



SETE RIOS BUS STATION, LISBON



CHALLENGE

Nestled in the north of Lisbon, **Terminal Rodoviário**, also known as **Sete Rios bus station** is one of the city's main links to the rest of Portugal, serving as the primary hub of Rede Expressos - the country's main intercity coach company.

Sete Rios car park experiences a steady, high volume of traffic of diverse users - employees, guests, taxis, and buses - that was managed with a Zeag parking system **until 2023**, when more customized features were required to **optimize parking capacity**, streamline traffic, and enhance revenue control to ensure smooth operations.

For over 20 years, HUB's Partner BIGSYSTEMS has provided **extensive parking solutions** to Sete Rios, from Zeag to Jupiter. Now, BIGSYSTEMS has designed an optimal hybrid parking solution, addressing evolving visitor needs with ticketed and ticketless access, License Plate Recognition (LPR) technology, and diverse payment options.

BACKGROUND

Sete Rios, the largest bus station in Lisbon, serves both commuters and long-distance travelers, handling 4 million passengers daily. It accommodates **500 buses and over 1,200 cars every day**, with over 360 buses departing from the city and others covering long routes across Europe.

The parking facility features a single entrance and exit for users and employees, offering **124 ground-floor spaces**: 82 for visitors and 42 for staff. Buses have an exclusive, separate entrance, with dedicated bays only used for passenger's pick-up and drop-off.

Upgrading the previous parking control system made way for the **integration of customized configurations** and smart technologies, such as LPR technology and JMS management system, while retaining the intercom system.



CLIENT REQUIREMENTS

- Reliable and robust system with rationalized components, for easier maintenance
- Customizable transient and seasonal tickets
- LPR technology for employees and seasonal cards
- **Multiple payment methods**, including credit cards, cash and Portuguese mobile-enabled system MB WAY
- Integration with existing **toll system Via Verde**
- Ticketed and ticketless entry and exit
- Prompt assistance via intercom
- Advanced **facility performance monitoring** and reporting capabilities with parking management system JMS



RESULTS

BIGSYSTEMS identified the ideal **automated parking control** configuration to manage commuters, employees, users, and of course buses at Sete Rios with a Jupiter solution integrating LPR technology in lane and digital payment methods.

The facility layout is **straightforward and easy to navigate**: all parking spaces are located on the ground floor - evenly split between indoor and outdoor - with the entrance lane equipped to accept various identifiers by user type.

Employees access is granted through **season cards** or license plate recognition technology, while 64% of the external vehicles - including taxi, Uber, and Bolt ones - can either pull a ticket at the entry terminal or enter by AVI transponders. The first 15 minutes are free of charge, to speed up passengers' pick-up and drop-off, and consequently **minimize congestion**. Exits are ticketless to facilitate a quicker egress, with tickets used only by occasional users who do not hold season cards.

Payment methods include digital and mobile-enabled systems, such as Portugal-based MB WAY (which works with QR codes) and the local **toll system Via Verde**, which alone covers almost 80% of transactions.

The technology update in the station car park has freed up staff time, to **focus on customer service**: before the renovation, coins in the automatic pay stations were discharged 2 to 6 times daily; now the process is performed on a weekly basis, **only when prompted by the software**, and more easily thanks to the rationalized size of the hopper and banknote dispense. The **integration of Via Verde into JMS** accepted payment methods, and the **digital evolution of drivers' habits** have significantly reduced paper usage.

JMS system provides **advanced reports on payments and occupancy** status, enabling tariff adjustments based on traffic patterns. This comprehensive approach ensures efficient and user-friendly parking management at the bus station, relieving the stress of travelling.

