

Delivering **Efficient**
Sustainable Tourism
with low-carbon
transport **Innovations:**
Sustainable Mobility,
Accessibility and
Responsible Travel

DESTI-SMART

Interreg Europe



European Union
European Regional
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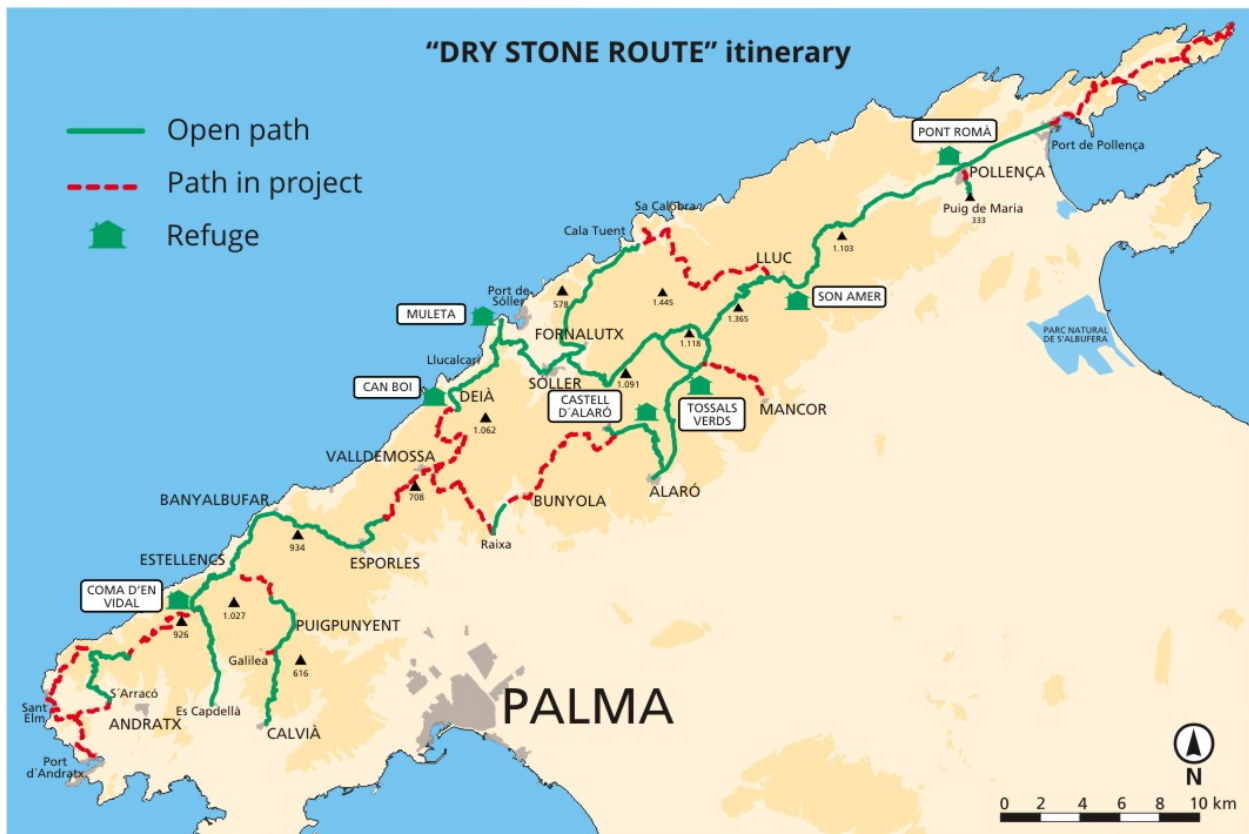
Action Plan for Mallorca Island



Consell de Mallorca

Departament de
Sostenibilitat i
Medi Ambient
Consell de Mallorca

January 2021



Map 1. Dry Stone Route itinerary

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November 2020

Interreg Europe Programme

Interreg Europe Programme of interregional cooperation helps regional and local governments across Europe to develop and deliver better policy. By creating an environment and opportunities for sharing solutions, the aim is to ensure that government investment, innovation and implementation efforts all lead to integrated and sustainable impact for people and place.

By building on its forerunner, INTERREG IVC_(2007-2013), Interreg Europe aims to get maximum return from the EUR 359 million financed by the European Regional Development Fund (ERDF) for 2014-2020.

Solutions exist that can help European regions become the best that they can be. Today, the EU's emphasis is very much on paving the way for regions to realise their full potential – by helping them to capitalise on their innate strengths while tapping into opportunities that offer possibilities for economic, social and environmental progress.

