

Portfolio of expertise

LIGHT RAIL



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
Chairman & Chief Executive Officer

Light Rail: a breath of fresh air for cities

Around the world, Light Rail Transit (LRT) has become the symbol of the revival of public transportation. With around 400 systems already running in 50 countries and another 260 being built or on the drawing board, light rail is enjoying a new golden age in cities eager to promote more sustainable travel solutions. Passengers overwhelmingly support a shift back to transit systems transformed by high-end design and the highest standards of service. Yet LRT does more than just modernize mobility: it also breathes new life into the urban environment.



An alternative to cars in cities

Freed from the constraints of traffic jams, LRT provides speed, frequency, on-time performance and accessibility. It offers passenger capacity able to meet the increasing demand for mobility to serve major routes and link outlying areas.

A fresh appeal for mobility

Comfortable light rail vehicles and quality infrastructure have given citizens a new lease on life when it comes to urban mobility. Designed to minimize pollution and reduce noise while opening up the city, LRT also attracts new passengers with its innovative passenger information and ticketing services.

The core of a multimodal network

LRT provides a solid framework for multimodal travel. It represents the cornerstone of a system that incorporates transfer hubs for connections to a variety of environmentally friendly mobility solutions such as bicycles, car sharing and Park & Ride facilities.

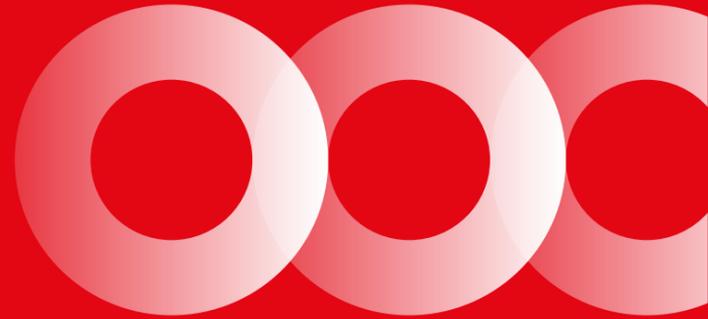
A catalyst for urban renewal

LRT is often a catalyst for active urban transformation. It opens up public spaces, forges ties between neighborhoods and supports growth of new business clusters. Light rail services also help shape the city's identity by creating a new living environment and urban landscape.

As an established trailblazer for the light rail revival, Transdev is one of the world's leading providers of LRT solutions, with 25 systems running in 8 countries across four continents. The company's pioneering position stems from an ability to provide comprehensive support to local authority partners, from initial feasibility studies to everyday success. Transdev offers project management expertise to ensure seamless integration with the local environment in terms of style and substance.



Good reasons to choose Transdev



Ongoing dialogue

Involving communities & stakeholders

Transdev is careful to anchor projects in the life of the city, by involving stakeholders such as businesses, schools, associations and Chambers of Commerce... We work to keep city services accessible during the challenging construction period, ensure public safety when the system is introduced, and help residents adapt their travel habits through educational campaigns. In Reims, France, we went one step further and asked citizens to be "co-creators" of the Light Rail vehicle design and the network rebranding. In Barcelona, we engage extensively with social media channels to shape our latest initiatives and consult the public about future line extensions.

Project performance

Consulting & engineering expertise

From the earliest stages of a project, our subsidiary Transamo provides an overarching vision of project feasibility, safety, operability, urban integration and cost of ownership—including investment, operation & maintenance. Because Transamo has directly advised and assisted the development of over 260 km of light rail, all proposed solutions and recommendations are based on tried and tested operational experience of the world's leading light rail systems.

Integration

Designing and managing a seamless journey

Our expertise in the urban environment and in service design makes creating seamless connections easier between bus, bus rapid transit, and light rail services. In collaboration with urban planners and architects, Transdev designs easy-to-navigate transit centers and Park & Ride facilities, complemented by alternative transportation options such as bike and car-sharing. Beyond this, our modeling software generates analysis of travel times and passenger flows, to guide the creation of timetables and the allocation of financial, technical and human resources in offering truly multimodal transportation services.

Know how

International leadership

With 25 light rail systems in 8 countries, Transdev's light rail experts have plenty of knowledge and experience to share: from large scale line extensions to preventing fare evasion and conducting passenger safety campaigns. Our "expert.net" knowledge management process enables and strengthens the sharing of best practices and the constant development of our international know-how to the benefit of all our local clients.

Satisfaction

Living a culture of customer care

The quality of the interaction between our employees and customers helps to define the Transdev "light rail experience". Going for Care, our proprietary culture change program, enhances the relational skills of employees: in Sydney, Australia, staff commendations increased by 50% and in 2015 overall customer satisfaction reached 95%. Our "Meet the Managers" activities allow passengers to share their daily mobility concerns with senior management in realtime while traveling on the network, complementing feedback captured through our customer care centers and online.

Contractual commitment

Win-win partnerships

Transdev's rich contractual experience makes us well placed to help deliver any city's mobility ambitions. In France, we have been a long time partner to both cities and regions throughout the renaissance of light rail and a pioneer in public private partnerships (PPPs). Innovative consortia in Barcelona and Tenerife, Spain have delivered signature levels of quality and performance, while operating contracts in Norrköping, New Orleans and Dublin have created win-win partnerships with local authorities to the benefit of passengers.

Quality and safety

Continuous improvement process

Our objective is to deliver service excellence supported by rigorous processes and continuous improvement. In Barcelona, our management system is ISO 9001 and ISO 14001 certified, the safety system OSHAS 18801 certified, and all lines EN13816 certified. Our networks in Grenoble and Dublin are also ISO 14001 certified, and all our operations adhere to our rigorous internal quality, security and environmental processes.

Environmental innovation

More than eco-friendly

We work to maximize the environmental virtues of mass transit through innovative partnerships, green depots and eco-management. In Mulhouse, France, a partnership with electricity provider EDF ensures that the tram-train is powered entirely by renewable energy sources. In Reims, France, we and our construction partner are extending our experience in underground electrification to preserve the historic city center.

Sydney Light Rail PPP: a huge win for customers

In early 2014, Transdev Sydney was shortlisted for the new 12 kilometers Central Business District and South East Light Rail project as part of the ALTRAC consortium, alongside partners Alstom Transport Australia, Acciona Infrastructure Australia and Capella Capital. The consortium was declared the preferred bidder for the Public Private Partnership in October 2014, and entrusted with full management of the project: designing, building, financing, operating and maintaining the new light rail system for period of 15 years.



The new and significantly expanded light rail system will transform public transportation in Sydney with greater capability, reliability and capacity. Customers will have a more positive travel experience with improved reliability and convenient connections between the Central Business District and surrounding suburbs. Sydney on the whole will see improved productivity and access to urban amenities as reduced traffic congestion frees up road capacity and the city's bus network changes concurrently. By entering into a long-term PPP agreement, the government transfers significant financial risks over the whole lifecycle of the project to the private sector. On the other hand, the government retains ownership of the infrastructure, sets fares and collects revenues, and will ensure that safety and security standards are maintained. The new light rail line and supporting facilities will also help deliver direct economic benefits by providing residents with a lower-cost and more environmentally sustainable transportation alternative, and by creating jobs both during and after construction.

