Increased mobility for Lisbon air arrivals - Lisbon (Portugal)

Brief summary of the measure and its origin

Keeping up with the increasing expansion of the city of Lisbon towards the east, Carristur has launched the Aeroshuttle service created with the aim of establishing a connection between Parque das Nações, the airport and the city center. Besides complementing the present Aerobus hotel shuttle service this new route also provides a connection with the bus terminal at Sete Rios and the railway station at Oriente (Parque das Nações).

One of the advantages of these services is that they both operate with the same ticket, which costs 3,50 euros; can be used on the Aerobus, Aeroshuttle and the Carris public transport network on the day of its validation. Another advantage is that the routes cover the main hotels in the city (approximately 100 hotels). Focusing on the passengers, these routes have been designed to benefit tourists by providing better mobility to the place they are staying at, or assuring the connection to the bus and train terminals if they travel to other Portuguese cities.

We adapt the frequency of the service according to airport passenger's needs, providing a reliable service connecting the airport to the main city spots.

AEROBUS

The route connects Lisbon Airport, the city centre, Praça do Comércio (connection with the Algarve railway line) and Cais do Sodré (connection with the Estoril/Cascais railway line).

Service description

Timetable: 7am to 11pm (departures from Airport)
7:45am to 10:30pm (departures from Cais do Sodré)

Frequency: Every 20 minutes

Capacity: 30 (seated) and 20 (standing)

Price: 3.50 € (Ticket bought on board, valid for 24 hours also on AeroShuttle and Carris public buses)

AEROSHUTTLE

Connects Lisbon Airport, Gare de Oriente and Bus Terminal of Sete Rios, with stops located near the most important hotels.

Service description

Timetable: 7am to 11am from the Airport

Frequency: Every 30 minutes

Capacity: 12 (seated)

Price: 3.50 € (Ticket bought on board, valid for 24 hours also on AeroBus and Carris public buses)

AeroBus and AeroShuttle Route

Key Stakeholders involved in the implementation of this measure

The key stakeholders involved in the measure implementation are:

- Tourist office of the City Hall
- Airport Company (ANA)
- Network of Hotels
- Railway company of Portugal (CP)
- Bus companies

Main problems and barriers occurred

Aeroshuttle service is still in the development phase, that's why a big effort in the information, divulgation and communication of this service is necessary. In this way, we make this service known.

Quantification of investments

The investment quantification for a bus in the first phase of implementation has been estimated to 210.000,00€ per bus. At the moment, 3 small buses bought second hand are involved in the service delivery.

Description of the services developed within this measure focused to emerging travel needs and in ensuring an equal access to tourism for all (reduction of barriers and social exclusion)

In addition to the existing Aerobus and Aeroshuttle lines, a third line, which is still in the phase of project, is meant to be implemented, too. The 3rd line will serve a route still not covered by the existing services. The idea is to "cross" the existing lines and provide the connection with the historical areas of Chiado, São Jorge Castle and Alfama, as well as the 3 cruise ships ports existing in the city - Alcântara, Rocha Conde de Òbidos and Santa Apolónia. The increase of the amount of cruise ships justifies the creation of this third service.

Contribution provided by the measure in the improvement of the tourist destination attractiveness in terms of accessibility[1] as well as in terms of quality of services[2]

The information related to the improvement of tourist mobility is not yet available because the service is still in the experimental phase and the studies haven't been done yet.
However, we can say that the annual growth rate over the last 5 years has been around 10%.

[1] door-to-door services
[2] e.g. better, user friendly and more appropriate information, hospitality, effectiveness

Environmental aspect and implications

The possibility to travel by public transport instead of individual transport results in benefits to the environment by reducing the production of polluting gases. The environmental concern is reflected also in the the fleet selection, choosing the cars with low levels of pollution.

Economic development of the destination in terms of new investments generated by the measure

The creation of the third service suppose to serve the area of the 3 cruise ship ports - Alcântara, Rocha Conde de Óbidos and Santa Apolónia, thus participating in the requalification and dynamization project of this area.

Safety and security aspects and related impact

Safety of the luggage is ensured by a special compartment for its placement. The passengers are able to keep a permanent eye contact with their belongings, thus the safety of the luggage is ensured in every single moment.
Aeroshuttle provides the connection to the inter-modal terminal (rail, bus) of Oriente (Parque das Nações), where the exclusive connection to Oporto, the second most important city is situated. Thus the two cities become closer, interconnecting 2 airports and 2 railway connections.
Innovative system - the Aerobus passengers have at their disposal a unique communication system. Aerobus monitors show information on the next bus stop and hotels nearby, showing also some institutional information together with a map of the bus localization.

In the cooperation with ANA (airport company), another project is being developed. The idea is to transmit to the Aerobus monitors the information on flight departures, enabling Aerobus passengers to check the status of their flight during the trip on Aerobus.

The employment and career prospects for local people

In the experimental phase, Aeroshuttle operates with only 3 buses, involving 10 new employers, but the number is supposed to be higher when additional buses are put into service. The recruitment of qualified staff is the company's priority and the drivers had to speak at least one foreign language to do this service.

Acknowledgments

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