To achieve this goal, Interreg Europe offers opportunities for regional and local public authorities across Europe to share ideas and experience on public policy in practice, therefore improving strategies for their citizens and communities.

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DESTI-SMART Project

Integration of regional/local policies for Sustainable Mobility, Accessibility & low-carbon Responsible Travel, with policies for efficient sustainable tourism towards a low-carbon economy, requires particular attention in the EU. This is a common challenge that public regional/local and transport authorities increasingly face, particularly at busy destinations with high tourism travel flows (including in South Europe, coastal, maritime & insular, mass tourism destinations). Immediate action is needed through interregional cooperation to capitalise best practices, improve policy instruments & prepare action plans with implementation monitoring & evaluation.

The DESTI-SMART project, addresses the above towards 'Smart Destinations', for sustainable & responsible tourism development in Europe, with low-carbon, multimodal sustainable mobility & accessibility.

The overall objective is to improve the transport and tourism policies of EU destinations, by integrating strategies for sustainable mobility, accessibility and responsible travel with efficient & sustainable tourism development, for transition to a low-carbon economy, through efficiency, resilience, multimodality, novel low-carbon transport systems, cycling & walking, with implementation innovations, policy learning and capacity building.

The following pressing issues are addressed:

- A - Investments in **low-carbon transport systems** for mode shift to sustainable tourism mobility, incl. Electro-Mobility
- B - **Intermodality** facilities for visitors, including ICT, Mobile Aps & MaaS
- C - **Accessible tourism** for all
- D - **Cycling & Walking** facilities & promotion for visitors.

Main outputs:

- policy learning & capacity building for public authorities & their stakeholders
- improved policy instruments & action plans in 9 destinations, with close involvement of stakeholders
- advances in EU2020 objectives
- communication & dissemination learning materials.

DESTI-SMART Project Partnership

Delivering Efficient Sustainable Tourism with low-carbon transport Innovations:
Sustainable Mobility, Accessibility and Responsible Travel

DESTI-SMART
Interreg Europe



Lead Partner

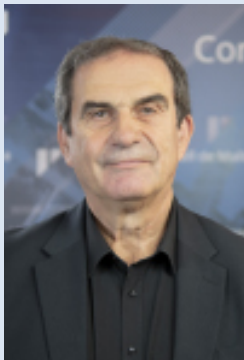


Thessaloniki - Sardinia - Bremerhaven - Madeira - Hastings - Mallorca - Vidzeme - Balaton - Pafos - BU

Improving transport and tourism policies at destinations by integrating strategies for smart and sustainable mobility, accessibility and responsible travel in sustainable tourism development, and through efficiency, resilience, intermodality, novel low-carbon transport systems, cycling and walking for visitors, towards smart destinations

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FOREWORD



Mallorca is one of the most touristic islands in the Mediterranean, receiving more than 14 million visitors every year. The impact on the environment is very significant and the number of resources is reduced. Therefore, good management and planning of these resources are needed.

A lot of initiatives have been developed and implemented on the island to reduce CO₂ emissions and encourage visitors to use public transport. The replacement of petrol by biogas in public buses fleet in the city and restrictions for rental car companies, are among them.

But Mallorca is not only sun and beach tourism, but also has a mountain range crossing the north-west of the island which is full of heritage sites, beautiful landscapes and picturesque villages. In fact, in 2011 Serra de Tramontana has been declared World Heritage by UNESCO. Many visitors come throughout the year in all seasons, to enjoy nature and practice hiking along more than 171 km of paths.

The Sustainability and Environment Department of Consell de Mallorca is the public entity managing this route. Our challenge is to preserve the sustainability of the site and at the same time make it accessible for all kind of visitors.

The study of the feasibility, through DESTI-SMART project will permit to establish our goals concerning accessibility on the paths and refuges of the route, and also improve public transport stops. By achieving these goals, we will give the chance to visitors with disabilities to enjoy this beautiful side of the island and at the same time, we will try to avoid as maximum CO emission by improving and promote public transport to the main hiking paths and the surrounding villages.

We believe that our involvement in DESTI-SMART project will be a benefit for all. The exchange of experiences, actions and good practices with the rest of partners will provide us with tools to move towards a "smart" and more sustainable tourism.

