

2020
CiViTAS
Cleaner and better transport in cities

DESTINATIONS



Measure Evaluation Results

LPA 2.1 - SUMP observatory and participation

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Executive summary

Las Palmas de Gran Canaria had a Sustainable Urban Mobility Plan (SUMP) in place at the beginning of the CIVITAS DESTINATIONS project (2016). The Plan was approved by all political parties within the Municipality in 2012 and since then it had been the main key tool for developing and promoting a more sustainable mobility system in the city.

During the implementation and operational stage of the former SUMP (between 2012 and 2016), all stakeholders involved in the urban mobility system of Las Palmas de Gran Canaria identified the need for strengthening leadership in order to speed up the decision-making process, enhance the cooperation between all parties involved, and strengthen the evaluation and monitoring activities.

Therefore, it was agreed to set up a Mobility Office (SUMP Observatory) with a twofold objective: on the one hand, to be in charge of coordinating, monitoring and evaluating the SUMP in place (2012) and on the other hand, to coordinate the update of the SUMP during the lifetime of the CIVITAS DESTINATIONS project and beyond.

The project funding provided the opportunity to subcontract the Mobility Office to a private consultancy (TEMA INGENIERÍA: <https://www.tema-ingenieria.com/>) during the project lifetime. The SUMP Observatory became fully operational in April 2018 and its main activities were: monitoring and evaluation of the SUMP, mobility data collection (citizens, tourism, freight distribution, etc.), better integration of leisure trips into policy making, set up cooperation with the tourism sector and organisation of participative events.

The impact of measure LPA2.1 was evaluated through three specific indicators and two other common indicators that were considered important in order to assess the overall performance of the project at city level. The first specific indicator is related to the quality of the SUMP in the city and the improvements carried out by the Mobility Office within the measure. This was measured through a self-assessment score after carrying out two qualitative questionnaires that allowed an improvement of 1 point out of 100 on the quality of the SUMP after the improvements carried out in the framework of this measure (from 88/100 to 89/100).

The other two were related to the sample size and duration of the two household mobility surveys carried out at city level by the Mobility Office in 2019 and 2020 in the framework of its task of updating the mobility indicators of the city. Finally, the two common indicators used in the evaluation of this measure are:

- First, an index of satisfaction of the mobility system of the city, which is obtained through a survey to the bus users and can reflect the effects of the SUMP measures. It increased by 5,2% after the DESTINATIONS project, a noticeable amount in this kind of satisfaction index as it is usually difficult to improve them.
- Second, the modal split, which shows that during the DESTINATIONS project lifetime, the modal share of public transport, cycling and walking altogether has increased from 28% in 2016 to 40% in 2018 and to 47,7% in 2020, while the percentage of car use was reduced from 67% to 52,3%.

A. Description

The SUMP Observatory (Mobility Office) was created and intended to monitor and evaluate the implementation of the SUMP in place since 2012, to update mobility patterns information and to carry out different mobility studies.

During the project implementation, the Mobility Office has analysed the available capacities and resources in order to set up effective working structures for the update of the former SUMP. The main output of this task was the set-up of an interdepartmental core group that meets on a weekly basis in order to discuss and share information about the on-going mobility projects in the city.

Regarding the SUMP update, the Mobility Office has also carried out tasks related to the preparatory steps of the SUMP update such as planning and implementing a stakeholders' engagement strategy and setting up a collaboration and cooperation framework with the tourism sector.

Moreover, the Mobility Office has analysed the drivers and barriers for the implementation of the former SUMP' Action Plan (2012). The output of this assessment was an updated list of key performance indicators that will help the Municipality to better evaluate and monitor the urban mobility system of the city.

Regarding the data collection for the indicators, the Mobility Office carried out two household mobility surveys during the DESTINATIONS project lifetime. The first one was carried out at the beginning of 2019 and the second one at the end of 2020. The modal split of the city for 2018 and 2020 was obtained through these surveys.

Besides supporting the Municipality in the SUMP update process, the Mobility Office has accomplished some other objectives such as building up a common framework for mobility data collection for all target groups (citizens, tourists, etc.) and transport modes (walking, cycling, public transport, private car, etc.); and fostering a better integration of all kinds of urban mobility purposes (commuting, other work, education, shopping and personal business, leisure, other including escort, etc.) into the policy making process.

