



TRANSPORTATION

The Ucllic service registers more than 40,000 reservations in a year

Padam Mobility would like to cover the entire territory, making Andorra the first country with 100% service

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In these last four years, the municipalities of Encamp and Canillo have opted for a municipal transport service on demand, called Ucllic. To make this offer possible, the two municipal corporations have a reservation platform that is the result of joint work between the French company Padam Mobility and FEDA Solutions. The implementation of the system has been a success, as assessed by the different parties involved, and proof of this is that the «satisfaction rate is 4.9 out of five», as claimed by the manager of FEDA Solutions, Ivan Mora, who added that «the next step is to connect this service with the different shared mobility services». «All this is being worked on to integrate and improve the Mou_T_B application», he added. Proof of this good acceptance is the data recorded by the service, thus, Ucllic has registered more than 40,000 reservations in one year, in Canillo, between the months of July last year and June this year 27,861, and in the same period those registered in Encamp were 13,122. This means, in the case of the latter parish, an average of 1,346 travelers per month and 2,924 in Canillo.

ENCAMP, THE BET TO IMPROVE MOBILITY // The director of services of the Municipality of Encamp, Cerni Areny, recalled that «with the desire to improve the mobility of citizens» in 2021 they implemented the bus on demand by promoting a pilot test which closed in March of this year, when the service was already implemented definitively, as detailed by Areny. The test has made it possible to «see what the real needs were» and to make a whole series of adaptations such as for example that the vehicles that perform the service have up to eight seats, that integrate a platform for people with reduced mobility and that the service on weekdays is 14 hours. The director of services in Encamp claimed the fact that this system is much «more agile and economical» than a traditional bus service, since if a regular line had been chosen three buses would have been needed and, moreover, he believes that no they would be «so agile and so adjusted to the needs of the citizen». In this regard, it should be noted that according to data provided by FEDA Solutions, in 94% of cases the service is punctual at the destination and in 61% the waiting time at the stop is less than five minutes. The service registers between 1.50 and 2.25 travelers per booking who travel an average of



► The bus on demand from Encamp.

FRANCESC CAMP
MAJOR CONSUL OF CANILLO
«We are very happy because we are seeing that he is serving the parish. In addition, it has a very important use of temporary workers»

2.2 kilometers with a journey time of six minutes. Another figure indicates that passengers per hour range from 3.64 to 6.23.

In this sense, Areny assessed that «unlike a regular line, which would have involved having to make transfers», this service allows the user to determine from which point to which other they want to go, and, in addition, the times expected «they would have been superior». «The assessment is very positive, it is a service that has been consolidated within the parish», he emphasized and remarked that «it is very well valued by the citizens». The main users are elderly people and young people and, as one of the drivers, Luís Bonoda, explained, they are «mainly people who don't have a vehicle or don't want to take one», since it «makes more sense» for them to use this bus in the demand.

«PROVIDES SERVICE TO THE PARISH», THEY VALUE FROM CANILLO // Canillo has also launched the on-demand bus service this mandate. As explained by the Major Consul, Francesc Camp, they brought it to the electoral program and after analyzing the different options they opted for a bus service on demand after seeing the experience of Padam Mobility and taking into account the idiosyncrasies of the parish, the largest in extension in the country, with centers «very isolated from each other», so with «a permanent transport system it is clear that there was a risk that very often the bus would be empty», with the «economic and environmental» cost that this would have entailed. «We are very happy», Camp said, because «we really see that it provides service to the parish», mostly to people who do not have a vehicle and also to employees who work in the service sector, with very specific timetables. In this sense, the consul pointed out that there is a «very important use of temporary workers, especially in winter», a time when the demand for the bus doubles, which has meant that two vehicles have been enabled. Camp detailed that as a result of the «success» that the service had in Canillo, Encamp also joined and considers that the ideal would be for the other parishes to join the project. The representative from Canillo

emphasized that it is a «consolidated» service and that although a final assessment needs to be completed two aspects that are on the table are the timetables and the price. In this way, «one issue is whether we extend the hours» taking into account the profile of the users, as mentioned by many people who work in the tourism sector, which has special hours. And the other question is whether, despite the fact that the service is offered «at a very affordable price, it must be free». In this sense, Camp claimed that the municipality is allocating around 200,000 euros per year to the service.