Mr. Josep Manchado Rojas

Director of Sustainability and Environment Department
Consell de Mallorca

Acknowledgements

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Authored by:

Antoni REYNÉS. Coordinator of the Dry Stone and Hiking section in the Sustainability and Environment Department, Consell de Mallorca, SPAIN

Philippe ALVARO. Technician of the Dry Stone and Hiking section in the Sustainability and Environment Department, Consell de Mallorca, SPAIN

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Contents

Foreword	5
Acknowledgements	6
Contents	7
Executive Summary	8
Action Plan	12
Action 1 – Promotion of hiking activities in natural and mountainous areas for people with special needs	16
Action 2 – Improving accessibility at tourist facilities linked to walking activities	18
Action 3 - Promoting accessibility to the points of tourist interest by public transport and provide more sustainable and low-carbon means of transportation	19
Monitoring Procedures in Phase 2	21

Executive Summary

Introduction

This document presents the Action Plan drafted by the Sustainability and Environment Department at Consell de Mallorca (Spain), within the framework of DESTI-SMART project.

It is the result of the learning processes and exchange of experiences developed during Phase 1 of the project, axed on 4 themes that are reflected on the 4 Thematic Workshops and the good practices from partners. The inspiration came from:

- The good practices displayed by partners during Workshop C – ACCESSIBILITY, in example partner from Lake Balaton (Hungary) introduced the project *Nature without Barriers*. This project provides practical suggestions and guidelines to remove barriers on nature trails and schools, to adapt nature trips for the needs of people with disabilities and to redesign nature trails for independent use and without both physical and communication barriers.
- The Good Practice *Accessibility for All* at the German Emigration Centre Museum, introduced by the partner from Bremerhaven. It shows a barriers free museum which is an excellent example of universal accessibility solutions for the rights of disabled people.
- It is also influenced by good practices on the implementation of walking routes in natural areas introduced during the Workshop D – CYCLING & WALKING coordinated by the Latvian Greenways Association. In addition, partners displayed several examples from the islands of Madeira and Sardinia during the workshop.
- The Staff Exchange between Consell de Mallorca with the Latvian partner, concerning the implementation of the Greenways routes
- Workshop B – INTERMODALITY Bremerhaven. The experiences shared during the study visit at Bremerhaven intermodal station and its facilities and infrastructures for people with disabilities have also been taking into account. The study visits also gave the possibility to visit this German Emigration Center Museum (presented in the Good Practice *Accessibility for all*) and the Climate House of Bremerhaven and see first-hand two examples of barrier free public buildings.
- Workshop A – LOW CARBON EMISSIONS (Hastings) displayed some strategies to contribute to low carbon emissions.

Tourism Mobility and Accessibility: current status, general description and requirements

The general objective of the project is to improve policies on transport and tourism in EU cities and regions. Mallorca, which is one of the major European destinations, hosted 12 million visitors in 2018 and its economy relies mainly on tourism activity. The improved policies will contribute, through the integration of strategies to promote sustainable mobility, to enhance accessibility and promote responsible travel, in a period of transition to an economy based on reducing carbon emissions.

Before the Covid19 crisis, mobility dysfunctions became one issue of great concern for the local population, due to the problems of traffic congestion that affected the main periurban and

interurban communication axes. Commutes on the island are done mostly by road, and the use of private cars is excessive not least the Balearic Islands have the largest fleet of vehicles in Spain. That increased over the past few years to reach a ratio of 895 cars per 1,000 inhabitants in 2019, including a large number of vehicles for rental estimated at 70,000 (source Majorca Transport Consortium).

This massive use of private transport and the associated problems (carbon footprint, congestion, air quality, noise and security) affects negatively the pleasant appearance of the island. To deal with this problem, it is necessary to promote responsible mobility to minimize the adverse effects of private transport and move to the use of low-carbon transport means.
Improve

The strategy of regional and local administration seeks to improve this situation. The Sectorial Master Plan for Mobility of the Balearic Islands (2018) which is responsible for formulating a joint policy for mobility and transport (Government intends to develop it in the coming years to move towards achieving a model of sustainable mobility), targeted as strategic objectives for 2025, to reduce commutes by private cars from 54% to 34% and to increase the use of public transport from 10% to 15%.

Regarding tourism activity, strategic objectives converge to promote new form of tourism based more of cultural and natural values of the island, in order to enlarge tourism season, contribute to economic diversification, and revitalization of touristic areas.

Another challenge is to work for an inclusive and accessible society that promotes equal opportunities for all. In this sense, to facilitate access to the natural environment for people with physical disabilities and to adapt routes and associated infrastructures and facilities can aid in the creation of the basis for an accessible tourism offer related to nature always supported by the right promotion.

Vision and Goals

The Policy Instrument of reference within the DESTI-SMART project for Mallorca is the Territorial Plan of Mallorca (PTM). It is a general instrument for territorial planning of Mallorca to apply the directives on urban and territorial planning of the Balearic Islands, approved in December 2004.

