



PRESS RELEASE

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Keolis-operated tram systems in France, the UK, Norway and Australia among the best performing in the world according to new study

- **Lyon, Bordeaux, Lille, Dijon and Tours' tram systems distinguished in the study in France.**
- **Trams in Bergen in Norway, Manchester and Nottingham in the UK and Melbourne and Gold Coast in Australia delivering strong performances around the world.**
- **For Keolis Group Executive Chairman Jean-Pierre Farandou the results reflect the vision and determination of Keolis' public transport authority partners who recognise the high return on investment offered by trams for passengers.**

July 4, 2019 – A comparative study of 32 tram systems published by Eurogroup Consulting this week identifies several systems operated by Keolis among the best performing in the world. The study identifies three different types of tram system – recent systems in large cities, recent systems in medium cities and historic tram systems – and evaluates performance of the 32 systems according to criteria including service offer, ridership, economic viability, multimodal integration and reliability. The study distinguishes the performance of Keolis-operated systems in Lyon, Bordeaux, Lille, Dijon and Tours in France and Manchester, Nottingham, Bergen, Gold Coast and Melbourne internationally.

“These results testify to the real return on investment public transport authorities can achieve by harnessing the potential of trams as a mass transit mode. Keolis is delighted to form winning partnerships with PTAs the world over to deliver results for passengers,” commented Keolis Group Executive Chairman Jean-Pierre Farandou. *“In France, Keolis operates trams hand-in-hand with some of the countries' most pioneering PTAs and this study confirms their foresight in introducing or revitalising their tram systems. The same is true internationally and we're really proud that PTA partners are achieving recognition not only in studies like this but also in their popularity as widespread growth in ridership figures show.”*

In the ranking of **large cities**, the Keolis-operated tram systems in Lyon, Bordeaux, Manchester and Lille respectively achieved performance scores ranked first, third, fifth and ninth respectively. In Lyon, where Keolis partners with the SYTRAL PTA in operating the tram as part of the integrated TCL network featuring six modes of transport, the tram performed particularly well in terms of ridership and multimodal integration referring to the degree of connection with the bus, metro and train networks or the soft modes. The study notes that three out of Lyon's five and soon to be six tram lines transport over 100,000 passengers per day.

In the ranking of **medium cities**, the Keolis-operated systems in Dijon, Tours and Bergen took the top three spots in the study. Achieving the highest score in this family of tram systems, Dijon's two tram lines form a key part of the Keolis operated DiviaMobilités network featuring modes including tram, bus and bicycle as well as car parks and parking. According to the study, Dijon significantly outperforms the average scores on ticketing thanks in part to the introduction of open payment on board trams allowing passengers to purchase, store and validate tickets using contactless credit or debit cards. The 'tram effect' is perfectly illustrated by Dijon where public transport ridership grew by 40% in just three years following the tram's arrival.



Among **historic trams**, Zurich took the top spot with Melbourne's iconic Yarra Trams operated by Keolis Downer achieving the fourth highest performance score. The largest tram network in the world, Yarra Trams has been operated and maintained by Australia's largest private multimodal operator Keolis Downer since 2009 when the Victorian Government awarded the contract. Following the contract's renewal in 2017, Keolis Downer is doubling the amount of track renewed across the network annually, which will increase from five kilometres to 10 kilometres on average each year.

"The study underlines the importance of continuous investment in historic networks and this reflects the work taking place in Melbourne where we are really proud to be delivering the Victorian Government's vision of a safe, reliable, clean and easy-to-use transport mode which is rightly viewed with affection by the city's residents and visitors," said Jean-Pierre Farandou.

For more information, visit www.eurogroupconsulting.com

About Keolis

Keolis is a pioneer in developing public transport systems and works alongside public decision-makers who want to turn shared mobility systems into levers to enhance the appeal and vitality of their regions. A world leader in operating automated metro and tramway systems, Keolis is supported by a sustained and open innovative policy alongside all of its partners and subsidiaries – Kisio, EFFIA, Keolis Santé and Cykleo – to bolster its core business and develop new innovative and bespoke shared mobility solutions, including trains, buses and coaches, trolleybuses, shared car solutions, river and sea shuttle services, bike share services, car sharing, fully electric driverless shuttles and urban cable cars. In France, Keolis is the second largest parking company through its subsidiary EFFIA, and the country's leading medical transport solution since the creation of Keolis Santé in July 2017.

The Group is 70%-owned by SNCF and 30%-owned by the Caisse de Dépôt et Placement du Québec (Quebec Deposit and Investment Fund), and employs some 65,000 people in 16 countries. In 2018, it posted revenue of €5.9 billion. In 2018, 3.3 billion passengers used one of Keolis' shared mobility services.

* Keolis is well-established in France and also operates in Australia, Belgium, Canada, China, Denmark, Germany, India, Luxembourg, the Netherlands, Norway, Qatar, Senegal, Sweden, the United Kingdom and the United States.

CONTACT

Linda HUGUET

International Communications Manager

Tel.: +33 (0)1 71 32 98 43

Mob.: +33 (0)7 71 50 27 95

linda.huguet@keolis.com