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**CiViTAS**  
 Cleaner and better transport in cities

# DESTINATIONS



## D2.5

### Results from SUMP feasibility analysis (V2)

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## Abstract

The development of a SUMP is a process that encompasses different stages. Each subsequent stage takes time. The project, and the development of the SUMP, represents the first part of the total SUMP cycle. In D2.1 the base line of the six islands is enrolled. As a follow-up of this stage, D2.2 is developed. The final result of D2.2 (with the version reported in D2.5 and D2.6) is a total analysis of the SUMP and a feasibility analysis of the project measures. For all DESTINATIONS sites the following aspects are undertaken and reported:

- Description of the stakeholder consultation;
- Visions and goals of the SUMP;
- Description of the Baseline and alternative scenario's;
- Measure description and feasibility of the measures;
- Implementation plan of the measures;
- Evaluation plan.

The progress status is for most sites according to the plan. Some are just at the stage of stakeholder engagement, others are already dealing with the feasibility of the foreseen measures. The differences in timing are logical and related to local issues. Long run challenges and broad topics addressed in a SUMP are time consuming but they prove to be worthwhile.

Discussion with citizens and other stakeholders gives a solid ground for further development and mutual understanding of problems or challenges.

This D2.5 is considered as a living document (this is a version 2 of the D2.2).

## Project Partners

Organisation	Abbreviation	Country
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Agência Regional da Energia e Ambiente da Região Autónoma da Madeira	AREAM	PT
Câmara Municipal Do Funchal	CMF	PT
Secretaria Regional da Economia Turismo e Cultura	SRETC	PT
Agência Regional para o Desenvolvimento da Investigação, Tecnologia e Inovação	ARDITI	PT
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Municipality of Limassol	LIMA	CY
Stratagem Energy Ltd	STRATA	CY
Dimos Rethimnis	RETH	EL
The Research Committee of the Technical University of Crete	TUC	EL
Comune Di Rio	Rio	IT
Comune Di Portoferraio	PF	IT

MemEx S.R.L.	MEMEX	IT
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Universita ta' Malta	UoM	MT
Ministry of Tourism	MOT	MT
Guaguas Municipales sociedad anonima	Guaguas	ES
CINESI S.L consultoria de transport	CINESI	ES
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Ingeniería Electrónica Canaria S.L	INELCAN	ES
Sociedad Municipal de Aparcamientos de Las Palmas de Gran Canaria	SAGULPA	ES
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# Executive Summary

Producing a SUMP is complex and needs thorough planning and consideration. Stakeholder consultation is also an important part, that ask for precise planning and tuning. WP2 works with a step by step approach in which the different sites are taken through all the steps of producing a SUMP.

In this part additional attention is paid to the vision of the different SUMPs. What should be realised when the SUMP is implemented. To get a good overview of the measures that will be implemented, a feasibility study of each measure has been executed. In this exercise an overview is made of possible difficulties in implementation. If a problem or negative impact is foreseen a contingency plan is made. This makes it possible to intervene adequate in time.

For most sites the implementation of the measures seems to cause no problems. For some measures on certain aspects problems are flagged up. If in the feasibility problems are foreseen, they concentrate on technical implementation and/or acceptance of the citizens or tourists. It is logical that these two elements are mentioned. Within CIVITAS DESTINATIONS new innovative measures are planned. These innovative measures haven't been tested a lot, and no examples of past experiences are known. So, it is clear that technical implementation is unsure and that possible users of the system are doubtful.

This deliverable gives a good overview of the visions and strategic objectives of the six sites within the DESTINATIONS project. Furthermore, all sites have reflected on their measures, which gives a splendid overlook of the possible implementation of the measures.

## 1 Introduction

### 1.1 Objectives of WP2

All sites will make a Sustainable Urban Mobility Plan (SUMP) for their city or region. The SUMPs are supposed to be ready at the end of the DESTINATIONS project (beginning of 2020). Experience with circular planning or even a SUMP is very different per site. All sites have made good start with the outline of their plans. To guide the sites and to gradually introduce the SUMP by the sites, the politicians and other stakeholders, a step by step approach will be followed.

### 1.2 Objectives and target group of this report

- This deliverable "D2.5" will include various scenarios alternative to the baseline, a selection of measures and feasibility analysis of some of them. In D2.2 the shared vision, and the measures are described. So D2.5 is go further where D2.2. stopped. In the last phase, Deliverable "D2.6" (Month 32), feasibility analysis of all measures will have been carried out, the implementation plan finished and first work on an evaluation plan started.

- This report is a summary of the improvements made by the different sites regarding their SUMP. To avoid a lot of repetition in the reporting per site a short overview is made of the most important improvements and progression. The lay-out of this Deliverable is therefore different from the predecessor.
- This report is called “SUMP Feasibility Analysis Results”. This feasibility analysis is one of the last steps in the process, preceded by and building on a series of stakeholder consultations, determination of a common vision and objectives, assessment of various mobility scenarios and subsequent choice of relevant measures. Only a selection of measures will be subject to a feasibility analysis. The results of this will lead to a concrete implementation plan.

### 1.3 The six measures in short

In all six sites the “SUMP measures” are far from identical. This paragraph gives a short overview of the measure on each participating island.

#### **Madeira measure “(MAD 2.1) - Sustainable Regional Mobility Plan (SRMP) in touristic regions”**

The measure will include the following actions:

- Draw up a sustainable regional tourism mobility plan in articulation with existing regional strategic framework for transport, tourism and land use.
- Definition of a central framework and implementation of an innovative integrated system/platform to collect mobility data and to support transport planning of all regional transport actors, modes and transport infrastructure.
- Tourist mobility study analysing transport patterns.
- Evaluation of Public transport network design at local and regional level.
- Citizen participation, mobility stakeholders and tourist involvement platform for city living, with the support of an online platform for citizens to make suggestions and notify of problems.
- Mobility management for big events, including traffic plans, promotion of the use of sustainable modes of transport, evaluation of how tourists and residents travel to the events.
- The existing Info Mobility Point will be improved to provide touristic and mobility information in Funchal.

#### **Limassol measure “(LIM 2.1) - Sustainable Mobility Tourist Action Plan (SMTAP)”**

The Sustainable Mobility Tourist Action Plan will be developed for Limassol city centre. The plan will foster a balanced development of sustainable mobility modes and will minimize the traffic flow within the SMTAP area that has a high tourist influx. Partner Stratagem will cooperate with the Limassol Municipality and other relevant stakeholders in the related sector in order to develop a SUMP taking leisure trips into account.

The SMTAP will include a tourist mobility study to analyse the current situation of the city centre, focussing on the road network, mobility demand and modal split, road safety, traffic, public transport, parking, pedestrians and bicycle services. It will also include citizens and local

stakeholders' involvement as well as a collection of tourists' inputs from questionnaires in order to share their suggestions for the sustainable mobility future of the city.

### **Las Palmas Measure “(LPA 2.1) - SUMP observatory and participation”:**

Las Palmas de Gran Canaria has already developed a SUMP (2009-2012) where a detailed diagnostic of mobility was set up and the result was a set of strategic measures for urban mobility. However, at the local level there is a need for integrated urban planning to foster sustainable development. In order to achieve this broader goal, a “SUMP observatory”, also called “Mobility Office”, will be put up. This will coordinate all projects addressed to improve the urban quality by promoting walking, cycling and public transport. Data collection will be an important part. The main tasks under this measure 2.1 are to prepare the tender documentation for the Mobility Office, to award the tender process and to set up the Mobility Office. Then, the Monitoring and Evaluation study of the current SUMP takes place.

### **Valletta, Malta Measure “(MAL 2.1) - SUMP for the Valletta Region”**

This measure will introduce the concept of SUMP in Malta and draw up a SUMP for the Valletta Region. A sustainable urban mobility plan shall be compiled for Valletta and its surrounding region which hosts the main commercial districts, the most popular tourist destinations as well as the two main international gateways; the Malta International Airport and the Cruise Port Terminal.

The SUMP shall explore innovative solutions, as yet untested on the island, in order to improve mobility patterns, meet demands in the transport sector and overall contribute towards making transport sustainable. Some of the Measures to be included in the final SUMP shall be tried and tested during the DESTINATIONS project in order to assess their feasibility in practice; thus, allowing for the necessary improvements to be made to the measures prior to them being included in the long-term plan.

### **Rethymno, Crete measure “(RET 2.1) - SUMP integrating Tourist Mobility – SUMP Watch”**

This measure will refine and implement a pioneering Sustainable Urban Mobility Plan for the city and the greater Rethymno area combining needs of visitors and residents alike, considering inter-regional mobility and public transport services. The SUMP will put the strategic approach for key demonstration projects within DESTINATIONS and involve citizen groups and key local actors through a 360-degree stakeholder engagement process.

A study which maps the seasonal fluctuations in transport patterns of both tourists and residents in the center and main touristic attractions is part of the measure. The SUMP will include studies for mobility patterns, traffic loads, concrete action plans, and public transportation services restructuring. Capacity building workshops for local/regional actors, public authorities, transport planners, hoteliers, and other actors in the tourist industry will be offered to compliment the work in the field and to raise understanding of the rationale of SUMPs and hence acceptance.

### **Elba measure “(ELB 2.1) - Common Elba SUMP for residents and tourists”**

No general mobility plan at the whole Elba level is present. There is a regulation framework inside each municipality that primarily concerns the access and parking within cities. Different municipality documents will be the base for the start of the SUMP activity, including also the Sustainable Energy Action Plan at Elba level that has certain sections focused on possible mobility solutions. The SUMP will consider the main relevant modalities as PT services (including flexible and sharing schemes), mobility services (parking systems), active modalities (bike and pedestrian routes), ferry connections, logistics (in relation with the SUMP to be developed in T5.3) and the role of the airport.

Moreover, the ITS and ICT framework form an essential part of the SUMP as the regulation framework (access town rules, parking policy, logistics windows, etc). The peculiarity of this measure is the development of a “PolySUMP” aggregating the different needs and requirements of the 8 Municipalities as a unique entity. The SUMP will include a timeplan for its adoption not only for the project measures but also for interventions in the future.

## **1.4 Report outline**

This report first focusses on the vision, the strategic objectives and the specific targets of the 6 sites. In chapter 3 the feasibility of the measures is summarized. For all sites the same method of the feasibility study is chosen. The approach and final lay-out is slightly different per site. In the annexes per sites a feasibility per measure is included.

In chapter 4 the next steps of the approach are described.

# **2 Vision of the sites**

Basis for each SUMP is a vision for the city. In this chapter the visions of the different sites are listed as well as the objectives for the SUMP and the specific targets.

## **2.1 Madeira**

### **Vision**

The preparation of the Sustainable Urban Mobility Plan of the Autonomous Region of Madeira (hereinafter referred to as SUMP ARM) includes Tourism mobility studies and it's linked to an existing medium and long-term strategy for the future development of existing transport and mobility infrastructure and services in the Madeira island and Porto Santo. The main objectives are to improve the accessibility of the entire territory of the Autonomous Region of Madeira to provide high quality and sustainable mobility and transport to residents and tourists and contribute to the reduction of CO2 emissions associated with the transport and mobility sector and to improve the quality of the urban environment, job creation and economic growth. In Porto Santo, the main objective is to turn the island into the first 'smart Fossil Free island' in the world. French carmaker Renault said it would collaborate with island authorities and grid

operator on a project called Sustainable Porto Santo which will include vehicle - to - grid technology. The project challenge is to increase variable renewables on a small island grid.

### Strategic objectives

- (1) Ensure the basic mobility needs of all citizens and tourists, promoting competitiveness, and the sustainable use and preservation of natural resources;
- (2) Promote the use of low emission transports using the most efficient fuel – vehicle technology system towards low – carbon mobility;
- (3) Enhance the integration and connectivity of the transportation system across and between modes;
- (4) Promote the use of the public transport system (PT) and new mobility services;
- (5) Optimize efficiency and cost-effectiveness;
- (6) Make better use of urban space and existing transport infrastructures and services;
- (7) Improve road safety;
- (8) Reduce air and noise pollution, greenhouse gas emissions (reduction of CO2 emissions), energy consumption associated with the transport sector and urban mobility and contribute to the urban environment and the quality of life in the territories;
- (9) Contribute to a more inclusive mobility focusing on solutions facilitating access to the public transport by vulnerable groups (universal accessibility), suitable conditions for soft modes (pedestrian and cycling) and car sharing;
- (10) To balance the modes of travelling.

### Specific targets

- (1) Decrease in CO2 emissions
- (2) Decrease in energy consumption in transports
- (3) Increase the use of public transport system
- (4) Improve the quality of the urban environment, public health and safety
- (5) Change habits of local people
- (6) Promotion of more balanced tourist mobility (better redistribution of tourist flows in the territory)

## 2.2 Limassol

### Vision

The vision for Limassol is to create a more sustainable, safer and greener city in which both tourists and locals can enjoy by visiting or living. At the moment the city is suffering from traffic congestion, bad air quality and noise pollution, traffic accidents and very minimal use of sustainable transport such as public transport, e-cars, bicycles or walking. The long-term plan is to increase the sustainable transports to create a city with less traffic, less accidents and cleaner air quality. It will be a city that will attract visitors and promote a new way of living through sustainability. This goal is also shared by the relevant stakeholders such as the Limassol Tourism board, Limassol Municipality and the Public Works Department.

## Strategic objective

Defining objectives means specifying what social, environmental or economic improvements are required, saying exactly what needs to be “reduced”, “increased” or “maintained”. These are higher level aims of the SUMP (e.g. cut congestion caused by cars) while measures (e.g. build a tram) are the means to achieve them. This contrasts with a planning approach that focuses on the delivery of schemes and infrastructure without reference to higher level objectives.

The definition of objectives will provide focus and structure between the development of the vision and the setting of targets (and continued stakeholder involvement is important to ensure acceptance of the identified priorities).

The aim of the SMTAP is to satisfy the mobility needs of tourism and citizens for a better quality of life. A new planning concept will be able to address transport related challenges and problems of urban areas in a more sustainable and integrative way. The SMTAP will focus on tourists needs for a better quality and sustainable life at the SMTAP area. This action will evolve the SMTAP area to a more attractive destination for tourists. Tourists will enjoy their vacations with less noise, less CO2 emissions, free space, less traffic, healthier and safer environment and enjoy the SMTAP area by using sustainable modes for their transportation.

