



## Keolis renews contract for Lyon's multimodal transport network



On 7 October, SYTRAL (Lyon's public transport authority) awarded Keolis a new, six-year, public service concession contract to operate its TCL network. TCL is the second largest public transport network in France, serving 73 municipalities and carrying up to 1.7 million passengers daily. The network constitutes an international showcase for the Group's multimodal expertise with metros, trams, cable cars, trolleybuses, buses, and more recently autonomous electric shuttles, transporting passengers across the Lyon metropole. Commenting on the renewal, Jean-Pierre Farandou (Keolis Group Executive Chairman) said: 'I'm delighted by the trust SYTRAL has unanimously placed in the Group. It confirms Keolis' position as an operator of world-class multimodal urban networks, and our capacity to innovate, as demonstrated by the recent launch of the Navly autonomous electric shuttle service in the city's Confluence eco-district.' The contract will start on January 2017, and will generate combined revenue of 2.2 billion euros. Find out more [here](#).

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Operational Excellence

### UNITED KINGDOM

#### Keolis UK strikes gold at 2016 Global Light Rail Awards



Keolis UK was a multiple winner at the Global Light Rail Awards in London on 5 October. KeolisAmey Docklands (KAD) won the 'Vision of the Year' award for their collaborative approach in creating one shared vision and strategy - Delivering Service Excellence Every Day. They also took home the prize for 'Technical Innovation - Rolling Stock', and were highly commended in the 'Technical Innovation - Infrastructure' category. Nottingham's tram network (NET) was named 'Most Improved System', rewarding NET's return to performance levels of 98-99% just a few months after more than doubling the size of the network last August. NET was also highly commended in the 'Team of the Year' category. Congratulations to all involved!

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### CONTINENTAL EUROPE



#### Germany: Keolis officially signs S-Bahn Rhein-Ruhr contract

Keolis, the local PTA, and other partners have signed a new contract for operation of the Rhein-Ruhr S-Bahn train network. The Rhein-Ruhr, situated in western Germany, is the largest metropolitan region in the country, with over 11 million inhabitants. Keolis' contract will run for 12 years and covers services totalling 4.8 million train-km a year.

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### AUSTRALIA & NEW ZEALAND

#### Melbourne welcomes new accessible tram terminus



Keolis Downer, operator of Yarra Trams, recently completed a new terminus as part of a \$72 million upgrade to Route 96 - the busiest route on Melbourne's tram network, with almost 20 million passenger trips taken each year. The new terminus has dual tracks and two new level-access platform stops, which will reduce waiting times, and provide a safer, more efficient, more accessible tram service. These improvements will help Yarra Trams continue to meet performance targets for punctuality and reliability. Thus maintaining or improving on the 98.9% delivery rate of timetabled services recorded in September.

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Customer Satisfaction

### NORTH AMERICA

#### Canada: Keolis operates new Air France shuttle service in Quebec



Keolis Canada recently signed a one-year contract with Air France to operate a direct shuttle service from the Sainte-Foy VIA Rail station in Quebec City to Montreal-Trudeau Airport. The service, which began at the end of September, carries Air France and KLM customers between the station and the airport 7 days a week, 365 days a year.

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#### USA: 'Viz rooms' introduced in Boston, LA, Montreal, Virginia & Las Vegas

After Melbourne, Nottingham and London, visualisation (or 'viz rooms') have arrived in North America. Visualisation is a process for sharing progress on business plans and performance. They constitute a first step towards better Keolis performance, enabling improved communications, information sharing on performance status, root cause, action planning and tracking. Following their roll-out across all North American subsidiaries, the project was recently tested by a challenge to assess how effectively the approach had been implemented in each business unit. A jury observed team meetings in all the rooms and Keolis Canada was declared the grand winner.

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### CORPORATE

#### Digital Mobility survey results

On 4 October, the Group presented the results of the Keolis-Netexplo national survey on Digital Mobility, providing new insight into the impact of digital mobility in everyday life. Comprehensive feedback from 3,000 French citizens revealed a vast range of profiles, but three common expectations: connected street furniture, security, and guidance. The French survey constitutes the first phase of a long-term approach; with the results of a global digital mobility observatory planned for presentation in the first half of 2017. Find out [more](#).

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Customer Satisfaction

#### Keolis expands driverless fleet

Building on the recent launch of the NAVLY trial in Lyon, France, Keolis has confirmed its commitment to the driverless vehicle market with the purchase of four new autonomous shuttles for operation in France and other parts of Europe. The Group has also taken a minority share in Navya, a leading manufacturer of autonomous shuttles. The first two vehicles of the new fleet are expected by the end of 2016, with the remaining two scheduled for delivery in the first half of 2017. More info [here](#).

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