



Lis_04: To improve PT offer, adapted to school students

Description of the measure and main outcomes expected

This measure has two sub-measures described below as task 1 and task 2.

Sub-Task 1: *Amarelo* Pilot project – Using the regular bus service, we provide on-board monitors to assist school rides on selected routes.

Sub-Task 2: *Navegante Escola* PT ticket card – expand *Navegante Escola* PT card to kindergartens and high school to promote PT use in the student community.

Preparation of the measure

Sub-Task 1: Amarelo Pilot project

This sub-measure comprises an annual demo of testing routes/buses careers and schools.

For 2023-2024 school year:

In August 2023 the public tender for the company that prospectively collects and analyses data was launched and finally adjudicated in October that year.

In the first school trimester (September to December'23) the engagement of stakeholders was conducted through bilateral meetings. With these stakeholders on board, it was possible to select 16 schools. These were the 5 parish and respective schools identified:

Benfica – EB Jorge Barradas, EB Professor José Salvado Sampaio, EB Parque Silva Porto, EB Pedro Santarém, EB Quinta de Marrocos.

Estrela – EB Fernanda Castro, EB nº 72.

Olivais – EB Paulino Montez, EB Arco-Íris, EB Viscondessa Olivais, EB Adriano Correia de Oliveira, EB Alice Vieira.

Santa Clara – EB Pintor Almada Negreiros, EB Eurico Gonçalves.

Parque das Nações – EB Parque das Nações, EB Vasco da Gama.

In order to serve these schools 70B, 67B, 29B, 40B, 26B bus routes were identified, and for some of them its schedule was adjusted to the school entrance time.



Figure 1: Example of flyer distributed at school entrance to promote the project

This pilot project is promoted by the Municipality and CARRIS (municipal company). The parishes also play a very important role as the operational partner, in charge of the day-to-day management, for example, the contraction of the monitors, the follow-up to the daily service, etc.

For students to have access to this service, their parents/tutors must sign up online, in the respective school link at CML website <https://www.lisboa.pt/temas/mobilidade/escolar/amarelo>. The student data is collected, according to the General Data Protection Regulation legislation, and the parish coordinator of the AMARELO is responsible for all the interactions with parents/tutors. CML conducts a daily monitoring of the project, collecting the data about the number of participants, number of seats available and the actual time of arrival to school. The monitor on the bus has the task to fill up, every day, a quick inquiry in an specific platform.

CML prepared all promotion and publicizing materials and campaigns giving full support to parishes and schools in this matter. Several promoting activities in each school were conducted, at least one per school, at morning entrance schedule that allowed the interaction with parents/tutors and several other school agents.

Benfica - carreira 70B

EB Jorge Barradas

O AMARELO destina-se apenas aos alunos do Jardim de Infância e 1º ciclo (1º, 2º, 3º e 4º anos de escolaridade).

A carreira de bairro 70B tem um serviço de monitores, com o apoio da Junta de Freguesia de Benfica, que vão acompanhar os alunos a bordo e os levam até às escolas.

Circulação 1: O monitor entra na paragem Estação de Benfica (2805) às 8h07 e segue até à paragem R. João Ortigão Ramos (13702) onde sai às 8h34
 Circulação 2: O monitor entra na paragem Bairro Soviética (8802) às 8h29 e segue até à paragem R. João Ortigão Ramos (13701) onde sai às 8h45

[inscrição](#)

Figure 2: Example of online enrollment for school EB Jorge Barradas

Olivais - carreira 29B

EB1 Adriano Correia de Oliveira

Nesta escola o AMARELO destina-se apenas aos alunos do Jardim de Infância e 1º ciclo (1º, 2º, 3º e 4º anos de escolaridade).

A carreira de bairro 29B tem um serviço de monitores, com o apoio da Junta de Freguesia dos Olivais, que vão acompanhar os alunos a bordo e os levam até à escola.

O monitor entra na paragem C. Comercial Olivais (8421) às 8h0h e segue até à paragem R. Cidade do Beiro (7516) às 8h39.

[inscrição](#)

Figure 3: Example of online enrollment for school EB1 Adriano Correia de Oliveira

For the second school trimester, a revision was necessary, based on data. One more parish was identified bringing the total number to 6 parishes. The number of schools remained the same (16), even though there were 4 school changes:

Benfica – EB Jorge Barradas, EB Professor José Salvado Sampaio, EB Parque Silva Porto, EB Pedro Santarém.

Estrela – EB Fernanda Castro, EB nº 72.

Olivais – EB Paulino Montez, EB Arco-Íris, EB Viscondessa Olivais, EB Adriano Correia de Oliveira, EB Alice Vieira.

Santa Clara – EB Alta de Lisboa, EB Eurico Gonçalves.

Parque das Nações – EB Parque das Nações.

