

Ferry



Connecting new lines, together.



Drawing from our long experience as a multimodal operator, we look forward to assisting you with the construction and optimization of your mobility systems and services.

Our ambition is to develop with you, in a genuine spirit of partnership, customized, safe, effective and responsible transit solutions that are adapted to your needs and constraints and closely in tune with customer expectations.

The mobility of the future will be personalized, autonomous, connected and electric. This is our firm belief. Innovation is at the heart of our approach, in order to constantly improve the performance of public transportation services and make the promise of “new mobilities” a reality, for everyone.

As well as uncompromising safety, which is our credo, our overriding concern is the satisfaction of our customers and the quality of their experience. Every team member in the group engages on a daily basis to meet these challenges and implement solutions both for today and for the future.



Thierry Mallet
Chief Executive Officer



Developing and operating ferry services

Faced with the challenges of meeting their inhabitant's aspirations in a context of high traffic congestion and growing urban sprawl, city planners and local authorities are in search of efficient and sustainable mobility solutions. As such, ferry services are an increasingly called for alternative transportation mode and are contributing to the redefinition of metropolitan interactions and organizations. Thanks to these developments, transportation networks are being redeployed to offer passengers new seamless travel routes including waterborne services that are fully integrated with general public transportation.

The advantages are clear – ferry services integrated within a regional transit system have proven successful in encouraging commuters and visitors to leave their cars at home, thus mitigating road and urban parking congestion. Ferries also improve mobility for those living off the

Aware of these evolutions and of its competitive advantages, the maritime industry is undergoing profound changes to tackle the challenges ahead. Environmental concerns are becoming an integral part of how the industry thinks its business and shaping a new generation of vessels.



mainland while contributing to the regional economy and to a higher quality of life by providing jobs and opportunities. As such, properly operated and managed ferries constitute an efficient, safe and pleasant transit mode, with very little environmental impact and many regional socioeconomic benefits.

Maritime services are ever more closely integrated to pre-existing transportation modes. Moreover, the industry has developed a real ability to meet each passenger's needs, spanning from the regular commuter's day to day preoccupations and habits to the occasional tourist's one off trip.

Transdev is a legitimate and experienced actor in this sector. Our capacity to integrate several modes into a seamless passenger experience enhances our ferry operations and increases the link with all forms of land-based transportation. Our commitment to provide safe and sustainable mobility solutions combined with our primary objective of increasing ridership and improving the customer experience transforms existing ferry services from essential life-links into a coherent and attractive part of the mobility chain.

Good reasons to choose Transdev

STABILITY

The comfort of a strong partner

As part of the Caisse de Depot, one of the world's safest long term investor in the public interest, there is financial strength, knowledge and experience for new investment possibilities or financing schemes in vessel purchasing.



SYNERGIES

Drawing benefits from the multiplicity of operations

With multiple ferry operations around the world, our knowledge and experience can be leveraged in fleet insurance, fleet optimization, ordering and purchasing of vessels, as well as the purchasing and hedging of fuel. With public transportation operations in 19 countries, additional synergies can be achieved in staff training, competence development and customer services.

COMPETENCE

Local knowledge and international expertise

Experienced, competent and local management teams who are supported by an international organization ensure that local culture, conditions, requirements and needs are met. While at the same time, international know-how is exchanged through our corporate knowledge-management internet platform, expert.net, so that each local operation can access expertise and best practices from around the world, and ensure operational efficiency and safety.

ENVIRONMENT

Develop sustainable mobility solutions

Transdev is at the forefront of environmental protection engagement. Signatory of the Global Compact of the United Nations, and official partner of the last "COP21", the group has implemented a unique environment management system, aimed to help local authorities deal with environmental challenges like climate change, energy control, sea/river pollutions, with the most appropriate solution, benefitting from the group's new technologies (e.g. like sailing performance real-time control). This management system (at corporate level) is covered by an innovative ISO 9001 certification, to provide the best quality of expertise to our local operations.

RELIABILITY

Established technical and safety records

With ferry operations of different sizes, types of vessels and operational conditions in Australia, France, the Netherlands, Sweden and the USA, we are already established and experienced on the market and our technical competence and high safety standards have been recognized by ISO certifications and international quality accreditations.

INTERMODALITY

Facilitating the mobility of passengers

With 150 years of experience in public transportation and a focus on meeting people's mobility needs by integrating various transportation modes such as trains, buses and trams, our attention remains centered around the individual. Whether a daily commuter or a visiting tourist – a seamless and convenient journey is at the heart of our commitment

CUSTOMER-CENTERED

Living a culture of customer care

Dedicated and experienced staff along with unique customer service programs ensures that customer expectations are not only met but exceeded. Systematic approaches in measuring customer satisfaction, customer relationship management and developing improvements to the customers' environment complete our service offer.



