

#EUYearofRail



The future of urban passengers transport

Suburban services in a perspective of modal integration
and focus on passengers

Ana Cristina Dourado, Fertagus

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54

kms



14

stations



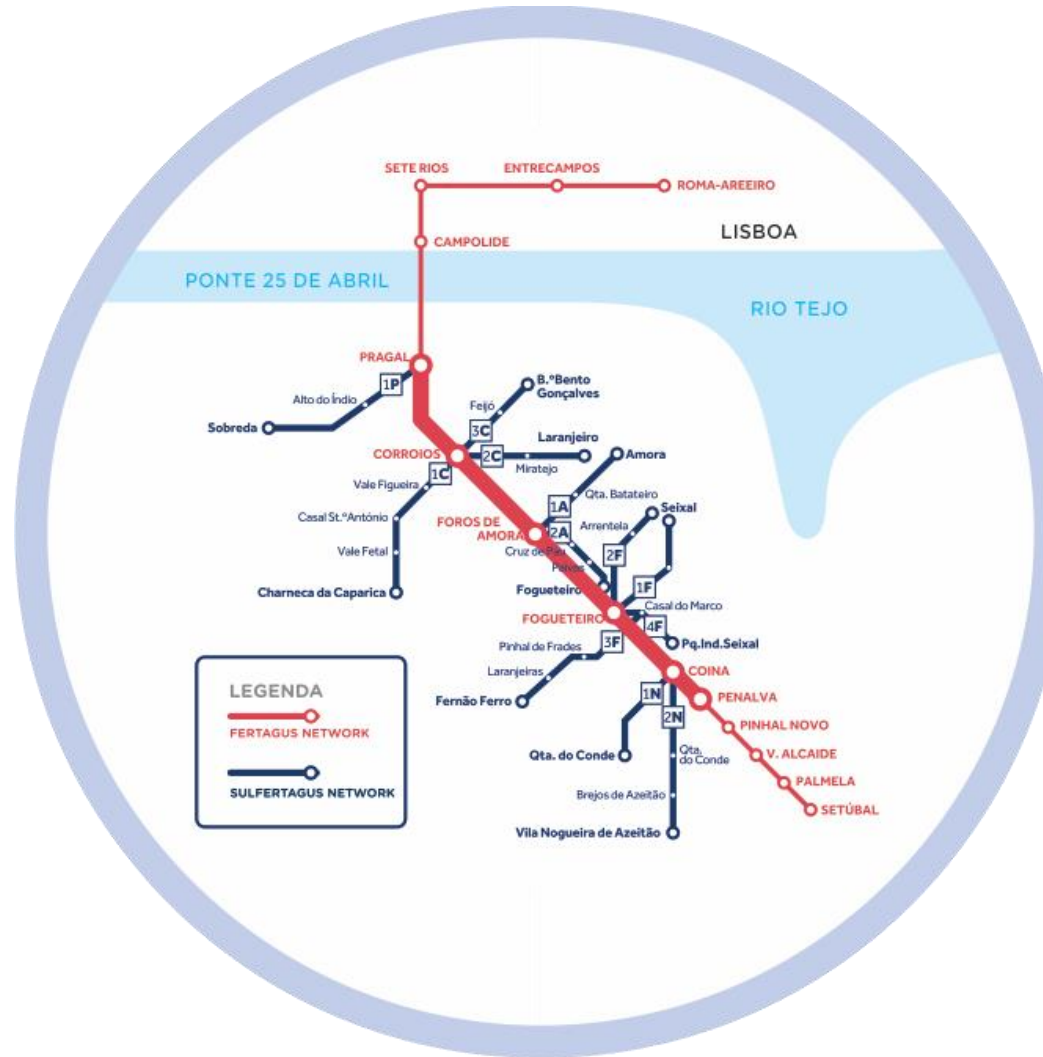
18

UQEs



40

buses



162

employees



39

train drivers

2019



Punctuality
Index 3M
94,4%



Regularity Index
100%



Satisfaction
Index
4,5



24,3
million/year



6500
Parking capacity



65%
Parking load

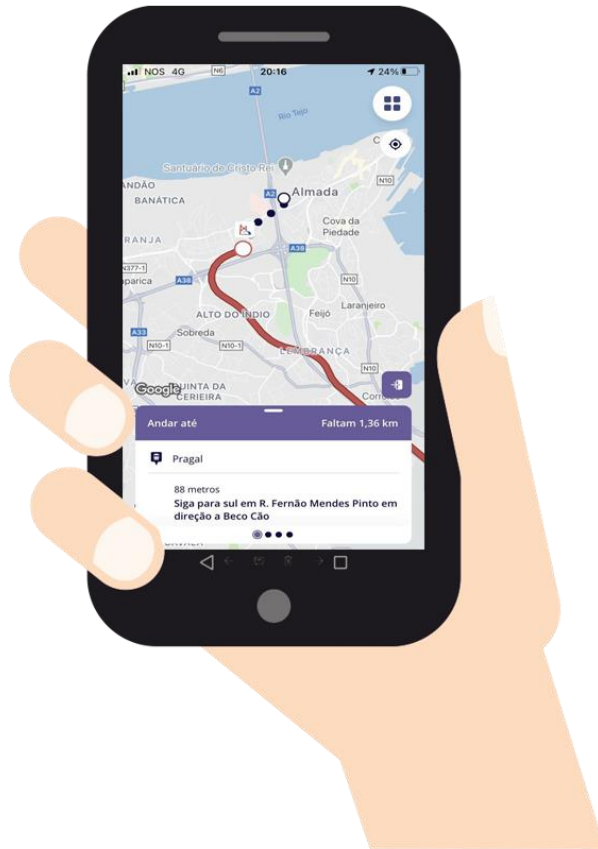


4
million/year

- Fertagus' option for modal and service integration and its focus on the passenger, enabled Fertagus to grow sustainably.
- In 22 years of operation, Fertagus removed 65 million cars from the bridge, and saved more than 800 thousand tones of co2
- Recent and near future changes in AML, will shape the future for the next years.