## Specific targets

- (1) Less CO2 emissions
- (2) Less traffic noise in the city centre
- (3) Less energy consumption
- (4) Increase the total share of citizens that use PT
- (5) Free space
- (6) Public health and safety
- (7) Change habits of local people and tourists

## 2.3 Las Palmas de Gran Canaria

### Vision

Las Palmas de Gran Canaria is looking forward to promoting sustainable mobility to citizens and visitors by offering them effective and comfortable alternatives to private vehicle. One of the most important challenges nowadays is to remove the private car from the main streets and return that space to the citizens and visitors to enable them to enjoy a friendlier and healthier city.

In that sense, the improvement and investments on the urban public transport services will help the city to be able to implement other kinds of mobility measures such as traffic restrictions, parking management or a public bike service that would foster citizens and visitors to take part on an adequate transfer from private transport to soft modes.

## Strategic objective

The main approaches that were followed when it was time to draft the SUMP were to foster effective and comfortable alternatives to private vehicle as well as raise social awareness for sustainable mobility.

The main objective that was dealt in the current SUMP was the establishment of a territorial balance in the transport system based on the environmental, energetic and social quality improvement. After that, the definition of more detail objectives was drafted through the problems and solutions criteria that were identified at the diagnosis stage.

The strategic objectives collected in the current SUMP in order to get an improvement have been:

- Promotion of a sustainable mobility among citizens and visitors;
- Increase private transport effectiveness (by reducing traffic congestion and solving traffic problems);
- Efficient and coordinated use of the different transport modes (urban public transport, pedestrian and bike mobility).

Finally, and as a recommendation that was collected in the current SUMP, it has been proposed to set up an organization that on behalf of the municipality will be in charge of coordinating, monitoring and evaluating the right implementation of the SUMP objectives and measures. The above organization will be the Mobility Office that has been proposed as a project to be developed in WP2 within CIVITAS DESTINATIONS, and its main activities will be:

- Monitoring and evaluation of SUMP;
- Mobility data collection (Citizens, tourism, freight distribution, etc);
- Better integration of leisure trips into policy making;
- Set up cooperation with tourism sector;
- Organisation of participation events.

## Specific targets

Once the main objectives have been structured, the specific targets can be explained for each one of them.

- Promotion of sustainable mobility among citizens and visitors.
  - Social dissemination and communication of SUMP objectives.
  - Sustainable mobility as a tool to integrate different municipal activities.
  - Integration of sustainable mobility like a transverse axis in the city planning.
- Increase private transport effectiveness (by reducing traffic congestion and solving traffic problems)
  - Decrease of private vehicles at conflict places and smoother and fluent drive of private vehicles.
  - More efficient parking management.
    - Increase of the parking space out of the city center.
    - Protection of parking spaces in the city center for residents.
    - Illegal parking control.
- Efficient and coordinated use of the different transport modes (urban public transport, pedestrian and bike mobility)

- Increase urban public transport competitiveness by the offer improvement and travel time enhancement.
  - Reorganization and optimization of the whole urban public transport network.
  - To create a high capacity urban public transport line in the low part of the city.
- Improvement of urban public transport static and real time information.
- Public spaces enhancement for a more effective use of the public transport network.
- Promotion of public transport.
- Improvement of the mobility management related to Industrial areas workers.
- Improvement of the mobility management related to school areas.
- Pedestrianization of historical city centre streets.
  - Promotion and reinforcement of pedestrian and bike mobility through the construction and improvement of suitable and exclusive spaces.
- Foster the uptake of the bicycle as a sustainable transport mode.
  - New and improved bike lanes and infrastructure.
  - New public bike system.
  - Promotion of bike mobility.

The company in charge of the SUMP development for Las Palmas de Gran Canaria has considered that all targets should be considered as SMART objectives (Specific, measurable, achievable, realistic and timely).

## 2.4 Malta

### Vision

The SUMP which will be developed as part of the CIVITAS DESTINATIONS Project will focus on the Valletta Region which essentially covers most of the urban centre in Malta. Any measures to be proposed as part of the SUMP must therefore compliment the National Transport Strategy published by Transport Malta in 2016. The Strategy, accompanied by a National Masterplan, sets out the vision and strategic goals which the Government aspires to achieve in the short to medium term within the transport sector.

The Strategy sets out the national vision for the transport sector which is: 'To provide a sustainable transport system which is efficient, inclusive, safe, integrated and reliable for people and freight, and which supports attractive urban, rural and coastal environments and communities where people want to live and work: now and in the future'.

The NTS identifies six strategic goals which define what the transportation system should achieve. These goals revolve around the principles of sustainable development and focus on economic, social and environmental aspects. These goals, listed below, form the basis of a framework on which all proposed interventions, projects and measures are appraised and prioritised.

The six strategic goals are as follows:

- Transport to support Economic Development
- Transport to promote Environmental and Urban Sustainability
- Transport to provide Accessibility and Mobility
- Transport to support Social Development and Inclusion
- Transport to remain Safe and Secure
- Transport to work towards Improved Public Health

The SUMP for the Valletta Region has to follow the vision set out in the Strategy. In this regard, the vision defined for the Valletta Region SUMP is as follows: “to facilitate cost-effective, energy-efficient and seamless mobility within the Valletta Region in view of improving the quality of life (health and environment) for residents and commuters to the area, and to make the region more attractive to tourists via better planning.”

### Strategic objectives

These objectives specify what the Sustainable Urban Mobility Plan should achieve.

- (1) Reduce the role of the personal car in the busy, congested urban ‘hub’;
- (2) Reduce the impact of high polluting vehicles in inner congested urban areas;
- (3) Make use of existing and emerging technologies to improve the quality of life (safety, accessibility) on the road;
- (4) Improve intermodal seamless mobility;
- (5) Engage in better transport planning at the local level;
- (6) Engage in sustainable logistics which do not act negatively towards urban congestion and the environment.

### Specific targets

The impact evaluation of the SUMP will be done through the National Household Travel Survey (NHTS) which is deployed every 10 years. The next NHTS will be held in 2020. This shall serve as the baseline study for the SUMP.

The impact indicators chosen to measure the SUMP success are the following (these indicators and their targets have been extracted from the Malta National Transport Masterplan):

#### Environmental & Urban Sustainability: 2025

- Indicator: Conventionally fuelled cars to make up 80% of National Fleet
- Indicator: Zero emission urban logistics: 50%

#### Accessibility and Mobility: 2025

- Indicator: Modal Share (car drivers) [back to 1990 level]: 47%
- Indicator: Modal Share of non-motorised trips (journeys more than 5min at AM peak): 11%

## 2.5 Rethymno

### Vision

Rethymno as an inclusive, resilient, accessible, smart city.

Rethymno is a polycentric city region defined by strong networks of small to medium sized neighbouring settlements that crucially impact on daily mobility patterns. The significant influx of tourists during the summer months, reaching an 8-fold uptake compared to Rethymno’s permanent population, introduces new travel needs, which due to the inefficient mobility

management, further downgrade its urban environment and calls for specific measures to address this seasonal transport problem.

Rethymno's new vision builds up on the existing SUMP, while developing its scope and objectives under DESTINATIONS's shared vision and strategic goals (Improve overall urban accessibility; Reduce emissions/ increase air quality; Reduce energy consumption; Enhance social cohesion; Improve cost effectiveness and integration of transport and mobility services).

Rethymno's SUMP adopts an integrated approach to face the rising challenges of both growing sectors – MOBILITY and TOURISM – by introducing sustainable, affordable, smart and reliable mobility solutions. This SUMP demonstrates complementary mobility solutions combining emerging technologies, policy based and soft measures with a strong replication potential, aiming to improve the city's image to citizens and tourists alike. It aims to serve as a lighthouse example to other Greek tourist cities as best practice for sustainable mobility solutions.

### **Strategic objective**

The SUMP Strategy deals with specific challenges in terms of upgrading the existing transport system, improving the urban environment and aiming at behavioural change.

According to "SUMP Baseline report" (D2.1), the macro- objectives of Rethymno's SUMP are to:

- improve the quality of life of residents;
- enhance tourists travel experience and;
- enhance the area's image as an attractive tourism destination while;
- stimulate economic growth and;
- stimulate social development.

According to the vision for the city of Rethymno the following goals and objectives are set:

### **Strategic Goal 1: Inclusive city for all**

#### **Strategic objectives:**

- (1) improvement of city's accessibility and
- (2) improvement of citizens' social inclusion

Sub objectives: Improve safety, attractiveness and accessibility of public spaces, enhance citizens' participation, improve disabled accessibility in the city, Improve accessibility in schools and university, Upscale information and digital technology systems.

### **Strategic Goal 2: Equity in transport**

#### **Strategic objectives:**

- (3) increase cycling, walking and use of PT
- (4) increase the quality of transport service and
- (5) strengthen the behavioural change towards more sustainable, car -free transport modes
- (6) increase the cost-effectiveness of transport service

Sub objectives: Reduce car dependency, Increase the efficiency, attractiveness, and accessibility of public transport, Offer and optimise alternative transport options in the entire city, Increase traffic safety, Improve disabled accessibility in transport modes, Reduce transport costs for access and mobility, Minimize infrastructure costs, Increase the capacity of regional urban planners and PT operators, Introduce sharing mobility culture, Managing mobility demand at tourist destinations through sustainable solutions.

### **Strategic Goal 3: Clean city- towards zero emissions transport**

#### **Strategic objective:**

(7) reduce fuel consumption, GHG emissions, traffic congestion and noise

Sub objectives: cleaner public transport; Enhance shared mobility; Reinforce smart and clean urban freight logistics at tourist destinations; Preserve the natural environment; Maintain human health and safety; Boost the uptake of electric vehicles for public transport; Enhance e-mobility concept.

## **2.6 Elba**

### **Vision**

The strategic vision resulting from the stakeholder's involvement can be summarised as follows. Sustainable mobility is deemed a key aspect for the local economy, quality of life and the environment. In the Elba island there are two key types of need to be considered: those of "residents" - who live on the island all year - and those of tourists - who are staying on the Island for periods that tend to be shorter.

Furthermore, the category of owners of second homes must be also considered, to the extent that they habit the island for more or less short stays, at different times of the year.

Taking all that into account, despite the different needs related to each category, "sustainable mobility" means for all making the transport system of the island:

- More accessible (availability of infrastructure and mobility services);
- More convenient (costs per user) and competitive (compared to the solutions available in other places where you can choose to live or stay for tourism);
- More pleasant (comfortable), simple (through exhaustive information, signalling, information about mobility), fluid (avoiding congestion) and safe (punctuality and low risk of accidents);
- Not polluting and harmful to health (presence of clean vehicles), and, over a longer perspective, no longer based on conventional fossil fuels.

### **Strategic objectives**

The strategic vision underlying the SUMP has been emerging from the contributions of ideas and suggestions discussed during the stakeholders' involvement. Two macro-objectives have been identified so far:

(1) More guests throughout the entire year (residents and tourists)

(2) Less congestion during summer-time.

The underlying key objectives have been identified as follows:

- (1) Improving the maritime (Piombino-Portoferraio/Rio Marina/Cavo) and air (La Pila airport) access to the island;
- (2) Providing extensive transport information (Info-Mobility) to users and citizens;
- (3) Developing an integrated transport system (multimodality);
- (4) Enhancing e-Elba (electrical mobility);
- (5) Making the Elba island bike-friendly (bicycle mobility).

These strategic outcomes also result from information collected analysing the current situation - in the process of being acquired - and take into account any intervention plans to be further discussed with the actors involved at local and regional level.

At present, the interventions planned from 2018 include the planning of an extra-urban transport service plan in high season, integrated with local transport services (shuttles) and the management of interchange car parks in municipal areas.

There are also proposals addressing functions to be developed permanently, which benefit from the initial technical and financial support provided by the DESTINATIONS project.

These permanent activities supporting the overall transport planning in the island have been identified as follows:

- An associated strategic planning and mobility observatory in the island, with the participation of the relevant bodies (e.g. the Livorno Provincial Mobility Observatory, the 8 municipal administrations of Elba);
- A "Shared Mobility Agency", supporting networking among mobility service providers, info-mobility services with dynamic data to inform users in real time, and the aggregation of mobility demand allowing for sharing journeys by car and / or services (e.g. sharing taxi rides, blablacar, hitchhiking certification, call for a flexible service that can be activated for a minimum number of users, etc.) to residents and tourists.

### Specific targets

The targets of the SUMP have been identified having as reference the purpose of the plan: ensuring sustainable mobility for the "guests" of the island (tourists) as well as for the residents.

The targets are also identified taking as reference the following principles:

- Co-planning: co-creation of the plan with local and regional stakeholders;
- Evolution: being target adaptable to new technologies (e.g. electric vehicles, automated vehicles) and evolution of demand (new trends and lifestyles) to the horizons of 2020, 2030, 2050.
- Complementarity with Elba Sharing services (Mobility Observatory, Daily Info mobility, Virtual Services Bulletin to aggregate mobility demand).
- Graduation of implementation: strategic and gradual activation of interventions (first those required at the level of the whole island, those in the areas of Portoferraio and Rio and gradually in the other municipalities that adhere to the Plan).

The specific targets elaborated during the stakeholder's engagement are the following:

- Soft mobility (walking, cycling, by sea):

- Enhance the use of bicycles through the set-up of a network of unique off-road cycling lanes across the island.
- Encourage small cabotage to connect the island beaches.
- Sea connection between island ports with new generation boats (solar panels).
- Infrastructure and recharging network for electric bicycles and scooters at inland sites of interest (cultural sites, hospital, beaches).
- Set-up of bike sharing services.
- Private and shared mobility:
  - Encouraging the use of electric vehicles (free parking, dedicated stalls, charging points, vehicle access restrictions to conventional fuelled vehicles in urban centres).
  - Reconsidering parking policy on the island: favouring intermodality, improving enforcement.
  - Providing car-pooling incentives.
  - Renewing transport signalling and information.
- Local Public Transport:
  - Set-up of an application encompassing all mobility services on the island.
  - Improve information on public transport (timetables, GPS, info-trolleys).
  - Provision of new bus lines and use of eco-sustainable transport means.
  - Promotion of an on-demand bus service.
  - Set-up of an application encompassing all taxi services on the island.
  - Introduction of collective taxis for inter-municipality routes.
  - Introducing additional passenger transport services during summer-time between St. Giovanni and Portoferraio.
- Accessibility:
  - Improve the coordination between transport companies (timetables, multimodality local services, integrated tickets).
  - Enhance transport services between Campiglia (Rail station) and Piombino (Port) in Tuscany.
  - Ensure a better accessibility between Pisa airport and Piombino.
  - Encourage multimodality and interchange in Piombino Port for connections to Elba.
  - Incentivise the provision of private transport services, e.g. mini-cruises for coast to coast trips by sea.
  - Improve connections by air.