PARTNERSHIP

Private sector expertise in cooperation with public ownership

Delegated public service management places Transdev's efficiency, expertise and experience at the service of the public good. The public authority maintains control over transport policy and delegates the management and operation of all or part of its infrastructure to the company. Additional strength to the cooperation is brought by involving the staff, unions and other stakeholders.

SCALABILITY

Quick adaptation to changing market needs

A broad international presence and operational diversity creates a fleet scalability and rapid mobilization ability to changing market demands and creating new services.

EXPERIENCE

Ability to navigate the public procurement process

Operating a large number of contracts around the world, Transdev has extensive experience with public procurement policies and practices in all public transportation modes including ferry services and other seafaring vessels.

An **integrated** and **sustainable** ferry service

Shoreline communities are sometimes confronted with irregular and inconvenient mobility services, with trips being carried out on an as-needed basis. For many of these communities, however, providing convenient, reliable and efficient transportation solutions is a core responsibility of local authorities.

Transdev's role is to enable public transportation authorities to provide high class services to passengers. This is what we have been doing since 1922 in Göteborg, Sweden through our subsidiary Styröbolaget which operates between the archipelago and the city center; only one of several fully integrated ferry services provided by Transdev around the world. Our extensive experience and expertise in intermodality and mobility management has brought

service improvements such as increased frequency, improved transit time, extended services and operating hours, including night traffic. With 5,000 inhabitants in the archipelago and relatively close proximity to the mainland these actions have improved mobility, increased the number of passengers and their appreciation of the service - a survey conducted in May 2015 revealed a 98% customer satisfaction rate.



new service developments such as improved interchanges with less waiting times.

In Göteborg, services are connected to the city's bus and train network which in turn feed into the regional public transit system, encompassing 1.5 million inhabitants in 49 municipalities, with 22,000 interchange points and 1,700 public transit vehicles. The integrated ticketing system has made the ferry services popular among commuters and tourists alike. Highly adaptable to modern day needs and expectations Transdev has also introduced other

In addition, Transdev initiated the procurement process for new vessels in an effort to further improve the service. Two new HSC carbon fiber catamarans with twice the commercial speed of today's vessels, but with increased passenger comfort, low fuel consumption and small wake generation has brought Styröbolaget's ferry service into the 21st century. The first new vessel was delivered in April 2010 and the second in August the same year and have been in successful operation since then.

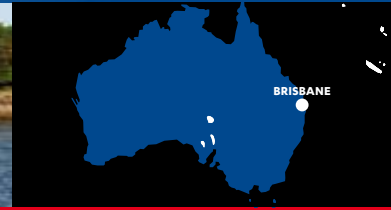
Our ambition :

*“ To be the trusted partner of our clients and customers
by pioneering in mobility. ”*





Group Commercial Department
www.transdev.com



CONTRACT FACTS

TRANSIT AUTHORITY
Brisbane City Council

NETWORK NAME
Brisbane Ferries

OPERATOR
Transdev Brisbane
Ferries Pty Ltd

CONTRACT START
2003, renewed in 2010

CONTRACT DURATION
10 years

KEY FIGURES

POPULATION SERVED
3.4 million inhabitants in
the region
5.5 million visitors/year

RIDERSHIP
Approx 13,500 per day
5.1 million passengers/
year

NETWORK
Distance: 21 km
Lines: 3
(CityCat, CityHopper,
Cross River Ferry)
Ports/jetties: 26
Operating hours:
111,715 hours/year
Scheduled services:
4,944 services/week

FLEET
30 vessels

STAFF
228 employees

Context

The Brisbane River shares its name with that of the city and has always been an intrinsic part of its identity. The river is a precious natural environmental asset and a fantastic mobility option. Local authorities wished to develop economic and social activity on both sides of the city by taking river transport to the next level through a highly efficient, modern ferry network to serve commuters, students and tourists whilst enhancing the wider transportation network.

Transdev's answer

A culture of customer care

Transdev Brisbane Ferries initiatives were recognized by the OECD International Transportation Forum in 2010 for being "Best in Practice" in customer service and management. Initiatives include:

- > entire CityCat fleet fitted with Wi-Fi Internet;
- > entire City Cat Fleet is compliant with the federal governments Disability and Discrimination Act along with the majority of ferry terminals on the Brisbane River.

Happy workforce, happy passengers

Transdev Brisbane Ferry's has a strong ethic of recognition and reward across the organization and manages a flexible and reactive human resources policy for full-time and part-time staff.

- > Transparent two-way dialogue through our Employee Satisfaction Surveys and ideas box.
- > "Be Ferry Safe" – regular information and initiatives to retain and build upon our safety culture.
- > Ongoing training programs for CityCat and CityFerry Masters, Deckhands and Customer Service Officers.