The strength of the proposal presented by Transdev and the ALTRAC consortium is that it addressed the strategic, organizational and technical concerns raised by the government. After the success of the Inner West Light Rail extension, the need for extra capacity was addressed by proposing coupled 66-meter tram vehicles, extended service hours and special events services. Another important improvement will be to use modern light rail technology, providing power from the ground and removing the need for catenary or overhead wiring. This new technology is to be operated within a central pedestrian zone on George Street at the heart of Central Business District, significantly improving the aesthetics of the new light rail line. Less congestion, less pollution and better pedestrian safety are only a few of the benefits of the new Sydney light rail service. The new network will also improve intermodality with trains, buses and ferries, and provide residents, workers and visitors to Sydney a more comfortable and enjoyable experience of Australia's leading city.



Light rail has been a game changer for the Inner West with around 20,000 passenger journeys every day between Central and Dulwich Hill. It's proven to be one of the most popular forms of public transportation in the area; with customers embracing the smoother and more comfortable journey that light rail delivers.

As we move towards construction of the Central Business District and South East Light Rail, it makes sense for the Inner West line to also be under the same operator. This is an important step in terms of broadening network capacity in the future.»

Minister for Transport & Infrastructure,
Andrew Constance MP

Reims (France)

CITURA - A new pulse for the city



Contract facts

TRANSIT AUTHORITY
Reims Métropole

OPERATOR
CITURA

CONCESSION OPERATOR
MARS Consortium (Mobility Agglomeration Reims)
30% Caisse des Dépôts
17% Transdev
17% Alstom Transport
17% Bouygues
17% Caisse d'Épargne
2% SNC Lavalin

BEGINNING OF CONTRACT
April 2011

DURATION OF CONTRACT
30 years

Key figures

16 towns served
230,000 inhabitants

SYSTEM
2 lines
11.2 km of track
1.9 km without catenary
23 stops
3 Park & Rides

RIDERSHIP
45,000 passengers/day
16.5 million passengers/year

DISTANCE TRAVELED
3,300 km/day

VEHICLES
18 trains
Alstom Citadis 302
(205 passengers capacity)

STAFF
570 employees,
including 421 drivers

Context

In the historic city of Reims located in the famous Champagne region, the local community sought to achieve its mobility vision through a complete reinvention of the public transit system and the creation of two integrated light rail lines. A Public-Private Partnership was entrusted to develop the project, involving the local community and respecting the city's architectural and cultural heritage.

Transdev's answer

The MARS consortium

Responsible for the project's investment, construction, operation and maintenance, this innovative urban Public-Private Partnership achieved:

- › speedy construction: new engineering techniques enabled installation of up to 300 m of track per day;
- › respect for the local urban landscape: next generation buried catenaries were used for the 1.9 km area around the Cathedral and other important architectural and historic sites;
- › transformation of the urban landscape: more than 100,000 m² of lawn and 2,500 trees were planted; building facades were renovated along 11 km of the tracks.

Involving the community

- › The city inhabitants were invited to give input by providing their opinion, not only on the light rail vehicle design, but also on the new transit system's color scheme.
- › An Alstom vehicle design inspired by the famous region's heritage, with a front resembling the shape of a champagne flute, won the hard-fought contest.
- › More than 85% of 7,300 voters chose the strong, united colors of designer Ruedi Baur.

Objectives

- › Design, build and operate a brand new tramway in the city of Reims, integrated into the existing network and capable of satisfying current and future mobility needs.
- › Propose attractive and innovative features from the outset in order to increase tramway use significantly.

Boosting mobility and intermodality

- › A completely reinvented network: routes and schedules optimize intermodality, with particular attention to connections with the regional and national rail network, with two high speed stations and four local train stations served.
- › Centralized Operational Control Center (OCC): coordination of the entire transit system from a modern technical center.
- › Passenger information: smart route planners and real-time information regarding service disruptions.
- › Park & Ride facilities: three sites with 431 places and free parking for annual transit pass holders. Occasional users benefit from unlimited parking and bus / light rail round-trip tickets at reduced prices.

Integrated ticketing and services

- › The "Grand R" card was launched at the opening of the transit system to encourage multimodality. This unique, individual contactless card can be recharged at 139 self-service stations and sales outlets and on the Internet through a USB-connected card reader.
- › The Citevia prepaid credit card, launched in May 2011 in partnership with the Caisse d'Épargne, allows its more than one thousand holders to recharge their tickets at 12 ATMs.

Results

- › 35% of Reims' population lives within 500 meters of a tramway station
- › In 2014, the whole CITURA network was FACE QSE certified
- › 143 versatile tram and bus drivers (driving each mode half of the month)

Lyon (France)

RHÔNEXPRESS - An innovative direct airport connection contributing to regional growth



Contract facts

TRANSIT AUTHORITY
Syndicat mixte des transports pour le Rhône et l'agglomération lyonnaise (SYTRAL)

OPERATOR
Transdev

CONSORTIUM
28% Transdev
35% VINCI
37% Caisse des Dépôts

CONTRACT START
August 2010

CONTRACT DURATION
30 years

ACTIVITIES MANAGED
Project Development
Operations and Maintenance
Customer Care
Ticketing
Marketing & Sales

Key figures

SYSTEM
22 km of track
4 stations

SERVICES
365 days/year from 4:25 am to midnight
Every 15 min at peak hours from 6:00 am to 9:00 pm
Every 30 min off-peak

RIDERSHIP
3,300 passengers/day
1.2 million passengers/year

VEHICLES
6 Stadler Tango capable of up to 100 km/h

STAFF
80 employees

Context

Lyon, a city of 1.5 million inhabitants located at the heart of a region of high economic and tourism activity, wanted to improve the image and efficiency of the connection to its Saint-Exupéry airport. It was also vital to alleviate pressure on the main Lyon train station and improve access to national and regional rail links through the high-speed station at the airport.

Transdev's answer

An inventive transportation solution

The first direct express rail airport transfer service in France, Rhônexpress is an Express Tram-Train able to reach high commercial speeds (up to 100 km/h) but also travel on the existing urban light rail network to reach the heart of the city. Of the 22 km long line, only 7 km is new construction. The tram-train shares the same operations and control center as the urban light rail system.

Integrated traffic coordination

With tracks shared by both the tram-train and urban light rail transit, special segments of the line have been devised to give Rhônexpress priority over the urban light rail service which stops more frequently. A shared traffic management system and operational control center was developed to:

- › coordinate departures of both services;
- › manage three sidetrack sections in each direction to overtake the urban light rail.

The shared operational control center and traffic management system has resulted in guaranteed transit time and reduced infrastructure costs.

Comfort and convenience

A Customer Focus has been applied at each stage of the project.

- › Departures from 4:25 am until midnight, with services every 15 minutes for the majority of timetabled hours. Last departure is guaranteed, even in case of airline delays.
- › Passengers have quick, easy access to high-speed rail, bus, plane, metro and light rail services from the Rhônexpress stops.