## 2.7 Conclusions for the visions of the sites

The visions and strategic objectives for all sites are defined. For most sites the objectives and specific targets need to be made smarter. The definition of the objectives is still quite abstract and not precise. To be able to measure and monitor the impact of the SUMP it is necessary to quantify the objectives and targets.

In the next step of the production of the SUMP both the objectives and the specific targets will be made SMART (Specific, Measurable, Acceptable, Reasonable and Timely). Doing so the SUMP will be clearer for all stakeholders. The plan can be monitored, and clear results can be presented to the citizens, companies and other stakeholders involved.

### 3 Feasibility of the measures




Within the scope of the CIVITAS DESTINATIONS project all sites have a list of measures that will be developed during the lifetime of the project. In most cases these measures are part of the implementation plan of the SUMP. Furthermore, the measures are the core of the measure-package that will be developed by each site.

To get more grip on the measures a feasibility study has been executed. During the meeting in Valletta, spring 2018, a workshop is organised to help the sites in the production of the feasibility study. This workshop provided all cities with guidelines for the feasibility study. Next to this a method was chosen to synchronise the way the feasibility is executed and reported.

The feasibility of the measures is made based on an easy to understand and to interpret system. The first step made is to define on which topics/aspects the measures should be tested for feasibility. The following aspects are chosen:

No.	Aspect	Definition “The success of the implementation and contribution to the objectives is dependant from...”
1	Technical	(Un)proven technology – the extent to which development is necessary before implementation
2	Operational	The availability of staff and/or their level of skills. The number of different stakeholders necessary to implement and operate a measure.
3	Acceptance	The extent to which stakeholders might provide opposition to a measure. Eg the involvement of local shopkeepers. But also, the level of involvement of individual users or user groups.
4	Financial	The extent financial resources are available/secured for both initial investment of the measure as the operational costs. Viability of the (public) business model of the measure.
5	Legislation	The extent to which changes are necessary in local regulation or (inter)national legislation.
6	Political acceptance	The extent to which the topic is political sensitive and requires political acceptance.
7	External	The extent to which (critical) relations exist with other projects or developments that cannot be influenced directly from CIVITAS DESTINATIONS.

For each measure, each aspect has been scored on a 3-point scale using ‘smileys’. The following definition has been used:

	No risks, no additional action necessary
	Moderate risk, measure is feasible with contingency actions in place risk
	High risks, substantial measures necessary

## 3.1 Conclusions

The feasibility study via the “smiley-method” proved to be successful. The most threats were easily discovered. Remarkably for most measures no problems for implementation are foreseen. For measures that could suffer from difficulties in implementation, the problems are flagged up soon. Furthermore, a risk-analysis has been made and a contingency plan has been installed.

All measures can be implemented. For measures that could suffer from implementation problems, the pitfalls are defined and are input for the implementation plan that will be produced in the next step of this work package.

## 4 Next Steps

The making of a SUMP is a complex and time-consuming piece of work. At the moment most of the DESTINATIONS Sites have already made a lot of progress and made great progress with step 1 until 6:

- The baseline has been defined and described;
- The goals and objectives have been set and the vision has been sketched;
- All measures are planned, and an initial feasibility study of the measures is done.

The first 6 steps of the total SUMP cycle have been made as follows:

**Step 1:** Determine your potential for a successful SUMP

**Step 2:** Define the development process and scope of the plan

**Step 3:** Analyse the mobility situation and develop scenarios

**Step 4:** Develop a common vision

**Step 5:** Set priorities and measurable targets

**Step 6:** Develop effective packages of measures

**Step 7:** Agree on clear responsibilities and allocate budgets

**Step 8:** Build systems for monitoring and assessment into the plan

**Step 9:** Adopt the SUMP

**Step 10:** Ensure proper management and communication (when implementing the plan)

**Step 11:** Learn the lessons

It is important to note that Steps 1 to 8 fall within the DESTINATIONS lifetime, while Steps 9 to 11 are actions which shall take place following the completion of the DESTINATIONS project.

Now it is time for the next steps (7 and 8) and to start finalizing the SUMP.

Next steps are:

- To describe the selected package of measures.
- After the description of the measures and the individual feasibility of these measures, the synergy between the measures can be described. Experience show that combination of measures can be more effective than an isolated measure. The integration of transport modes or aspects that influence the synergy should be included.
- The measure packages are building blocks to reach the objectives of your SUMP. Within the description it would be good to highlight in what way the measure package will help this. The feasibility of the objectives as executed within setting the objectives can be helpful.
- Not all measures have to be part of a package.

### Implementation plan

One of the most important parts of the SUMP is the way all measures will be implemented. For each measure and/or measure package the following aspects need to be clarified:

- **Responsibility:** who is responsible for the implementation of the measure? Considering that some measures need to be decided upon by local government, with a political decision as an important milestone.
- **Plan resources:** this also implies a sound financial plan for all the measures. Plan also the human and knowledge resources. If any hardware/infrastructure is needed this should be planned carefully as well.
- **Assign a measure leader:** and give this person the mandate to handle.
- **Communication with stakeholders:** during the realization of the implementation it is wise to consult the stakeholders. They can play a role in the implementation and can operate as supporters for your plan.

One of the results of the implementation plan is a time plan and a financial/budget plan:

- What is to be done and by whom?
- How much budget is allocated and what is the funding source?
- In what way will the measure/measure package contribute to your objectives and how is this measured?
- When will the measure/measure package be implemented? And how long will it be monitored?
- When will the evaluation be done? (in correspondence with WP 9)

### Monitoring and Evaluation plan

Another important plan that will be produced in direct link with the implementation plan is a monitoring and evaluation plan. The start of this plan is the feasibility analysis of the measures that already has been done. Within this task a set of aspects has been defined. These aspects can form the basis for the monitoring and evaluation plan.

Next to these aspects a good evaluation and monitoring plan is based on good data. Data that has a direct relation between the measure and the objective. E.g. the implementation of the measure: Promotion of Sustainable Mobility among tourists. With the SUMP it is expected that:

- Tourists know (more) about the possible ways to travel at their destination.

- Tourists will make more use of sustainable modes.

This should lead to a change in modal split among tourists. Data on the modal split should be collected before the measure, during the pilot period and after the measure has been implemented. The measurement of the modal split doesn't have to be on measure level but can be measured on site level.

## Annex - Feasibility of the measures per site

In this annex the measures' feasibility is shortly reported. The table give a quick overview per measures. As can be seen, the feasibility of most measures is okay. When possible, if problems occur, a description and an explanation is given.

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# 1 Madeira

The deployment of the SUMP ARM has started, and the measures definition planned for Phase 3 - Definition of Intervention proposals, Proposals Evaluation, Implementation / Action and Investments Program and Monitoring Program, has been completed at the end of November 2018 and includes:

- proposals by municipality and Government, safeguarding the existence of projects at a macro level;
- proposals evaluation to achieve the objectives;
- implementation and action planning measures, (short, medium and long term), costs estimation investment and potential funding sources evaluation;
- monitoring program definition based on key performance indicators to evaluate outcomes.

## Feasibility analysis for selected measures

All the measures will consider their feasibility in terms of needs, in terms of deployment, and funding. The main financing source will be Madeira 14-20 and Government funds.

## Results: selected package of measures

Government will propose measures that are likely to be implemented by relevant stakeholders and players, but mainly by all municipalities.

In a long term, the SUMP ARM will act as a framework for the future. Integrated transport and mobility strategy can enable balance between social equality, environment quality and economic development. The municipalities can upgrade the existing strategic documents with the proposed approach to mobility planning. The aim of the new approach is not just the preparation and adoption of the SUMP document. Moreover, adoption of such a document should lead to a long term process of integrated and sustainable planning and management of the urban mobility.

Integrated transportation planning can bring many benefits:








- Better quality of living;
- Positive effects on environment and health;
- New and integrated policy visions;
- Better mobility and accessibility;
- Better municipalities image;
- Better access to funds.

## **MAD 2.2 - Smart metering and user generated content to improve urban mobility planning and services**

Measure MAD2.2. develops technological tools to monitor and evaluate some relevant indicators related to Sustainable Urban mobility Plan performance and results. The measure aims to develop low-cost environmental stations to collect data to monitor mobility and transport emissions to provide relevant information to decision makers, citizens and tourist. On the other side, the measure is testing a passenger's counting system on board of busses. All

these data are essential to monitor the progresses and results of SUMP and to improve the quality of mobility regulators and transport stakeholders.

The contribution of this measure to the SUMP is direct and it represents the test bed of innovative solutions to support decision makers.




Criterion	Scoring	Explanation	Action
Technical		Some difficulties can rise to purchase low cost equipment in extra EU country with possible delays.	
Operational		Routers and cameras tested to count passengers are innovative technologies with risk of lack of response of market or complex development of research institutes	Informal agreement with providers can minimize the risk involved with the development of innovative solution
Acceptance		Measure well accepted by all stakeholders	
Financial		There is the need to define a successful business model to keep the environmental stations working	Possible business model to apply will be discussed during the stakeholder meetings.
Legislation		Environmental station needs to be calibrated with the official ones. Need to integrate the new network with the official one.	Contact with the Regional Environmental Department for the calibration activities needed.
Political Acceptance		Measure well accepted by politicians	
External		No risks expected	





**Table 1:** MAD 2.2 - Smart metering and user generated content to improve urban mobility planning and services

### **MAD 3.1 - Innovative solutions for safe and secure public spaces**

Measure MAD 3.1 aims to improve pedestrian and cycling accessibility with the implementation of integrated and specific actions focusing in the most touristic places. Together with this the measure will act to implement a more efficient public and traffic light system to promote soft modes and public transport mode.

The relationship with the Regional Mobility Plan is direct considering this issue is a core topic in the plan together with the promotion and expansion of Public transport mode among residents and tourists.

Criterion	Scoring	Explanation	Action
Technical		The actual traffic light system is quite old it needs radical adjustments also to support the public transport priority in the corridors. Expected possible delays.	Timely contact with potential providers and developers can speed up the implementation process
Operational		Some minor risk related to the need to find nationally providers to replace progressively the actual traffic light system.	
Acceptance		Some risks are expected for the implementation of the bus corridors in city center.	A specific traffic study will prove the feasibility of such bus corridor. On this basis the decision will be easier and more accepted.








Financial		The traffic light system is a relevant investment. A structured financial source is needed.	This equipment is included in the list of the potential ERDF co-funded projects.
Legislation		No risks expected.	
Political Acceptance		No risks expected.	
External		Some minor risks are expected for the implementation of the bus corridors in city center.	

**Table 2:** MAD 3.1 - Innovative solutions for safe and secure public spaces

### **MAD 3.2 - School and foreign students awareness campaign package**

The measure aims to promote sustainable mobility options among youngsters and students in schools. It aims also to improve actual mobility services and infrastructures to avoid inefficient mobility system and to promote efficient mobility management at schools.

The measure is directly linked to Regional mobility plan. It includes specific activities to promote soft transport modes and public transport as main mobility options for citizens and tourists.








Criterion	Scoring	Explanation	Action
Technical		No risks expected	
Operational		Stakeholder's involvement process with all the mobility actors can be complex.	The stakeholders must be involved since the beginning of the project to make the participation process smoother.
Acceptance		No risks expected	
Financial		In some cases, there are minor risks related to financial needs for the missing infrastructures outside the school.	
Legislation		The analysis of students' mobility (origin/destinations) can change the concession areas leading to new regulation framework for public transport operators and other mobility actors.	
Political Acceptance		No risks expected	
External		No risks expected	

**Table 3:** MAD 3.2 - School and foreign students awareness campaign package

### **MAD 4.1 - Promote the uptake of clean vehicles by fleet operators**

The measure intends to promote electric options within regional fleet operators, for citizens and for tourists. The measure addresses a key topic in the Regional sustainable mobility plan related to improve the general energetic efficiency of the transport sector. The measure is

supported by the umbrella action called MOVE ME, that promotes the fleet renewal with incentives, infrastructures, private/public agreements and other actions to foster electric mobility options.







Criterion	Scoring	Explanation	Action
Technical		No risks expected.	
Operational		The synergies between relevant stakeholders (energy agency, energy provider, region, automotive companies...) is a key issue to achieve the expected goals of this measure.	
Acceptance		No risks expected.	
Financial		The incentive scheme requires specific public budget. The budget cannot be available after the measure lifespan. This is a minor risk.	
Legislation		The approval of a regional plan for electromobility promotion is a key aspect for the success of such measure.	
Political Acceptance		The measure is strongly endorsed by local, regional and national politicians.	
External		No risks expected. Positive intervention of national campaign will increase the expected results.	


**Table 4:** MAD 4.1 - Promote the uptake of clean vehicles by fleet operators

### **MAD 5.1 - Urban Freight solutions**

Freight logistic is a relevant issue in the city of Funchal. The actual regulation scheme proved to be not efficient to avoid congestion and to contribute to smooth traffic in historical centre. The measure aims to improve the regulation scheme on the basis of a complete stakeholder hearing.








This measure is especially embedded in the regional mobility plan where is clearly referred a specific incentive scheme to innovative pilot for urban logistics. Stakeholders and municipality agreed on specific tools and strategies to better coordinate logistics in historical centre.

Criterion	Scoring	Explanation	Action
Technical		The technological support of the measure is not essential, some stakeholders require control systems.	Organize stakeholder meetings to develop the idea together to rise the acceptance
Operational		The access rules for the logistic plan in the target areas have to be defined to award green and virtuous attitudes.	
Acceptance		Some companies don't accept a stricter access regulation.	Stakeholders meetings are important to find consensus on the best solutions
Financial		No risks expected	
Legislation		No risks expected	
Political Acceptance		Politicians are supporting the process to assure the right acceptance of the forthcoming logistic plan.	

