

Linha Cascais — Portugal's First Municipal Contact Line to Win an Independently Audited Quality Seal After Automating 25,000 AI-Scheduled Requests

AI in the Public Sector · Good practice · Portugal

Quality score: 60/100

Evidence strength: Moderate

Summary

Linha Cascais, Cascais municipality's contact line, used AI to schedule about 25,000 waste-collection requests in 2025, then became the first mainland-Portugal municipal service to win the APCC Quality Seal after a Bureau Veritas audit in July 2026.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-05

[Câmara Municipal de Cascais — Linha Cascais](#) — accessed 2026-09-05

[Notícias de Cascais - Linha Cascais distinguida com Selo da Qualidade APCC](#) — accessed 2026-09-05

[APDC - Integração de Inteligência Artificial no contact center no Município de Cascais](#) — accessed 2026-09-05

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