The objectives of PTM is to improve the quality of life of the inhabitants; to put at their disposal an adequate spatial structure which allows to achieve socio-economic development suitable for the rational use of natural resources, and to assure protection and improvement of the environment.

The PTM includes proposals for improvement of transport infrastructure aimed to increase accessibility, besides mobility, closely linked to tourism: development of Intermodality to access ports and the airport, promotion of public transport (train, bus), commissioning other environmentally friendly means of transport.

PTM includes planning and implementation of the road system in terms of sustainability and the creation of a network of touristic roads. These roads are integrated into the natural environment taking advantage of the landscape and environmental quality to enhance their attractiveness. Footpaths and cycling routes are also included.

Furthermore, the PTM includes three trekking routes of significant landscape and natural interest, which are not exclusive, since any municipal/supra municipal planning may propose new ones.

The PTM needs to be updated and developed in more depth concerning issues related to Sustainable Mobility, Accessibility and Responsible Travel, towards SMART destinations.

Action Titles / Headings

These are the proposed actions:

ACTION 1: Promotion of hiking activities in natural and mountainous areas for people with special needs

The activities to implement will be:

- 1.1 - Adaptation of a pedestrian itinerary that connects with the Dry Stone Route in order to allow the pass of people with reduced mobility
- 1.2 - Improvement of the indicative, informative and warning signposting
- 1.3 - Promotion of the offer of pedestrian routes part of the Dry Stone Route.

ACTION 2: Improving accessibility at tourist facilities linked to walking activities

The activities to implement will be:

- 2.1 - Improvements in access to buildings
- 2.2 - Installation of mandatory signage in relief and Braille in buildings, for people with visual impairments
- 2.3 - Implementation of technical resources to improve accessibility to various communication means and information

ACTION 3: Promoting accessibility to the points of tourist interest by public transport and provide more sustainable and low-carbon means of transportation

The activities to implement will be:

- 3.1 - Installing bus stops to improve the connectivity of the route.
- 3.2 - Replacement of buses by other less polluting and accessible.

Monitoring process

The process and the framework of the proposed actions will be monitored by using several Indicators. These indicators will allow to check the actions progress, whether the action has to be implemented or not, according to the timeframe and the implementation stage. Some indicators will check.

This monitoring process will contribute to improve Action plan measures implementation and provide a useful tool to decision-makers and stakeholders.

The implementation of these Action measures during the Phase 2 would contribute to improving the accessibility of this section of the Dry Stone Route and the experience of users with disabilities.

Action Plan

Interreg Europe action plan

Part I – General information

Project:	DESTI-SMART – Delivering Efficient Sustainable Tourism with low-carbon transport Innovations: Sustainable Mobility, Accessibility and Responsible Travel
Partner organisation:	Consell de Mallorca – Departament de Sostenibilitat i Medi Ambient
País:	Spain
NUTS2 region:	ES53 Illes Balears
Contact:	Josep Antoni Aguiló Ribas
Email :	preuropeus@conselldemallorca.net
Telephone:	+34 971 173 808

Part II – Policy context

The Action Plan aims to impact:

- Investment for Growth and Jobs programme
- European Territorial Cooperation programme
- Other regional development policy instrument**

Name of the policy instrument addressed: Territorial Plan of Mallorca PTM

Further details on the policy context and the way the action plan should contribute to improving the policy instrument (also check what is written in the approved application form under policy instrument improvements):

The Territorial Plan of Mallorca (PTM) is the main tool of territorial planning and management for Mallorca Island, and the application of its directives of urban and territorial planning of the Balearic Islands are mandatory for the local authorities with competences on the territory.

This plan dates back from 2004, the time when the economic model based on tourism of sea and sun was considered exhausted and the aim emerged to contribute to enlarge tourism season, economic diversification, and revitalization of touristic areas.

The PTM was conceived to lay out the foundations of a new territorial model that would improve the quality of life of the inhabitants of the island, through a rational and coherent spatial structure, to achieve adequate socio-economic development, rational use of natural resources and conserve the environment.

One of the five pillars of this plan is the improvement of transport infrastructures and connectivity, and the promotion of sustainable mobility, closely linked to tourism (development of intermodality to access ports and airports, promotion of transport such as the train and bus, accessible and environmentally friendly).

The PTM lays the foundations for new forms of economic activity, promoting sustainable tourism activities and strengthening the promotion of less developed areas but with high potential, such as rural and inland areas.