External		No risks expected	
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**Table 5:** MAD 5.1 - Urban Freight solutions**MAD 6.3 - Mobility planning for tourism related companies**



Tourism employees represent the best ambassadors to promote sustainable mobility within tourists. In this way information tools, trainings of tourist agents, drivers, taxi are the best tools to promote sustainable mobility and tourism on both sides. This measure is strictly related to the Regional Sustainable Mobility plan where information tools and integration of tourism platforms and mobility platforms are integrated and in a strict connection

Criterion	Scoring	Explanation	Action
Technical		Regional tourism department has limited technical resources to deal with the measure implementation.	HF will support the measure leader to achieve the goal of the measure implementation.
Operational		Regional tourism department has limited human resources to deal with the measure implementation.	HF will support the measure leader to achieve the goal of the measure implementation.
Acceptance		No risks expected	
Financial		No risks expected	
Legislation		No risks expected	
Political Acceptance		This measure has quite strong political support.	
External		No risks expected	

**Table 6:** MAD 6.3 - Mobility planning for tourism related companies**MAD 7.1 - Electrical vehicles and clean fuels for public transport and urban fleet**

The promotion of electrical mobility within public transport operator is a core activity in the regional mobility plan. The regional plan support clearly the renewal of public transport fleet with a specific incentive scheme including regional support and ERDF funds.

Criterion	Scoring	Explanation	Action
Technical		Electric Technology in bus market are quite instable and "green".	
Operational		Logistic problems related to charging process are a fact that operators have to overcome.	
Acceptance		Electric busses are considered by public transport technicians as an instable alternative. The extra cost has to be measured carefully.	Site visit and test of electric bus in real exploitation areas are the best way to overcome false beliefs.
Financial		The transition from a diesel system to an electric one requires relevant investments.	Public incentives can overcome such barrier
Legislation		No risks expected	








Political Acceptance		This measure reaches quite strong political support during the project.	
External		Limited solutions and limited version in electric bus market.	

**Table 7:** MAD 7.1 - Electrical vehicles and clean fuels for public transport and urban fleet

### **MAD 7.3 - Smart PT traveller information service**

To access to public transport, tourists and citizens need user-friendly information. Only with complete information it is possible to combine touristic visit with the transport offer of PT operators. In this measure the information system in street, in apps, and on the Internet will be improved to provide complete information at the right time.

This activity is included in the regional mobility plan with specific measures to implement an integrated and multimodal information system to make easier the access and the use of the transport services. This measure is considered of paramount importance to rise the attractiveness of public transport service and to promote modal shift.








Criterion	Scoring	Explanation	Action
Technical		Limited technological solutions can make more complex the development of the systems and the tender to purchase them.	A complete and detailed market hearing will avoid misjudging and wrong decision in long run.
Operational		This measure is strictly related with measure MAD 7.4. A delay in one of these measures can have consequences on the other.	Technology related measures will be addressed in an integrated manner to avoid delays.
Acceptance		No risks expected	
Financial		The availability of specific resources to extend the pilot test of such solutions are not sure.	Start the lobby with ERDF to show the positive externalities of such solutions.
Legislation		No risks expected	
Political Acceptance		This measure has quite strong political support.	
External		No risks expected	

**Table 8:** MAD 7.3 - Smart PT traveller information service

## **2 Limassol**

### **LIM 3.2 - Accessibility for disabled and visually, hearing impaired**



The signalization system /access point of city area will be improved and a safer. More secure environment for people with disabilities will be created. They will be able to easily access more places.






Criterion	Scoring	Explanation	Action
Technical		The signalization system /access point of city area will be improved and a safer, more secure environment for people with disabilities will be created. They will be able to easily access more places.	Limassol Municipality added one point with crossing controllers at the main traffic lights of the tourist area which includes crossing for people with disabilities, one ramp that provides access to the beach and two wheelchairs for people with disabilities to enter the water.
Operational		The main task of this activity to collaborate with a company with expertise staff.	The Association of People with Disabilities indicated locations of access points for the implementation of the measure. The Electro-Mechanical Service department provided guidance and permissions for the implementation of this measure.
Acceptance		There is a positive acceptance for the implementation of this measure.	Limassol will become a more attractive and safer place for tourists with disabilities. For safety and leisure, the number of access points to the beaches will be increased and connected to the PT system.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure. No risks are identified.	No additional costs will be needed for completing this measure.
Legislation		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed for the implementation of this measure. Limassol Municipality is responsible for the measure with respect and implement all legislation rules in force.
Political Acceptance		Politicians want their city to become a more attractive and safer place for tourists with disabilities.	For safety and leisure, the number of access points to the beaches will be increased and connected to the PT system.
External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure

**Table 9:** LIM 3.2 - Accessibility for disabled and visually, hearing impaired

#### **LIM 4.1 - Electric car sharing connecting Limassol-airports-ports**

Seven double e-car stations with shelters and seven double EV chargers, relevant signage and 20,000 maps produced.



Criterion	Scoring	Explanation	Action
Technical		LTC identified the areas to install the purchased equipment and will provide maps with EV-Charging networks in Cyprus and Limassol, and in collaboration with the EAC, installed new EV charging technology.	Seven new stations have been added in the region and its main getaways. Four shelters for EV charging stations have been purchased. Maps (2,000) with the EV-charging station locations have been designed and distributed at local events, hotels and tourist info offices.
Operational		The main task of this activity to collaborate with a company with expertise staff.	LTC, in collaboration with car rental companies and their associations, made great efforts to increase the number of e-vehicles available for rent connecting Limassol area-airports-port.






Acceptance		Limassol is now even more positive in promoting green mobility transport.	There is increased acceptance by citizens, touristic and stakeholders for this measure. Electric mobility is expected to efficiently contribute in promoting sustainable mobility for the city, closer to the goal for a green city.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure. The EAC, which is the exclusive organization that install EV-Charging Stations in Cyprus, must provide with its own expenses the following activities: 1. Design of the shelters 2. Request the necessary permissions for the installation. 3. Provide the connection for the supply of electricity. 4. Guarantee the perfect maintenance of the equipment.	Several meetings were held with local Authorities and the Electricity Authority of Cyprus (EAC) to determine the locations of EV-Charging Stations. After continuous meetings with the EAC it was agreed by LTC to purchase shelters from the EAC.
Legislation		There are no legislation barriers for introducing this measure in Limassol.	LTC will respect and implement all legislation rules for introducing and promoting electric mobility in the city.
Political Acceptance		Political acceptance is positive for this measure.	Political leaders will be in close cooperation with Electric mobility stakeholders, PT officials and other related stakeholders for introducing electric mobility solutions for Limassol.
External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure.

**Table 10:** LIM 4.1 - Electric car sharing connecting Limassol-airports-ports

### **LIM 4.2 - Expansion of public bike sharing system, include e-bikes**

Three new bike sharing stations, thirty new bikes for bike sharing, twenty new bikes available for rent and ten new e-bikes available for rent.






Criterion	Scoring	Explanation	Action
Technical		The bike sharing system will grow to offer more options to leisure cyclists, encourage them to follow more routes and visit more points of interest in the area. Also, residents that are less athletic will have the option of renting electric bikes.	The public bike sharing system is expanded in cooperation with the main bike sharing company which will increase the number of stations (10) and bikes (120) available in the region. Also 5 new bike parking points have been created by the project to serve the cycling paths available in the region. Other bike rental companies will also be encouraged to increase the number of bikes and add electric bikes for rental, so as to cover the needs of less athletic people or senior citizens.
Operational		The main task of this activity to collaborate with a company with expertise staff.	LTC held several meetings with bike sharing companies (Next Bike Cyprus, Cyprus Cyclist Federation) and local authorities to determine the locations of parking stations. Also Bike rental companies informed about the project



			and its measures were given incentives in order to increase their fleet with conventional bikes, as well as e-bikes.
Acceptance		There is increased acceptance for expanding the bike sharing system in the city with new stations, and e-bikes, by citizens and visitors.	Citizens are keen with the use of bike sharing in the city. New stations, bikes and parking will provide new options for more people.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure.	No additional costs will be needed for completing this measure. LTC will make sure that all foreseen activities and infrastructure will be implemented.
Legislation		There are no legislation barriers for introducing this measure in Limassol	No additional legal activities are needed for the implementation of this measure. LTC is responsible for the measure that will respect and implement all legislation rules in force.
Political Acceptance		Politicians are looking for eco-friendly vehicles in the city.	There is positive political acceptance, so no additional activities are needed for the implementation of this measure.
External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure

**Table 11:** LIM 4.2 - Expansion of public bike sharing system, include e-bikes

### **LIM 5.1 - Limassol city centre Urban Freight Logistic Action Plan**

A Sustainable Urban Logistics Plan (SULP) of Limassol is in process. An online platform to manage freight transportation will be developed. Studies regarding tourist flow in the area is in process. Involvement of 500 shops in the plan where shop keepers will be contacted to ensure the acceptance level of the measure. Ongoing access control system for mobility management will be implemented. There is a need to have frequent meetings with relevant stakeholders to define solutions for freight logistics.







Criterion	Scoring	Explanation	Action
Technical		This measure is being developed by an expertise company on software development.	Development of online platform for managing freight transportation; key actors involvement for more efficient freight distribution.
Operational		This measure is being developed by an expertise company on software development.	Several meetings with local stakeholders (Professional Association, Municipalities, Transport operators, local companies) to define solutions for freight logistics.
Acceptance		SULP development needs the active collaboration of stakeholders related to logistic and urban distribution in the city, and nowadays, some of them are not as collaborative as they should be.	Periodical meetings to understand the needs of all stakeholders will be carried out.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure.	No additional costs will be needed for completing this measure.
Legislation		There are no legislation barriers for introducing this measure in Limassol.	No additional legal activities are needed for the implementation of this measure. Stratagem is responsible for the measure


			that will respect and implement all legislation rules in force.
Political Acceptance		Political acceptance is positive for this measure.	There is positive political acceptance, so no additional activities are needed for the implementation of this measure.
External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure.

**Table 12:** LIM 5.1 - Limassol city centre Urban Freight Logistic Action Plan

### **LIM 6.4 - Smart parking guidance system**

To introduce the system leaflets and brochures for the communication campaign will be produced. As many as possible public parking to get involved. To serve the largest possible number of cars searching for a free parking place in the centre. Implementation of info signs in the main entrances of the centre. A mobile information application about traffic in general will be provided. The promotion will be through the media and social networks








Criterion	Scoring	Explanation	Action
Technical		Limassol will significantly reduce unnecessary traffic congestion in the city centre. Smart sensors and further smart electronic devices will be made available to car drivers, through mobile applications and variable message systems, to receive crucial information regarding parking space availability.	Parking guidance will be made available to drivers by providing real time information for parking availability, which will be visually displayed on mobile phones and computer devices through a smart application as well as on variable message systems that will be located around the city center. Smart sensors will be installed in seven municipality-owned parking spaces, which will allow for real time data to be transferred regarding parking space availability.
Operational		The main task of this activity to collaborate with a company with expertise staff.	Limassol Municipality held several meetings with the Police Traffic Department and Electricity Authority of Cyprus to provide information and services for the implementation of the measure.
Acceptance		Citizens are very positive with this measure. It will provide significant help and "smart" tools in the planning procedure for the city.	The measure will improve the whole mobility system, not only for tourists travelling by car but it will also improve the level of tourists visiting city centre due to lower traffic, noise, CO2 emissions and higher safety levels.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure.	No additional costs will be needed for completing this measure. Limassol Municipality will make sure that all foreseen activities in the scheme will be implemented.
Legislation		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed for the implementation of this measure. For the implementation of the measure Limassol Municipality is responsible for the measure that will respect and implement all legislation rules in force.
Political Acceptance		There is a positive acceptance for the implementation of this measure. No risks have been identified.	There is positive political acceptance, so no additional activities are needed for the implementation of this measure.

External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure.
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**Table 13:** LIM 6.4 - Smart parking guidance system

### **LIM 7.1 - Improvement of PT routes, time tables, ticket procedure and bike transportation on buses to make the service more attractive**

At least ten improved PT routes and time tables. Improved PT ticket procedure will be done and twenty bike racks on buses will be installed.








Criterion	Scoring	Explanation	Action
Technical		Better designed routes and timetable adjustments ensure that PT is convenient and attractive to potential users. There is a need to combine cycling with the use of PT by installing bike racks on buses.	Suggestions and solutions have been made towards improving the PT service. Routes and timetables improvements. For the installation of 20 bike racks on buses, specifications have been determined and the tender documents have been published according to the public procurement laws of Cyprus.
Operational		The main task of this activity to collaborate with a company with expertise staff.	Several meetings between the Cyprus Tourism Organization, Limassol Tourism Company, Limassol Bus Company and the representative of the Ministry of Communication and Works took place in which the recorded complaints from tourists regarding the use of PT were presented.
Acceptance		Citizens are looking for eco-friendly vehicles in the city.	Better designed routes and timetable adjustments ensure that PT is convenient and attractive to potential users.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure. The procurement process for purchasing the bike racks is complete.	Next Bike Cyprus, is in the process of arranging the details for the purchase of the bike racks.
Legislation		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed for the implementation of this measure. For the implementation of the measure LTC was held several meetings with the Limassol Bus Company and the Ministry of Communication and Works to design the specifications and to obtain permissions.
Political Acceptance		Politicians are looking for eco-friendly vehicles in the city.	Better designed routes and timetable adjustments ensure that PT is convenient and attractive to potential users.
External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure.

**Table 14:** LIM 7.1 - Improvement of PT routes, time tables, ticket procedure and bike transportation on buses to make the service more attractive

### **LIM 7.2 - Creation of an electric bus hop on hop off service in the old town**

LTC is not able to purchase the 2 hop- on hop-off buses due to insufficient budget. Audio guides in the buses will be installed providing the tour in five different languages. The promotion of the service will include flyers, adverts and banners.

All the measures mentioned above have been analysed in terms of technology, budget and policies and have all been approved by the Limassol Municipality, Limassol Tourism Board and the Public Works Department. The result from the feasibility study is that all the mentioned measures for the SMTAP are doable with the cooperation and communication between the relevant stakeholders.

