

On-demand Transport

We are conducting proof-of-concept testing of a transportation service for the elderly.

Shared transport Narita City On-demand Transport



The purpose of this service is to avoid nursing care for the elderly by providing them with opportunities to leave the house, such as go shopping or visit the doctor. This is a transportation service in which users make reservations in advance for the place and time they want to be picked up, and then share a ride to their respective destinations. Users must register and make a reservation in advance to use the service, and there is no timetable or fixed route.



Eligible users

Residents of the city who are 70 years of age or older and able to get in and out of the car by themselves.

Operating hours

Monday to Friday, 07:30 to 17:30

- ▶ Except national holidays and New Year's holidays
- ▶ Users must be able to reach their destination by 17:30.

Available locations

Only at designated points located in the city

- ▶ There are nearly 1,000 locations throughout Narita City, excluding the airport.
- ▶ You may not get on or off in front of your home or at any other place other than designated areas.

Bags

You can bring bags that can be carried on your lap or at your feet.

- ▶ Large bags cannot be loaded onto the vehicle because it is a shared ride.
- ▶ You can bring a rollator as long as they can be folded and placed at your feet.

Fee

500 yen per person one way (cash only)

Pre-registration

Registration is required for first-time users.

You can register by phone or at City Hall.

On-demand Transport Direct Phone Number ☎0476(24)0080

Senior Citizen Welfare Division, City Hall ☎0476(20)1537 or at reception

City Hall Shimofusa-Taiei Branch At reception

Register your name, address, date of birth, and contact information.

At reception, you will be informed which is the nearest pick-up location from your home. After you complete registration, a user registration card will be mailed to your home.

If you want to use the service before the card arrives, please contact us.

How to use the service

Reservations

To use this service, you must make a reservation by phone.

On-demand Transport Direct Phone Number ☎0476(24)0080
Inquiry hours: Monday to Friday (except national holidays and New Year's holidays) 08:00 to 17:00

Reservations can be made from 7 days to 30 minutes prior to use.

When making a reservation, please tell us the following information.

User number	The 6-digit user number written on your user registration card.
Date and time	What day you want to ride and at what time you want to depart (or arrive)
Place	Where you want to ride from and where you want to go Example: From the boarding point nearest your home to the JRC Hospital.
Passenger	User number or name of any person that wants to ride with you

Reservation confirmed

The operator will go over your information with you to make sure it is correct.

If you could not make a reservation

You can try reserving a different time.

- ▶ Please note that reservations are made on a first-come, first-served basis and may not be available at your requested time.
- ▶ There are times when the phone lines are busy, such as the morning after a holiday. If you cannot get through, please wait a few minutes and try calling again.
- ▶ If you want to cancel your reservation, please contact us as soon as possible.

Using the service

Please go to the ride point at the reserved time and date.

If you are not there on time, the vehicle will leave for the next ride point.

Make sure to arrive with plenty of time to spare.

Please pay the fee in cash (500 yen per ride) to the driver. Please have it ready when you get in the vehicle.

▶ Please note the precautions for use on the next page.

Terms of use

Since it is a shared ride, you cannot bring large bags. Please bring bags that can be carried on your lap or at your feet.



You cannot use the trunk of the vehicle.



Items that do not fold compactly are prohibited.

For safety and security reasons, the driver is not allowed to exit the vehicle to help users out of the vehicle.



This service is not available to those who are unable to get in and out of the vehicle on their own.

The only place to get in and out of the vehicle is at the pre-designated ride points. You cannot be picked up and dropped off in front of your house.



You are also not allowed to go to a destination different to the place listed in your reservation.

The time of service may vary depending on traffic and other factors.



If you are not at the ride point at the reservation time, the vehicle will go to the next customer. Please make sure you arrive with plenty of time to spare.

Because it is a shared-ride service, the route may not be the shortest. Reservations are on a first-come, first-served basis, so you may not be able to make a reservation at your preferred time if you try to make a reservation close to the day.



If you are in a hurry, please consider using a taxi or other means of transport.

We ask for your cooperation in getting along with other users.



On-demand transport is operated with a limited number of vehicles to minimize the impact on private transportation in the city.

We ask that you use the service a maximum of eight times per month.

Although there is no limit to the number of times you can use the service, we have received feedback such as, "It is difficult to make reservations as the day of use approaches," and "We hope that the use of the service will not favor a certain group of users," so please be mindful of how often you use the service for the fairness of others.

If getting in and out of the vehicle by yourself is becoming difficult...

The Narita City Council of Social Welfare provides a transportation service for those who have a nursing care or disability certificate. A caregiver can also ride in the welfare vehicle.

Those who have access to buses and other means of public transportation should actively use it where possible.

The use of public transportation is on the decline, and bus services, in particular, are experiencing a series of route reductions and withdrawals. A decrease in the number of bus routes will eventually affect taxis and trains, impacting the lives of residents and the city's commerce and tourism, resulting in a loss of urban vitality. Please also consider taking a bus or taxi if possible.



Transport service registration and inquiries

Narita City Council of Social Welfare Volunteer Center
Monday to Friday 09:00 to 15:00 Phone: 0476-27-8010