



## Keolis on a winning roll in Continental Europe!

On 27 September, Syntus (Keolis' Dutch subsidiary) won a 10-year contract for bus operations in Almere in western Netherlands. This is the third success in a row for Syntus, following two wins in 2015, and clearly demonstrates its' growth ambitions in this part of the country. Almere is one of the ten largest municipalities in the country, and its proximity to Amsterdam means public transport plays an important social and economic role. Syntus' offer is adapted to local needs, and includes the provision of 107 buses, more frequent night bus services, and an upgraded Bus Rapid Transport System. The contract is worth 400 million euros and will start in December 2017.

Keolis Norway has also seen its operating contract for the Bybanen Light Rail network in Bergen (western Norway) extended for a final period, from July 2018 until July 2019. 'We are very pleased to operate Bybanen for an additional year. It shows both the PTA and our passengers are satisfied with our performance,' said Gry Miriam Olsen, CEO of Keolis Norway. Since Keolis began operating the network in 2010, 2 network extensions have been completed, daily patronage has doubled to 35,000, customer satisfaction has reached between 95% and 99%, and employment has been boosted in the region. Congratulations to all involved.

Contact: [petra.wessels@keolis.com](mailto:petra.wessels@keolis.com)

Operational Excellence



### UNITED KINGDOM



#### Getting to know customers on London's Docklands Light Railway

On 14 September, KeolisAmey Docklands partnered with DLRL, the local client, to host their first joint 'Meet the Customer Day'. Over 150 staff members took part, spending up to four hours at one of 23 stations across the Docklands Light Railway (DLR) network. The aim was to give employees who don't normally interact with passengers the opportunity to engage with customers first-hand, by spending a few hours on the DLR network, interacting and assisting them. In addition, staff were able to put themselves in the 'shoes' of front line employees, gaining insight into the day-to-day roles of Trains and Stations teams.

Contact: [MTCday@keolisameydlr.co.uk](mailto:MTCday@keolisameydlr.co.uk)

Employee Engagement



### AUSTRALIA & NEW ZEALAND



#### It's a wrap: celebrating Rail Safety Week on the Gold Coast

Keolis Downer, operator of Australia's Gold Coast light rail network, got into the Rail Safety Week spirit by wrapping a tram on its G-Link line in a number of safety messages. Rail Safety Week is an annual awareness event held in Australia and New Zealand designed to engage the community in safe rail practices. The bright yellow tram raised awareness of commuter responsibilities and general safety around trams and the simplicity of the messages featured meant they were understood by all age groups.

Contact: [samuel.catling@keolisdowner.com.au](mailto:samuel.catling@keolisdowner.com.au)

Safety



### NORTH AMERICA

#### USA: KTA upgrades shuttle bus fleet in southern Florida



Thirty new 'commuter connectors' are being introduced to Keolis Transit America's (KTA) free shuttle bus system that ferries passengers between Tri-Rail train stations, airports and downtown areas in southern Florida. The fleet will significantly enhance customer experience: audio and visual recording systems, retractable ramps, and improved air-conditioning will ensure passengers' safety and comfort. The network's journey planning app will also be enhanced with real-time tracking, and Wi-Fi will be installed across all vehicles. The entire fleet is expected to be in service by January 2017.

Contact: [leslie.aun@keolisna.com](mailto:leslie.aun@keolisna.com)

Customer Satisfaction



#### Canada: New partnership with Montréal Museum of Fine Arts

Keolis Canada recently partnered with the Montréal Museum of Fine Arts as part of the *Le Musée en partage* initiative. This educational programme offers community organisations working with populations including senior citizens, at-risk youth, low-income families, and people with physical or mental disabilities, free access to guided tours and workshops. Keolis Canada provides free coach services to the museum, enabling groups of all ages and backgrounds to discover art and culture. The programme's values of accessibility, sharing and discovery correspond perfectly to Keolis' ethos of mobility for all. 'We're extremely proud to be part of this project and to help the museum simplify access to art and culture for everyone. This partnership means more people can take advantage of this initiative,' said Maurice Vaillancourt, Marketing Director at Keolis Canada. [Read the full press release here.](#)

Contact: [claire.predagne-rachakit@keolis.ca](mailto:claire.predagne-rachakit@keolis.ca)

Corporate Social Responsibility



### FRANCE

#### Lyon: taking stock of women's safety

Sytral, Lyon's public transport authority, has been conducting safety audits since 2015 as part of the campaign to end violence against women. The objective is to encourage women to take control of their own safety, to reclaim their place in public transport, and boost their freedom of movement. Keolis Lyon, in partnership with the PTA, and accompanied by a team of external specialists, used a rigorous participatory approach to assess women's safety on its TCL network. From January to March 2016, five female passengers conducted safety audits on Lyon's suburban bus routes. The results were unveiled on 8 September and will be used to improve travel conditions for all passengers, with a special focus on women.

Contact: [elodie.mijieux@keolis.com](mailto:elodie.mijieux@keolis.com)

Safety



### CORPORATE

#### Keolis international rail experts team up at InnoTrans 2016

Best practice sharing, networking... not forgetting all the latest developments in rail and light rail: InnoTrans 2016 was a busy, yet rewarding few days for Keolis. The Continental Europe platform took advantage of the largest bi-annual European rail exhibition to organise a 2-day programme bringing together a multi-national group of 20 colleagues from Australia, India, France, Scandinavia, Germany and the Netherlands. Here's hoping it will be the first of many initiatives bringing teams together at trade shows or conferences.

Contact: [petra.wessels@keolis.com](mailto:petra.wessels@keolis.com)

Operational Excellence



#### KeoShare on the podium in Berlin

Keolis collected first prize for its KeoShare collaborative platform at the Social Business Collaboration conference in Berlin on 22 and 23 September. KeoShare topped the list of 31 entrants, receiving twice as many votes as the runner-up. The jury was particularly impressed by its co-creation approach and the diverse examples of employees using the platform. Visit [KeoShare](#) to find out more.