The measure has been evaluated successfully but due to the COVID-19 outbreak, the new household mobility survey that had to take place in March 2020 has been delayed. Therefore, some indicators such as modal split could not be updated with 2020 values.

Finally, the Mobility Office has supported the Municipality in all communication and participation activities regarding sustainable mobility during the CIVITAS DESTINATIONS project lifetime.

A1. Objectives and outputs

City policy level objectives

- Promotion of sustainable mobility among citizens and visitors.
- Efficient and coordinated use of the sustainable transport modes (public transport, cycling and walking).

Measure specific objectives

- Carry out communication and information campaigns about sustainable mobility.
- Raise awareness amongst citizens about sustainable mobility benefits.
- Increase awareness amongst visitors about sustainable mobility options.
- Widely share and communicate the sustainable mobility experiences and outcomes with citizens and key local stakeholders.
- Foster key local stakeholders involvement in the decision making process regarding mobility issues.
- Support the Mobility Department when implementing the measures defined in the Action Plan of the city's SUMP.
- Monitor and evaluate the performance indicators of the local SUMP.
- Identify and analyse the mobility patterns of different targets groups (students, tourists, commuters, etc.).
- Identify room for improvement areas for public transport and propose innovative measures.
- Promote innovative approaches to the growing transportation problems such as shared mobility initiatives (car sharing, carpooling, etc.).
- Shift of travel behaviour of tourists towards more sustainable modes.

Outputs

- A new SUMP Observatory / Mobility Office
- A document to evaluate the current SUMP of Las Palmas de Gran Canaria.
- New urban mobility regulations (Mobility Ordinance)
- Update of the mobility indicators
- Definition of technical specifications for the Traffic Control Centre
- Interviews with stakeholders related to urban mobility
- Weekly meetings of an interdepartmental core to discuss and share information about the on-going mobility projects in the city
- Benchmark of inter-departmental core groups in Spain
- Data collection campaigns (household mobility surveys, etc.)
- Update of the zoning of the city used in simulations
- Update of the traffic and transit simulation models
- Report on traffic light priority
- Report on micro-mobility
- Report on the potential of mobility sharing services in the city
- Organisation of communication and participative events regarding mobility.

Supporting activities

1. During the project lifetime the Municipality of Las Palmas de Gran Canaria has issued several press releases explaining the work carried out by the Mobility Office (<https://www.laspalmasgc.es/es/ayuntamiento/prensa-y-comunicacion/notas-de-prensa/nota-de-prensa/El-Ayuntamiento-prepara-el-nuevo-Plan-de-Movilidad-Urbana-Sostenible/>).

2. The Mobility Office organises monthly meetings (called *Comité Técnico de la Movilidad* in Spanish) with local stakeholders (Sagulpa, Guaguas Municipales, Urban Planning Department of the Municipality, etc.) that are led by the Mobility Department of the Municipality. In these meetings, local mobility issues are presented and discussed amongst all participants.

A2. Inter-relationship with other measures

This measure is strongly linked to measures LPA 3.1 (Attractive, safe and accessible public space at major attraction) and LPA 5.2 (Urban Freight Solutions into SUMP).

Measure LPA 3.1 has drafted a Mobility Plan for the northern area of the city and its diagnosis and packages of measures will be included into the updated SUMP. On the other hand, because the Sustainable Urban Logistics Plan (SULP) drafted within measure LPA 5.2 will also be fully integrated into the updated SUMP, and they will be approved by the municipality at the same time.

Moreover, LPA2.1 is also related to LPA2.2 because the mobile phone data tracking collected in that measure was also used by the Mobility Office in LPA2.1 to obtain O-D matrices for the whole island of Gran Canaria.

Finally it may be said that all other CIVITAS DESTINATIONS measures are somehow linked to measure LPA 2.1, as all of them are aligned with the goals and objectives of the SUMP.

A3. Target groups and/or affected part of the city or region

The SUMP Observatory – or Mobility Office – is intended to monitor the implementation of the current SUMP, so the area of study is the whole city of Las Palmas de Gran Canaria. Moreover, the tasks the Mobility Office is carrying out, involve the entire city.