Criterion	Scoring	Explanation	Action
Technical		Further research took place to re-determine specifications.	LTC create an application audio guide that can be downloaded to mobiles.
Operational		The main task of this activity to collaborate with a company with expertise staff.	For the implementation of the measure LTC has held several meetings with the Limassol Bus Company and the Ministry of Communication and Works to design the specifications and to obtain permissions.
Acceptance		Citizens are looking for eco-friendly vehicles in the city.	The route will pass through several landmarks of Limassol town.
Financial		Due to budget constraints LTC cannot proceed with the implementation of this measure, as planned.	Create 3 new bike sharing stations with 30 electric bikes – 30 docks. Create a new route to act as a hop-on hop-off service for e- bikes
Legislation		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed for the implementation of this measure. LTC, is responsible for the measure that will respect and implement all legislation rules in force.
Political Acceptance		Politicians are looking for eco-friendly vehicles in the city.	The route will pass through several landmarks of Limassol town.
External		No external barriers exist for the implementation of this measure.	No external activities are needed for the implementation of this measure.

**Table 15:** LIM 7.2 - Creation of an electric bus hop on hop off service in the old town

## **3 Las Palmas de Gran Canaria**








### **LPA 2.1 - SUMP observatory and participation**

This measure aims to create a Mobility Office to monitor and evaluate the implementation of the current SUMP, to update mobility patterns information and to carry out different mobility studies.

The main tasks and activities that the Mobility office will be in charge of and that have been collected in the tender documents are:

- Update and revision of the current SUMP.
- To set up a mobility observatory and a data base to provide the municipality, the urban public transport company or the mobility planners the data and tools that will allow them to take the right decisions in terms of mobility management
- To carry out several technical activities related to urban mobility management

On 8th March of 2018, the tender process was launched and the deadline to submit for application was on 25th of April.




Criterion	Scoring	Explanation	Action
Technical		This measure aims to set up a Mobility Office. It does not depend on technology but on human resources.	
Operational		This activity is being subcontracted to a company with expertise staff.	
Acceptance		The activities that will be in charge of the Mobility Office need the active collaboration of all stakeholders related to mobility in the city, and nowadays, some of them are not as collaborative as they should be.	Periodical meetings to understand the needs of all stakeholders will be carried out.
Financial		The financial resources to subcontract the Mobility Office are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Guaguas Municipales.	
Legislation		There are such few Mobility offices like that in other Spanish cities, so it has been difficult to find examples of regulations and/or legislative information.	Studied the example from European cities.
Political Acceptance			
External			





**Table 16:** LPA 2.1 - SUMP observatory and participation

### **LPA 2.2 - Smart Destinations**

This measure consists to know where and how tourist are moving around and to clearly identify their favourite walking, cycling and public transport routes using smart metering.

Recently CINESI has drafted the mobility plan related to one of the most important touristic and leisure activities places, Santa Catalina Park, analysing the mobility in this area (LPA 3.1). The results of this measure are related with the measure LPA2.2. There will be Meetings with Tourism department and stakeholders to define and design the next steps.

Criterion	Scoring	Explanation	Action
Technical		Main data needed to develop this measure belong to local partners.	
Operational		This activity will be carried out by expertise staff.	
Acceptance		In order to properly develop this measure, collaboration with tourism stakeholders is needed.	Periodical meetings to understand the needs of all stakeholders will be carried out.

Financial		The financial resources to subcontract the Mobility Office are available thanks to CIVITAS DESTINATIONS project.	
Legislation			
Political Acceptance			
External			






**Table 17:** LPA 2.2 - Smart Destinations



### **LPA 3.1 - Attractive, safe and accessible public space at major attraction**

Las Palmas de Gran Canaria has defined a laboratory area for sustainable urban mobility in the public space adjacent to Santa Catalina Park, (where lots of touristic and leisure destinies are located such as the new Aquarium and the Cruise Terminal). Several measures and actions related to sustainable mobility are being implemented. A travel plan for visitors and employees has recently been developed for this Area.

The main tasks than have been developed in this mobility plan are:

- Diagnosis
- Scenarios: 1 (2020, before the BRT system) and 2 (after 2020, BRT in place)
- Objectives and performance indicators
- Measures and Action Plan

Criterion	Scoring	Explanation	Action
Technical		A Mobility Plan focused on the Laboratory Area has already been drafted, and several measures related to sustainable mobility are being carried out there thanks to both, CIVITAS DESTINATIONS and other city projects.	
Operational		The Mobility Plan was drafted by an expertise company on urban mobility.	
Acceptance		The Mobility Plan proposed a set of measures and an action plan that not only affect to the Municipality but also the Regional Government and the Port Authority.	Meetings with all stakeholders and Public Administrations are being carried out to explain the mobility needs and issues of this Area.
Financial		The Mobility Plan proposed a set of measures and an action plan that not only affect to the Municipality but also the Regional Government and the Port Authority. In order to be able to implement those measures, the municipality will need to look for funding. (this set of measures are not part of CIVITAS DESTINATIONS project)	Meetings with Public Administrations look for the commitment to be able to implement this set of measure.
Legislation		Different Public Administrations or Public Bodies are involved in the mobility and transport planning in this area (Municipality of Las Palmas de Gran Canaria, Cabildo de Gran Canaria-Regional Government of Gran Canaria and Port Authority-Central Government).	Meetings with representatives of these Public Administrations or Public Bodies.

Political Acceptance			
External			








**Table 18:** LPA 3.1 - Attractive, safe and accessible public space at major attraction

#### **LPA 4.1 - Public e-bike system**

SAGULPA improved the bike service of the city. This new system (called Sitycleta) was introduced on the 8th April with 375 new smart bikes, 20 e-bikes, and 2 adapted bikes for physical impaired people distributed in 40 bike stations all over the city.

The service is accessible through the integrated smart card and a new App and it includes new annual, monthly and daily tariffs as well as new software and security systems that allow not only citizens but also tourists and visitors to enjoy the system.

Just after the first week 3000 users were registered.








Criterion	Scoring	Explanation	Action
Technical		New Public Bike system with 375 smart bikes, 20 e-bikes and 2 bikes adapted for physical impaired people have already been installed in Las Palmas de Gran Canaria.	
Operational		The company in charge of this system has increased its staff in order to provide a properly service.	
Acceptance		Public bike users can enjoy now a service with closer stations and a higher number of bikes than the previous system. This system is also more secure and allows not only citizens but also tourists and visitors to access the service.	
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Sagulpa. This system included new annual, monthly and daily tariff that will help to support the service.	
Legislation		Different Public Administrations or Public Bodies are involved in the mobility and transport planning in this area (Municipality of Las Palmas de Gran Canaria, Cabildo de Gran Canaria-Regional Government of Gran Canaria and Port Authority-Central Government).	
Political Acceptance			
External			

**Table 19:** LPA 4.1 - Public e-bike system

#### **LPA 4.2 - Fast charging EV**

SAGULPA installed 6 charging points for electrical vehicles at different urban parking areas all over the city and purchased 3 electric vehicles for Sagulpa's staff that allow them to promote e-mobility. Nowadays, Sagulpa has noticed the increase of the e-chargers demand, so they are studying different options to install smart meters.

Regarding to e-vans, Sagulpa is saving 600 Euros / month of fuel and around 2,500 Euros / year in maintenance. Furthermore, Sagulpa's staff satisfaction with the E-vans is very high.








Criterion	Scoring	Explanation	Action
Technical		Sagulpa has already installed 6 electric charging stations for e-cars in 3 different public parking facilities. Sagulpa has also purchased 3 e-vans for its fleet.	
Operational		The company in charge of this system has experience in operating similar systems.	
Acceptance		E-chargers demand have been increased in Las Palmas de Gran Canaria.	
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Sagulpa.	
Legislation			
Political Acceptance			
External			

**Table 20:** LPA 4.2 - Fast charging EV

### **LPA 5.1 - D4 Service: The Smart Distribution System**

INELCAN is working to introduce the "D4 Service" Mobile APP among the logistics companies as a tool that allows them to optimize the distribution process beforehand and inform end-users in real time to variations to might occur during the day. This service will be supported by the use of IT solutions (specific software and GPS tools).

A requirement analysis was carried out, and after the mockups were developed and tested with stakeholders. In this last period, some versions of the app have been developed and tested with stakeholders in order to make some modifications regarding to what it was previously foreseen.








Criterion	Scoring	Explanation	Action
Technical		This measure is being developed by an expertise company on software development.	
Operational		This measure is being developed by an expertise company on software development.	
Acceptance		This measure is being tested with stakeholders at the same time it is being developed.	
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project.	
Legislation			
Political Acceptance			
External			

**Table 21:** LPA 5.1 - D4 Service: The Smart Distribution System

### **LPA 5.2 - Urban Freight Solutions into SUMP**

LPGC with the support of CINESI are working to develop a Sulp aiming at defining a set of measures to reduce overall negative externalities of urban logistic operations, to regulate the load and unload activities and to minimize the illegal occupation.

In January the freight mobility status of some parts of the city was updated by CINESI with the collaboration of the transport business association. A survey has been distributed among the members of this association and nowadays CINESI is waiting for their answer.




Criterion	Scoring	Explanation	Action
Technical		This measure aims to draft a Sulp. It does not depend on technology but on human resources.	
Operational		The Sulp is being drafted by an expertise company on urban mobility.	
Acceptance		Sulp development needs the active collaboration of stakeholders related to logistic and urban distribution in the city, and nowadays, some of them are not as collaborative as they should be.	Periodical meetings to understand the needs of all stakeholders will be carried out.
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project.	
Legislation			
Political Acceptance			
External			





**Table 22:** LPA 5.2 - Urban Freight Solutions into SUMP

### **LPA 6.1 - Green credits scheme**

The main idea of this measure is to establish a loyalty system among Guaguas Municipales (the urban public transport company) customers, so they will be able to exchange the points they collect by travelling in urban public transport services to get discounts, gifts or promotion in the commerce that will take part in this initiative.

This measure took part within the business model development sessions and an action plan has been uptake. So far, the technical solutions have already been defined, and the company is working in order to define the commercial issues and to meet with interested companies. This system is expected to be set up by January 2019.

Criterion	Scoring	Explanation	Action
Technical		Main data needed to develop this measure belong to local partners.	
Operational		The main task of this activity is being subcontract to a company with expertise staff.	
Acceptance		The success of this measure depends on business and commerce that would like to join this initiative.	Meetings with business associations are being carried out to look for adequate partners.








Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Guaguas Municipales.	
Legislation			
Political Acceptance			
External			

**Table 23:** LPA 6.1 - Green credits scheme

### **LPA 7.1 - Communication for the introduction of the Bus Rapid Transit (BRT)**

One of the most ambitious projects related not only to urban public transport but also city transformation and sustainable mobility in Las Palmas de Gran Canaria, is the development of a BRT. MetroGuagua (BRT) works started in June 2017, so dedicated sessions for target users and meetings with stakeholders, schools and associations have been carried out to explain local mobility plans and the benefits of the MetroGuagua in the future. (Audiovisual and other material such as a model of MetroGuagua route for these sessions have been produced).

In December 2017 the tender process for the 3D BRT film production was awarded to “Oportunidades Canarias”.








Criterion	Scoring	Explanation	Action
Technical		Technical solutions already solved.	
Operational		The main task of this activity is being subcontract to a company with expertise staff. Dedicated sessions for target users and stakeholders are being held by own staff.	
Acceptance		General audience are usually against changes. This measure aims to increase awareness about a new public transport system in the city.	Dedicated sessions and meetings with stakeholders and target groups are being carried out.
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Guaguas Municipales.	
Legislation			
Political Acceptance			
External			

**Table 24:** LPA 7.1 - Communication for the introduction of the Bus Rapid Transit (BRT)

### **LPA 7.2 - Electric/ Hybrid buses in the urban bus fleet**

Guaguas will test the adaptability of 3 hybrid buses to be introduced in the fleet for the operation of different PT lines (including the ones with steep slopes).








A call for hybrid buses supply was issued in June 2017 but there were no adequate candidates. The specifications were revised and modified, so the tender was published again. Finally, in December 2017 this contract was awarded to Vectia Mobility that will provide Guaguas with 3 Veris.12 that are expected to be delivered in 2018.

Criterion	Scoring	Explanation	Action
Technical		The contract to acquire 3 hybrid buses already signed.	
Operational		Guaguas Municipales is the urban public transport company.	
Acceptance		Politicians and citizens are looking for eco-friendly vehicles in the city.	
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Guaguas Municipales.	
Legislation			
Political Acceptance			
External			

**Table 25:** LPA 7.2 - Electric/ Hybrid buses in the urban bus fleet

### **LPA 7.3 - Real time mobility and tourism information services**

Guaguas improved the real time mobility information offered at 20 bus stops with screens powered by solar energy. That equipment included an electronic device that allow customers to check their current contactless smartcard balance.

Criterion	Scoring	Explanation	Action
Technical		20 real time information panels powered with solar energy were installed in 20 bus stops.	
Operational		Guaguas Municipales is the urban public transport company.	
Acceptance		Real time information is one of the most valued items in public transport customers surveys.	
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Guaguas Municipales.	
Legislation			
Political Acceptance			
External			

**Table 26:** LPA 7.3 - Real time mobility and tourism information services

### **LPA 7.4 - Integrated payment solutions for mobility and tourism**









This measure has been split in two different actions.

The main tasks to develop new urban PT tickets focused on tourism market.

- Meetings with software development company to ask for the necessary technological matters to achieve this kind of touristic titles. (Technical matters already solved)
- Commercial design, the tradename and the features of the touristic tickets have already been defined (There will be 1 and 3 days tickets).
- After Business model KoT, Guaguas is working in the sales channels and distribution tasks.

The main tasks to purchased equipment for the Smart Card validation.

- Market search about new ticketing machine system that will be test in the current fleet of Guaguas Municipales during CIVITAS DESTINATIONS. (Pilot test before BRT set up).
- the tender process for the acquisition of 2 external ticket vending machines was launched.
- Guaguas is joining effort with other smartcity project call "inteligencia azul", and we will acquire equipment based on its technical requirements.