Staff improvement ideas have led to new signage at interchanges and the introduction of closed-circuit TV at terminals and on City Hoppers, ergonomic terminal gates, modifications to wheelhouse fixtures and improved training programs.

Objectives

- > Deliver a fast, efficient river transportation service to passengers and assure the ferry service's place as a fully integrated part of the Brisbane's mobility offer.
- > Ensure availability, maintenance and performance of a growing fleet.
- > Increase the organizations capacity in terms of customer service, environmental management and safety.

Inspired by our environment

To protect ecological areas, including remnant populations of mangroves, working in harmony with the river is paramount:

- > eco-procurement of office supplies and a proactive recycling policy;
- > a major reduction in water-use for cleaning vessels;
- > rivergate Marina and Shipyard is accredited as a 'Clean Marina' by the Marina Industries Association of Australia.

All round operational excellence

- > Collaboration with all city mobility stakeholders to ensure an integrated set of services; in particular during major cultural and city events (Riverfire, River Share, New Year's Eve).
- > Working with local public transportation regulator, TransLink, to ensure integration with ticketing and passenger information systems.
- > Extensive maintenance facilities and a highly skilled workforce to keep vessels well maintained, safe, efficient and available for operation.
- > Over the last 2 years a program of vessel re-life works has been undertaken on the original City cat fleet and continues today to breath new and extended life into the cities valuable transportation assets.
- > Commitment to growth with the introduction of new terminals and vessels.
- > Transdev Safety Drills recognized by regulatory authority AMSA as best practice.

RESULTS

- > CSIA accreditation for Customer Service in 2015.
- > Introduced new timetables with improved frequency and additional express services.
- > Average annual ridership increase of 9%.
- > 99.94% operational reliability in 2015.
- > The entire ferry operation is ISO 9001 certified and seeks to operate to the highest standards with all stakeholders and aspects of the business.

SYDNEY – AUSTRALIA

Harbour City Ferries – An iconic integrated ferry service in the heart of the city



CONTRACT FACTS

TRANSIT AUTHORITY

Transport for New South Wales

OPERATOR:

Harbour City Ferries – a 50/50 joint venture between Transdev and Broadspectrum

NETWORK NAME

Sydney Ferries

CONTRACT START

2012

CONTRACT DURATION

7 years

KEY FIGURES

POPULATION SERVED

5.25 million inhabitants in the region
12 million visitors/year

RIDERSHIP

44,000 passengers/day
16 million passengers/year

NETWORK

Distance: 37 km
Lines: 7
Ports/jetties: 39
Shipyard: 1
Operating hours:
81,000 hours/year

FLEET

32 vessels
(28 owned ferries
+ 4 chartered ferries)

STAFF

650 employees

Context

Sydney Harbour is the centre piece of Australia's largest city. Ferries have been transporting people across the harbour for the past 140 years.

An iconic service, Harbour City Ferries provide a critical service to the people of Sydney and are an essential part of the city's transport system. For residents living adjacent to Sydney Harbour and the Parramatta River, ferry travel is the most practical way of commuting to and from Sydney's Central Business District. Ferry services connect locals and visitors to the nature, people and communities of Sydney and are the gateway to key locations such as Taronga Zoo and Manly.

Transdev's answer

Uncompromising Safety

Transdev has implemented a comprehensive strategic Safety Plan with the goal to be industry leaders in safety and security. The organization is building a culture of zero harm by identifying risks and how to address them. Anchored in a robust and resourceful framework every one in the operation is trained, empowered and expected to be safety leaders leaving no doubt that our safety and the safety of our work mates and customers comes before anything else.

Relentless focus on Customer Service

Customer service is part of Transdev's DNA; we put the customer at the heart of what we do and how

Objectives

- > To ensure safe and reliable ferry services are provided in an efficient, effective and financially responsible manner.
- > To increase ferry and public transport ridership and decrease reliance on private vehicles.
- > To deliver a world class ferry service and a positive and enduring customer experience.

we operate by delivering a world class service. The transition from a publicly run transport provider has been successful and the HCF workforce is cohesive and collaborative and continuing to raise the bar in relation to customer satisfaction, reliability, on-time running, safety, security, maintenance and cleanliness.

Being the trusted partner of NSW government

Transdev proudly works with the NSW government in safeguarding an iconic brand, in providing value for tax payers' money, in reforming and renewing the fleet and refining the network and in being an integrated and important part of Sydney's public transport system.

RESULTS

- > Customer satisfaction rate of 97%.
- > 99.1% on-time performance rate.
- > 99.8% service reliability rate.
- > The 2015 NSW Auditor-General's Report concludes that HCF's franchising of Sydney Ferries was a good idea with significant cost savings, improved service performance and effective transfer of risks from Government to private sector.

