

Objectives of the measure

- **At measure level:**
 - Study the increase of accessibility, inclusion, comfort, attractiveness, convenience, safety and security at PT interfaces, stations, and stops, type by type.
 - Work with stakeholders on possibilities of implementation of some measures.
- **Contributing to city level objectives of:**
 - Increase number of PT users;
 - Increase modal share of PT;

Description of the measure

▪ Situation before:

Interfaces, stations and stops of the PT network do not always contribute to citizens' will to use PT, as some lack universal accessibility, comfort, convenience, efficiency or safety. There is not a recent diagnosis on the subject at metropolitan level (18 municipalities) and therefore there is not a clear idea of the size of the problem.

▪ General description:

In the scope of UPPER, a characterization and diagnostic of the conditions of (at least) the most relevant metropolitan PT interfaces and stations will be done. This characterization and diagnostic will focus on:

- universal accessibility, trying to identify obstacles to movements of people with mobility issues;
- comfort, trying to identify how to make interfaces more appealing to users;
- convenience, trying to assess if there are ways to improve efficiency when reaching and leaving the interfaces, and when moving inside, specially between modes;
- safety and security, trying to identify problems that may lead to users being injured or molested or afraid of being injured or molested;

With the characterization and diagnostic, improvement measures will be identified and typified. Discussions with the stakeholders will be conducted to define how situation can be improved by the implementation of some identified measures.

▪ Measure outputs:

This measure will deliver:

- A report with the characterization and diagnostic of the PT interfaces with regards to accessibility and inclusion; comfort and attractiveness; convenience and efficiency; and safety and security
- A list of measures of improvement;
- Eventually, some of these measures will be implemented and the conditions of some PT interfaces will be improved.

▪ Supporting activities:

- Meetings with: PT stakeholders, including the PT and interface users; the 18 Lisbon metropolitan area municipalities; the owners/managers of the interface infrastructures; service providers at interfaces; and the PT operators that use the interfaces;
- There might be also meetings with financing institutions, to see how we can guarantee investment to implement the measures;
- Eventually there will be campaigns to show up the improvements to be implemented.

▪ Interaction with other city measures: UPPER and non-UPPER measures

This measure is related to other measures in Lisbon:

- **LIS_03:** To improve mobility planning;
- **LIS_08:** To implement campaigns and partnership initiatives;
- **LIS_09:** To improve the integration of PT and active travel modes;
- **LIS_10:** To improve the quality and efficiency of the bus service;
- The recent launching of Carris Metropolitana bus service;
- EC co-financed projects: ReStart and SmartHubs.

Target groups and/or geographical impact areas

- **Target groups:** Users of the metropolitan PT network.
- **Geographic impact area:** Lisbon metropolitan area.

Stakeholders

The following stakeholders will be required for the implementation of this measure.

- **Passengers:** PT and interface users;
- **Municipalities:** Representatives from the 18 Lisbon metropolitan area municipalities;
- **Infrastructure managers:** The owners/managers of the interface infrastructures;
- **Service Providers:** Service providers at interfaces;
- **PTOs:** Operators that use the interfaces.

U-tools support

The implementation of this measure will be actively supported by an IT tool from the UPPER toolkit:

- **U-SIM.plan:** This tool will be used to analyse the importance of the different interfaces, to identify which interfaces are more relevant to be included in the diagnose, which will have greater impact in the PT network in case of improvement, and how many people will be positively affected by the measure.
- **U-GOV:** TML will evaluate the possibility of using U-GOV as a tool to get feedback from public and stakeholders on the improvement of interface conditions.

Link to other UPPER measures

This measure is similar to UPPER measures implemented in other cities, especially:

- **VAL_08:** To design and develop an innovative, inclusive and convenient stop for buses;
- **MAN_04:** An attractive, accessible, secure, comfortable, multifunctional and clean PT stop.

Process of implementation of the measure

Stages	Description	Intermediate milestones
Design	Definition of the measures' scope.	<ul style="list-style-type: none"> - Definition of the dept to which the measure will be implemented; - Definition of how many interfaces will be assessed; - Definition of which infrastructure types shall be assessed.
Preparation	Talks with stakeholders. Define Terms of Reference. Launch tender to get external help.	<ul style="list-style-type: none"> - Terms of Reference ready; - Tender launch; - Award tender;
Implementation	Design of characterization templates. Interfaces characterization and diagnosis. Identification and discussion of problems and potential solutions. Discussion on possible implementation plan (including financing) and, eventually, implementation some solutions.	<ul style="list-style-type: none"> - Templates ready; - Collection of interface features; - <i>In situ</i> diagnosis of interfaces; - Report on characterization and diagnosis; - Report on possible solutions.

Sub-measures and preliminary indicators

Measure	Sub-measure (if applicable)	Impact indicators
LIS_06	N/A	<ul style="list-style-type: none"> - Number of characterized and diagnosed interfaces, stations and stops; - Number of (distinct) problem types detected; - Number of problems with identified solutions; - Number of problems with no identifiable solutions; - Number of implemented solutions; - Number of stakeholders involved; - Number of PT users positively affected; - User satisfaction; - € spent in implemented solutions.