Thus, the PTM foresees the creation of 3 long-distance walking routes with “significant landscape and natural interest” that would become a cultural tourism offer experience linked to slow-tourism. These itineraries aimed to enhance the heritage value of the areas involved, and help to territory cohesion and economy stimulation.

The Dry Stone Route is the most important of these itineraries, which runs through the Serra de Tramuntana, a mountain range with high natural and cultural value, included in UNESCO list of World Heritage sites in 2011 as Cultural Landscape. The route goes along the old mountain paths and allows to discover the landscapes built using the dry stone technique.

Since 2015, the Dry Stone Route was provided with a territorial planning tool so to regulate its creation and management: the Special Plan for the Management and Protection of the Dry Stone Route (PERPS). According to this Special Plan, the route is foreseen to be 300 kilometres long and it is structured in eight stages and eight variants. These variants offer alternative routes or access to the main route from other towns in the Serra de Tramuntana. At this stage, there are 172 kilometres opened and signposted.

Hiking activities and visits to the Dry Stone Route have increased sharply, becoming one of the main attractions for visitors who come to Mallorca during mid-season (spring and autumn). In that season, beaches are no longer the main attraction but rural, coastal and mountain landscapes, local culture and cuisine concentrate all the appeal.

By participating in DESTI-SMART project, Consell de Mallorca aims to improve territorial governance in terms of coordination of environmental, transport and tourism policies. Also, it expects to contribute to the accomplishment of the regulation within the Territorial Plan for Mallorca (PTM) concerning Dry Stone Route, by implementing actions and projects related to universal accessibility, mobility and responsible transport, in accordance to tourist sustainable development policies.

To improve territorial issues, PTM implements strategies by:

- Promoting hiking activities in natural areas for people with disabilities.
- Improving of infrastructures for accessible hiking.
- Promoting sustainable and low carbon means of transport to accede to tourism spots of cultural and natural heritage value and to the network of hiking routes managed by Consell de Mallorca

Regarding accessibility, we will use the Dry Stone Route to create an offer of accessible route.

This objective is already included in the Special Plan for Planning and Protection of the Dry Stone Route (PERPS), as states “to apply the principle of universal accessibility in those stretches where possible and preferably for people with reduced mobility”.

Regarding accessibility in refuges along the Dry Stone Route, PERPS regulation states that: “Existent building, preferably traditional ones, will be used as refuges. They will be adapted where possible and following current regulations for accessibility and removal of architectural barriers to people with reduced mobility, in coherence with the accessibility of the paths giving access to them”.

Regarding signage, this article specifies that “Panels may inform on those stretches whose characteristics make them suitable for people with reduced mobility”.

Objectives of the Action Plan ➤

Within this context, the objectives of the Action Plan are:

- To improve accessibility in the Dry Stone Route for people with disabilities and create an offer of accessible routes.
- To improve accessibility to the Dry Stone Route by public transport.
- To improve regional tourism development.

Before the Action Plan, a feasibility study was carried out and drafted in collaboration with the Accessibility and Rights Promotion Section at the Social Affairs Institute of Mallorca (IMAS). It analyzed the possibility to implement improvements on accessibility in the Dry Stone Route, following technical, economic and regulation criteria.

Among the proposed actions, the ones listed below will be initiated or implemented solely by Consell de Mallorca or in collaboration with stakeholders during phase 2 of DESTI-SMART project.

ACTION 1: Promotion of hiking activities in natural and mountain areas for people with special needs

ACTION 2: Improving accessibility at tourist facilities linked to walking activities

ACTION 3: Promoting accessibility to points of tourist interest by public transport and provide more sustainable and low-carbon means of transportation