Objectives

- › Identify a flexible and inventive public-private partnership to deliver the project.
- › Create a fast, attractive and efficient transfer solution with the tram-train.
- › Deliver Transdev's mobility expertise in the conception, construction and operation of the project.

- › Tram-train vehicles have been especially designed with the airport traveler in mind, with comfortable seating, electrical outlets for chargers and laptop computers, extra luggage space and overhead racks and tables.
- › Tickets can be purchased on-board, at self-service kiosks at stations, online or through a multitude of partners.
- › A range of services is offered on board trains, including free wifi access, taxi reservations, digital media, magazines, new literature, events and the Lyon City Card.

Ongoing commitment to a culture of service

- › Rhônexpress is permanently staffed on board with a customer care and sales agent to provide information and service.
- › All employees were initially trained in 2010 in Transdev's international customer service program. In 2015 all staff will be engaged in the new service culture program, Going for Care.
- › The Transdev proprietary customer feedback and complaint management system "Listen" has been applied across the operation to improve responsiveness and to improve responsiveness and care to passengers.

Real time passenger information.

- › Information screens on board give passengers up to the minute details on departures/arrivals for high speed train links and airlines, as well as infotainment such as news and weather.
- › An SMS alert system allows customers to be notified in real time of any traffic problems and disruptions.

Results

- › In 2014, 96% customer satisfaction rate
- › 49% of passengers combine using the tram-train service with the urban public transit system
- › 45% are business travelers
- › Average resolution time of customer cases has decreased by 55%, from 9.23 days in 2013 to 4.28 days in 2015

Nantes (France)

TAN - A showcase of sustainable mobility



Contract facts

TRANSIT AUTHORITY
Nantes Métropole

OPERATOR
SEMITAN, a mixed equity company

CONTRACT DURATION
7 years

CONTRACT START
2010 (renewal)

ACTIVITIES
BRT – BusWay®
Tram
Bus
Ferry
Park & Rides

Key figures

593 000 inhabitants served
523 km²

SYSTEM
3 light rail lines
43 km of track
82 stations
48 Park & Rides
6,700 spaces

RIDERSHIP
285,150 passengers/day
71 million passengers/year

DISTANCE TRAVELED
5.3 million km/year

VEHICLES
91 vehicles:
46 Alstom,
33 Bombardier
and 12 CAF

STAFF
1,793 employees
(light rail & bus)

Context

Regularly named one of the nicest cities in France, Nantes is also a pioneer in public transit development. Located at the mouth of the Loire River in the western part of the country, it was the first city to reintroduce light rail in France in 1985. Since then it continues to address transport challenges through innovative strategies for redefining urban mobility. The light rail system now represents over 43 km across three lines upon which a multimodal network with easy connections to bus, BRT, ferry and bicycle services has been built.

Transdev's answer

Long-term vision and partner

Transdev has worked with the Nantes Metropole for over 25 years, providing expertise and continuous improvements to create an optimized network to meet the mobility needs of the community. Several major extension and infrastructure projects have been successfully completed. As a result of this fruitful partnership, based on trust and a shared vision of modern urban mobility, the three light rail lines were successfully NF-certified (French quality certification label) for their reliability, punctuality and customer service.

Promoting intermodality around light rail

- › Simplifying fares and transactions: all transportation modes of the city of Nantes are accessible with a single seamless ticket. To support this, Transdev has developed a range of targeted online services providing customers with access to personalized information. To date there are 86,000 annual pass holders and 54,500 subscribers to the online personalized mobility space.
- › Engaging companies and their employees to reduce use of private cars is a key target.

Objectives

- › Make public transportation an attractive integrated service incorporating new lines and infrastructure, creating synergies with all possible transit modes and partners.
- › Aim for a 50-50 modal share between private cars and public transportation.
- › Reduce the environmental footprint of the transportation services in the city.

Through the targeted online services we developed, local businesses have been able to offer attractively priced transport options to their employees and have become allies in creating mobility change. Our portal dedicated to companies, "Espace Pro," allows companies to manage the payment and distribution of annual passes as well as personalized mobility information for visitors. Almost 400 businesses have enrolled in an "employee mobility plan" which represents 104,000 people (25% of the workforce in the Nantes area).

- › Complementing the development of the light rail system, Park & Ride services have been an important solution to remove traffic congestion from the city center. Nantes has 42 Park & Ride facilities, totaling 6,500 spaces that are integrated with the transit network – conveniently located along major arteries and beltway exits in direct connection with all three light rail lines.

Results

- › Light Rail modal share reached 10% in 2013
- › 218 journeys per inhabitant a year, the second highest in France
- › Civitas* Awards: "European Green Capital" of the year – 2013
- › All light rail lines have the NF quality certification label by AFRNOR

Grenoble (France)

TAG - Driven by quality



Contract facts

TRANSIT AUTHORITY

Syndicat Mixte des Transports en Commun de l'Agglomération Grenobloise (SMTC)

OPERATOR

SEMITAG, a mixed equity company

CONTRACT START

2013 (renewal)

CONTRACT DURATION

8 years

NETWORK

Transport Agglomération Grenobloise (TAG)

Key figures

49 districts served
450,000 inhabitants
541 km²

SYSTEM

5 light rail lines
46 bus lines
18 Park & Rides

RIDERSHIP

78 million passengers/year
214,000 passengers/day

DISTANCE TRAVELED

16.3 million km/year

VEHICLES

88 vehicles
35 Citadis
(270 passenger capacity)
54 TFS vehicles
(170 passenger capacity)

STAFF (LIGHT RAIL & BUS)

1,460 employees,
including 818 drivers

Context

Located at the foot of the Alps, the city and wider region of Grenoble has demonstrated a strong political will to protect the environment. Concrete actions include a "Local Climate Plan," adherence to "Agenda 21" and signing of the UITP Sustainable Development Charter.

Urban sprawl and an aging population have accelerated the development of entirely new and extended light rail lines to provide a high-quality alternative to private vehicles and reduce urban congestion.

Transdev's answer

2013 - 2020: A new ambition

Since 1975, Transdev (through SEMITAG) has combined local operational skills with international expertise to benefit the TAG transit system.

In 2013, the SMTC renewed its confidence in Transdev. The goal with the new contract is to create new momentum for the TAG system, which is structured around the following dimensions.

An ongoing development of the light rail system

Since the revival of light rail transit in the urban landscape of Grenoble, the TAG system has considerably expanded between 2000 and 2010 through the introduction and development of four light rail lines (A, B, C and D). 2015 is a new milestone with the inauguration of the last phase of a 5th line, Line E, adding an additional capacity of 45,000 passengers per day.

An intermodal and attractive network

Along with the inauguration of Line E, the bus system has been drastically reorganized: the names, timetables, routes, and branding of almost 50 lines have been changed.

The system also includes the following complementary services: three transit stores, 18 Park & Rides and paratransit operations.

Objectives

- › Provide well-developed light rail system which strengthens and complements the bus network.
- › Increase the accessibility of the network.
- › Apply operational expertise and certified management techniques to ensure the highest quality experience for passengers.

