

Transantiago (2007) — Santiago's Big-Bang Bus Reform: A Documented Launch Failure and the Years of Repair

City Innovation Library · Good practice · Chile

Quality score: 52/100

Evidence strength: Moderate

Summary

Santiago replaced ~8,000 private buses with an integrated trunk-feeder system and smart-card fares in February 2007, planned without operating subsidies. Launch problems caused a national crisis; fixes brought satisfactory service by late 2009 and permanent state funding.

Key dimensions

Dimension	Score
Evidence of impact / measured results	2/3
Transferability / demonstrated replication	2/3
Scalability	2/3
Sustainability / continuity	1/3
Innovation	2/3
Inclusiveness / equity	1/3
Multi-stakeholder collaboration	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-24

[Government of Chile / Ministry of Transport and Telecommunications](#) — accessed 2026-10-24

[Muñoz & Gschwender \(2008\), Transantiago: A tale of two cities](#) — accessed 2026-10-24

[Gómez-Lobo \(2012\), The ups and downs of a public transport reform](#) — accessed 2026-10-24

[Muñoz, Batarce & Hidalgo \(2014\), Transantiago, five years after its launch](#) — accessed 2026-10-24

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