Criterion	Scoring	Explanation	Action
Technical		Guaguas Municipales has already defined the technical solution to develop a new PT ticket focused on tourism market.	
		BRT system will need a new payment equipment to allow customer to get on/off by all the doors paying in advance.	Pilot test for the new payment system will be set up in the current fleet.
Operational		Guaguas Municipales is the urban public transport company and it is supported by several expertise companies in software and technical issues.	
Acceptance		BRT system is the future of the company and the Municipality is supporting its implementation	
Financial		The financial resources are available thanks to CIVITAS DESTINATIONS project as well as internal resources of Guaguas Municipales.	
Legislation			
Political Acceptance			
External			








**Table 27:** LPA 7.4 - Integrated payment solutions for mobility and tourism

## **4 Malta**

### **Mal 2.2 - Sustainable Urban Mobility Plan award**

Through experiences gained and best practices exchanged during the compilation of the SUMP for the Valletta Region, Transport Malta disseminated the how-tos of compiling a SUMP with other Local Councils and Regions not falling within the Valletta region through a series of workshops. This culminated in the publication of a Competition which grants winning local








councils' subsidies to implement Permanent Sustainable Mobility Measures within their locality.

Criterion	Scoring	Explanation	Action
Technical			
Operational			
Acceptance		Some measures to be introduced as part of the SUMP Action Plan may not be as popular with the public.	This shall be mitigated through intensive consultation prior to the final publication of the SUMP.
Financial			
Legislation			
Political Acceptance			
External			

**Table 28:** Mal 2.2 - Sustainable Urban Mobility Plan award

#### **Mal 4.1 - Promoting e-bike sharing and car sharing**

An Information and Awareness Raising Campaign has been launched in order to promote the practice of car sharing and e-bike sharing in Malta. The services were introduced to the island in 2018 and it is believed that they have great potential in contributing towards decreasing journey delays and congestion. Through this campaign, therefore, the services shall be promoted and their advantages highlighted in a bid to promote sustainable transport practices with both tourists and local residents.








Criterion	Scoring	Explanation	Action
Technical		The compilation of the tender for marketing services was slightly complicated since the number of artwork/placements was unknown at tender drafting stage.	The tender was divided in two. A three-quote process was published for the design of the marketing plan and strategy; the contracted consultant shall assist in the drafting of the specs required for artwork/placements including number and type required.
Operational			
Acceptance			
Financial			
Legislation			
Political Acceptance		Due to private investment in Bike Sharing services, Government is unwilling to invest further national funds in providing additional services.	Measure amended to include a promotional campaign instead of a pilot as originally intended.
External		Since the commencement of the project, several private companies are	The campaign on bike sharing shall focus on the concept on shared transport and

		now offering bike-sharing services. As a government entity, Transport Malta may not promote private operation.	educated the public on safe cycling; thus, directly promoting cycling and indirectly.
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**Table 29:** Mal 4.1 - Promoting e-bike sharing and car sharing

### **Mal 5.1 - Last Mile delivery of goods**








A sustainable urban logistics plan (SULP) is being compiled for Valletta and its approach roads. As part of the SULP compilation, sustainable and innovative ways on how to deliver goods to the city shall be studied in detail, assessed for feasibility in the context of Valletta and eventually designed for implementation in the form of an Action Plan. In the meantime, a pilot shall be launched to test the concept of last mile delivery of goods to the city which makes use of energy efficient vehicles.

Criterion	Scoring	Explanation	Action
Technical			
Operational		The pilot to be tested as part of this measure is still being designed. The project team is being careful to design a pilot which is simple and certain to achieve success, since a failure in this pilot will result in reluctance of stakeholders to participate in any future measures which promote consolidation of logistics services	The pilot is being designed for courier companies since they are very willing to participate, their operations are similar and they are already very organized in their operations. Each courier company already operates an average of four daily trips to Valletta with deliveries and collections to/from office buildings/residences/hotels
Acceptance			
Financial			
Legislation		For the pilot to operate efficiently, allowing access for electric goods vans within the pedestrian zone is being considered. However, a change in legislation must take place in this regard.	In order not to hinder safety, access to the pedestrian zone shall be limited to two points cross perpendicularly through Republic Street. An exemption exists in the law which allows access for vehicles within the pedestrian zone for special events. Considering that the pilot shall be operated on a limited period, this exception may be used for the pilot. This is being discussed internally.
Political Acceptance			
External		Since the application for the DESTINATIONS project, Maltapost has purchased L7e light goods vehicles in order to operate a private pilot to test said vehicles for postal deliveries in urban centres. This may conflict with the pilot being tested as part of DESTINATIONS.	MaltaPost has been brought on board as one of the main stakeholders. Through discussions and consultation, the two pilots have been designed in parallel in a way that no conflicts arise.

**Table 30:** Mal 5.1 - Last Mile delivery of goods

### **Mal 6.1 - Mobility Award hotels**





Through experiences gained and best practices exchanged during the compilation of the SUMP, Transport Malta and the Ministry for Tourism shall disseminate information on sustainable transport planning with local hotels. Following this, a Competition shall be launched which invites hotels to propose measures which can be implemented by the hotels. Following this, a Competition shall be launched which invites hotels to propose measures which can be implemented by the hotels – targeting guests/ employees/ the surrounding residents - in order to promote and encourage sustainable mobility. The winning measure shall be implemented, and its successes assessed, during the lifetime of the DESTINATIONS project.




Criterion	Scoring	Explanation	Action
Technical			
Operational			
Acceptance		Similar measures have never yet been tested with the hotels sector. It may be the case that participation from hotels is low.	This shall be mitigated through promotion and workshops prior to competition launch.
Financial		It is still uncertain whether this measure may be continued following the pilot due to financial reasons.	This will be discussed at political level following pilot implementation when an assessment of the acceptance and success of the pilot can be made.
Legislation			
Political Acceptance			
External			

**Table 31:** Mal 6.1 - Mobility Award hotels

### **Mal 6.2 - Introducing LEZ – usage of the system**

A low emission zone shall be deployed and tested on the approach roads to Valletta. The system shall be used for information, assessment and policy development purposes.








Criterion	Scoring	Explanation	Action
Technical			
Operational			
Acceptance		This measure will be received very negatively by the public.	The pilot to be tested shall be done with the aim to study and understand the system internally. The public shall not be informed at this stage. Once the system is fully understood, including what type of incentives can be launched in parallel to encourage the switch to cleaner vehicles, the measure will then be raised for discussion at political level for future policy direction.
Financial			

Legislation		Should it be decided that the measure be taken up permanently, a new Legal Notice will need to be drafted and issued.	Since the pilot will be implemented for study purposes only, this will not affect the pilot.
Political Acceptance		Since this measure would be negatively received by the public, it will be difficult to bring politicians on board.	The pilot has been designed as an internal study with the aim for Transport Malta to be fully informed on the system including costs of operation/ revenue to be generated/ incentives which can be launched in parallel/ any data protection issues prior to proposing.
External			

**Table 32:** Mal 6.2 - Introducing LEZ – usage of the system

### **Mal 6.3 - Promoting sustainable mobility among tourists**








An App shall be created to inform tourists of the main tourist attractions and how to get to these attractions using sustainable modes of transport.

Criterion	Scoring	Explanation	Action
Technical		The App is still being designed, therefore it is uncertain how it will operate.	The developer in charge of designing the app has done extensive research on similar apps including visiting Madeira as part of a study visit organized as part of DESTINATIONS.
Operational		The use of Green Credits as part of this app is being considered, however it is yet unknown how to verify that users have actually made use of sustainable transport modes in order to be awarded credits.	No solution has been found so far.
Acceptance		The uptake of this app is still uncertain. Promotion needs to be done with tourists before their visit to Malta. It might be the that the available marketing budget will not be sufficient for this.	This will be discussed with the Marketing consultant who has been contracted recently.
Financial		This is a new measure included during the DESTINATIONS implementation. It is as yet uncertain whether the EU Commission will accept this measure as part of the project	Some staff costs have already been spent on the measure as part of the compilation of the Gap Analysis. These costs have been claimed as part of the 1st Financial Report to be sent to Commission. If these costs are accepted, the measure will go ahead
Legislation			
Political Acceptance			
External		During the implementation of this project, another government Authority received funding to implement an extensive tourist information App which might have conflicted with the app being developed as part of this measure.	Through consultation and discussion, it was decided that transport information will be fed from the DESTINATIONS app to the Tourist information app in order to avoid overlap, possible mis-information

**Table 33:** Mal 6.3 - Promoting sustainable mobility among tourists

### **Mal 6.4 - Smart parking management system for Valletta**







A Parking Management Policy shall be compiled for the city of Valletta. Smart Parking shall also be deployed through the installation of sensors and variable message signs which inform road users of where available parking is located. This will contribute towards the reduction of congestion within the city as drivers will not need to circulate the streets in search of available parking spots.


Criterion	Scoring	Explanation	Action
Technical		Since the tender is in the process of being evaluated, it is yet uncertain what system will be used and how it will operate.	The tender was left open to enable the market to come up with the most appropriate solution for Valletta.
Operational		Since the tender is in the process of being evaluated, it is yet uncertain what system will be used and how it will operate.	The tender was left open to enable the market to come up with the most appropriate solution for Valletta.
Acceptance			
Financial		It is yet uncertain whether the budget made available will be sufficient to cover the area required.	To be discussed pending tender outcome.
Legislation			
Political Acceptance			
External		A private operator has invested in Smart Parking system for Valletta covering 100 parking spaces.	Through consultation and discussion, it was agreed that the private operator shall restrict his operation to the Valletta ring road, an area which was not planned to form part of the DESTINATIONS Measure. Moreover, the private operator's system has served as a pilot to help the Local Council better understand the uptake and acceptance of such a system.

**Table 34:** Mal 6.4 - Smart parking management system for Valletta

### **Mal 7.1 - Connection Ferry – Bus**

The measure has been deployed by private operator and is in full operation.

Criterion	Scoring	Explanation	Action
Technical			
Operational			
Acceptance			
Financial			
Legislation			
Political Acceptance			








External			
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**Table 35:** Mal 7.1 - Connection Ferry – Bus

## 5 Rethymno

### **RET 2.2 - Smart systems for urban planners, PT operators and users**







This measure is the development of smart systems – thermal cameras to collect real time traffic data, online platform to analyse the data, and car parking management system – for urban planners to support decision making, monitor, assess and improve the SUMP action plan and analyse numerous data sets.

Criterion	Scoring	Explanation	Action
Technical		Establishment of IT systems to support urban and mobility planning in the city.	Call for tenders for the IT systems. TUC will support Rethymno for technical guidelines.
Operational		External experts will establish the IT systems and the equipment. Low risk of vandalism and malfunction.	Training of municipal staff and technical support of external experts.
Acceptance		Rethymno urban planners and mobility experts, stakeholders and citizens are very positive with this measure. It will provide significant help and “smart” tools in the planning procedure for the city. Risks included are associated with the lack of information and awareness.	Specialized awareness raising campaigns and one-to-one meetings with stakeholders.
Financial		Budget secured through CIVITAS DESTINATIONS Project. No extra costs.	Any maintenance costs after the completion of the project will be covered from the regular municipal budget.
Legislation		No legislation changes are needed for the IT systems installation and function. Potential risks are related to delays on permission processes.	
Political Acceptance		Positive political acceptance enhancing “smart” Rethymno.	
External			

**Table 36:** RET 2.2 - Smart systems for urban planners, PT operators and users

### **RET 3.1 - Active healthy and inclusive mobility for all**


Through this measure Rethymno is increasing urban accessibility and safety for people with disabilities by implementing new systems at traffic light crossings in the city centre and new infrastructure to improve accessibility to the beach. This measure’s planning is integrated to Rethymno SUMP.






Criterion	Scoring	Explanation	Action
Technical		Firstly, GIS spatial data analysis and secondly promotion of cycling and walking including beaches accessibility for physically impaired citizens and tourists. Traffic light countdown timers are established and beach accessibility equipment is placed. Any risk is only related to bureaucratic issues.	Creating a sustainable mobility network in the city is the goal of all activities. Maps and promotional material will be produced using GIS data to promote sustainable mobility options. Upgrading the infrastructure with automated wheel chairs to move in and out of the sea funding by ERDF.
Operational		Operation and establishment of technological tools by external experts to produce promotional material of new mobility options. Main aim is the behavioural change.	Promotion of new cycling and walking routes for every day movements and tourist purposes. Special work for physical impaired people using maps and informative material. In close cooperation with Rethymno Association of disabled people.
Acceptance		Citizens, tourists, stakeholders and city authorities welcome the interventions of the measure.	Useful tools (maps, new routes, signals, accessibility improvements proposals, etc.) will be provided within this measure.
Financial		The budget for this measure and its sub-activities is secured from the DESTINATIONS project in its wider extent. Any further financial requirements deriving from the SUMP as related to this task will be covered by municipal budget and/ or other national and European resources.	Rethymno in general also seeks and applies for additional funds (national and European) in order to implement additional sustainable mobility intervention activities.
Legislation		No legislation gaps or barriers exist for the implementation of this measure.	No additional action is needed.
Political Acceptance			
External			

**Table 37:** RET 3.1 - Active healthy and inclusive mobility for all

### **RET 3.2 - Mobility plan for schools/ university's communities**

Rethymno is combining new infrastructure and strategic plans with public engagement and behavioural change activities to increase safety and the use of sustainable transport modes within the school community.




Criterion	Scoring	Explanation	Action
Technical		New technologies (real-time information, buses schedule accuracy, BSS system, etc.) providing improved mobility services and integrated school mobility plans highlighting certain interventions and enhancing students' safety (primarily) and mobility behavior in favor of sustainable mobility.	Rethymno in cooperation with PT provider will establish: a) a new bus route for reaching the University, b) a "smart" bus stop serving the University providing improved services and accessibility (e.g. real time data for buses movements, smart ticketing, etc.) c) a BSS station providing new and sustainable mobility options for university students.




			School mobility plans will be formed and implemented in cooperation with schools' officials, parents, urban and transport planners, road safety experts, city authorities, etc.
Operational		External experts will conduct school mobility plans. Risks related to managerial aspects of the operation, involved stakeholders and the input of the Municipal Education Division.	
Acceptance		Citizens, students, parents, urban planners, stakeholders, city authorities and PT provider strongly support this measure in its initial steps.	NTUA in cooperation with the Municipality and TUC will make sure that all interested parts will be heard and positively contribute (parent, urban planners, mobility experts, etc.)
Financial		Secured funds by DESTINATIONS project.	
Legislation		Difficulties because of the legislation framework related to changes in school mobility plans. Risks included are associated with infrastructure building and new framework in terms of new placement of pedestrian crossing and flashing pedestrian crossing sign solutions.	After the end of the Project and their approval, any kind of change/ proposed intervention to this direction is expected to be of increased bureaucracy for the Municipality.
Political Acceptance		The political acceptance is highly positive for this measure. No risks have been identified.	Need of high political actions in different levels in order to avoid any latter conflicts.
External			

**Table 38:** RET 3.2 - Mobility plan for schools/ university's communities

#### **RET 4.1 - Uptake of electric vehicles by fleet operators**

The first EV chargers were installed in Rethymno for "park-and-charge" use. Tailored signage for the charging stations and the designated parking slots was designed, incorporating elements that highlight the sustainable profile of the city.