On the forefront of accessibility

- › For the last 27 years, TAG has been committed to the idea of a fully accessible transit system: today 99% of the system is accessible to persons with reduced mobility. TAG's work has been recognized internationally: 2nd place "Access City Award" by the European Commission, and 1st place in the Accessibility Barometer by the French Disabled Persons Association.

Ambitious ridership targets

Transdev has made a strong commitment by setting the goal for increased ridership from 80 million/year to 100 million/year by 2020. The launch of a post-payment solution and an NFC ticket validation will help attract new riders by modernizing the customer service.

Results

- › The system is ISO 9001, 14001 and OHSAS 18001 certified, and all five lines are "NF" (French quality label) certified for their adherence to reliability, punctuality, cleanliness and customer service criteria

- › Customer satisfaction rate of 98% in 2013
- › +4,8% ridership increase in 2014

Mulhouse (France)

SOLÉA - Reducing congestion and stimulating growth



Contract facts

TRANSIT AUTHORITY
M2A (Mulhouse Alsace Agglomération) Région Alsace

OPERATOR
Soléa, a mixed equity company

ACTIVITIES MANAGED
Tram-train
Urban bus and light rail network
Transport On Demand
Paratransit

Key figures

34 towns served
268,000 inhabitants

SYSTEM
1 tram-train line
22 km of track
18 stations

SERVICES
70 round trips/day

RIDERSHIP
12,000 passengers/week

DISTANCE TRAVELED
500,000 km/year

VEHICLES
12 tram-trains Avanto U
25500 capable of up to
100 km/h and carrying
230 passengers

STAFF (TRAM-TRAIN)
27 employees
including 15 drivers

Context

The Thur Valley is one of the key axes of Southern Alsace, populated with numerous, spread out villages and towns. It is heavily congested, particularly with commuters entering or returning from Mulhouse; an estimated 80% of road traffic is local. Authorities set out to deploy an efficient and effective transportation solution to link and rejuvenate the communities, businesses and services along the valley while considerably reducing congestion and emissions.

Transdev's answer

The first interconnected Tram-Train in France

A range of stakeholders contributed to the success of the project's numerous technical and contractual innovations. Under the leadership of the regional local authorities, Transdev teams worked closely with partners such as the national rail operator and infrastructure companies, SNCF and RFF, energy company EDF and the technical experts of our upstream consulting and engineering firm, Transamo.

- › Already responsible for the technical development and operational success of the urban light rail system, Transamo worked to define the design, operational procedures and integration of urban and national rail infrastructure.
- › Soléa training and operational staff teamed up with French railway counterparts to ensure drivers became expert in both heavy and urban rail procedures and shared operational supervision for the service from two control centers.
- › Soléa partnered with EDF in the "Equilibre" energy program across the entire tram and tram-train network in order to use only energy produced from 100% renewable sources.

Objectives

- › Deliver an integrated and efficient transportation corridor with optimized intermodal connections linking residential, commercial and natural areas.
- › Optimize use of pre-existing rail networks to reduce costs and introduce new synergies in pricing, operations and energy.
- › Reduce congestion and improve environmental performance.

Developing mobility

The tram-train efficiently uses only four additional kilometers of track, yet manages to connect to a range of communities, including 6,500 secondary school students at one end of Thann, and 6,000 university students and nearly 700 shops at the other end in downtown.

- Developments include:
- › 600 new parking spaces and secured parking facilities for 250 bicycles;
 - › 11 of the 18 stops connect directly to the light rail network;
 - › launch of a 3rd tram line and reorganization of three bus lines to strengthen transfers to the urban network;
 - › connections to regional, national and high-speed rail network.

Attractive and integrated ticketing

A unique system has been designed to allow all tram-train passengers to complete their journey on the urban network with the same ticket.

The integrated ticket products ranging from single one-way tickets to monthly passes are available from:

- › automatic ticket vending machines;
- › Soléa ticket agencies;
- › a network of external sales representatives.

Results

› An estimated 5,200 tons of CO₂ emission avoided every year

› A 25% reduction in commuting time for passengers traveling from one end of the valley to the other

Rouen (France)

TCAR - A pioneer in light rail construction and management



Contract facts

TRANSIT AUTHORITY

Métropole Rouen Normandie

OPERATOR

TCAR (a subsidiary of Transdev)

ACTIVITIES MANAGED

Financing and construction of the light rail Management of the TCAR system (light rail, BRT, bus) Marketing & Communication Ticket sales & fare evasion

CONTRACT START

1994

CONTRACT DURATION

30 years

Key figures

45 communities served
413,000 inhabitants
387 km²

SYSTEM

2 light rail lines with 1 shared trunk line 18.3 km with 3.2 km of shared trunk line, with 1.7 km of tunnel and 31 stations (including 5 underground)

SERVICE

From 4:40 am to 11:10 pm

AVERAGE FREQUENCY

3 min at rush hour, 4 min at peak hours on the shared trunk line

RIDERSHIP

72,000 passengers/day (including fare evaders)
17.5 million passengers/year

DISTANCE TRAVELED

1.47 million km/year

VEHICLES

Alstom Citadis 402
(279 passenger capacity)

STAFF

1,177 employees, including 706 drivers

Context

By the late 1980s, Rouen's transit system was saturated and the city needed to create a more efficient mode of transportation to better serve downtown and the area commonly known as "the left bank". In 1990, the Greater Rouen community launched a tender to build and finance a "metro style" light rail system and operate its integrated public transit network. The contract was awarded to the concession holder SOMETRAR, which outsourced the operation to TCAR.

Transdev's answer

A strong commitment over a period of 30 years

Transdev fully owns the concession-holder company and commits to a high level of annual ridership.

Ongoing support for a fully integrated and complex system

- › Consistency: a single control center manages three modes of transportation (light rail, BRT and buses), involving totally different technologies.
- › Frequency: introduction of 5 BRT lines in September 2014, called "FAST". FAST is a service with higher frequency (on average a bus every 8 minutes) on partly dedicated lanes. It provides more reliability and lowered travel times.
- › Reliability: with more than two kilometers of underground routes, Transdev offers professionalism and a commitment to maintaining a high level of technical expertise thanks to a three-week long training for all new drivers.

Continuous improvements in service

Transdev is proactive about delivering the best customer experience:

- › improved passenger capacity by studying new vehicle design and onboard layout (with the introduction of the new Citadis 402, capacity increased from 60,000/day to 100,000/day);
- › optimized connections between the light rail system and the regional trains operated by the French National Railway;

Objectives

- › Manage the light rail system in integration with other transit services such as BRT, buses, and paratransit services for customers with special needs.
- › Provide a high performance transit network by optimizing connections, managing service disruptions and handling passenger information.
- › Maintain the light rail system and its stations.
- › Advise the Transit Authority about rolling stock replacement and major infrastructure maintenance.
- › Manage the marketing operations and satisfaction policy.

- › introduced a contactless integrated ticketing system, built on a simplified fare structure;
- › in 2014, launched "Going for Care", Transdev's proprietary program designed to create a customer service culture with a focus on positive customer experiences and increasing customer satisfaction. The program includes culture building, training and change management workshops and initiatives.