A4. Stakeholders: CIVITAS project partners and other important actors

Stakeholder name	Activities description
FET - Federación de empresarios de transportes	Definition of the urban freight strategy
AUVA – Asociación de usuarios de vehículos eléctricos	Foster the uptake of e-mobility initiatives
Clúster Canario de Transporte y Logística	Definition of the urban freight strategy
Asociaciones de usuarios de bicicletas	Improvement of the bike lanes network Assessment of the current situation for cycling mobility

Table 1: Stakeholders involvement

B. Measure implementation

B1. Situation before CIVITAS

Las Palmas de Gran Canaria had already developed a SUMP (2009-2012) before CIVITAS DESTINATIONS, where a detailed diagnostic of the mobility was set up and the result was a set of strategic measures for urban mobility.

Despite having approved its Sustainable Urban Mobility Plan (SUMP), at the beginning of the CIVITAS DESTINATIONS project there were still some important barriers to reach a sustainable mobility system in the city, such as:

- The level of coordination between the different Departments within the Municipality was very poor
- There was a lack of an integrated approach for all mobility policies
- It was difficult to engage and involve the key local stakeholders in the decision making processes
- There was no monitoring or evaluation of the SUMP implementation. There was no Department within the Municipality or public body that kept track of the progress towards achieving its objectives
- The benefits of sustainable mobility were not properly communicated to the citizens and therefore there was a lack of social awareness about them

Besides all that, Las Palmas de Gran Canaria was dealing with some key projects that would completely change the shape of the urban structure and the urban mobility system in the years to come (i.e. the brand new Bus Rapid Transit (BRT) system called Metroguagua or the new bike sharing scheme called Sítycleta, measure LPA4.1).

Therefore, all stakeholders involved in the urban mobility system of Las Palmas de Gran Canaria identified the need for strengthening the leadership in order to speed up the decision-making process, enhance the cooperation between all parties involved, and deepen the evaluation and monitoring activities.

After having assessed some alternatives, the Municipality of Las Palmas de Gran Canaria and its main public bodies related to mobility – Guaguas Municipales (public transport company) and Sagulpa (public parking company and bike sharing operator) – decided to promote a Mobility Office.

B2. Innovative aspects

Firstly, the development of a Mobility Office is an innovative way to manage mobility in Spain. Other Spanish cities – such Vitoria-Gasteiz or Málaga – have implemented similar approaches but in the form of public bodies. The Mobility Office is more agile than traditional Mobility departments of Municipalities and can react quicker to the challenges of a continuous changing environment.

Secondly, the subcontracting company that was awarded the contract for operating the Mobility Office in Las Palmas used a traffic modelling software to assess the mobility system of the city, which was new to Las Palmas de Gran Canaria.

B3. Research and technology development

Not applicable.

B4. Actual implementation of the measure

The CIVITAS DESTINATIONS funding provided the opportunity to subcontract the Mobility Office to a private consultancy (TEMA INGENIERÍA: <https://www.tema-ingenieria.com/>) during the project lifetime.

