

# Towards an Inclusive Mobility System in the Amsterdam Transport Region



**Matthew Bruno**

Delft University of Technology  
[m.bruno@tudelft.nl](mailto:m.bruno@tudelft.nl)

**Machiel Kouwenberg**

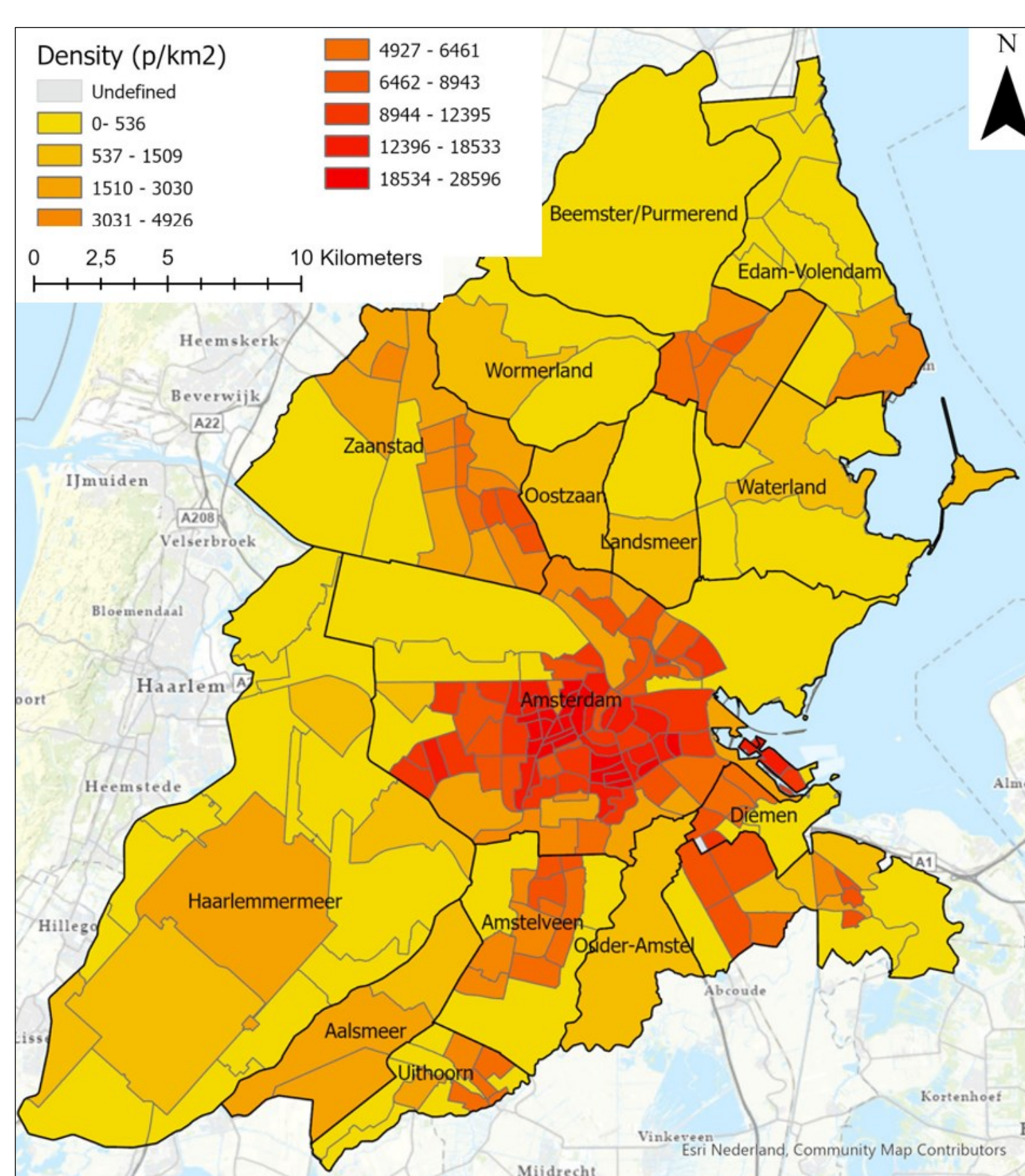
Amsterdam Transport Region  
[m.kouwenberg@vervoerregio.nl](mailto:m.kouwenberg@vervoerregio.nl)

**Niels van Oort**

Delft University of Technology  
[n.vanoort@tudelft.nl](mailto:n.vanoort@tudelft.nl)

This poster presents a method for comprehensively evaluating existing transport related social exclusion (TRSE) reduction efforts in transportation policy. It applies this method to the operating agreements for the three public transportation concession areas in the Amsterdam Transport Region, using textual analysis to develop a policy overview for the ten dimensions of transport related social exclusion.