NEW ORLEANS – USA

New Orleans Ferries – An historic connection across the mighty Mississippi



CONTRACT FACTS

TRANSIT AUTHORITY
New Orleans Regional
Transit Authority

OPERATOR
Transdev Services, Inc.

NETWORK NAME
New Orleans Ferries

CONTRACT START
2014

CONTRACT LENGTH
4 years + 2 times 5 years
renewal

KEY FIGURES

POPULATION SERVED
345,000 inhabitants in
New Orleans, 1.6 million
inhabitants in the region

RIDERSHIP
1 million passengers/year

**VEHICLES AND GOODS
TRANSPORTED**
300,000 vehicles/year

NETWORK
Lines: 2
Algiers Point - Canal
Street: 0.8 km
Lower Algiers -
Chalmette: 0.8 km
Port/jetties: 4
Operating hours:
11,856 hours/year
Scheduled departures:
47,424 departures/year

FLEET
5 vessels

STAFF
55 fulltime employees

Context

The Mississippi River, often called the “Mighty Mississippi” is a major conduit for commerce in the United States. Ferries have served the New Orleans for almost 300 years, including passenger ferries, vehicle ferries, and even ferries for rail cars. The first bridge across the Mississippi in New Orleans did not open to the public until 1958. Subsequently, ferry use waned. Other modes of public transportation, especially bus service crossing the bridge between the east and west banks of the river also affected ferry use. However, there are segments of the population that continue to use, and prefer, ferries as a means to traverse the river.

Transdev’s answer

Focus on the customer experience

- Cash-less fare payment is partially available as an electronic app. An integrated fare system for use on the ferries, busses and streetcar is being developed and is expected to be available in 2016. Pre-purchased fares through self-service kiosks is being developed which would eliminate any cash handling at the point of boarding.
- The Canal Street terminal is slated for major redesign. This will entail complete demolition of the existing terminal, and construction of a new facility. This is part of a major renovation and revitalization of the City’s downtown riverfront area in time for the City’s 300th anniversary.
- An ongoing project to provide real-time ferry status updates should be completed in 2017.

Management of an aging fleet

- The second oldest vessel has recently received a new propulsion system.
- Of the two larger vessels acquired in the 1970’s in the fleet, one is currently in the shipyard for major renovation and re-propulsion, and the second is scheduled for the same work.

Objectives

- Deliver safe, efficient river transport service to passengers and make the ferry part of an integrated transit system that includes the City’s bus and streetcar services.
- Ensure availability, maintenance and performance of the fleet.
- Ensure sustainability of funding for the service, including increasing revenue and decreasing operating costs.

- Plans are underway for the design and construction of two new vessels to serve the pedestrian crossing at Canal St.

Actively seek alternative funding

- Actively work with local and State officials regarding funding sources.
- Explore possible non-fare related revenue streams; the operational control of the ferry facilities presents an opportunity for generating revenue through the creation of retail space, leasing of property, advertising, etc. Advertising on the vessels is another possible source of revenue.

Improved efficiency

- Improvement in vessel fuel efficiency will reduce operating costs. The most recent re-propulsion of a vessel resulted in a 24% improvement in fuel efficiency. A similar improvement is expected for the two other vessel re-propulsions. The newer engines will also result in savings from reduced oil use. The two new vessels will be designed with more fuel efficient engines.
- Redesign of the Canal Street terminal will result in reduced insurance, security, janitorial and utility costs.

RESULTS

- Introduced monthly, weekly and daily unlimited ride passes for ferry only, as well as integrated ride pass for transfer between ferry, bus and streetcar.
- Expanded service hours by 40% for improved access between the two river banks.
- Secured \$10.3 million TIGER 2015 funds and a \$5 million Federal Transit administration grant to design and build a new terminal building.

ROTTERDAM – THE NETHERLANDS

Veerdienst Maassluis – Rozenburg ZH
A convenient and efficient car ferry service



CONTRACT FACTS

TRANSIT AUTHORITY
Provincie Zuid-Holland

OPERATOR
Connexion Water

NETWORK NAME
Veerdienst Maassluis –
Rozenburg ZH

CONTRACT START
January 2008

CONTRACT DURATION
10 years

KEY FIGURES

POPULATION SERVED
Over 600,000 inhabitants
in the Rotterdam region
12,672 inhabitants in
Rozenburg ZH
32,080 inhabitants in
Maassluis

RIDERSHIP
4,700 passengers/
working day
+1 million passengers/year

**VEHICLES AND GOODS
TRANSPORTED**
1 million vehicles/year
(cars, trucks, motorcycles,
and bicycles)

SYSTEM
Distance: 0,5 km
Lines: 1
Ports/jetties: 2
Operating hours:
8,840 hours/year

FLEET
2 vessels

STAFF
19 fulltime employees
3.5 part-time employees

Context

Connexion Water operates two ferries in South Holland since 2008 across the Nieuwe Waterweg in the greater Rotterdam area between Rozenburg ZH and Maassluis. Ferry services at this location dates back to the 1890s when the province introduced a steamboat service that remained well into the mid-next-century. With the opening of the Benelux Tunnel in 1967, the Botlek Tunnel in 1980, and the provincial bridge over the Brielsemeer traffic patterns changed drastically. Today the ferry service is mainly used by locals and students avoiding a detour and traffic jams in rush hour.

