



POLICY LEARNING IN INFORMATION TECHNOLOGIES  
FOR PUBLIC TRANSPORT ENHANCEMENT

## GOOD PRACTICES – PUBLIC TRANSPORT FLEET MANAGEMENT SYSTEMS

INFORMATION ABOUT THIS GOOD PRACTICE IS PROVIDED CALABRIAN REGIONAL ADMINISTRATION (CRA, PP1)

# SUSTAINABLE MOBILITY PLAN (SMP) IN SANTANDER

### General information

#### *Description*

This plan has been developed during the last five years and tackles several aspects related to the public transport improvement. In some cases the adopted measures involve new technologies but in other cases they are political decisions or good practices in the management process. This process is complex and in a constant evolution. For more details please find a description here:

<http://portal.ayto-santander.es/documentos/pmss.zip>

#### *Background and Context*

The Santander's SMP has been developed during several year and is in constant evolution. Some measures like Intermodal PT were applied 15 years ago, others like PT Information System using panels or SMS were introduced around 4 years ago.

### Policy design details

#### *Policy Design Steps and Timing*

The SMP describes in detail the policy design steps and timing. Anyway this process is still unconcluded and it could suffer some changes.

#### *Actors Involved*

Main bodies are:

- Santander City Council;
- Regional Government (intermodal measures);
- University of Cantabria (evaluation and modeling).

#### *Decision Making Process*

Decision making process involves:

- Santander City Council;
- Regional Government (intermodal measures);
- University of Cantabria (evaluation and modeling).

## Implementation details

### ***Implementation Steps and Timing***

The implementation steps and their timing are described, as other aspects, in the DoW of the SMP.

### ***ICT/Infrastructures needed***

Described in the SMP.

### ***Human Resources***

The SMP is in constant evaluation. At least two people from the University of Cantabria are hired for its evaluation.

### ***Monitoring Procedures***

Main bodies are:

- Santander City Council;
- Regional Government (intermodal measures);
- University of Cantabria (evaluation and modeling).

## Supporting Mechanism

### ***Awareness/Information Campaigns***

The main methods to promote the SMP have been press, Public Transport Department Web Page (<http://www.tusantander.es>) and an internal TV channel in the buses in which the citizens are informed about local activities in PT and the city activities.

### ***Partnerships/Key Supporting Stakeholders***

There has been a tight collaboration with the SmartSantander project.

## Results

### ***Expected vs Actual Benefits***

The main expected benefits are:

- Costs reduction;
- Pollution reduction;
- Better Public Transport Service;
- Intermodal services.

Most of these benefits has been achieved, others are still pending.

### ***Qualitative Results Achieved***

The main expected qualitative results are about improvement of transport conditions (traffic, public transport, intermodal transport) and pollution reduction.

## Key Considerations

### ***Transferability Considerations***

All the technologies and measures used in the SMP are generic enough to be applied in any other city. In fact all these measures haven been taken from other successful projects and applied in Santander.

### ***Up-scaling Considerations***

The SMP is based in simple solutions precisely in order to scale the systems as much as possible.

### ***Contact***

Jose Antonio Teixeira Vitienes  
General Director of Innovation  
Santander City Council  
[jteixeira@santander.es](mailto:jteixeira@santander.es)