



# CONSULTATION WITH PASSENGERS IN THE NETHERLANDS

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*Rover.  
Van reizigers,  
voor reizigers.*

# Consultation with passengers in the Netherlands

ROVER

- Structure of public transport in the Netherlands
- Structure of Rover
- Legal system
- How does it work?

# Consultation with passengers in the Netherlands (2)

ROVER

## Structure of public transport in the Netherlands

- Separation between rail network and train companies
- ProRail owns the network (100% state company)
- Open access for cargo
- The main network is run by NS (100% state company)

## Political question: what is the main network?

- Regional lines are run by other companies (FR and DE owned)

# Consultation with passengers in the Netherlands (3)

ROVER

The structure of regional public transport

- 18 regional authorities are responsible for public transport
- trains/trams/metro/busses/ferryboats
- Private companies have to bid to get a licence
- Amsterdam/Rotterdam/The Hague have municipal companies

# Consultation with passengers in the Netherlands (4)

ROVER

## Structure of Rover

- Non-profit association with 5600 members
- Annual general assembly
- Board meets monthly
- Small staff in Amersfoort
- Working groups
- Local and regional branches
- Publicity
- Lobby

# Consultation with passengers in the Netherlands (5)

ROVER

## Legal structure

- Legal basis in the WP 2000
- National platform of consumer organisations (LOCOV)
- members
- Regional platforms (ROCOVs)
- members
- Information/consultation/publication
- Concessions/fares/timetables/etc.

# Consultation with passengers in the Netherlands (6)

ROVER

How does it work?

- LOCOV is taken seriously
  - Fear of bad publicity
  - Minister/civil service
  - Parliament
  - Input!!!!
- ROCOVs vary
  - Quality of persons
  - Attitude of regional authorities and companies
- Lobby and publicity strengthen consultation