

LILLE, FRANCE

TRANSPOLE

Keolis' ambitious plan to redesign the Transpole network in Lille, France, is set to improve urban access for millions when completed in 2024.

In 1983, Keolis began operating and maintaining the world's first driverless metro in Lille, France. And now, 35 years later, it remains the leading automated metro system in the world in terms of its technology. In December 2017, the local transport authority, Métropole Européenne de Lille (MEL), renewed Keolis' contract for another seven years, to operate the city's tram, bus and shared bike services, as well as the automated metro. The contract also involves the modernisation and redesign of the entire Transpole network—improvements which will allow the network to serve more than 220 million passengers annually by 2024.

NETWORK STATS



Public Transport Authority:

Métropole Européenne de Lille (MEL)



Operating subsidiary:

Transpole, Keolis' subsidiary in Lille (2,600 employees)



Network scope:

- 2 metro lines, 45km of double track, 60 stations, 143 metro trainsets
- 2 tram lines, 22km of double track, 36 stations, 24 trams
- 550km of bus network, 3,100 stops, 428 buses
- 2,200 shared bikes, 223 stations
- 187 million passengers annually

KEY ACHIEVEMENTS

223.7M

passengers expected annually by 2024, up from 187 million in 2017

18%

passenger growth expected between 2017 and 2024

93%

passenger satisfaction rating

99.5%

service reliability for metro

#1

performance ranking for metro Line 2 in Wavestone's 'World's Best Driverless Metro Lines 2017' report

PASSENGER-FIRST INITIATIVES

In 2016, we equipped a panel of passengers with digital logbooks to record daily feedback over a three week period. This invaluable input has served as the basis for future network improvements. As part of the contract renewal, we now have assigned 150 staff across the network to greet and assist passengers during their journeys.

INNOVATION

As part of plans to modernise the Transpole network, we will roll out mobile ticketing across all services during 2019, allowing customers to buy and validate tickets directly via their smartphone.

OPERATIONAL PERFORMANCE

The Lille metro boasts the shortest service interval in the world. Thanks to the CBTC (Communication-Based Train Control) operating system, a train is made available every minute, even during peak times. A comprehensive network re-evaluation using the Neolis method, a Keolis analytical tool, has made it possible for the MEL to reinvest 17 million euros in mobility services each year.

ASSET MANAGEMENT

Thanks to regular improvement works, including new ticket barriers as well as predictive maintenance, we are able to ensure a world-class standard of reliability across Lille's fleet of metro trains.

For further information on the network, please contact: isabelle.chiarel@transpole. keolis.com



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