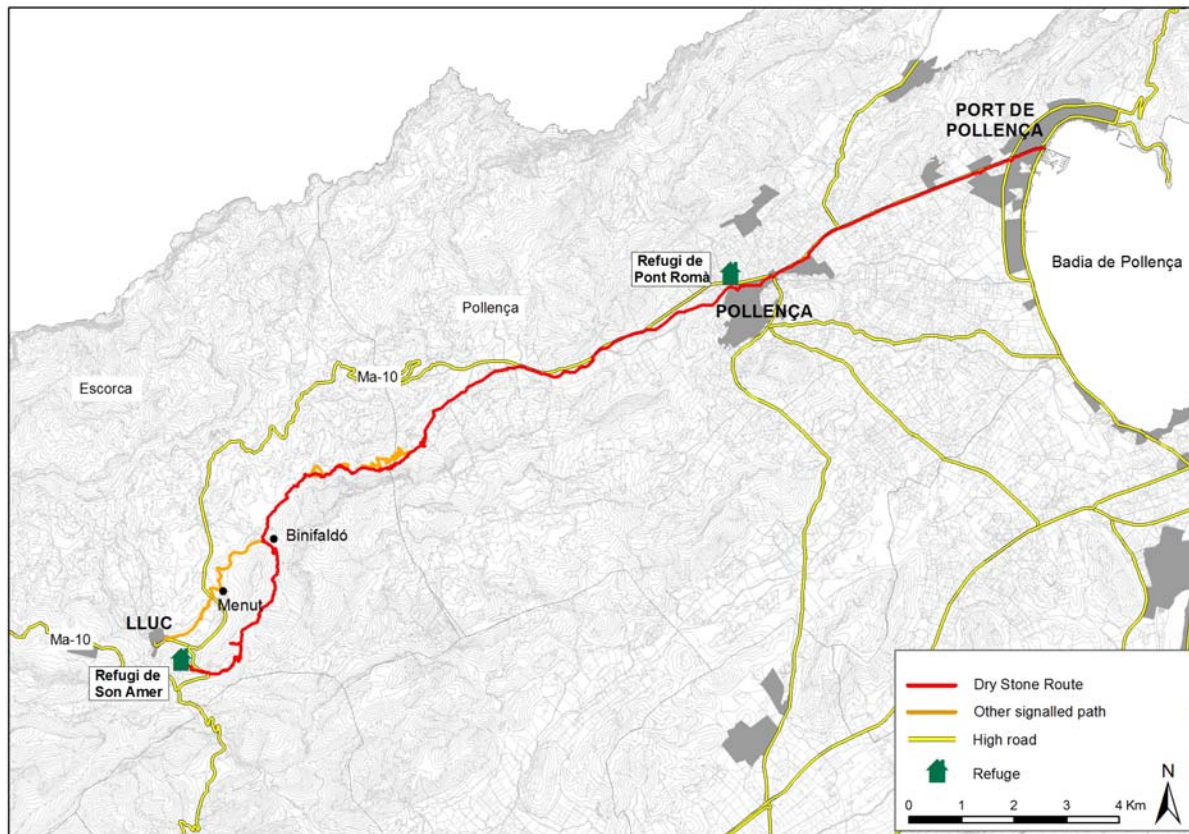


Figure 2. Map of Itinerary where to implement the Actions

Part III – Details of the actions envisaged

ACTION 1

Title: PROMOTION OF HIKING ACTIVITIES IN NATURAL AND MOUNTAINOUS AREAS FOR PEOPLE WITH SPECIAL NEEDS

1. **The background** (please describe the lessons learnt from the project that constitute the basis for the development of the present Action Plan)

This action is part of two project themes within DESTI-SMART project: the promotion of hiking, coordinated by the partner Latvian Greenways Association, and the improvement of accessibility for visitors with mobility problems, coordinated by Consell de Mallorca.

This action took inspiration from the project *Nature without Barrier* introduced during Workshop C on accessibility by the partner from Lake Balaton. This project includes practical suggestions and guidelines to remove barriers on nature trails and schools, to adapt nature trips to the needs of people with disabilities and to redesign nature trails for independent use and without both physical and communication barriers.

Also, the action was influenced by the Good practices on the implementation of walking routes in natural spaces presented during the Workshop D - CYCLING & WALKING, organized by the partner from the Latvian Greenways Association. During the workshop, partners presented several good practices which included examples from the islands of Madeira and Sardinia.

The Staff Exchange held between Consell de Mallorca and the Latvian partner was very useful to get more specific information about their implementation of the walking routes known as Greenways.

The shared experiences during the study visit carried out during the Workshop B - INTERMODALITY at Bremerhaven intermodal station and its facilities and infrastructures for people with disabilities have also been taking into account.

2. **Action** (please list and describe the actions to be implemented)

Consell de Mallorca will be in charge of implementing this action, which aims to continue promoting hiking activity in Mallorca island through the adaptation of signposting along the Route and making improvements on paths and their associated infrastructures, in order to make the itinerary more accessible. This will expand the potential audience through an offer of adapted routes addressed to people with disabilities which will include detailed information for each one of the routes.

For this purpose, a section of the Dry Stone Route and a pedestrian path that connects it has been selected. Initially they show sections potentially suitable for people with reduced mobility, and the intervention on which it is feasible so that they can serve as to model and stimulus for future interventions. The actions will be aimed at adapting the itinerary, in order to comply with the parameters of universal accessibility and will be accompanied by the adaptation of the material for the dissemination and promotion of the Dry Stone Route (Official guide, official brochure, official APP).

