

FILÉO EXTENDS ITS SERVICE OFFER FOR CUSTOMISED, FLEXIBLE AND CONNECTED MOBILITY

Since 7 June 2018, Filéo, Europe's leading on-demand transport service serving the employment zone around Paris-CDG airport has evolved to offer more customised, flexible and connected mobility.

The Filéo on-demand mobility service, operated by Keolis, has been redesigned to offer a new range of services that are more versatile and better adapted to the travel needs of employees in the area surrounding Paris-CDG airport, including residents in surrounding communities. Simpler and more flexible, this new offer is designed to meet all passengers' requirements. The service will continue to operate 7 days a week, from 8pm to 7am.

Among these service upgrades:

- The creation of 40 new stops enabling passengers to reduce their travel time at night and therefore making the local network more secure. Filéo now services 29 communes in the area.
- The creation of a 'transport hub' for connections with all the Filéo lines at the Roissy pole bus station, to facilitate access to all the surrounding employment areas . This hub guarantees a maximum waiting time of five minutes between two Filéo routes.
- Shared private driver services to supplement the existing on demand transport service offer, in order to be more responsive to requests for less frequented routes.

Filéo now also provides additional digital mobility services thanks to the development of a new website and a mobile app. Via the app customers will be able to follow in real-time the arrival and route of their vehicle as well as the stops serviced and the arrival time. It will also be possible to rate the quality of the journey.

Real-time information is all the more valuable when it comes to non-regular lines. From now on, customers will receive confirmation of their reservations and a reminder one hour before the start of each trip. In the event of network disruptions, customers are informed in real-time and a new pick-up time is suggested.

This new service will replace five existing on-demand transport lines and will be better adapted to the area and to residents' travel requests. Connections are organised at Roissypole station. The itinerary and schedules are calculated and adapted according to requests. The itinerary across the eight communes is therefore optimised and variable according to reservations, with guaranteed departure and arrival times in Roissypole.

The Filéo team is on the ground to inform and support customers in adjusting to these new changes.

Keolis, which has been operating the Filéo service since 2010, was extended by the local PTA, Île-de-France Mobilités, in October 2017 to operate the public service delegation contract for the Filéo network and two Express lines. This five-year contract will cover the period 2018-2023.

The new contract includes many changes that are gradually being implemented on the Filéo network since its launch on 1 January 2018.