Transdev's answer

Introduced improved maintenance schedules and processes to ensure service reliability and quality despite the aging vessels.

Strengthened operational performance practices to provide quality service focused on safety, efficiency, sustainability and wellbeing.

Increased traffic volume and commercial speed consistent with legal and operational rules and requirements to ensure a simpler and more convenient water crossing.

Objectives

- > Provide a reliable and efficient 20 minute service running 365 days per year, 18 hours a day, at low cost.
- > Relieve the A15 and A20 highways of traffic congestion on either sides of the river.
- > Find a way to maintain excellent service levels with an aging fleet of vessels.

Provide a simplified ticketing scheme with attractive pricing and discounting structure, as well as technical solution for easy embarking and disembarking of vessels.

Certifications obtained

- > Environmental accreditation
ISO 14001:2004
- > Quality Management accreditation
ISO 9001:2008

RESULTS

- > In 2015 achieved 99.8% reliability (no service disruptions due to technical failures, only weather circumstances).

VLISSINGEN – THE NETHERLANDS

Vlissingen Breskens – An integrated ferry service bringing people together



CONTRACT FACTS

TRANSIT AUTHORITY
Provincie Zeeland

OPERATOR
Westerschelde Ferry BV,
a subsidiary of Province
Zeeland under Transdev
Netherlands management

NETWORK NAME
Veerverbinding
Vlissingen-Breskens

CONTRACT START
2015

CONTRACT DURATION
2 years

KEY FIGURES

POPULATION SERVED
120,000 inhabitants
in the region

RIDERSHIP
1,000-5,000
passengers/day
630,000 passengers/year

NETWORK
Distance: 6 km
Lines: 2
Ports/jetties: 2
Operating hours:
9,000 hours/year
Scheduled departures:
15,200 departures/year

FLEET
2 vessels

STAFF
36 fulltime
+ 6 seasonal employees

Context

To maintain an operational stability and reliability during the length of the contract. The main challenge is to maintain the high level of service as both Swaths tends to show more instability due to aging. Also the ISM code is applicable for high level of safety and environmental quality.

Transdev's answer

> **Provide the management support** (technical and nautical) to help the public transportation authority, owner of the vessels, to choose the safest and most practical evacuation system to be installed onboard.

> **Promoted the operation to the inhabitants** in the region by introducing interesting package offers, discounted combination tickets for boat, bus and points of interest or tourist attractions in the area.

Objectives

> Maintain or increase the number of passengers by cooperating with the Transdev bus network in Zeeland.

> Continuously improve quality of service by introducing new payment methods.

> Synchronize timetable scheduling with the integrated regional transit system including buses, trains and the ferry service.

> **Continuously improve customer information and customer satisfaction** by introducing an SMS service for real-time information about potential delays and cancellations.

RESULTS

- > 2015 service reliability reached 98% for the whole year, during summer 2015 100%
- > Increased passenger satisfaction to 7,7 (2014: 7,6)
- > Saving 15% on fuel by slightly adjusting travel speed



CONTRACT FACTS

TRANSIT AUTHORITY

Freight traffic -
Trafikkontoret
Passenger traffic –
Västtrafik

OPERATOR

AB Göteborg-Styrsö
Skärgårdstrafik

NETWORK NAME

Styrsöbolaget

CONTRACT START

Freight traffic 2005,
renewed in 2012
Passenger traffic 2004,
renewed in 2014

CONTRACT DURATION

Passenger traffic:
extended to 11 years
Freight traffic: extended
to 7 years

KEY FIGURES

POPULATION SERVED

510,000 inhabitants in the
region
5,000 island inhabitants

RIDERSHIP

12,500 passengers/day
in summer
11,500 passengers/day
in winter
4.6 million per/year

VEHICLES AND GOODS TRANSPORTED

6,700 vehicles/year
8,000 ton goods/year

NETWORK

Distance: 45 km
Lines: 6
Ports/jetties: 26
Operating hours:
45,800 hours/year

FLEET

16 vessels (14 own vessels
+ 2 vessels provided by
PTA)

STAFF

99 fulltime + 40 seasonal
employees

Context

Styrsöbolaget has operated ferries between the mainland (Göteborg) and the archipelago since 1922. The ferry service is an integrated part of the city's public transportation system. One of the challenges is to maintain excellent service levels and customer satisfaction levels due to the extreme seasonal variations in demand and weather conditions. Over 5,000 island inhabitants rely on the service for their day to day activities and the archipelago is a popular tourist destination.