The itinerary selected for this action is 25 km long and is located in the northern area of Serra de Tramuntana mountains, between the Son Amer refuge (municipality of Escorca), and Port of Pollença (municipality of Pollença).

The actions to implement are:

1.1 - Adaptation of an itinerary that connects with the Dry Stone Route, to allow the pass of people with reduced mobility accompanied at least by a person, and enable the passage of a person in a Joëlette chair (the “Joëlette” is an all-terrain one-wheeled chair that enables any person with reduced mobility or disability, children or adult, to get involved in walking activity with the help of at least two guides). It will consist of cleaning the vegetation and adapting the pavement, mainly with works of ground flattening and recovering road supporting walls.

1.2 Adaptation and pavement improvement of a section of Dry Stone Route (2.5 km). It will consist of implementation of a walker line on the side of a road that is shared with vehicles, to improve safety measures, and it will be accompanied with speed vehicles limitation (20 km/h)

1.3 Improvement of the indicative, informative and warning signalling, by increasing the number of signs and dimensions; the use of suitable typography, the adaptation of texts to the easy reading system and the simplification of contents. In a general manner to facilitate and improve the orientation during the itinerary.

1.4 - Promotion of the offer of pedestrian routes that make up the Dry Stone Route. It will include improvements on the accessibility in published dissemination material (the official Guidebook and brochure), the official website of the Dry Stone Route, and the official APP for mobile devices „Hiking in Mallorca”.

3. **Players involved** (please indicate the organisations in the region who are involved in the development and implementation of the action and explain their role)

The main Stakeholder for action 1 is the Institute of Social Affairs of Mallorca (IMAS) through its Accessibility and Promotion of Rights Section, who will act as adviser on accessibility issues. In addition, Consell de Mallorca will count with the participation of two organisation that works in the field of disable people, the ONCE (Blind people Organisation) and Handisport Mallorca Foundation.

4. Timeframe

January 2021 – June 2022 (18 months)

5. Costs (if relevant)

Works for pavement improvement €30,000; Signage improvements €4,500; dissemination campaign €10,000

6. Funding sources (if relevant):

Financial resources to implement the actions mentioned in this report are to come from Consell de Mallorca general budgets.

ACTION 2

Title: IMPROVING ACCESSIBILITY AT TOURISTS FACILITIES LINKED TO WALKING ACTIVITIES

1. **The background** (please describe the lessons learnt from the project that constitute the basis for the development of the present Action Plan)

This action is in line with the project theme C - ACCESSIBILITY FOR VISITORS with mobility problems. Consell de Mallorca is responsible for this topic and organised Workshop C in March 2020.

The idea to work on improving tourist facilities was inspired by the Good Practice "*Accessibility for All*" at the German Emigration Centre Museum, introduced by the partner from Bremerhaven during the study visit. It is an example of free barrier building, devoted to the promotion and practice of equality, respect and tolerance, configured in several ways for people with special needs and that guarantees the access to all exhibition halls and outbuildings without restrictions. The Workshop B - INTERMODALITY (September 2019) not only allowed to visit this museum but also the Climate House of Bremerhaven and see first-hand two good examples of barrier free public buildings.

The exchange of experiences at Workshop C – ACCESSIBILITY was also very fruitful, including examples from Pafos Regional Board of Tourism, who displayed initiatives to improve accessibility in archaeological parks, museums and beaches.

2. **Action** (please list and describe the actions to be implemented)

Another significant part of these walking routes is the network of refuges managed by Consell de Mallorca intended to provide accommodation and meals service to users of the Dry Stone Route but also open to anyone interested, both local and foreign visitors. Although these establishments must comply with current regulations, this action will serve to make some improvements on universal accessibility, focused on the equipment of this type of accommodation.

The actions will be as follows:

2.1 - Improvements in access to buildings by signalling on the pavement of the access ramp to the refuge.

2.2 - Installation of mandatory signage in relief and Braille in Son Amer refuge, for people with visual impairments

2.3 - Implementation of technical resources to improve accessibility to communication and information (such as information screens; maps, information panels or location models in touch system; magnetic loop, loudspeaker)

The proposals listed above follow the applicable regulations and aim to guarantee the autonomy of users and their safety in the refuges located in the stretches chosen for this action plan. Consell de Mallorca will be in charge of implementing this action.

3. **Players involved** (please indicate the organisations in the region who are involved in the development and implementation of the action and explain their role)

To carry out action number 2, we will count with the advice of Majorcan Institute of Social Affairs - Section of Accessibility and Promotion of Rights.