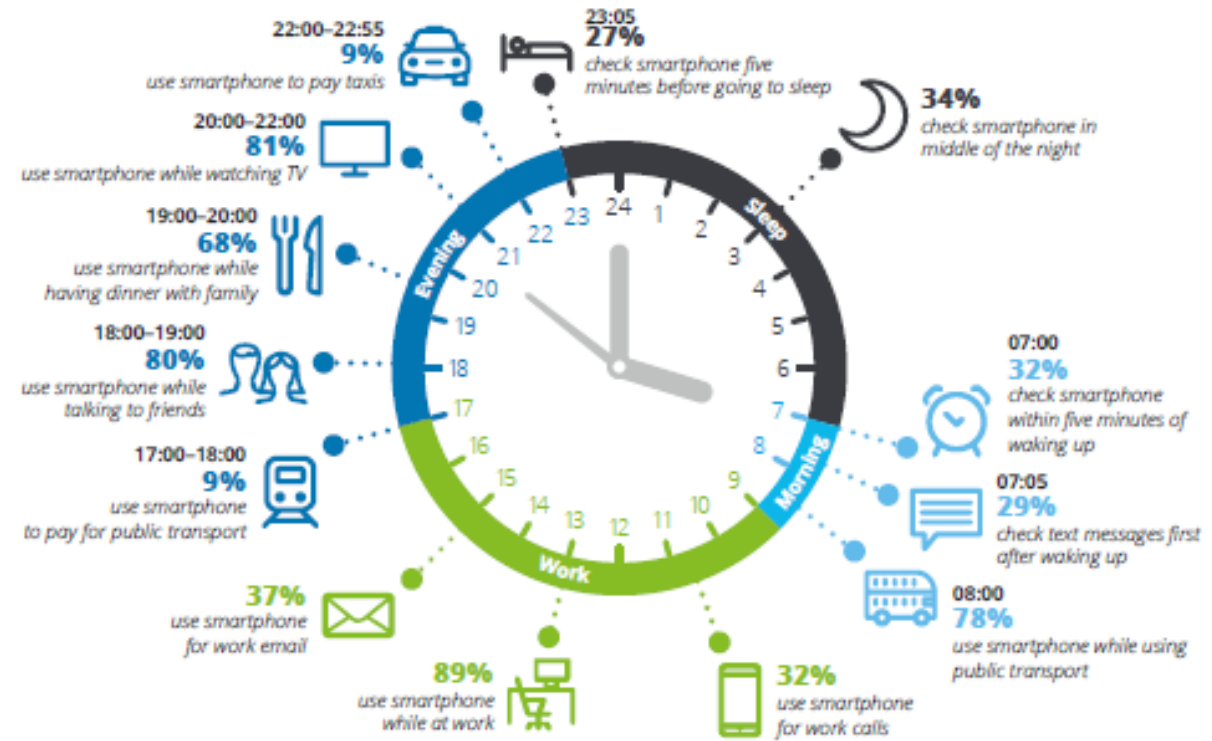


Focus on passenger



A day in a life of a smartphone

**Font: The Deloitte Consumer Review, Digital Preditions 2017, UK*



Focus on passenger



Via Verde

- Platform of partner Via Verde
- Via Verde clientes
- Ticketing account
- Pay-as you go
- Geo-location+beacons based validation



- Via Verde project was a pioneer in the development of payment for travel with the mobile phone, in a “pay-as-you-go” concept



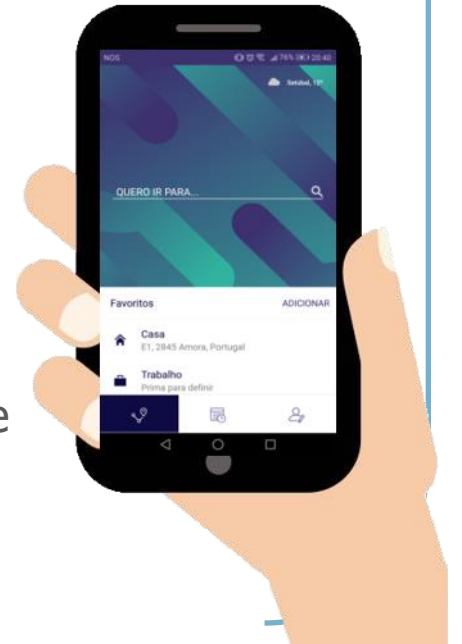
Focus on passenger

- UBIRIDER with Pick Hub project, allows you to pay and charge Navegante pass with your mobile phone.
- Also with Pick Hub you can pay directly all the fares involved in Fertagus trips, and travel with your phone.



Ubirider – Pick Hub

- Platform as white label
- Ticketing account
- Geo-location based validation
- Pre paid ticketing system
- NFC interaction with Navegante card
- Communicate in real-time with riders



Rolling stock – the near future

- Share important information Maintenance/Drivers for the operation improvement.
 - Better communication between operation and maintenance – DTBe (electronic onboard logbook)
- Share important rolling stock information to passengers.



Train Remote monitoring

- Real time tools, for rolling stock monitoring + important passengers information (vehicle occupancy + live centralized information)



Predictive maintenance tools based on IoT (Internet Of Things) and AI (artificial intelligence)



Thank You For Your Attention

Ana Cristina Dourado, Fertagus