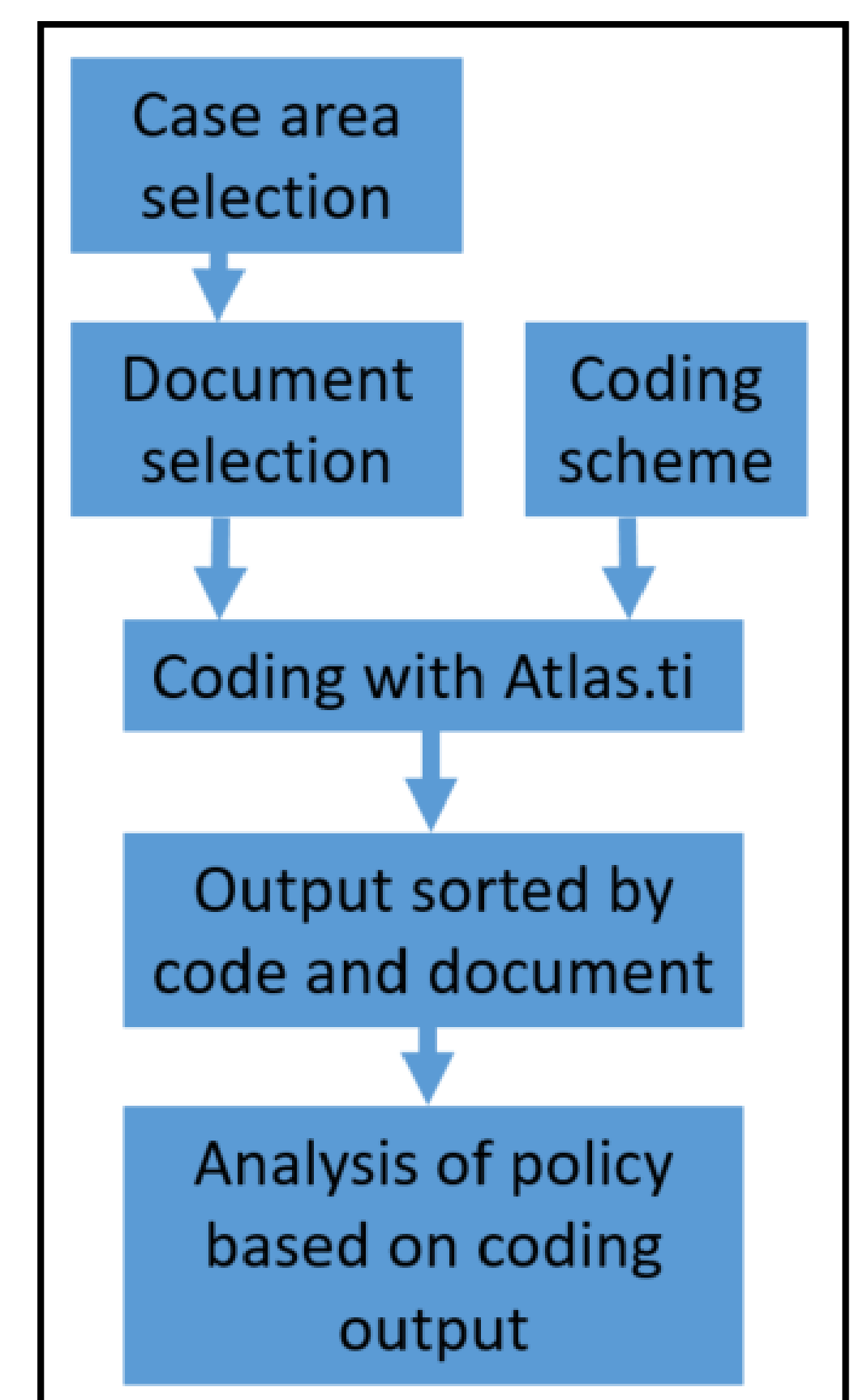
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The Amsterdam Transport Region, including the population density within each of the 14 municipalities

