OSTBELGIEN
- CLM WAPI



Date des données : mars 2024  
Source: SPW MI - AOT



# Local taxi coverage in 2023



**Limite administrative**

- Pays
- Région
- Commune

**Nombre de véhicules de taxis**

- 1
- 2 - 10
- 11 - 40
- 100 - 150

France

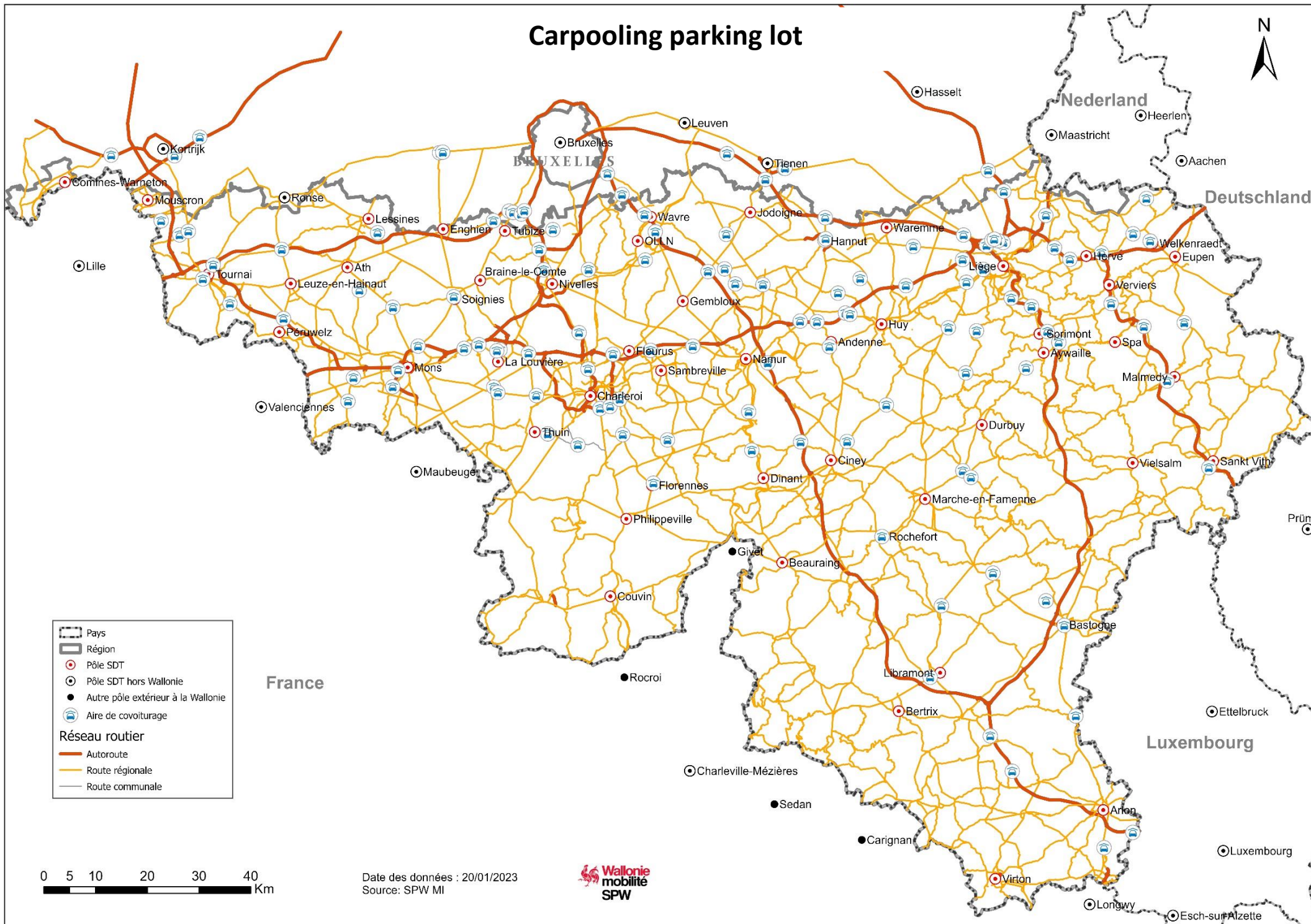
Luxembourg



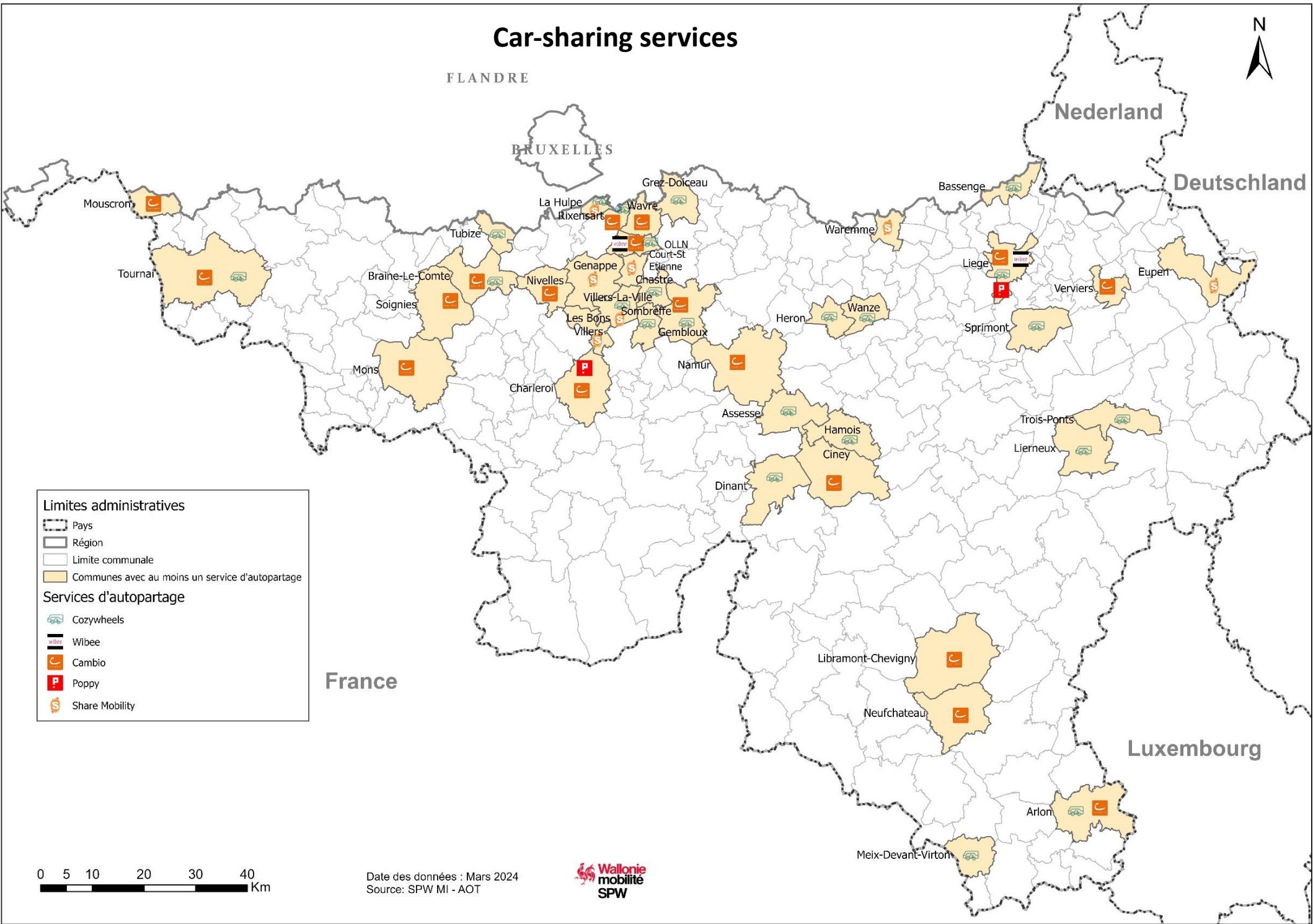
Date des données : 31/12/2023  
Source: SPW MI - AOT



# Carpooling parking lot



# Car-sharing services



**Limites administratives**

- Pays
- Région
- Limite communale
- Communes avec au moins un service d'autopartage

**Services d'autopartage**

- Cozywheels
- Wibee
- Cambio
- Poppy
- Share Mobility



Date des données : Mars 2024  
Source: SPW MI - AOT



# Mobipôles locations