Criterion	Scoring	Explanation	Action
Technical		Installation of EV charges (supported by web-based platform to collect statistical data) and promotion of electromobility in citizens and related stakeholders such as car rental fleet operators and hotelier association.	Technical support will be provided for maintaining the system after the end of the DESTINATIONS project.
Operational		Risks included are related to installation process because of the need of close cooperation with Public Power Corporation.	A lot of meeting and consultation events will be needed to interact with stakeholders about electromobility options. A series of awareness raising events and activities will be organised.
Acceptance		The measure will be re-evaluated after the end of the DESTINATIONS project	

		regarding its cost-benefit and assess the potential future expansion of the system.	
Financial		Electric stations installation and electric mobility information activities funds are secured from the DESTINATIONS project.	
Legislation			
Political Acceptance		High political acceptance.	Installation of the 4 <sup>th</sup> charging point in the city funded through the ERDF.
External			

**Table 39:** RET 4.1 - Uptake of electric vehicles by fleet operators

### **RET 4.2 - Building a sharing mobility culture**

The first dockless e-bike sharing system in Greece was launched in Rethymno; a minimum of 300 e-bikes are available in the wider area of the Municipality for locals and visitors, which is helping to promote a modal shift towards sustainable modes of transport.

Criterion	Scoring	Explanation	Action
Technical		Introducing a web-based platform to promote sharing culture in all modes in the city, such as car sharing/taxi sharing, etc.	Rethymno will be technically supported by TUC and NTUA for identifying technical details for the new bike-sharing infrastructure instalment and the new web-based sharing platform. Placement of new informative panels in hot spots (port, PT station, key landmarks etc.) to promote the use of bike sharing in the city of Rethymno.
Operational		A free-floating bike sharing system is already in function in the city through a private company. A New sharing mobility culture will be promoted.	Rethymno Municipality will be responsible for maintaining the system even after the end of the project. A close cooperation is in force with local stakeholders for tourism, such as Hoteliers, PT operator, touristic agencies, etc. for promoting the use of shared bikes/e-bikes in the city.
Acceptance		Increased acceptance of the new bike sharing system, building a shared culture in everyday life and for tourists. Risks are related mostly to the upraise of the sharing culture for cars- motorbikes, as there is strong presence of car/bike rental companies.	This new challenge will be supported by a tailor-made campaign in the city introducing this new mobility approach. Positive effects of this new culture include e.g. economic, operational and environmental, benefits. Good practices will be also presented in meetings and labs for showcasing the benefits and alleviating any potential conflicts.
Financial		Secured funds by DESTINATIONS project.	
Legislation		No legal barriers exist for the implementation of this measure.	
Political Acceptance		Risks are related to communication among decision makers and local stakeholders (i.e. taxi club, car rental companies' association etc.).	Politicians and municipal board members will take part in the campaign for building a shared mobility culture in Rethymno. Any conflicts will be addressed with one-to-one meetings, specialized campaigns and provision of



			clarification in terms of the overall benefits to the city.
External			

**Table 40:** RET 4.2 - Building a sharing mobility culture

### **RET 6.1 - Sustainable mobility agency for tourists/visitors**

A Sustainable Mobility Agency will be launched to promote alternative transport modes to visitors. An online platform for promoting sustainable mobility plans will be developed, with the aim to achieve a modal shift towards cycling, walking and PT.





Criterion	Scoring	Explanation	Action
Technical		Rethymno will develop the agency and its deriving products for enhancing the attractiveness of the city and promoting SM. The agency will serve a dual function of transport information provision as well as the engagement of hotels and other tourist sites to develop travel plans. Technical issues are related to the development of the IT tools, such as the agency's site, apps, equipment, monitoring activities' programming, as well as the campaign's activities. No risks have been identified.	Rethymno will be technically supported by TUC and VECTOS for identifying the needed technical details for the agency, its tools and the travel plans. Business case scenarios will be explored to make the agency viable. Close collaboration between tourism (Tour operators, booking services) and transport sector (KTEL, Taxi union, rentals) – with the support of the municipality- will support the needs of the agency. The setting up and operation of the agency will demand the development of a web-based platform. Further equipment (i.e. signage, displays) will be placed for proper operation of the agency.
Operational		The various systems will be supported constantly by partners and the 2 hubs will assist their functionality. The office will be staffed by both external and municipal personnel. Systems' operation and licensing will be managed properly to secure all aspects of its operation.	The basic operation of the system and all key aspects of the agency will be supported by TUC and VECTOS. All material will be coordinated by the municipality and upcoming issues of inconsistencies will be treated accordingly. Promotional campaigns and events will secure its advancement. Any risks in operation will be treated immediately by the municipal staff, the partner companies and local tourism and mobility stakeholders.
Acceptance		There is increased acceptance for all key aspects of the agency, name the agency office, the web-based platform, equipment, hubs etc. Mobility and tourism stakeholders realize the need for its development and have assessed the benefits of its implementation.	A number of street events, promotional campaigns, print-outs of maps, info panels and hubs will secure the communication and enhancement of the agency for the overall acceptance regarding the public. The key partners will be trained through various sessions, i.e. hotel staff training, training sessions for eco-drivers both cars and motorists.
Financial		Agreements between the stakeholders are secured prior to its development to eliminate communication and collaboration risks.	



Legislation		DESTINATIONS project will cover the cost for the initial development of the agency and its attributes. No risks are identified. Potential issues are related to the function of the agency after the completion of DESTINATIONS.	No additional costs will be needed for completing this DESTINATIONS measure. Rethymno city will make sure that all foreseen activities and infrastructure will be implemented.
Political Acceptance		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed for the implementation of this measure. Rethymno city will respect and implement all legislation rules in force.
External			

**Table 41:** RET 6.1 - Sustainable mobility agency for tourists/visitors

### **RET 6.2 - Low emission zones study**

Rethymno will study how low emission zone strategies can relieve areas which are negatively affected by heavy congestion and how to shape future policies for the introduction of car-free zones in the historic city centre. The LEZ study will be linked to the SUMP and the proposed regulation changes can be incorporated in future transportation policies.





Criterion	Scoring	Explanation	Action
Technical		LEZ are key measures in SUMPs all over Europe hence there is increased know-how in their technical characteristics, implementation standards, applied policies, provision of car alternatives and regulatory aspects. Risks include authorization and control standards, related to both infrastructure and human behavior.	Rethymno will be supported by NTUA and TUC for identifying and implementing the LE Zones. The strategic study will showcase all parameters, while also assess the existing car-free zone implementation attributes. Public consultation through various sessions will assist on LEZ implementation and success. Risks will be treated by the municipal personnel with the help of NTUA and TUC when needed.
Operational		Limiting car and motorcycle access in the LEZ can cause various conflicts leading to frequent violations. Freight vehicles and the overall goods' supply sector may react in different ways if not provided with efficient alternatives. Risks are mostly related to human behaviour and rule obedience.	Public consultation events and close stakeholders working sessions, focus group meetings and one to one meetings will be organized to present good practices, to highlight the right solution and to deal with operation difficulties.
Acceptance		There is limited acceptance for all key aspects of the measure from most stakeholders. Current and future LEZ can enhance the identity of places, which is rather apparent to most tourism and mobility stakeholders. Risks are mostly related to residents' response to the measure.	Citizens and traders of the area(s) will participate actively in all consultation events. Any further risks in acceptance will be treated with trainings and clarifications on the overall city mobility approach through DESTINATIONS.
Financial		DESTINATIONS project will cover the cost for the measure. No risks are identified. Potential issues are related the lack of ICT tools to manage LEZ operation.	No additional costs will be needed for completing this DESTINATIONS measure. Rethymno city will make sure that all foreseen activities and infrastructure will be implemented. Rethymno will seek additional funding for ITS equipment and



			mobile apps to ensure the future management of the LEZ.
Legislation		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed.
Political Acceptance		There is positive acceptance for the implementation of this measure. Risks are related to communication among decision makers and local stakeholders to support and respect the LEZ. Rethymno's decision makers have strong experience in supporting car-free areas and tourism stakeholders have long supported this choice.	It is critical in terms of the key actions that politicians and municipal board members will take part in all events and campaigns for LEZ implementation. Any conflicts will be addressed with one-to-one meetings, information events, specialized campaigns and provision of clarification in terms of the overall benefits of LEZ to the residents and visitors of the city.
External			

**Table 42:** RET 6.2 - Low emission zones study

### **RET 7.1 - Introducing electric vehicle for PT**

Rethymno is introducing the first clean vehicles into its municipal and PT fleets, including an electric car and a mini e-bus. Also, the route of the e-bus will be planned in conjunction with the SUMP.




Criterion	Scoring	Explanation	Action
Technical		Introducing new Electric vehicles and new routes connecting key interest point regarding the seasonality, are tasks to be implemented in accordance to the PT provider and in conjunction to other relevant stakeholders such as the tourism industry. Design and testing of the pilots shall test the viability of the measure. No risks have been identified in technical terms.	Rethymno will be supported by NTUA in order to set up and run the measure. The PT provider will be in close cooperation with the team of experts running the measure in order to ensure its success. After the completion of the DESTINATIONS project, ICT tools will be further enabling its implementation and potential upgrade with emission standards etc.
Operational		Increasing the use of alternative energy sources for public transport while improving the overall mobility services for citizens and visitors, through new service routes, is expected to be critical in the overall sustainable mobility approach of Rethymno. Operational aspects are mostly related to the PT operator. No risks were identified.	Operational aspects of the measure will be assisted by the PT operator in accordance to the municipal personnel and the law department for authorizations. Promotional material will inform users for the electrification of the vehicles as well as the introduction of the new services.
Acceptance		Increased acceptance by PT operator and Tourism sector. Potential conflicts may arise from other providers of mobility services (i.e. taxi union) however considered unlikely as all providers have reached an overall consensus on the mobility approach of the SUMP.	Consultation events will further increase the understanding and acceptance of the measure. Post-implementation it is crucial to evaluate the changes in everyday mobility behaviour.
Financial		DESTINATIONS project will cover the cost for the testing period of the measure. No risks are identified.	No additional costs will be needed for completing this DESTINATIONS measure.




Legislation		No legal barriers. Complexities in legislation have been solved.	No additional legal activities are needed for the implementation.
Political Acceptance		There is positive acceptance for the implementation of this measure. Risks are related to communication among PT operator and the municipality due to complexities in legislation	There is positive political acceptance, the promotional campaign for electromobility and new routes will be supported by politicians, municipal board members and relevant stakeholders.
External			

**Table 43:** RET 7.1 - Introducing electric vehicle for PT

### **RET 7.2 - Improved PT for tourists and citizens**

For Rethymno, it is vital to encourage tourists and residents to choose public transport for their trips. By improving PT services, the city aims to reduce circulation of private cars and traffic congestion during peak months, to reduce air pollution, and to increase the accessibility and attractiveness of Rethymno as a tourist destination.

Criterion	Scoring	Explanation	Action
Technical		Enhancement of PT service level the capacity and the satisfaction of various users Rescheduling the existing routes, introducing new routes to connect places of interest of both citizens and visitors, upgrading the PT infrastructure (i.e. stops), promoting the intermodality / complementarity of means (i.e. bike-bus) etc.	Rethymno and the PT provider (KTEL) will be supported by NTUA and TUC in order to set up the key aspects of the measure. NTUA (EXTERNAL pp) is assessing the survey results, promoting specialized tasks to be implementing for the enhancement of PT. Challenges in terms of enhancing the service rely on KTEL responses, availability, understanding, resources etc.
Operational		Increasing the efficiency of PT service demands full cooperation between the PT operator, the municipality, neighboring municipal units, tourism sector businesses, other transport providers, SMEs. The key risks are related to the overall upgrade and the maintenance of the new standards during the winter times. Changes in the mobility approach of the city are challenging and take time. Lack of competitiveness in the PT sector is the key hardship.	Operational aspects of the measure will be assisted by PT operator in accordance to the municipal personnel, TUC and the external partners (i.e. NTUA). In order to alleviate any upcoming issues and implement all the described aspects of the measure, the municipality should assist in every possible way the PT operator and provide constant support in infrastructure and regulatory issues. Promotional material/ info packages and thematic routes will inform the users, allowing for the further attractiveness and hence use of the PT.
Acceptance		There is moderate acceptance for the measure as expected. Altering the status quo of a city by putting an emphasis on PT use and intermodality, can cause various disturbances in the current situation. Risks are related to other transport providers as well as on the PT provider's experience and will to adjust services in order to meet existing and new needs.	Most citizens and tourists have identified deficiencies in the current PT operation hence are very positive to new services, new routes, enhanced bus stops, access plans etc. Post implementation surveys will try to identify if changes meet the needs of the people (both citizens and visitors). Promotional campaigns prior to the implementation will further increase acceptance. Consultation meetings between the key provider, stakeholders and the municipality will also increase the








			acceptance of the key issues involved in the measure.
Financial		DESTINATIONS project will cover the cost for the measure.	
Legislation		No legal barriers exist for the implementation of this measure.	No additional legal activities are needed for the implementation of this measure.
Political Acceptance		There is acceptance for the implementation of this measure. No risks have been identified.	There is positive political acceptance, so no additional activities are needed for the implementation of this measure.
External			

**Table 44:** RET 7.2 - Improved PT for tourists and citizens

## 6 Elba

### **ELB 2.1 - Common Elba SUMP for residents and tourists**








The main purpose of the Sustainable Urban Mobility Plan (SUMP) is to increase the overall Elba accessibility and life quality with the reduction of the private cars flow towards a sharing sustainable mobility and an efficient and affordable Public Transport backbone services for the tourists and residents. This in line with what is expected in the “Sustainable ELBA Mobility Covenant” among the 8 (and now 7) different ELBA municipalities (SEMC).