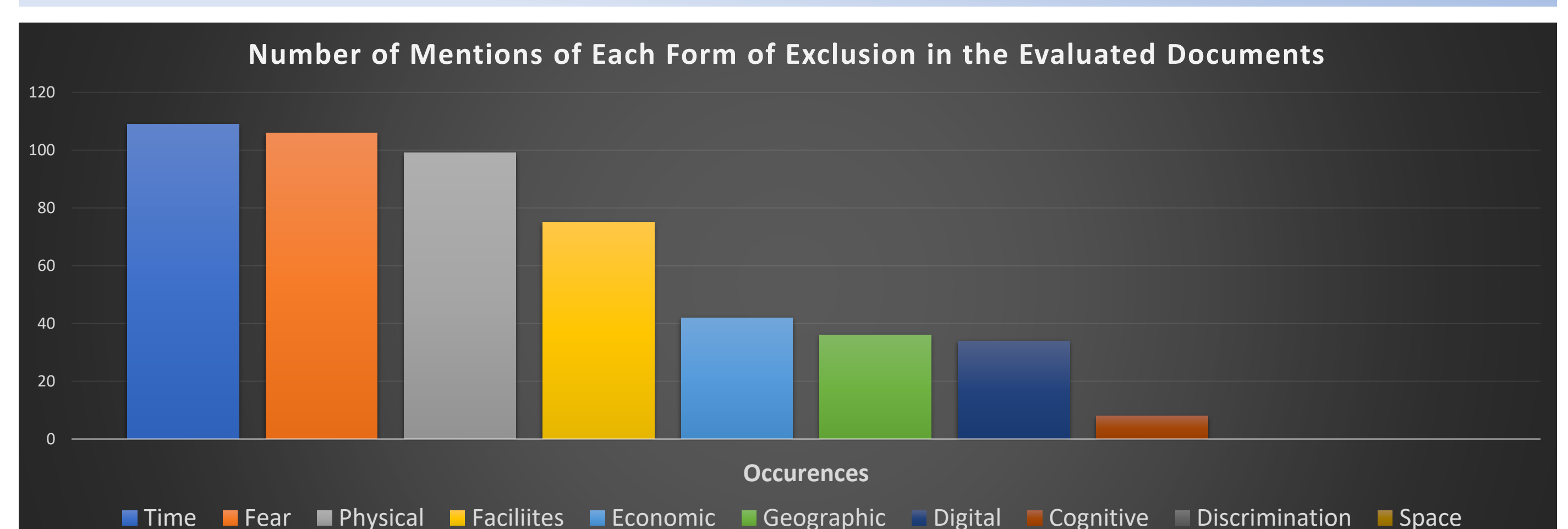


The three concession agreements that were reviewed. Zaanstreek-Waterland is to the north of Amsterdam and Amstelland-Meerlanden is to the south.



This study evaluated concession agreements between the Amsterdam Transport Region and the area's three transit service providers to determine how these documents addressed different forms of transport related social exclusion (TRSE). The study examined not only how often each form was discussed but, more importantly, how each form was addressed. The method allows for the explicit definition of potentially implicit policies and reveals which areas of exclusion may require more systematic attention.

## Results



Level of attention	Exclusion Type
Addressed in a separate, named section	Fear-based exclusion; informational exclusion
Addressed throughout the documents	Time-related exclusion, physical exclusion, exclusion from facilities
Addressed indirectly or to a limited degree	Digital divide exclusion; geographic exclusion; economic exclusion; cognitive exclusion
Not addressed	Space exclusion; discrimination-based exclusion

## Conclusions

The coding method revealed multiple existing interagency agreements and legal requirements that both defined and constrained how the different forms of exclusion could be addressed. The analysis created a starting point for discussing the necessary steps for reducing transport related social exclusion.



## The 10 dimensions of exclusion

