

Description of the measure and main outcomes expected

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

This measure will deliver:

- A report with the characterisation 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.

Preparation of the measure

Case description

In Lisbon metropolitan area there are roughly 15,000 entries in the public transport network. Of these, the vast majority are, of course, simple bus stops. Most bus and tram stops are owned by municipalities. Larger interfaces are owned by companies, such as Metropolitano de Lisboa (owns Lisbon metro stations), Infraestruturas de Portugal (owns train stations) or Transtejo (owns boat stations). Mega interfaces can function as a coherent hub from the user perspective, but be managed by several entities. For instance, an interface that encompasses train, metro, boat and buses, will have Infraestruturas de Portugal, Metropolitano de Lisboa, Transtejo and the municipality as managers, each taking care of their bit, aligning operations for the final user benefit.

To start this UPPER measure, TML generated a list of all relevant interfaces in Lisbon metropolitan area. This was done by defining a scoring method, mostly based on the number of PT modes existing in the interface and balanced by type of mode. The result showed that 259 out of the 15.000 were the most relevant. The selection of these, came from the use of the definition published in Law n.º 140/2019, that refers that an interface should be considered “*an infrastructure, equipped with facilities such as registration desks, waiting rooms or ticket offices, staffed, managed or owned by a public or private entity, the respective management and operation of which may be included in a public service contract, where parking or stops of vehicles used for public passenger transport services, boarding and disembarking of passengers, as well as connections between these services*”.

A hierarchy with 5 different grades was then produced, from highly complex (very large interface) to basic (bus stop). All 259 interfaces were ranked according to these grades, distributed by levels 2 to 5, with level 1 being general bus stops.

A cada interface será atribuída uma pontuação que resulta da soma das seguintes parcelas conforme os serviços de transporte presentes:

- \rightarrow Comboio: 3
- \rightarrow Barco: 3
- \rightarrow Metro: 2
- \rightarrow Terminal TCR: 2
- \rightarrow Paragem TCR: 1

Quadro 2.3 – Proposta de método de hierarquia de interfaces e pontos de confluência

Pontuação	Hierarquia	Exemplo: Interface do Campo Grande
0-1	1	Pontuação=5 [Metro(2)+Terminal TCR(2)+Paragem TCR(1)]
2-3	2	Hierarquia=3
4-5	3	
6-7	4	
8-9	5	

Figure 1 Interface hierarchy

In the scope of the SUMP (LIS_03), the most relevant of these interfaces (105) were selected for characterisation by field work, which took place during May 2024.

At the same time, TML started another study in a partnership with the European Investment Bank (EIB). This study is out of the scope of UPPER, but it strongly correlates in terms of objectives. The goal is to identify improvement needs on interfaces and design investment plans. In the scope of this project, ongoing, municipalities were asked to provide info on bus and tram stops, and Metropolitano de Lisboa (metro stations), Infraestruturas de Portugal (train stations) and Transtejo (boat stations) were asked the same in regarding to the interfaces they own and operate in. The result will be a major database that will incorporate all 15.000 interfaces in Lisbon metropolitan area. Info for each interface will include ID, coordinates, address, manager, transport modes, operators, and several physical attributes (shelter, bench, light, services...) and a large array of other info will be added as time goes by.

UPPER LIS_06 will start from the referred work to further increase the analysis, looking into universal accessibility, comfort and safety of the interfaces. The work in this measure complements that on the SUMP (LIS_03) which is mostly focused on the efficiency of the interfaces from the mobility point of view (where people can change modes, how fast can people change modes, what trips can be incorporated in the interfaces...), and the scope of the work with EIB is mostly focused on investments needs

For the work on LIS_06, TML agreed on a partnership with the National Institute for Rehabilitation, with competences in the field of improving the quality of life of people with different mobility needs.

TML has already defined the terms of reference for the work, and launched the tender to acquire external help with the initiative. The goal is to minimize the limitations that people with disabilities feel when accessing the public transport system in the Lisbon metropolitan area, providing them with greater autonomy, and increasing personal and professional fulfilment and socialization.

The TML tender will include:

- Deepen the knowledge of the transport authority and mobility stakeholders about the specific needs of people with disabilities when accessing and using public transport services;
- Diagnose the accessibility of people with disabilities to public transport services in the Lisbon metropolitan area, in all modes;
- Characterise the main access problems, identifying specific measures, by area and type of disability, to resolve them;
- Contribute to ensuring the coherence of policies and measures, through the direct involvement of people with disabilities, transport operators, infrastructure managers, municipalities, universities or other partners in building solutions.

The project, called “Study on accessibility and transport for people with disabilities in the Lisbon metropolitan area”, should also contribute to creating a cohesive and participated network, guaranteeing Public Participation of different actors in the region with different views and different perspectives of knowledge, including associations representing people with disabilities, which help to overcome accessibility problems and identify innovative solutions to solve them.

Challenges & Mitigations

The biggest challenge so far has been to clearly integrate the 3 different scopes of the 3 different streams of work which touch upon the topic of stops and their role in the mobility system: UPPER LIS_03 SUMP, EIB, UPPER LIS_06 Interfaces. The challenge also comprises making the 3 workstreams benefit from the work being done by the others, without duplicating efforts.

These challenges have been mitigated through close coordination of TML management team, that manages well the specific teams allocated to each of the 3 tasks. Bilateral meetings between the teams have been conducted, and results being share amongst the teams, for mutual benefit.

Next steps towards implementation

UPPER LIS_03 SUMP has an allocated team within TML, helped by an external consultant team to focus on sustainable mobility planning.

The EIB study has also an allocated team within TML, and a hired external consultancy team to run the study.

UPPER LIS_06 Interfaces has another allocated team within TML, and will have an external consultancy team as well. TML has already defined the terms of reference for the work, has launched the tender, the contract is expected to be signed in the next months, and have the work starting in the 1st trimester of 2025