Stay tuned

TCAR has been innovative in providing a cutting edge passenger website with personalized space for renewing subscriptions and access to loyalty program. As of 2010, it launched a set of new functions on its website: a web shop, real-time trip planner, dynamic mapping and more.

- › In 2014: 23,500 purchases were been made online (+12% from previous year) and 422,000 email alerts and 230,000 SMS alerts were sent to subscribers. TCAR also reached 4,052 followers on Facebook and 2,635 on Twitter.

Results

- › From 2008 to 2014, public transportation ridership increased 22%
- › More than 4.7 million visitors for www.reseau-astuce.fr
- › Light rail drivers received a customer satisfaction score of 8/10 for their driving skills and their ability to handle unexpected situations

Montpellier (France)

TaM - Unlocking a region's potential



Contract facts

TRANSIT AUTHORITY
Montpellier Méditerranée
Métropole (3M)

OPERATOR
TaM (Transport Agglomération
Montpellier), a mixed economy
company

ACTIVITIES MANAGED
Bus & light rail operations
Bike-sharing program
Parking facilities
Upstream consulting
and engineering services

Key figures

SYSTEM

4 light rail lines
60 km of track
84 stations
16 Park & Rides with
+5,000 spaces
Line 1: 125,000 trips/day
17.8 km - 30 stations
Line 2: 45,000 trips/day
17.5 km - 28 stations
Line 3: 53,000 trips/day
20.1 km - 27 stations
Line 4: 22,000 trips/day
8.5 km - 17 stations

SERVICES

Average frequency:
3-5 min on line 1
5-7 min on line 2
6-7.5 min on line 3
8-9 min on line 4

RIDERSHIP 2014

246,000 passengers/day
89 million passengers/year

VEHICLES

87 Alstom Citadis

STAFF

1,200 employees,
including 680 drivers

Context

Montpellier, with its mild climate and pleasant atmosphere, is the 8th largest and the fastest growing city in France. A comprehensive transit system is seen as vital to reducing the disruptive effects of urban sprawl and stimulating the development of lively and dynamic urban areas. At the heart of the city's sustainable mobility strategy has been the expansion of the light rail service.

Transdev's answer

Turning the city's vision into reality

Since 1996, our engineering and consultancy subsidiary, Transamo, has drawn upon its vast upstream consulting and operational capabilities to assist with the planning and delivery of four lines representing 60 km of light rail. Expertise in planning, creation and optimization of light rail were also sourced from Transamo. With a 60 km long network, light rail is poised to deliver additional economic, social and environmental benefits to the city.

As easy as hop-on, hop-off

Everything has been planned to make public transit seamless and stress-free for passengers:

- › 40% of central bus stops are directly connected to the light rail;
- › ticket vending machines are available on platforms;
- › real-time information and video screens at transfer points between the light rail and bus networks keep passengers confident and well-informed as they move between modes;
- › audio announcements are another source of information for passengers in case of service disruptions;
- › real-time information is also delivered by text message alerts or mobile websites accessible on smartphones.

Walk, cycle, drive: customers have a choice

Accompanying the light rail has been the construction of 160 km of bicycle lanes and the installation and operation of a TaM bike-sharing program with 1,600 bicycles.

Objectives

- › Reduce the negative impact of private cars by offering a multimodal transportation solution.
- › Design and operate a connected intermodal transit network with an LRT backbone covering all areas of the county – reshaping the heart of an entire region.
- › Improve accessibility to new modes of transport for all inhabitants, especially those with reduced mobility.

Dedicated bicycle parking facilities are available along lines 1, 2, 3 and 4 so passengers can take their bicycles on the light rail for free during non-peak hours.

More than 5,000 parking spaces across 16 Park & Rides ensure that cars can be left outside the central business district as the best way to get around town.

An integrated parking and roundtrip ticket is provided for occasional users and reduced parking rates for those with an annual public transit pass.

Innovative ticketing and information solutions

The Cle'TaM solution was launched in 2010. It allows customers to complete all ticketing purchases online by using a USB key equipped with NFC technology or a SmartCard recharger. In April 2014, the Montpellier Méditerranée Métropole asked Transdev to also manage the Espace Multimodal de Montpellier Agglomération (EMMA), a multimodal and multichannel digital technology project. EMMA enables customers to use a single digitally chargeable smart card for all modes of public transportation in the city: bus, light rail, bike-sharing, car-sharing and parking. EMMA aims to fully digitalize the customer/sales agent relationship by making a virtual sales office available at any time. EMMA is also accessible via several digital channels: personal devices such as computer, smartphone, tablet as well as touch screen selfservice kiosks.

Results

- › The tram network provides essential access to 51.5% of Montpellier's population and 59.5% of jobs in the region

- › In 2014 EMMA was deployed in three ticket agencies, turning them into true multimodal Mobility Centers
- › Over 310,000 trips/day in 2014 on TaM network

Hong Kong (China)

HONG KONG TRAMWAYS A rejuvenated mobility icon



Contract facts

TRANSIT AUTHORITY
Hong Kong SAR / Transport
Department

OPERATOR/OWNER
Hong Kong Tramways Ltd
(a member of RATP Transdev
Asia)

Key figures

Population of 7.1 million
Density of 6,650
inhabitants/km²

SYSTEM
1 line, 16km
6 terminal stations
6 routes

DISTANCE TRAVELED
6.1 million km/year

RIDERSHIP
200,000 passengers/day
73 million passengers/year

VEHICLES
163 double-decker trams
including 2 antique 'heritage'
trams

STAFF
630 employees,
including 325 drivers

Context

The only double-decker light rail system in operation in the world, Hong Kong Tramways is a veritable icon of Hong Kong since its inception in 1904. Over 110 years later, the system retains a special place in a city able to boast an outstanding transportation infrastructure.

Since we assumed operational management in April 2009, our focus has been on addressing operational and technical improvements, improving customer service and reviving the aging rolling stock.

Transdev's answer

An in-depth diagnosis

An extensive and well publicized satisfaction survey, community stakeholder meetings and the latest in origin/destination analysis were just some of the techniques used. In collaboration with those who ride, live and work alongside the system, a shared "wish list" of improvements has provided the backbone of the company's strategy.

A fully proactive and demand-driven organization

- › Scheduling and analysis tools: tram schedules were quickly improved to reflect passenger needs rather than internal supply and constraints.
- › A revitalized management structure focused on achieving improved technical and customer care performance.

Technical know-how to boost performance

- › Across the fleet, new AC traction motors have not only improved reliability and efficiency; they also have reduced electricity consumption through their regenerative braking system and reduced stopping distances.
- › Frequent, noisy rail replacement work generated additional traffic and disturbed residents and businesses. New maintenance methods and welding techniques have prolonged rail service life and reduced maintenance and operating noise.
- › All trams were fitted with a real-time positioning and monitoring systems alongside 600 electronic RFID tags situated along the route – enabling proactive traffic regulation, management of delays and improved communications with drivers and on-board staff.

Objectives

- › Improve understanding and fulfillment of passenger and community expectations.
- › Enhance frequency, comfort and security of the tramway.
- › Deliver an ambitious program of technical and operational improvements.
- › Harness technical and organizational developments to ensure an improved customer experience, notably through real-time passenger information.