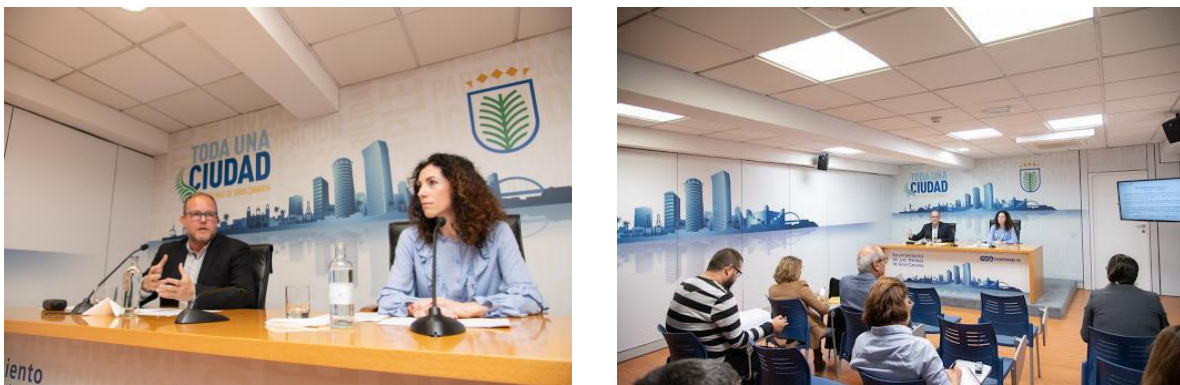


Figure 1: Public event organised by the Mobility Office

The Mobility Office was launched in April 2018 and it has exceeded its expected outputs. In addition to delivering a single document with the evaluation of the SUMP in place (2012) and some data collection results, the Mobility Office has produced the following outputs – most of them in the form of reports – during the DESTINATIONS project lifetime:

- **New urban mobility regulations.** The Mobility Office supported the Municipality to update the local mobility regulations (called Mobility Ordinance), taking into account the suggestions made by both public (Guaguas Municipales and Sagulpa) and private stakeholders.
- **Update of the mobility indicators.** The Mobility Office updated a wide range of key performance indicators in order to monitor and evaluate the impact of the packages of measures of the former SUMP. Based on that assessment, the Mobility Office proposed a new list of mobility indicators that are being updated regularly (once a quarter approximately).
- **Technical specifications for the new Traffic Control Centre.** The Mobility Office drafted the technical specifications for the tender process to subcontract a company that will manage the Traffic Control Centre. This activity was carried out in coordination with Sagulpa.
- **Interviews with stakeholders related to urban mobility.** The Mobility Office has carried out and is still carrying out interviews with stakeholders in order to get to know, understand and harmonise the interests of different institutional stakeholders related to urban mobility such as public bodies, associations, etc.

- **New inter-departmental core group.** The Mobility Office’s representatives attend weekly meetings of the inter-departmental core group where all major activities that have an impact on urban mobility are discussed.
- **Benchmarking of inter-departmental core groups in Spain.** The Mobility Office collected information about the way that other Spanish Municipalities organise and manage that kind of working groups.
- **Data collection campaigns.** The Mobility Office obtained O-D matrices for the whole island of Gran Canaria using mobile data provided by a major mobile network operator (Telefónica). The Mobility Office also obtained the O-D matrix of the urban bus users using ticket validation data provided by Guaguas Municipales.
- **Update of the zoning of the city that was used in the former SUMP.** Within this activity, the Mobility Office carried out all necessary tasks in order to define the proper zoning to be used in the different simulation models.
- **Update of the traffic and transit simulation models** (continuously updated). The Mobility Office is developing a transport macro-model of the whole functional urban area. Its objective is to be able to simulate the impact of different scenarios in the public transport network.
- **Report on traffic light priority.** The Mobility Office made some recommendations about the traffic light priority for the new BRT system (called Metroguagua).
- **Report on micro-mobility.** The Mobility Office drafted a report about the challenges and opportunities of the city with regards to micro-mobility. The report showed that micro-mobility is becoming a key piece for sustainable urban mobility policies and planning in Las Palmas de Gran Canaria for two main reasons:
 - Short distance car trips account for a large share of motorised travel (including traffic looking for parking), and most of them could (and should) be walked or cycled.
 - The public transport network struggles to offer door-to-door trips due to the hilly conditions of the city, which raises the question of what happens in the first and last miles of each trip.
- **Report on the potential of mobility sharing services in the city** (February 2019). The main aim of this report was to analyse the legal framework and the existing regulations for mobility sharing services in the city. The success of the Sítycleta bike sharing scheme (LPA4.1) made it clear to entrepreneurs that there was potential demand waiting to be served and some companies showed their interest to implement shared services in the city.
- **Household mobility surveys.** The Mobility Office carried out two household mobility surveys within the CIVITAS DESTINATIONS project lifetime. In fact, these were one of the biggest projects that the Mobility Office carried out. The first one was carried out in February 2019 and the second one in November-December 2020. The last one had to take place in March 2020 but due to the Covid-19 outbreak, it was delayed until the end of the year. These surveys allowed the update of several mobility indicators of the city, among which, the modal split.

