



CYKLEO, Keolis' subsidiary for alternative mobility, boosts its cycle scheme



Cykleo (formerly EFFIA Transport) meets the environmental and economic challenges of today, and tomorrow, by partnering local authorities in the development of alternative transport solutions. The subsidiary has operated cycle-sharing schemes since 2007, and is currently the number 2 operator in France, with 17,000 bikes available for short and long-term rental. From 2017 onwards, Cykleo will further develop this scheme and propose new services as part of the push to reduce individual car usage. The subsidiary will facilitate access to the service, propose turnkey solutions for businesses, strengthen cycle parking infrastructure, expand the rental scheme and extend it to other individual modes of transport. Read more [here](#).

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Corporate Social Responsibility




ASIA, MIDDLE EAST & AFRICA

Keolis Hyderabad launches MIS

Following recent implementation of a visualisation (or "viz") room, Keolis Hyderabad has launched an additional tool to monitor contractual and other key performance indicators (KPIs). The Management Information System (MIS) helps each division keep track of their functional performance, in line with contractual obligations and business goals. Accessible in just one click, the dashboard can also be consulted by all relevant stakeholders of L&T Metro (the local PTA).

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Operational Excellence 

CONTINENTAL EUROPE




Netherlands: Syntus extends bus contract and recognised for business excellence

Syntus recently had its contract in Midden-Overijssel (east Netherlands) extended by two years, from August 2018 to August 2020. The Dutch subsidiary has been successfully operating bus concession services in the province since 2010. This extension, plus the recent win in Almere, means Syntus has reached its strategic goal for 2017, with turnover now standing at €250 million.

Syntus also recently received ISO 9001 (quality) certification and maintained its ISO 14001 (environment) certification for the fourth year running. Auditors reviewed documents and procedures, interviewed members of staff and visited a number of sites as part of the award process.


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Economic Performance & Corporate Social Responsibility 

Keolis presents Neolis in Denmark

Mid-October saw Keolis present the Neolis approach for the first time in Denmark at the annual Transport Economic Forum. Neolis aims to adapt and optimise mobility solutions, while reducing the financial contribution of local authorities and maintaining customer satisfaction. Asa Mackhé from Keolis Sweden presented the Group's successful approach in Stockholm to over 170 participants from PTAs, municipalities and government bodies. Neolis was used to redesign the city's bus network, resulting in a 3.3 per cent increase in passengers; a higher customer satisfaction rate (from 78 to 85); a 40 per cent decrease in customer complaints and a reduction in bus kilometres in the space of just one year.

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Operational Excellence 


AUSTRALIA & NEW ZEALAND

Yarra Trams trials new traffic-light priority technology



Yarra Trams (Keolis' subsidiary in Melbourne) is modernising Melbourne's 100 year old network, through collaboration with the PTA and other organisations on a range of technology trials. The city's trams spend 17 per cent of an average journey at red lights as compared to an average of two to four per cent in Europe. To improve on this, the subsidiary is partnering with the city's road authority, the Australian Road Research Board, and a local university to trial new traffic light priority technology to help improve running times across the network. The 18-month, \$1.2 million trial will assess two types of signalling systems to give trams priority at intersections with traffic lights. [Click here to view a TV news report on the trial.](#)

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Customer Satisfaction 

UNITED KINGDOM

KeolisAmey shortlisted for Wales & Borders rail franchise

KeolisAmey, the Group's joint venture in the UK, has successfully passed the first phase of the process to appoint the future operator of the Wales and Borders rail franchise. Four companies are competing to run the train services in South East Wales, and to create the South Wales Metro: an integrated rail, light rail and bus network around the hub of Cardiff Central. The £600m contract is due for award in early 2018.

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Economic Performance 


CORPORATE

ITS congress showcases new transport technology



The [2016 Intelligent Transport Systems \(ITS\) global congress](#) took place from 10-14 Oct in Melbourne. Keolis was present at both the Keolis Downer and Public Transport Victoria Stands, showcasing new technology to improve operational performance, passenger counting, customer information, and reduce safety/security risks. Visitors to the Keolis Downer stand were also able to trial the tram driver simulator currently used by Yarra Trams for driver training. During the week, Yarra Trams hosted a delegation from Canada on a tour of the TramHub and control centre.

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Operational Excellence 

See it for yourself!

Check out the [latest web documentary](#) on our tram network in Bergen, demonstrating the strong partnership Keolis Norge has with its PTA, Skys.

And [click here to access the comms kit](#) for Navly, the autonomous shuttle service currently being trialled in Lyon. The kit includes a [new video](#), brochure, images and press release.