A transformed tramway

- A major investment and renovation project has significantly improved passenger comfort and public perception of the tram while completely respecting the historic design.
- › The light-weight aluminum body improves the trams' aesthetic appeal, reduces wood consumption and maintenance costs and makes the trams lighter, thus also saving energy.
 - › Spacious new seating design, complemented by new full-size doors and windows.
 - › New CCTV cameras and screens to improve safety, particularly at boarding, and fully equipped driver's cabins.
 - › New lighting, audio, static and dynamic passenger information displays.

Making digital improvements

- Developed "NexTram", an innovative tool that is first of its kind in the city. NexTram information includes:
- › next three trams approaching any of the 118 stops;
 - › possible delays and disruptions automatically and in real-time;
 - › customer service information and announcements.
- Conducted a comprehensive website assessment based on an analysis of the five pillars of Web Marketing Strategy – web activities organization, customer engagement, attractiveness, loyalty and online customer experience – to identify areas of improvements and functionality needs. The revamped website is characterized by:
- › user-friendliness;
 - › interactivity;
 - › targeting tourists through the promotion of points of interests;
 - › search Engine Optimization to better position the website in the top results of Google, Bing, and Yahoo.

Results

- › 94% satisfaction rate – of which 55% are very satisfied
- › Ongoing renovation of 12-15 trams per year
- › Ranked 9 out of 728 attractions in Hong Kong on TripAdvisor - TripAdvisor Certificate of Excellence in 2014 and 2015

Barcelona (Spain)

TRAM - Excellence in light rail management



Contract facts

TRANSIT AUTHORITY
Autoritat del Transport Metropolità de Barcelona (ATM)

CONCESSION COMPANY
Tramvia Metropolità SA
(5% Transdev)

OPERATOR
TRAM Operadora
Transdev (66%)
Moventis (34%)

CONTRACT (PUBLIC PRIVATE PARTNERSHIP)
BOT (Build, Operate and Transfer)

CONTRACT START
2000

CONTRACT DURATION
25 years from construction completion

ACTIVITIES MANAGED
Network operations
Maintenance of infrastructure/rolling stock
Fare evasion control
Marketing & Communication
Sales (PTA ticket agents)

Key figures

SYSTEM
2 systems; Trambaix and Trambesòs
6 lines
30 km of track
56 stations

SERVICES
974 departures/weekday

RIDERSHIP
24.5 million passengers/year
90,000 passengers/ weekday

DISTANCE TRAVELED
2.6 million km/year

VEHICLES
Alstom Citadis 302
41 vehicles

STAFF
205 employees

Context

In 2000, ATM, the transit authority of Barcelona, decided to launch two light rail projects under the name TRAM. The goal was to serve the city in different ways:

- › in the South, develop public transportation capacity;
- › in the North, develop an urban and industrial area.

The construction of the two ambitious projects began soon after winning the contract in 2000, and the service was opened to passengers in 2004.

Transdev's answer

Excellence in managing the project

- › An innovative Build, Operate, Transfer public-private partnership generated €436 million of investment and a consortium of clear complementary expertise.
- › Open and constructive dialogue with partners to ensure passenger-focused infrastructure features and vehicle design.
- › Coordination of services between several operators in the city, providing a unique level of service to passengers, both on our network and during connections.

A high level of technical expertise

With 190 crossroads along 29 km of track, Transdev system traffic control expertise allows the light rail to reach speeds of 18 km/h without jeopardizing car traffic.

State of the art Quality Management System

- Barcelona is a fully integrated management system with ISO 9001, ISO 14001, EN 13816 and OHSAS 18001 certifications.
- › Transdev worked with maintenance teams and subcontractors to ensure all elements of the operation achieved international certifications in quality, safety and environmental management.
 - › Daily and monthly reports of key performance indicators in Quality, Safety and Environment are shared within the organization, creating a culture of transparency and performance.

Objectives

Developing public transportation ridership is the key objective of the project.

The action plan to attract new ridership is based on two goals:

- › provide a credible and reliable system with 95% punctuality or higher;
- › deliver a superior customer experience for passengers.

- › Transdev has conducted a complete environmental audit through which it was able to identify areas of improvement such as the development of a new Energy Efficiency Plan.

Friendly, passenger-focused service

- › All TRAM employees receive front-line customer service training.
- › Deployment of Transdev's proprietary "Listen" customer feedback and complaint management system to professionally monitor and efficiently solve areas of dissatisfaction.
- › Extensive engagement with social media channels to shape our latest initiatives and dialogue with the public.

Information and educational campaigns

Creating a safe environment has been a particular focus.

- › Educational programs and special campaigns about antisocial behavior on board and fare evasion.
- › Close collaboration with regional and local police and communities.
- › Anti-racism and conflict resolution training for ticket inspectors and safety staff.
- › Increased technical support and coordination with CCTV.
- › Automated payments and issuing of fines.

Results

- › 2014 customer case resolution time maintained at 24 hours (one business day)
- › +33% of thank-you notes and commendations received during the same period
- › From 2010 to 2014 fare evasion has decreased: -37%

- › TRAM wins Global Light Rail Awards for best customer initiative. This award recognises the work Tramvia de Barcelona does in customer service
- › Quality Index from passenger survey highest ever in 2017, with 7.89/10 for Trambesòs line and 7.77/10 for Trambaix line

Rabat-Salé (Morocco)

Leveraging light rail



Contract facts

TRANSIT AUTHORITY

Société de Tramway de Rabat-Salé

OPERATOR

Transdev Rabat-Salé

CONTRACT START

2010

ACTIVITIES MANAGED

Operation & maintenance

Key figures

2 districts
1,800,000 inhabitants

SYSTEM

2 lines with shared trunk line
19 km of tracks
31 stations
2 Park & Ride facilities

SERVICE

6 am to 11 pm
Frequency: 8 minutes/line
1.35 million km traveled in 2015

RIDERSHIP

33 million passengers/year
110,000 passengers/day

VEHICLES

Alstom Citadis
19 dual-vehicle sets (450 passengers)
6 single-vehicle sets (225 passengers)

STAFF

310 employees including 65 drivers and 140 inspectors

Context

The city of Rabat was sorely in need of a solution that was more fluid and could provide easier access to methods of transportation between Rabat and Salé.

To meet current and future mobility needs, the city chose to improve road infrastructure and build Morocco's first light-rail system, significantly boosting its public transportation services.

Transdev's answer

Partnering the system from the get-go

Transdev Rabat-Salé manages all pre-service operations :

- › Recruiting and training staff for all jobs related to the light-rail system: drivers, maintenance technicians, dispatchers, planning and scheduling personnel, sales representatives, etc;
- › Establishing prerequisite operating/safety procedures and rules to green-light operations;
- › Assisting and advising local authorities in defining needs and handling transit system acceptance.

Stringent service quality standards

System organization and operations are handled in real time with the utmost attention to detail to provide passengers with reliability, consistency and comfort.

- › Handling the detailed design and organization of the service and related resources for personnel and vehicles.
- › Running vehicles and providing ongoing training for drivers.
- › Traffic supervision and control.