Finally, the Mobility Office has supported the Municipality in all communication and participative activities regarding sustainable mobility during the project lifetime.

C. Impact evaluation

C1. Evaluation approach

Expected impacts and indicators

Impact category	Impact indicator	Unit of measure
Society	1-SUMP self-assessment score	Nº (0-100)
Society	2-Sample size	Nº
Society	3-Survey duration	Nº days

Table 2: Expected impacts and indicators

Method of measurement

Impact indicator	Method *	Frequency			Target Group	Domain (demonstration area or city)
		Bef.	Dur.	After		
1 – SUMP self-assessment score	S	16	n.a	40	citizens	city
2 – Sample size	DC	-	30	52	citizens	city
3 – Survey duration	DC	-	30	52	citizens	city

* (Data collection (DC), Estimation (E), Survey (S))

Table 3: Method of measurement

Detailed description of the indicator methodologies:

- SUMP self-assessment score** – One of the tasks of the Mobility Office was to monitor the implementation of the existing SUMP of the city. The SUMP Self-Assessment Tool created by Eltis (The European Platform on Sustainable Urban Mobility Plans) enables planning authorities to evaluate the SUMP of their city. The evaluation of the SUMP implementation is carried out through dedicated questionnaires conducted at the beginning and at the end of the project. The impact evaluation of the SUMP has been done through two qualitative questionnaires (the first one was answered at the beginning of the project and the second one right at the end). The first questionnaire was used to assess the SUMP in place (approved in 2012) and the existing mobility/transport planning process, and the second has been used to evaluate the changes in the SUMP. The results of the two questionnaires (a score out of 100 points) have been compared to analyse impact of the new SUMP on the planning process.

2. **Sample size** – One of the most important tasks carried out by the Mobility Office during these years is the elaboration of two household mobility surveys at a city level, which allowed the collection of many significant indicators. The “sample size” indicator shows the number of citizens that were interviewed within this survey, in 2019 (ex-ante column) and in 2020 (ex-post column).
3. **Survey duration** – This indicator is also related to the household mobility surveys and shows the number of days during which the Mobility Office carried out the survey in 2019 (ex-ante column) and in 2020 (ex-post column).

The Business-as-Usual scenario

If the Mobility Office of LPA2.1 had not been created, there would be a lack of monitoring and evaluation of the SUMP in place and a lack of coordination for the elaboration of the new one.

C2. Measure results

Impact category	Impact indicator	Unit of measure	Baseline	Ex-Ante	Ex-Post
Society	1 – SUMP self-assessment score	Nº (0-100)	88	89	89
Society	2 – Sample size	Nº	-	602	8.071
Society	3 – Survey duration	Nº days	-	4	24

Table 4: Measure results

C 2.1 Society

1 - SUMP self-assessment score

The overall results of the SUMP self-assessment tool did not change much (score of 88 in 2017 vs. score of 89 in 2019) during the project lifetime.



23 Mar 2017

SUMP Self-Assessment Scheme

Las Palmas de Gran Canaria



Congratulations, based on the answers you have provided the authority's plan is an Excellent Sustainable Urban Mobility Plan.

A planning process in full compliance with the European Commission's SUMP concept and guidelines as presented in the Urban Mobility Package has been followed. The resulting plan is a Sustainable Urban Mobility Plan of excellent quality.

Foundation and Excellence Questions

You have answered **Yes to 13 out of 13 Foundation Questions**. These questions test the basic requirements a mobility planning process must fulfil to be in line with the SUMP concept.

You have answered **Yes to 11 out of 15 Excellence Questions**. These questions highlight planning activities particularly advanced cities might undertake, to motivate and award processes and plans of exceptionally high quality.

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7 Jan 2020

SUMP Self-Assessment Scheme

Las Palmas de Gran Canaria



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Overall score 2017 (SUMP 2012)

Overall score 2019 (new SUMP)

However, there have been some improvements regarding the SUMP cycle steps that should be highlighted:

- **Developing effective packages of measures.** As explained before, the former SUMP (2012) did not address some important issues properly such as urban freight or tourism. The CIVITAS DESTINATIONS project showed to policymakers how important is to define effective packages of measures that cover all transport modes and all issues linked to urban mobility in the city.
- **Monitoring and assessment.** The Mobility Office assessed the impact of the former SUMP in order to learn from the planning experience and understand what has worked well and less well. By doing so, the Mobility Office realized that monitoring and assessment should strengthen in the updated SUMP.