Transdev's answer

Introduced two new HSC carbon fiber catamarans in 2010 to improve services for the inhabitants living on the islands in the archipelago by raising commercial speed from 12-13 knots to close 30 knots.

Improved environmental sustainability due to a lighter fleet of vessels installed with BlueFlow Technology System resulting in lower fuel consumption and smaller wake generation.

Expanded ferry service offering by proposing to the transit authority to extend the archipelago network to the city.

Developed a new ferry type for cross-river service with a strong environmental profile and designed to carry a large amount of bicycles.

Objectives

- › To increase traffic volume with the same quality of service delivered focusing on issues of safety, efficiency, environment and health.
- › To develop the ferry service and travel experience in a way that is attractive to all passengers as well as the transit authority.
- › To find solutions to the fast growing harbor traffic with environmentally friendly ferries.

Provide a comprehensive internal Career Advancement Program

enabling all employees, with or without prior experience, to develop maritime skills and experience. This unique program makes it possible for employees to reach their career goal of becoming a captain by providing time off for license & credential training and ability to gain required sea-time within the company.

Certifications obtained

- › Environmental accreditation
ISO 14001: 2004
- › Quality Management accreditation
ISO 9001:2008
- › Occupational Health & Safety Management System:
AFS 2001:1

RESULTS

- › 2015 Customer Satisfaction Survey – 98% rated the service as excellent/very good.
- › High employee satisfaction and low personnel turnover; Work Environment Index based on the annual Employee Satisfaction Survey increased from 93 in 2014 to 99 in 2015.
- › In 2015 reduced overall fuel consumption by 16% and by 25% in port traffic.



TOULON – FRANCE

Réseau Mistral – An integrated ferry service bringing people together

CONTRACT FACTS

TRANSIT AUTHORITY
Communauté
d'Agglomération Toulon
Provence Méditerranée

OPERATOR
Régie Mixte des
Transports Toulonnais
(RMTT SA)

NETWORK NAME
Réseau Mistral

CONTRACT START
2004, renewed in 2013

CONTRACT DURATION
8 years

KEY FIGURES

POPULATION SERVED
430,000 inhabitants

RIDERSHIP
4,600 passengers/day
1,700,000 passengers/
year

NETWORK
Distance: 17 km
Lines: 3
Ports/jetties: 8
Operating hours:
31,500 hours/year

FLEET
12 vessels
(10 classic propulsion
& 2 hybrid shuttles)

STAFF
52 employees

Context

The Mistral ferry service is an integrated part of the public transportation network of Toulon. It provides an important connection between the city center and the outlying areas across the bay "Petite Rade". The transit authority wanted to improve service quality, increase ridership, and enhance transit integration by focusing on safety, reliability and the active participation of the very operator and its staff.

Transdev's answer

Provided shipbuilding expertise to the public transit authority in developing project specifications for the procurement of two new and improved hybrid vessels.

Actively engage staff through brainstorming session to create a comprehensive company quality approach.

Placing our Group credo "Uncompromising Safety" by regularly carry out full-scale evacuation simulations to be prepared to any eventuality. These operations include working closely with the French Navy, police forces and first-aid organizations, and permit us assure a high level of preparedness.

Develop a vessel availability scheme to respond to seasonal demand, capacity variations and temporary replacement needs to avoid service disruptions.

Expanded the service area by establishing an agreement with the French Navy to serve the Saint-

Objectives

- > Meet customer expectations by providing a reliable and high quality service fully integrated with land-based transportation modes in the transit network.
- > Improve the customer experience by establishing and achieving key quality indicators in:
 - fleet availability;
 - vessel cleanliness;
 - safety equipment availability and inspections;
 - passenger information onboard and on docks;
 - customer Satisfaction.

Mandrier Naval Training Center (starting during 2016 Transdev will also operate a bus service inside the naval base)

Improved service offer by developing a fourth ferry line with incrementally increased scheduled services, as well as offering night services on all ferry lines every weekend (Friday – Sunday).

Offer technical assistance to improve environmental sustainability focusing on propulsion techniques, hybrid vessels, alternative fuels and building materials.

Providing a maritime maintenance station where 70% of vessel maintenance activities take place and which has resulted in:

- > better maintenance due to more adapted material;
- > uninterrupted maintenance periods;
- > fuel hedging according to international safety regulations;
- > lower maintenance costs and increased efficiency.