Objectives

- › Deliver innovative solutions adapted to local needs and compliant with European standards.
- › Enhance the image of public transportation by building Morocco's first light-rail system.
- › Prevent fare evasion.
- › Ensure more fluid sales channels to cater to the high proportion of individual-ticket sales.
- › Transport 100,000 passengers a day.

Safety and inspections

Ticket inspections, passenger information and safety form part of an ongoing process, with one inspector per tram all along the line. 60% of tickets are checked and vandalism is close to 0%.

Sales and marketing

To meet local demand and cater to 110,000 passengers a day, most stations have sales counters in addition to automatic ticket machines. The sales counters account for 80% of the sales.

Transdev Rabat-Salé handles passenger satisfaction surveys, communications, passenger information, pricing, ticketing, marketing, special offers and revenue management.

In 2018, Transdev Rabat teams implemented T.ex the Transdev global approach to achieve a positive mobility experience.

Environmental protection

Transdev Rabat-Salé has put in place an action plan to shrink its ecological footprint and reduce its impact on the environment in line with ISO 14001 standards:

- › Providing eco-driving training;
- › Monitoring air-conditioning and water usage;
- › Sorting waste and using recycling channels.

Results

- Revenue/Cost 100%
- › Fare evasion below 2%
- › Passengers per km: 23 vs 12 (average) in Europe
- › 33 million passengers per year

- › 20,000 passengers subscribe to the service
- › October 2016 : Transdev Rabat-Salé received the CSR Label from the Moroccan Business Federation (CGEM) within the framework of COP22.

Sydney (Australia)

SYDNEY LIGHT RAIL NETWORK A future - proof transit system



Contract facts

TRANSIT AUTHORITY
Transport for New South Wales (TfNSW)

OPERATOR
Transdev Sydney (part of ALTRAC consortium)

CONTRACT START
Originally 1999, in 2015 renewal and extension through PPP (Public Private Partnership)

CONTRACT DURATION
19 years

Key figures

SYSTEM
Inner West Line
12.8 km of track, 23 stops, 1 depot + stabling area, 1 extra stabling area
Central & South East Line
(estimated opening 2019)
11.8 km of track, 19 stops, 1 operation + stabling area, 1 heavy maintenance area, 1.5 km wire free section

SERVICE
7 days a week

OPERATING TIMES
Between Central and Dulwich Hill:
- Sunday to Thursday
from 6:00 am to 11:00 pm
- Fridays and Saturdays from
6:00 am to midnight
Frequency:
- 10-15 min Central to The Star,
24 hours a day
- Overnight frequency
every 30 min

RIDERSHIP
6.1 million passengers/year

FLEET
12 new Urbos-3 vehicles

STAFF
130 employees

Context

The NSW Long Term Transportation Master Plan is the NSW Government's strategy to address Sydney's transportation challenges due to growth in population, mobility demand, employment and economy. The Master Plan is supported by a series of integrated transportation delivery plans and regional strategies outlining Sydney's light rail future. It is a four stage process to deliver new and improved light rail services in Sydney; Stage 1: Service integration & improvements, Stage 2: Modernize and extend the existing network, Stage 3: Deliver new services, and Stage 4: Undertake longer term investigations.

Transdev's answer

Transdev Sydney has proudly operated Sydney light rail services since 1999, providing turn-up-and-go frequency based transit along a dedicated corridor. The Inner West light rail line is commercially focused, offering safe, reliable, convenient and comfortable transit conditions. The new Central & South East line planned for 2019 will deliver frequent, fast, reliable services between the Central Business District and important destinations in the south east.

A 24-hour Operational Control Center for high availability

A real-time network monitoring through SCADA allows safe regulation together with:

- › continuous voice communications between drivers and the active duty controller (24-hour operation);
- › CCTV cameras at all stops and onboard all vehicles;
- › a live, internally developed, Rail Events Database recording all incidents and hazards for corrective action.

High comfort for a convenient journey

A fleet of 12 light rail vehicles with a new generation of upscale features & higher capacity:

- › 12 new Urbos-3 light rail vehicles ordered by the NSW Government from CAF (total capacity 206: 74 seated, 132 standing, two dedicated wheelchair spaces, low floor entry, fully integrated PISPASPA passenger information system).

Routine & preventative maintenance for uncompromising safety

- › Regular track inspections by engineers and maintenance technicians.
- › Technical Maintenance Plans developed for core light rail infrastructure assets.

Objectives

- › Deliver a world-class, reliable and sustainable public transit system.
- › Address Sydney's congestion issues due to growing population pressures.
- › Increase public transit ridership by making it a desirable alternative.
- › Deliver direct economic benefits to Sydney and the New South Wales economy.

- › Biannual shutdowns for preventative and routine track work and maintenance.
- › Subcontracted rolling stock maintenance from Alstom.

Accessibility by all means; a pleasant customer experience for all.

- › Improved customer information with dedicated passenger information displays real time applications.
- › Opal smartcard enabled since December 2014 for easy intermodal transfers and a fast new payment option.
- › Proactive Community & Customer Engagement programs.

Acknowledged high standards

- › Adherence to Rail Safety (Adoption of National Law) Act 2012 No 82 and the Rail Safety National Regulations 2012 & Rail Safety Regulation 2012 No 662, and Work Health and Safety Act 2011 & Work Health and Safety Regulations 2011.
- › Office of the National Rail Safety Regulator (ONRSR) accreditation.
- › ISO 14001 accreditation BSI certification.

Future developments

The Central and South East Light Rail project will transform Sydney and cement light rail as a major and growing contributor to the NSW transit landscape. It will provide better journeys for customers with a modern and accessible fleet and a focus on developing seamless interchange points supported by enhanced customer information and way-finding. It will also assist in reducing Sydney's congestion issues, revitalizing the city and deliver an estimated economic benefit of more than AUD\$4 billion to the NSW economy.

Results

- › Managed a 40% ridership increase with the opening of the Inner West Line extension in March 2014
- › Fare evasion rate kept to a low 6.5% in 2014

- › In 2014 92% overall customer satisfaction, 97% satisfaction for Safety/Security, 95% for Customer Service and 94% for Accessibility
- › Only 10.3 customer complaints per 100,000 journeys in 2014-15 while ridership increased by 58%

Dublin (Ireland)

LUAS - A win-win partnership



Contract facts

TRANSIT AUTHORITY
Transport Infrastructure
Ireland (TII)

OPERATOR
Transdev Ireland

CONTRACT START
2004, renewed in 2014

CONTRACT DURATION
5 years

Key figures

SYSTEM
2 lines
46 km of track
67 stops
6 Park & Rides

SERVICES
752 departures/weekday

RIDERSHIP
103,000 passengers/day
37.6 million passengers/year

DISTANCE TRAVELED
4 million km/year

VEHICLES
73 Alstom Citadis

STAFF
300 employees,
including 190 drivers

Context

In 1994, within the framework of its urban development plan, the City of Dublin decided to implement – in addition to its existing transit system – a light rail system, for quick and environmentally friendly transportation with high customer capacity to meet rush-hour demand. To build the light rail system, a dedicated agency was set up to manage the project. In 2002, Transdev won the contract to operate the light rail lines and began services in 2004. In 2014 following a global tender process the contract was renewed for a further five years.