Moreover, there have also been some improvements regarding the SUMP characteristics: balanced consideration of all transport modes and monitoring, plan revision and reporting.

2 - Sample size

During the household mobility survey carried out in February 2019, the first one for the Mobility Office, 602 citizens were interviewed. However, in the one carried out in November and December 2020, for the actualization of the former one, the sample size was 8.071. This is more than 13 times the sample size of the first survey. This fact is linked to the indicator 3 – Survey duration, since the one carried out in the end of 2020 was carried out during several days. The Mobility Office put more resources for the elaboration of this second survey, as they also had more experience, acquired during the first survey.

3 – Survey duration

The household mobility survey in 2020 was carried out for 24 days, while the one carried out in 2019 only took 4 days. As seen in the indicator above, this had an impact in the number of citizens that the Mobility Office was allowed to interview. Therefore, it could be said that the results of the second survey are more reliable.

In addition, this measure contributed to two common indicators that were considered to assess the overall performance of the project at city level: the index of **satisfaction about the public transport system** and the **modal split**. Unfortunately, it was not possible to assess the direct impact of this measure to these indicators because their evolution is linked to several measures and it can only be calculated at city level. The overall evolution of the **Index of satisfaction about the public transport system** between 2016 and 2019 increased from 7,57/10 to 7,96/10, and the evolution of the **modal split** is shown in Figure 2. For more details regarding the cumulative effects under this indicator, see the “MER Introduction: Global Executive Summary and Common Indicators” document.

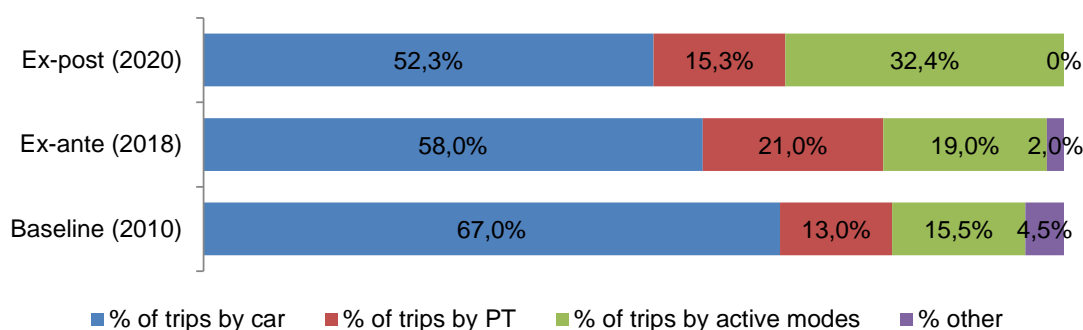


Figure 2: Average modal split between Baseline and Ex-post

C3. Quantifiable targets

No	Target	Rating
1	Investment in sustainable urban mobility projects	***
2	Increase the use of public transport, cycling and walking	***
NA = Not Assessed O = Not Achieved * = Substantially achieved (at least 50%) ** = Achieved in full *** = Exceeded		

Table 5: Assessment of quantifiable targets

Target 1 was Exceeded because the investment in sustainable urban mobility projects has increased significantly during the CIVITAS DESTINATIONS project and the trend after its end is to continue doing so. The CIVITAS DESTINATIONS project was an opportunity for the city to implement a lot of new mobility measures. Moreover, this experience has opened the way and boosted new mobility measures outside this project and the city has started to undertake more commitments regarding sustainable mobility.

Target 2 was Exceeded because, as the modal split of the city shows, the modal share of public transport, cycling and walking altogether has increased from 28% in 2016 to 40% in 2018 and to 47,7% in 2020, while it was expected to increase only up to 33%. For instance,

the number of passengers of the public bus service of Las Palmas de Gran Canaria has increased by 15% between 2016 and 2019, from 33,4M to 38,5M passengers; and the number of registered users in the bike sharing scheme has doubled in a year (Nov. 2018 – Nov. 2019), from 17.489 to 36.059.