RESULTS

- > Since 2013, the maritime network has been fully integrated with the city's urban transit network benefiting from a new Operational Management System and a new Customer Information System.
- > In 2015 the customer satisfaction rate by one point to 8/10.
- > Hourly average fuel consumption is 35% lower on the hybrids compared to the standard diesel vessels.

QUIBERON – FRANCE

Compagnie Océane

A tourist network of historical importance



CONTRACT FACTS

TRANSIT AUTHORITY
Conseil Départemental
du Morbihan

OPERATOR
Compagnie Océane

NETWORK NAME
Îles du Morbihan

CONTRACT START
2008 (renewed in 2015)

CONTRACT DURATION
6 years

KEY FIGURES

POPULATION SERVED
3 million inhabitants
in the region
1.1 million tourists
7,500 island inhabitants

RIDERSHIP
4,000 passengers/day
1.4 million passengers/
year

**VEHICLES AND GOODS
TRANSPORTED**
157,000 vehicles/year
10,500 tons of goods/
year

NETWORK
Distance: 94 km
Lines: 5
Ports/jetties: 7
Operating hours:
12,000 hours/year

FLEET
7 vessels

STAFF
200 fulltime
+ 70 seasonal employees

Context

The traffic between the four islands near Morbihan in the region of Bretagne is the second largest public ferry service in France. The public transit authority wanted to improve service reliability by focusing on maintenance and safety as a means of meeting needs of the local communities and the large number of visitors to the islands. Sustainable development is another important issue to ensure that the ferry service's impact on the environment is minimized.

Transdev's answer

Launch a rigorous fleet management system and implement new safety measures.

Develop a technical monitoring system with inspections of all ships and key maintenance programs.

Establish an environmental management system with internal key performance indicators.

Introduced a common dashboard to ensure increased transparency with the public transit authority for vessel maintenance, ridership and navigational conditions.

Optimize service frequency to accommodate seasonal demand fluctuations.

Launch online information and booking system with payment options to make it easier for customers to find information and book tickets.

Objectives

- > Ensure a customer care culture and to actively promote the islands as an attractive destination.
- > Required increased service levels and improved reliability of the ferry service.
- > Engage an active partner in local activities and that supports the economic development of the area.
- > Promote environmental awareness to minimize negative effects on the environment.

Implement an ISM/ISPS Safety and Security Audit Program and a computerized ISM Management Program to ensure IMO safety compliance.

Automate & digitalize onboard information for staff.

Introduce new staff training programs including customer service, crisis management, first aid training etc.

Procure and construct a new roll-on/roll off ferry to meet future passenger growth.

Launch environmental awareness campaigns promoting sustainable tourism on the islands.

Ensured an optimized environmental footprint of the two last vessels built under Transdev supervision (hull design, engines, paint, Bureau Veritas "Clean ship" mark, a first for this type of vessel).



MARSEILLE – FRANCE

Frioul If Express

A tourist network of historical importance



CONTRACT FACTS

TRANSIT AUTHORITY
Métropole Aix Marseille
Provence

OPERATOR
Frioul If Express

NETWORK NAME
Frioul If Express

CONTRACT START
2006

CONTRACT DURATION
12 years

KEY FIGURES

POPULATION SERVED
1.8 million inhabitants
in the region

RIDERSHIP:
468,000 passengers/year
335 passengers/day
off-peak season
5,240 passengers/day
peak season

NETWORK
Distance: 5 km
Lines: 1
Ports/jetties: 3
Operating hours:
6,300/year

FLEET
3 vessels

STAFF
29 fulltime + 14 seasonal
employees

Context

The Frioul archipelago located a few kilometers from Marseille Vieux Port is a historic and popular destination because of Chateau d'If, the setting for Alexandre Dumas' novel The Count of Monte Cristo. Whether visiting the If Castle, spending a summer day swimming the crystal blue waters or being a resident on Frioul island, the maritime network must offer a service all-year long and timetables adapted to seasonal needs.

Transdev's answer

Increased schedule flexibility and number of round-trips depending on seasonal demand and local events, including flexible services during peak season to improve capacity.

Purchases 3 new identical vessels, each with the capacity of 196 passengers, which have been designed and built for a service that is:

- > **Accessibility compliant** according to EU-directives
- > **Environmentally sustainable** by generating no water pollution and air pollution rates that are lower than determined emission standards
- > **Digitally equipped** for passenger information and safety messages during the journey

Objectives

To provide a year-round ferry service to island residents and visitors centered on:

- > service reliability;
- > punctuality;
- > passenger information;
- > positive customer experience;
- > high safety standards.

Engage with the local community by organizing regular meetings with island residents to address needs and concerns, and to inform of planned service disruptions.

Improved customer service by providing multilingual customer service staff, a ticket office with extended opening hours, and a new and improved website.

Better passenger information with improved visual design of website and printed collaterals including schedules and tariffs to increase awareness of the service and to attract new customers.