Transdev's answer

A win-win partnership

Transdev supports and works in partnership with TII, sharing global best-practices and building an open dialogue with Luas stakeholders and employee representative bodies.

A high level of performance

- › Transdev was externally certified to the latest 2015 ISO 9001 and ISO 14001 standards.
- › The management team is focused on security, driver availability, service disruption management and optimization of timetables and services.
- › Levels of fare evasion are monitored and assessed monthly to identify proactive prevention measures.

A customer care approach

- › Regular "Meet the Managers" initiatives to solicit customer feedback on the platform allow us to listen to passengers' expectations and supplement ongoing customer satisfaction surveys and feedback.
- › LUAS benefited from Transdev's exclusive programs, enabling high service quality: all employees receive Transdev's international customer care training, deployment of "Listen", Transdev's customer feedback and request program.

Objectives

Transdev has full operational responsibility, with the goal of providing service excellence:

- › manage and measure improvements in availability, on-time performance and passenger satisfaction;
- › provide ongoing improvements in fare evasion control;
- › contribute to improving the image of public transportation in Ireland.

Continued development

- › The new Luas Operating Contract, awarded in 2014, means a new era for Luas – our goal is to Transform Dublin Together. For this, Transdev will achieve the very highest levels of quality and delivery for TII and the National Transport Authority, and aspires to create the "Perfect Journey" experience for our passengers every day.
- › Digital technology has transformed the way people obtain information, communicate and interact. We are well-placed to leverage digital technology to reach more people better, faster and in a more meaningful and targeted way. This will support Luas' reputation and TII in achieving passenger growth.

Awards and recognition

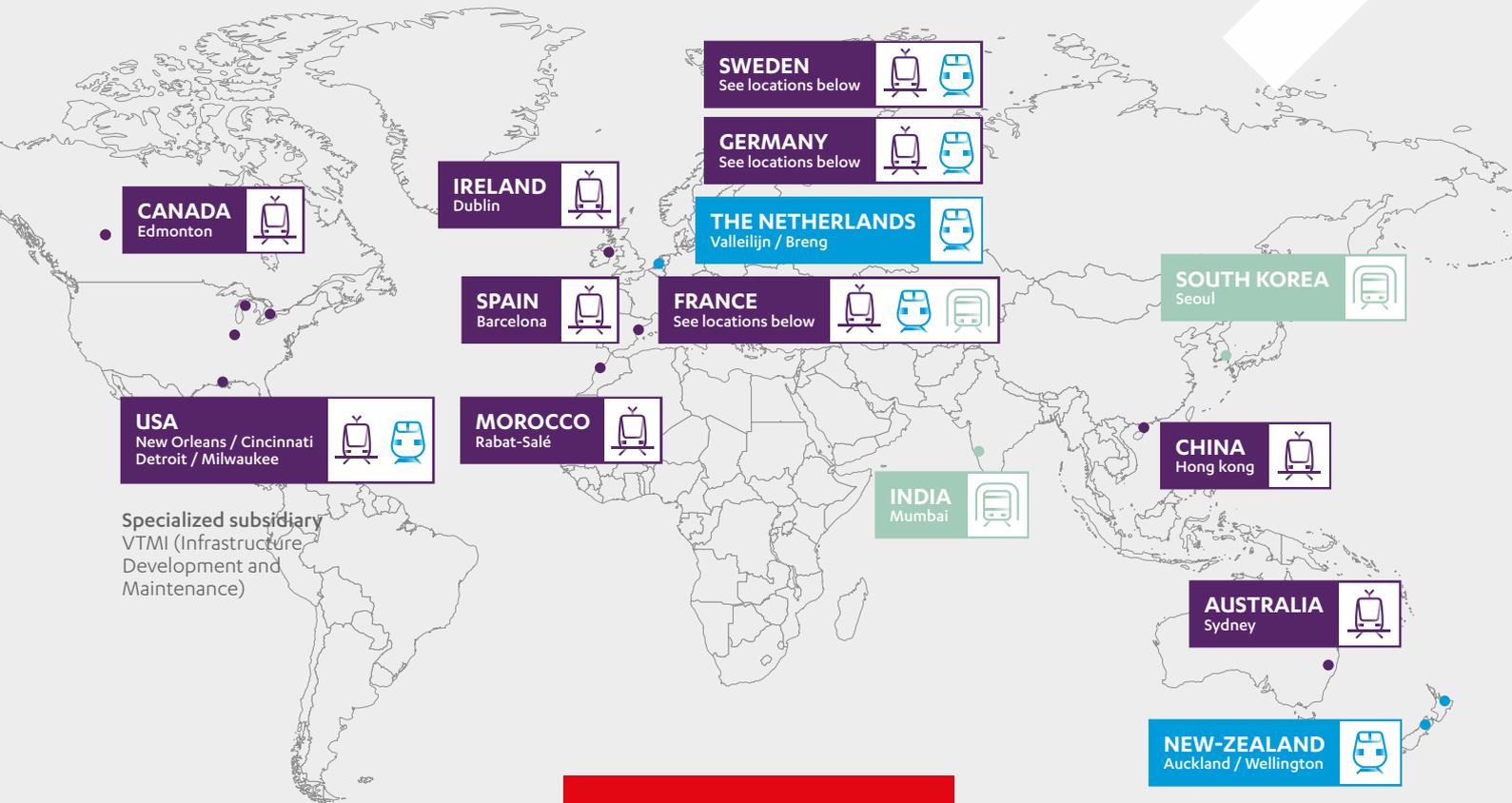
- In 2016:
- › Business Working Responsibly Mark from Business in the Community of Ireland, based on ISO 26000, valid for three years and audited by the National Standards Authority of Ireland (NSAI).
- In 2017:
- › Transdev won the Impact on Climate Change Award at the annual France Ireland Business Awards.
 - › Transdev Ireland win Operator of the Year at The Global Light Rail Awards 2017. The winner is the operator that has demonstrated the most exceptional innovation, performance and customer service over the previous year.

Results

- › In December 2017, The Luas Green Line was extended through the city, linking the south side with the north side. This new extension is 5.9km and adds 13 new Stops. The extension is anticipated to add an additional 10m

- passenger journeys and has transformed transport in Dublin.
- › Customer satisfaction: 98% (Nov 2017 - Survey commissioned by National Transport Authority)

The Transdev Rail World



Our operations:

- 20 Tramways/Street Cars
- 2 Tram-trains
- 31 Passenger Rail
- 1 Tourist Train
- 3 Metros



Specialized subsidiaries
Transamo
(Consultancy and Project Management)

As an operator and global integrator of mobility,
**Transdev gives people the freedom to move whenever
and however they choose.**

We are proud to provide 11 million passenger trips everyday thanks to efficient, easy to use and environmentally-friendly transportation services that connect people and communities. Our approach is rooted in long-term partnerships with businesses and public authorities, and in the relentless pursuit of the safest and most innovative mobility solutions.

We are a team of people serving people,
and mobility is what we do.

We are The mobility company.