If we go into detail, we can see that the service in Canillo is registering an average of 2,924 travelers per month, with 1.89-2.64 passengers per reservation. These users cover an average distance of 4.6 kilometers and arrive at their destination in 91% of specific cases. And 75% take less than five minutes to be picked up at their point of origin. Mora explained that the objective of FEDA Solutions with applications like Ucllic is to «provide technology to help institutions have smarter mobility», and in the specific case of the on-demand bus, in addition, «save resources». He considered that it is being achieved to «create good habits» among citizens, since «thanks to public transport» it has been possible for many people to «leave the

the figures

2.924 is the average number of travelers per month in Canillo.

94% of the time, the service is punctual at the destination in Encamp.

Canillo allocates **200,000** euros annually to the service.

car at home».

From Padam Mobility they assessed that the implementation of Ucllic was «a success on the ground» and emphasized that the Andorran project is important for the company for internationalization and to work on «different paradigms». In addition, they emphasized that FEDA has «optimized» the system very well and state that what they would like would be «to be able to cover the entire territory», with which Andorra would become the first country in the world to manage to implement this service at 100% of the territory, as reported by the ANA. ≡

SUMMER PERIOD

95% occupancy in the country's hotels during the first half of August

The reception managers of the tourist accommodation think that this month is stronger than the previous one

Hotel workers expect to be able to close August with between 75 and 95% occupancy

MARICEL BLANCH



»» Archive image of some tourists at a hotel in the country.

stays

1-2 Espel Hotel in Escaldes-Engordany. They spend one to two nights in this hotel.

2-3 days staying at the Termes Carlemany Spa Hotel.

3-4 days, the average stay at the Hotel Roc Meler in Canillo.

4-5 days on average staying at the Abba Xalet Suites Hotel in Sispony, La Massana.

families stay in these hotels ranges from one to six days. In the case of Hotel Roc Meler, stays are between three and four days. On the other hand, they stay between one and two days at the Hotel Espel, although they mostly only stay one night. They stay at the Spa Termes Carlemany hotel between two and three days. And, finally, at the Abba Xalet Suites Hotel they stay on average between four and five days.

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Occupancy in some hotels in the country reaches 95% during the first half of August.

From EL PERIÒDIC D'ANDORRA we spoke with workers from different hotels in Andorra to get to know the data and its evolution in depth.

In general, August is a very good month for the tourism sector and the figures prove it. Ernesto, a reception worker at the Hotel Roc Meler in the parish of Canillo commented that «in July the occupancy was 60% and now it has increased to 94%». The head of reception at the Spa Termes Carlemany in Escaldes-Engordany hotel, Carlos Guerra, detailed that «in July there was 92% occupancy and after the first fortnight it has risen to 95%. August is always stron-

ger.»

In the case of the head of reception at the Abba Xalet Suites Hotel located in Sispony, Ariadna, explained that they have 93% occupancy, but that for example on August 6th it was 100%. The comparison between July and August at this hotel in La Massana is that «on July 1st we had quite a few people, from the 2nd to the 7th we had a drop and then it went up to 80%», specified the head of reception. On the other hand, Angel Palau, a reception worker at the Hotel Espel in Escaldes-Engordany, commented that «the occupation in August is a disaster because it is day by day. For example, in the morning you have the hotel half empty and in the evening you have it full. It's quite complicated this year», despite the fact that the first fortnight's occupancy is around 90%.

The average number of days that



ARIADNA

HEAD OF RECEPTION AT THE ABBA CHALET SUITES HOTEL

«From August 21st, employment will increase again because we have quite a few MTB teams that are in Vallnord»

CARLOS GUERRA

HEAD OF RECEPTION AT THE TERMES CARLEMANY SPA HOTEL

«There is a forecast of 65% during the second fortnight, although it will surely rise, I think up to 75%»

FORECAST UNTIL THE END OF THE MONTH

// The head of reception at the Abba Xalet Suites Hotel commented that «from August 21st, occupancy will rise again because we have quite a few MTB teams that are in Vallnord for the World Cup and we are almost full again, we only have a couple of rooms available». Ariadna added that «by August 28th we have a lot of work because we have La Vuelta Ciclista team and then it drops quite a bit». In the case of Spa Termes Carlemany, Guerra explained that «there is a forecast of 65% during the second fortnight, although it will surely rise, I think up to 75%». They prefer to go to the Espel hotel day by day and have no plans. And finally, at the Roc Meler in Canillo «we hope to stay even though the last week of August is usually looser. We hope to keep the month at 95%», commented Ernesto. ≡

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