RESULTS

- > Decreased embarking and disembarking dwell-time by 20%
- > Improved travel time by 25% between the islands and the city of Marseille

CALAIS – FRANCE

Calais Majest'In – A fully integrated ultramodern urban canal service



CONTRACT FACTS

TRANSIT AUTHORITY
SITAC

OPERATOR
Transport Company of Calais and Extensions (CETS)

NETWORK NAME
Calais Majest'in

CONTRACT START
2013

CONTRACT DURATION
in negotiation

KEY FIGURES

POPULATION SERVED
118,000 inhabitants in the city of Calais

RIDERSHIP
36,000 journeys/year

NETWORK
Distance: 5 km
Lines: 1
Ports/jetties: 5
Operating hours: 2,700 hours/year

FLEET
1 vessel

STAFF
5 fulltime + 5 seasonal employees

Context

Calais is a town and major ferry port in Northern France in the department of Pas-De-Calais. Due to its position Calais is an important center for trading and transport with England. The port of Calais is the fourth largest in France and the largest for passenger traffic. A 400 million euro project is currently being implemented at the port in order to allow more ships to enter and thus increase traffic. The Calais canal connects the canalized Aa river with Calais and the English Channel. Three side canals branch off; the Canal de Guines, Canal d'Ardres and the branch canal to Audruicq.

Transdev's answer

Providing the city with a new and innovative travel option providing passengers with travel alternative that is fast and free of road congestion.

Ensuring reliability for customers by regular scheduling of operations and increased efficiency along the route of 5 stops.

Enabling customers a popular hop-on hop-off service for only €1 as well as an attractive combined ticket alternative with the Calais Opale, the local transit system.

Objectives

- › To improve mobility for all and the quality of urban life.
- › A new everyday method for the travelling of Calais inhabitants.
- › Provide an original/innovative mode of transportation for tourists.
- › Offer a secure mode of transportation without noise or traffic.
- › Integrate water transportation into urban life.

Providing improved and free connections to other transportation modes (bus/canal boat, canal boat/bus).

Operations are environmentally friendly, as the only one vessel in operation the system does little to add to any canal pollution.

Increasing customer satisfaction by making evening canal rides available with set menus on board at certain dates throughout the year. The 'Evening Majest'in' campaign also offers gift cards valid throughout the year for a dinner/show on board.

RESULTS

- › In 2015 increased daily departures by 20% by adding additional early morning departures to allow.

NANTES – FRANCE

Les Bacs de Loire

A free ferry service to cross the Loire River



CONTRACT FACTS

TRANSIT AUTHORITY

Conseil Général de Loire-Atlantique

OPERATOR

Compagnie des Bacs de Loire

NETWORK NAME

Les Bacs de Loire

CONTRACT START

2001, renewed in 2009 and 2015

CONTRACT DURATION

6 years

KEY FIGURES

POPULATION SERVED

590,000 inhabitants in the region

RIDERSHIP

2.2 million passengers/year

VEHICLES AND GOODS TRANSPORTED

1.2 million vehicles/year

NETWORK

Distance: 0.5 km

Lines: 2

Ports/jetties: 4

12,000 operating hours/year

FLEET

3 vessels

STAFF

26 fulltime employees

Context

For a thousand years, Le Pellerin has been a traditional crossing point of the Loire River.

Operating 4 miles downstream of Nantes and 25 miles upstream of Saint Nazaire, the Loire ferry service is a unique waterborne link between these two cities. To supplement the 16 bridges crossing the Loire river in the department, a ferry service is operated by two lines: between Basse-Indre and Indret, and between Le Pellerin and Couëron.

Transdev's answer

Introduced an improved fleet maintenance system with:

- > computerized vessel maintenance;
- > dry-docking controls;
- > a new technical monitoring process.

Implemented a comprehensive staff competence development program that goes beyond international standards:

- > enabling staff to gain higher level certificates and professional development;
- > providing professional mobility solutions within the Transdev ferry services;
- > supporting diversity by ensuring equal opportunities for women.

Objectives

- > Provide a reliable and efficient service running 364 days per year, 18 hours a day, free of charge.
- > Free up the urban center of Nantes of traffic congestion by providing alternative ways to cross the river.
- > Serve as the only connection between the two bicycle trails "Velocean" and "Loire à Velo" between Nantes and Saint Nazaire.
- > Become an active partner in local activities and the community.
- > Find a way to deal with the aging fleet of vessels.

Established close relationships with the regional Maritime Academies to assist young cadets by providing onboard education and experience.

Ensure the International Safety Management Code (ISM) is met or exceeded by all aspects of the service.

RESULTS

- > Launched a customer service smartphone App with timetables, service information, updates and alerts, including real-time webcam coverage of each roll-on jetty.