

RAPTOR Niche Urban Mobility Challenge Definition Template

Overview

Challenge

(External: this will be the challenge definition published to attract solution providers)

City	Cascais
Area (neighbourhood/ zone of city, if relevant)	Carcavelos-Hospital axis
Challenge Area (Select one)	Select from <ul style="list-style-type: none"> • Energy & Mobility, • Sustainable Urban Logistics • Future Mobility • Active Mobility • Public Realm
Challenge name (Max three words)	Premium experience at bus Interchanges
Challenge Statement (Question format)	How can the experience at bus interchanges become a desired experience by users?
What is the problem? (Description of 300 words max.)	<p>The Carcavelos-Hospital road axis is a diagonal cutting through the city area from its southeast corner to its northwest corner. It gained a critical role in the public transport network of the city after 2021, as the Cascais public transport network was completely restructured to improve efficiency and this road became a structural part of it as it received a fast express bus line making a diagonal in the city area. The express bus line is now fed by local bus lines picking travellers from surrounding neighbourhoods. Although the new network based on the express-feeder model is now generally much faster to go from point A to point B than the old network, citizens complain that they used to be able to perform their routes without transfers and now they have to take more than one bus. As a worldwide observed phenomenon, travelers tend to dislike interchanges, which weigh in negatively on the user's perceived cost of the trip. This challenge aims to transform the interchange experience into a positive one. Rather than a burden, interchanges should be perceived as a highlight of the travel experience.</p> <p>This may be achieved via different mechanisms, for example through the use of particularly appealing urban furniture for bus stops, the use of technology hardware or</p>

	software, the gamification of the interchange actions and waiting time, or any other creative solutions to improve the mood or utility felt by the traveler. The city council has already identified three particular stops (Rebelva, Matarraque e Alcoitão) to focus on in the pilot, based on their demand and space setting.
Expected Outputs (Potential solution objectives – max. 5 bullet points)	The demand for bus public transport in Cascais will increase The relative status of bus transport in Cascais will be improved The bus interchange will become a desired experience by bus users
Expected impacts (Measurable KPIs -) (max. 5 bullet points)	>80% of bus stop users will rate the interchange experience as a desired moment of their trip >5% use of the bus stops intervened

Detailed Challenge Overview

(Internal: provide extra information to understand the context of the challenge and city operations. This won't be published)

What are the root causes? (300 words max)	Public transport tend to feel more uncomfortable and stressed in interchanges
Who is affected? (7 bullet points max.)	Public transport users
What is the scale of the problem? (100 words max.)	Transversal to all bus lines, with more importance on networks based on express and feeder lines
Who are the problem owner(s)? (5 bullet points max.)	The municipality as the owner of the public transport system and the stops
Interested/affected stakeholders	Bus passengers Bus operator Local businesses and residents (next to bus stops)
Are there any linked solutions already (being) developed in	New municipal road public transport network (bus); Universal free of charge of the new municipal road public transport network (bus); MobiCascais App: travel planning and real-time visualization of the new municipal road public transport network (bus); Hands

your city to address this challenge	Up Project (Projeto Mãos ao Ar): workshop with children to get their opinion, vision and proposals on the public transport network; Availability of wi-fi and cell phone battery recharging at bus stops near schools;
Link to relevant part of Local Policy Plan	<p>The Cascais SUMP 2021 (Plano de Deslocações Urbanas) was approved in January 2022, and will have a term of ten years.</p> <p>The Cascais SUMP 2021 defines nine strategic axes, of which we highlight three: A) Cascais, a council with high quality of life for residents, workers and visitors; D) Cascais, a green and sustainable council that promotes the reduction of environmental impacts and the fight against climate change; F) Cascais, a dynamic, adaptable and innovative council that invests in technology and innovation, improving the efficiency of transport networks and services.</p> <p>The Cascais SUMP 2021 establishes as goals, among others, to reach a quota of internal trips by bicycle equal to or greater than 7,5%, reach a quota of internal trips on foot equal to or greater than 40%, and ensure that 75% of residents, 80% of the schools and 100% of the health equipment are served by the structuring cycling network. Also sets as a goal, as defined by the EU, a 55% reduction in CO₂ emissions, and achieve a share of zero emission vehicles equal to or greater than 50%.</p>
What can you commit to fix the problem through RAPTOR? (100 words max.)	The city council will provide the necessary permissions for using an enlarged space around the bus stop, if needed. The city council will also intervene with the public transport operation concession, with which it established a contract and relationship with space for innovation and testing.