Penha de França – EB Arquiteto Vítor Paulla, EB Professor Oliveira Marques.

In order to serve these schools one more bus route was added: 37B.

A CRR, e a CARRIS lançam o AMARELO – um projeto-piloto de mobilidade escolar para promover a utilização dos autocarros da CARRIS nos deslocamentos entre o domicílio do aluno e a escola, com maior segurança e a menor emissão de CO₂.

O projeto pretende dar a conhecer as linhas de autocarros que operam a nível dos freguesias envolvidas e garantir um serviço de mobilidade escolar, em especial no subúrbio.

70B RUA DO PARQUE / BARRIO DA SIAVITTA

A paragem de destino vai ser o serviço de mobilidade, com o apoio da Junta de Freguesia de Benfica, que acompanhará os alunos e também os pais e encarregados.

- Características:**
- Carreira com paragens frequentes e regulares
 - Autocarro com condutor profissional
 - Autocarro com porta aberta
 - Autocarro com ar condicionado
 - Deixar o autocarro na paragem e frequência
 - Escalagem de entrada e saída

- Vantagens do AMARELO:**
- Aumento para os alunos
 - Tempo para os pais
 - Qualidade de ar
 - Caminho seguro para a escola
 - Mobilidade

VALIDE SEMPRE O SEU TÍTULO DE TRANSPORTE!




Projeto-Piloto de Mobilidade Escolar
EB do Parque Silva Porto

amarelo

Benfica
70B RUA DO PARQUE / BARRIO DA SIAVITTA

Operado por: CARRIS



amarelo

Percursos, Paragens e Horários da Carreira 70B (CARRIS)

Percursos da carreira com o monitor do AMARELO:

Carreira 1

Monitor entra na paragem 01 - do Rossio (08:00) às 08:20h e segue até à paragem 02 - Praça do Parque Silva Porto (08:50) onde sai às 08:25h.

Carreira 2

Monitor entra na paragem 01 - do Rossio (08:00) às 08:20h e segue até à paragem 02 - Praça do Parque Silva Porto (08:50) onde sai às 08:25h.

Nota: Todos os horários indicados são apenas orientativos. Os horários definitivos serão comunicados pelas juntas de freguesia envolvidas.

Legenda

- Paragem Carreira
- Paragem
- Paragem Carreira
- Terminal

Figure 4: Another example of flyer distributed at school entrance to promote the project

In April 2024, the midterm report from the company led us to the decision of the following changes for the third trimester: the Santa Clara Parish and the respective school were withdrawn from the project, once there were no students using the service. As for the remaining schools/parishes they all continued in the project.

With the school year ending, bilateral meetings with parishes and schools were conducted in June 2024, providing a space for experience sharing and recommendations.

At this moment, we are preparing for the new school year (2024-2025) based on the final school-yearly report from the company.

Sub-Task 2: Navegante Escola PT ticket card

In the beginning of the school year 2023 there was the executive decision to expand the Navegante card to a broader student community, namely from kindergartens to high school pupils. Subsequently, changes to the Navegante Escola card Platform were conducted, being operational by October 2023. Minor changes had to be made meanwhile and the Platform was fully operational by January 2024.

After that, parents were able to request the card on the Platform at <https://apps.cm-lisboa.pt/PACNE/HomePage.aspx?ts=1720519478454> free of charge.



Figure 5: Image portraying the Platform for Navegante request

These PT cards are personalized, with the identification of the student. Cards are sent directly to the respective schools where parents can pick them up easily.



Figure 6: Example of a Navegante Card

Promotion of the *Navegante Escola* PT ticket card is an ongoing process, namely at Lisbon website <https://www.lisboa.pt/temas/mobilidade/escolar/cartao-navegante-escola>

Challenges & Mitigations

Sub-Task 1: Amarelo Pilot project

The biggest challenge was to involve Parishes and actively participate in the project and spread the word within the community. To overcome, CML lead by example, being present, promoting the project in the schools and establishing a trusting relationship with all the Parishes coordinators to incentivize and reinforce participation.

Sub-Task 2: Navegante Escola PT ticket card



The Platform changes and the Navegante Card issuing is done by TML is sometimes delayed. CML overcomes this challenge by urging by direct channels (one-to-one phone and e-mail contacts) with TML.

The online process of submission requires several documents that sometimes are incorrect or misplaced delaying the emission process. CML overcomes this challenge by contacting parents/tutors by email (this email is sent through the platform).

Next steps towards implementation

Sub-Task 1: Amarelo Pilot project

The next step is to prepare the school year 24/25 accordingly and take the project to the next level (from pilot to an established service), leading the Parishes to fully engage and take ownership in order to be completely responsible for the operational tasks.

Sub-Task 2: Navegante Escola PT ticket card

Keep up the production/issuing of the Navegante Escola card and its promotion.