4. Timeframe

January 2021 – June 2022 (18 months)

5. Costs (if relevant)

Signalling the pavement €500, Braille code signage €500, technical resources €8,000

6. Funding sources (if relevant):

Financial resources to implement the actions mentioned in this report are to come from Consell de Mallorca general budgets.

ACTION 3

Title: PROMOTING ACCESSIBILITY TO POINTS OF TOURIST INTEREST BY PUBLIC TRANSPORT AND PROVIDE MORE SUSTAINABLE AND LOW-CARBON MEANS OF TRANSPORTATION

1. **The background** (please describe the lessons learnt from the project that constitute the basis for the development of the present Action Plan)

This action is in line with the project themes A – PROMOTION OF LOW-EMISSION TRANSPORT and B- INTERMODALITY in transport systems. During the Thematic Workshop - A which took place in Hastings (UK) in March 2019, it was clear that the reduction of emissions in CO₂ goes not only through the use of less polluting vehicles, but also through the empowerment of the public transport as an alternative to the private car.

At a regional level, the action is part of the strategy promulgated by the Insular Plan for Regular Passenger Transport Services by road in Mallorca (2018) that established as a strategic objective to increase the demand for intercity bus travel up to 25% during the period 2015-2028.

2. **Action** (please list and describe the actions to be implemented)

This action aims to promote the use of public transport to access the Dry Stone Route, improving connectivity, and helping to ensure accessibility for people with disabilities while contributing to low-emission transportation.

To achieve these goals, the following activities will be implemented:

3.1 - Establishment of bus stops to improve the connectivity of the route. At least, two accessible stops will be established on the road between Sanctuary of Lluc and Pollença village, at feasible points where the future line will run closer to the route.

3.2 - Renovation of buses by less polluting and accessible. This renovation envisages the acquisition of compressed natural gas vehicles equipped with the latest technology. That will contribute to decreasing CO₂ emissions compared to diesel buses, and mitigate the emissions of polluting particles that affect the

health of the population and reduce the noise. This will affect both the lines that connect Palma with Pollença-Port de Pollença, Inca with Lluc, and the renewed line Port de Pollença-Lluc.

In terms of accessibility, vehicles will have a ramp system or lifting platform to facilitate access for people with disabilities and wheelchairs. A signalling system consisting of screens and loudspeakers will display inside the buses, allowing people with visual and hearing impairment to know at all times the location on the route and the next stop.

3. **Players involved** (please indicate the organisations in the region who are involved in the development and implementation of the action and explain their role)

The implementation of this action will be in charge of Majorca Transport Consortium CTM which is the management body for the public transport network in the island and its objective is to promote the use of public transport through effective management of the transport system.

4. **Timeframe**

January 2021 – June 2022 (18 months)

5. **Costs** (if relevant)

Adaptation of bus stops: €3,000; 2 new Buses: €450,000

6. **Funding sources** (if relevant):

Financial resources to implement the actions mentioned in this report are to come from regional funds that are foreseen for the Majorca Transport Consortium CTM.

Monitoring Procedures in Phase 2

The process and the framework of the proposed actions will be monitored by using several Indicators. In addition to these indicators, the progress of the actions will be checked according to the timeframe and the implementation stage. Some indicators will check whether the action has to be implemented, other the impact of the action.

Monitoring indicators expected are:

ACTION 1: Promotion of accessible hiking in natural and mountain areas with solutions for people with special needs

- 25 Kilometers of itinerary with improvements regarding accessibility
- 70 Signposting features installed
- 1 Guidebook, brochure and APP improved regarding accessibility
- Impact of dissemination material since the implementation of Action Plan (number of e-material dowloadings, etc.)

ACTION 2: Improving accessibility at tourist facilities linked to walking activities

- Accessibility equipments installed in refuges
- Quality Surveys for visitors at the refuges

ACTION 3: Promoting accessibility to points of tourist interest by public transport and provide more sustainable and low-carbon means of transportation

- 2 Bus stops at least established in the Bus line service implemented during the Action Plan
- Number of users of bus lines since implementation of Action Plan

Date: __12th January 2021__

Name of the organisation:

Sustainability and Environment Department – Consell de Mallorca

Signatures of the relevant organisation(s):

Antoni REYNÉS

Coordinator of Dry Stone and Hiking Section

Philippe ALVARO

Environment Technician in Dry Stone and Hiking Section

DESTI-SMART Project improves transport and tourism policies at destinations by integrating strategies for smart and sustainable mobility, accessibility and responsible travel in sustainable tourism development, and through efficiency, resilience, intermodality, novel low-carbon transport systems, cycling and walking for visitors, towards smart destinations

www.interregeurope.eu/desti-smart