Criterion	Scoring	Explanation	Action
Technical		No technology is needed.	
Operational		Steps towards the SUMP completion are proceeding on time.	
Acceptance		Good stakeholders' acceptability and involvement.	
Financial		No financial requirements are needed.	
Legislation		Need to harmonise the Elba SUMP with national and regional legislation in order to benefit of funding.	Liaise with the Province of Livorno SUMP.
Political Acceptance		There is a basic agreement among the Elba island 7 Municipalities on the SUMP. However, the topic is politically sensitive and continuous monitoring activities are needed in order to overcome potential barriers, e.g. political changes in the mobility strategy.	Co-ordination activities, e.g. technical workshops, Conferences and meeting, to build consensus among policy makers.
External			

**Table 45:** ELB 2.1 - Common Elba SUMP for residents and tourists

### **ELB 2.2 – Elba open data layer**






This measure is the implementation of an integrated base information layer composed by Elba mobility data generated by different devices/services. This information will be accessible in an easy way by service providers and citizens for different objectives (i.e. development of an app showing mobility situation).



Criterion	Scoring	Explanation	Action
Technical		The technology needed is the same of the Shared Mobility Agency (ELB 4.1). The contract with the company that will provide the Agency is signed and the Executive Design has been delivered. The analysis of it for its approval is ongoing.	
Operational		Need to harmonise different mobility and transport service operators' datasets (see measure ELB 4.1). Steps undertaken towards the integration of the open data layer are proceeding on time.	
Acceptance		Not yet enough data and information to draw conclusions.	Need to complete the review of stakeholders' approaches and attitudes.
Financial		Business plan defined (see measure ELB 4.1).	
Legislation		No legal constraints foreseen so far.	
Political Acceptance		No major political barriers are foreseen so far.	
External			

**Table 46:** ELB 2.2 – Elba open data layer

### **ELB 3.1 - Increased level of safety for pedestrian crossings**

Increase of safety of any dangerous pedestrian crossings in Portoferraio and in Rio. The measures will also cover specific suburban pedestrian crossings, used by tourists to reach locations such as beaches, camping, etc.








Criterion	Scoring	Explanation	Action
Technical		The technology needed is available and concerns the installation of sensors to activate light signals surrounding pedestrian crossing and the installation of road humps.	
Operational		No operational constraints are foreseen.	
Acceptance		Acceptance level among citizens and stakeholders is high.	
Financial		Budget have been already properly allocated by the municipalities.	
Legislation		No legal constraints foreseen so far.	

Political Acceptance		There are no pending issues requiring political acceptance.	
External			

**Table 47:** ELB 3.1 - Increased level of safety for pedestrian crossings

### **ELB 3.2 - Sustainable and safe accessible bike and pedestrian route design**








Portoferraio: Design and implementation of specific measures to improve the accessibility and safety of pedestrian and bikers along the panoramic “Cammino della Rada” route. Rio Marina: Design the renewal of the port back areas aimed at eliminating any architectural barrier.

Criterion	Scoring	Explanation	Action
Technical		No technology is needed.	
Operational		In the case of Rio Marina measures, the implementation has been planned in the framework of the measure “Design renewal of the backstage harbour areas”. In Portoferraio the study of the map for the identification of the “Cammino della Rada” route and for the realization of infrastructure in order to increase safety needs the cooperation of municipality personnel.	In Portoferraio, municipality technicians will analyse the situation in order to find feasible solutions.
Acceptance		In general, acceptance level among citizens and stakeholders is high. However, oppositions may come from people living along the “Cammino della Rada” route, in case the ancient line would pass through their properties.	In Portoferraio, it is planned the involvement of land-owners in order to find a consensual solution for the identification of the “Cammino della Rada” route.
Financial		Financial resources already secured in Rio. In Portoferraio city, the design of pedestrian and bike route has been done; the realization will be funded with Municipality resources. For the panoramic “Cammino della Rada” route, some resources have been already secured but an assessment of expenditures is not yet possible.	The budget definition for the the “Cammino della Rada” route is going to be defined soon.
Legislation		No legal constraints foreseen so far for the city centre of Portoferraio and the port back areas in Rio, but some difficulties could occur for the panoramic “Cammino della Rada” route, because of property issues.	Regarding “Cammino della Rada” route, a consensual solution will be looked for.
Political Acceptance		Politically, improving safety does not imply any resistance.	
External			

**Table 48:** ELB 3.2 - Sustainable and safe accessible bike and pedestrian route design

### **ELB 3.3 - Requalification of the main taxi station area in Portoferraio**








Increasing the accessibility and quality of the main taxi station area in Portoferraio.

Criterion	Scoring	Explanation	Action
Technical		No specific technology required.	
Operational		Implementation linked to the Measure 3.2.	
Acceptance		Acceptance level among citizens and stakeholders is high.	
Financial		No significant resources required.	
Legislation		No legal constraints foreseen so far.	
Political Acceptance		No political barriers so far.	
External			

**Table 49:** ELB 3.3 - Requalification of the main taxi station area in Portoferraio

### **ELB 4.1 - Shared ELBA Mobility Agency**








The “Shared mobility Agency” is the main element for planning, booking, providing, coordinating and controlling different flexible mobility services based on demand and ride sharing approach for both tourist and residents. The sharing and agency concept will not be limited only to transport and mobility services but it can be opened, if possible, also to a wider range of added-value tourist service.

Criterion	Scoring	Explanation	Action
Technical		Need to develop ICT platform for data sharing, information to users and integration of transport services.	Develop of demo-app, test and solutions of technical problems.
Operational		Services, requirements and functionalities specified.	
Acceptance		Acceptance level among citizens and stakeholders is mixed.	Need to raise stakeholder's acceptance.
Financial		Draft business plan delivered, main costs and revenues defined.	
Legislation		No legal constraints foreseen so far.	
Political Acceptance		The implementation of the ELBA Mobility Agency does not imply political barriers and therefore the political acceptance is high.	
External			

**Table 50:** ELB 4.1 - Shared ELBA Mobility Agency

### **ELB 4.2 - Car/scooter/bike/boat (CSBB) sharing**








Coordination of already existing rental services (Cars, Scooters, Bikes and Boats, etc.). Integration of rental service providers into the "SHARED ELBA MOBILITY" Agency (Measure ELB 4.1).

Criterion	Scoring	Explanation	Action
Technical		Need to integrate different datasets.	On-going contacts with data providers are under way.
Operational		Services, requirements and functionalities specified.	
Acceptance		Not yet enough data and information to draw conclusions (several rental operators are operating in the isle).	Need to complete stakeholders' approaches and attitudes.
Financial		Draft business plan, main costs and revenues defined.	
Legislation		No legal constraints foreseen so far.	
Political Acceptance		So far, no relevant political constraints have been faced	
External			

**Table 51:** ELB 4.2 - Car/scooter/bike/boat (CSBB) sharing

### **ELB 4.3 - Ride Sharing Platform**








Realization of a specific ICT tool as kernel element the "SHARED ELBA MOBILITY" Agency (Measure ELB 4.1) in order to make this management structure fully operative with the objective to provide a set of main services (i.e. info, booking, etc.) to the tourists and the residents.

Criterion	Scoring	Explanation	Action
Technical		Need to integrate different datasets in the Elba ICT Platform (Measure 4.1).	On-going technical advancements are under way.
Operational		Services, requirements and functionalities specified, as part of the Measure 4.1.	
Acceptance		Not yet enough data and information collected to draw conclusions.	Need to complete stakeholders' approaches and attitudes.
Financial		Draft business plan, main costs and revenues defined.	
Legislation		No legal constraints foreseen so far.	
Political Acceptance		So far, no relevant political constraints have been faced.	
External			

**Table 52:** ELB 4.3 - Ride Sharing Platform

#### **ELB 4.4 - Increasing feeling of security among Elba sharing users tracking for ELBA-sharing service users: app**







Specific App managed by the ELBA-sharing platform that will allow users to be tracked (after enabling GPS on their mobile phones) during their trips, thus enhancing their safety feeling and making them more willing to largely use the ELBA-sharing services. Furthermore, a “certified hitchhiking” system will also allow the user to “validate” the ID number of the pick-up vehicle and to make sure that it is among the registered sharing vehicles.

Criterion	Scoring	Explanation	Action
Technical		Need to integrate the service in the Elba ICT Platform (Measure 4.1).	On-going technical advancements are under way.
Operational		Services, requirements and functionalities specified, as part of the Measure 4.1.	
Acceptance		High stakeholders' acceptability and involvement.	
Financial		Draft business plan, main costs and revenues defined.	
Legislation		No legal constraints foreseen so far.	
Political Acceptance		No political constraints foreseen so far.	
External			

**Table 53:** ELB 4.4 - Increasing feeling of security among Elba sharing users tracking for ELBA-sharing service users: app

#### **ELB 4.5 - EV legislation revision and charging infrastructures in Elba**








According to experts, the national legislation already covers many aspects related to EV and PHEV. Therefore, rather than a legislation modification, it was decided to produce a vademecum, for tourists and residents, to provide information on the location of the charging infrastructures on the island and disseminating information about e-mobility on Elba.

Criterion	Scoring	Explanation	Action
Technical		No technical regulation of EV infrastructure present in the island.	Collecting precise localization of the charging infrastructures
Operational		No operational indications available on measure implementation.	
Acceptance		High stakeholders' acceptability.	
Financial		No financial assessment of implementation costs.	Need to define implementation costs.
Legislation		No municipality regulation in charge.	
Political Acceptance		No political constraints foreseen so far.	
External			

**Table 54:** ELB 4.5 - EV legislation revision and charging infrastructures in Elba

### **ELB 5.1 - Island freight logistics for tourist services**








Realization of freight distribution services for improving the overall logistics processes in Elba territory.

Criterion	Scoring	Explanation	Action
Technical		No specific technology is needed.	
Operational		No operational indication about measure implementation.	Need to define the implementation measure roadmap.
Acceptance		Stakeholders acceptability (citizens/tourists and operators) may be high.	
Financial		Financial resources allocated in the budget.	
Legislation		Legislative framework provided by the Measure 5.2 (Sustainable ELBA Logistics Plan – SULP-).	
Political Acceptance		So far, no relevant political barrier is foreseen.	
External			

**Table 55:** ELB 5.1 - Island freight logistics for tourist services

### **ELB 5.2 - Sustainable ELBA Logistics Plan**








Production of the Sustainable ELBA Logistics Plan (SULP) including the definition of a common normative framework and the identification of specific solutions for freight consolidation and delivery.

Criterion	Scoring	Explanation	Action
Technical		No technology is needed.	
Operational		The ELBA Logistic Plan has not yet reached the operational stage.	Need to define the implementation measure roadmap.
Acceptance		Stakeholders acceptability (authorities, municipalities and operators) is high.	
Financial		No financial requirements are needed.	
Legislation		Linked to the definition of the ELBA SUMP and the ELBA SEAP.	
Political Acceptance		So far, no relevant political barrier is foreseen.	
External			

**Table 56:** ELB 5.2 - Sustainable ELBA Logistics Plan

### **ELB 6.1 - Combined products for tourism and mobility: the accommodation and mobility package**




The measure is based on several steps and actions to be implemented in an interrelated way in order to develop the integrated “tourism + mobility” package. The core aspect is that tour operators/hotels/camping shall make an agreement with transport operators for offering special packages that include accommodation and, i.e., PT passes, taxi, bikes, shared vans etc. in order to reduce tourists' use of their own car to move on the island.





Criterion	Scoring	Explanation	Action
Technical		No technology is needed.	
Operational		Two bids were launched in order, at first, to select the rental company and, later, to select the hotels. Hoteliers asked for 40 e-bikes in total.	
Acceptance		Stakeholders acceptability (hotel and operators) may be high.	
Financial		Resources are available thanks to CIVITAS DESTINATIONS Project, that covered the activation service costs, the first year of rental, maintenance and assistance for the first year, transportation of the e-bikes in Elba; hoteliers will pay for the second year of rental.	
Legislation		No legal constraints foreseen.	
Political Acceptance		No political constraints foreseen.	
External			

**Table 57:** ELB 6.1 - Combined products for tourism and mobility: the accommodation and mobility package

### **ELB 7.1 - Improved Public Transport services for tourists**

Definition of new PT service plan for answering the tourist and residents needs and making the service more efficient resulting in an increase of the bus occupancy index. Definition, procurement and implementation of some specific collective services for tourist during summer period.








Criterion	Scoring	Explanation	Action
Technical		No specific technology is needed.	
Operational		Projects for improving public transport services have been defined; including the agreement with public transport companies.	
Acceptance		Stakeholders' involvement and their willingness to undertake new service models is high.	

Financial		First assessment of costs and benefits carried out.	
Legislation		No legal constraints foreseen.	
Political Acceptance		No political resistance so far.	
External			

**Table 58:** ELB 7.1 - Improved Public Transport services for tourists

### **ELB 7.2 - Integrated payment for mobility and other services on Elba**





Analysis of the Integrated Payment system operated by the PT company in other basins to the specific ELBA situation identifying the main pillars and constraints for the possible extension to the Elba.




Criterion	Scoring	Explanation	Action
Technical		SMS bus ticketing technology has been applied.	
Operational		Mobile ticketing via SMS for 10, 20, 30 and 40 km for extra-urban line is operating.	
Acceptance		Good acceptance by citizens has been verified.	
Financial		Financial costs are included in the agreement with public transport companies.	
Legislation		No legal constraints foreseen.	
Political Acceptance		No political constraints foreseen.	
External			

**Table 59:** ELB 7.2 - Integrated payment for mobility and other services on Elba

### **ELB 7.3 - APP for user real time information**

The objective of the measure is the validation of the technical and operational viability of the adoption of ICT devices to monitor PT service performances and the provision "real time" info services (to the supplier, with possible extension to users).

Criterion	Scoring	Explanation	Action
Technical		Celso System is completely operating and was experimented during summer 2018. The constant internet connection is a factor to keep under control.	
Operational		No operational problems are foreseen.	
Acceptance		Stakeholders' acceptability is high.	
Financial		Stakeholders' acceptability is high.	

Legislation		No legal constraints foreseen.	
Political Acceptance		No political constraints foreseen.	
External			

**Table 60:** Measure ELB 7.3 - APP for user real time information