The SUMP of Las Palmas de Gran Canaria (2012-2018) made a projection for the modal split in 2018 if the measures of the SUMP were implemented. This projection expected the following: 64,4% for cars, 16,5% for PT and 15,8% for active modes. As it can be seen in Figure 2, the real modal split in 2018 showed better results than the expected ones.

C4. Up-scaling of results

Not applicable.

D. Process Evaluation Findings

D1. Drivers

A very positive aspect that contributed in the implementation of this measure was the strong participatory will between the residents Las Palmas de Gran Canaria, noticed during the development of this measure.

D2. Barriers

One of the barriers identified was that there weren't enough technicians with experience and knowledge in the City Council to be able to carry out the different tasks that the Mobility Office requires, so the service had to be subcontracted to a specialised company with experience in mobility studies.

D3. Main Lessons Learned

The CIVITAS DESTINATIONS project entailed significant process changes regarding mobility planning in the city of Las Palmas de Gran Canaria, most of which were related to how citizen and stakeholder involvement is managed. Thanks to the project, convincing citizens and other stakeholders of ambitious measures to understand what might be acceptable, and to reduce the political risks associated with non-acceptance, has become a valuable tool for policymakers.

The following is a short description of the main lessons learned during CIVITAS DESTINATIONS project that lead to major process changes regarding mobility planning in Las Palmas de Gran Canaria:

- **Stakeholders' involvement.** The consultation and involvement of stakeholders outside the Municipality, including civil society and private industry, has increased support for mobility actions. The CIVITAS DESTINATIONS project helped policymakers to understand that mobility planning should be linked with other political priorities such as employment, education and health. In particular, it showed how important it is to include the views, fresh ideas and insights of stakeholders of two key economic sectors such as tourism and freight.

- **Citizens' involvement.** Intensive public debate involving citizens has helped to minimise opposition towards some key measures such as the new BRT. Besides helping to convince people, the Municipality of Las Palmas de Gran Canaria found that this cooperation in planning a new SUMP (and implementing the old one), both internally and with the public, can provide significant insights and fresh ideas.
- **Inter-departmental collaboration.** A new inter-departmental core group has been organised within CIVITAS DESTINATIONS under the coordination of the Mobility Office. The Municipality and all its public bodies realised that the goals and objectives of the mobility policies are achieved most effectively with the buy-in of many different government departments and different levels of government – something that planning together makes possible.
- **Working towards targets.** The update of the former SUMP (2012) within the CIVITAS DESTINATIONS project has helped policymakers to manage uncertainty and to define clear metrics of working step by step towards targets. Almost all stakeholders involved in the process have understood that a SUMP involves a long-term commitment and wide agreement on goals.

E. Evaluation conclusions

This measure has been implemented on time and according to the initial schedule, the SUMP is being updated, beyond DESTINATIONS, and the Mobility Office is fully operative. However, one of the tasks to be carried out by the Mobility Office had to be delayed due to the COVID-19 outbreak, the second household mobility survey. Initially, it had to take place in March 2020, one year after the first survey, but it had to be delayed until November and December 2020. However, the survey results were obtained during the first trimester of 2021, and they were available for this report.

F. Additional information

F1. Appraisal of evaluation approach

This measure was evaluated through society indicators as the main objective of the SUMP was to improve the quality of life of residents.

It was not possible to query citizens about their level of satisfaction with the new SUMP because it has not been finished during the project lifetime. For this reason, their level of satisfaction was estimated as the level of satisfaction on the public transport system in general (customer satisfaction index), which increased by 5,2% (from 7,57 to 7,96) in three years (2016-2019).

Nevertheless, the level of awareness about the SUMP had to be evaluated through the SUMP self-assessment score, a standardised tool designed by the European Platform on Sustainable Urban Mobility Plans in order to determine the quality of SUMPs, consisting of two qualitative questionnaires.

F2. Future activities relating to the measure

The Mobility Office will continue the update of the SUMP of Las Palmas de Gran Canaria in close cooperation with the key local stakeholders. Once the updated SUMP is approved, the Mobility Office will be in charge of the implementation of its Action Plan.