



## Keolis chosen to operate the first French "Comprehensive Mobility" contract in Dijon



On 22 December 2016, the Greater Dijon region renewed its confidence in Keolis, the long-standing operator of Dijon's public transport network, entrusting the Group with the management and operation of all transport solutions in the region. For the first time in France, buses, trams, solutions for people with reduced mobility, car parks, bike-share, and car and bike impoundment lots have been combined into a single public service delegation contract. Keolis Dijon Mobilities will draw upon the expertise of the Group and its subsidiaries EFFIA (the leading car park operator for train stations and no.2 in France for car parks) and Cykleo (which will run the bike rental services and manage France's first ever bike impoundment lot). Accessibility, energy transition, connected mobility, multimodality and service quality are the keywords of this six-year contract. The new contract began on 1 January 2017 and will generate €435 million in total revenue. Read the full press release [here](#).

Contact: [segolene.deeley@keolis.com](mailto:segolene.deeley@keolis.com)

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### NORTH AMERICA

#### Canada: Keolis introduces electric school buses in Repentigny

Keolis Canada has taken a new step in its on-going commitment to provide more sustainable transport services, with the introduction of electric vehicles on school bus routes in Repentigny, Quebec. These silent, eco-friendly and economical vehicles make a concrete contribution to reducing greenhouse gas emissions in the region, improving air quality and protecting the environment for future generations. "Drivers were able to adapt their driving to optimise battery charging, consuming fewer kilowatt-hours than advertised by the manufacturer," said Marc Rousseau, Operations Manager at Keolis Canada.

Contact: [claire.predagne-rachakit@keolis.ca](mailto:claire.predagne-rachakit@keolis.ca)  
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#### USA: Record on-time performance for Boston in December

Keolis Commuter Services' plan for improving service on Boston's MBTA Commuter Rail network continues to deliver strong results: on-time performance in December reached 91%, the best since timetable changes came into effect in May 2016. Read more [here](#).

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

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### FRANCE

#### Pam75: new electric vehicles and connected mobility services

Pam 75, Keolis' on-demand transport service for passengers with reduced mobility in the Greater Paris region, continues its energy transition, with the introduction of four 100% electric vehicles. The new vehicles are part of the subsidiary's drive to reduce its CO<sub>2</sub> emissions by 60% by 2018, thanks to a fleet composed of electric (60%) and LPG-powered vehicles (40%). PAM 75 is also upgrading its passenger information services: in 2017 customers will be able to follow the progression of their vehicle in real-time via a mobile application and visualise their itinerary and any stop-off points. This new app completes the network's existing email, SMS, and voice message services, which inform passengers of their vehicle's arrival or any service disruptions.

Contact: [alexia.fis@keolis.com](mailto:alexia.fis@keolis.com)

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### CONTINENTAL EUROPE

#### The Keolis Group celebrates 20 successful years in Belgium



Keolis Belgium turned 20 in December. All 46 local subsidiaries toasted the occasion with

festive drinks and the milestone was marked with a celebration for external stakeholders on 8 December in Brussels. Over the past 20 years, the company has grown into a significant public transport leader and mobility facilitator in Belgium: the subsidiary has 2,967 employees and operates 2,417 buses (for public, school and chartered routes) and 42 taxis across 56 locations in Flanders and Wallonia. A video to highlight this milestone can be viewed [here](#) (in French).

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

Economic Performance

#### Denmark: Continuous focus on training and education in Aalborg

Keolis Danmark recently received an award from The Transport Training Board of Denmark in recognition of its on-going training focus at the Aalborg bus depot. The depot manager and the shop steward were commended for their efforts in raising awareness on training, as well as improving overall training levels at the depot. Since 2004, the pair have been helping drivers receive relevant training to improve service levels on the city's public transportation network. Keolis operates 75 city-buses in Aalborg, Denmark's fourth largest city.

Contact: [joakim.vasehus@keolis.dk](mailto:joakim.vasehus@keolis.dk)

Employee Engagement

#### Third edition of our "Thinking Like a Passenger" newsletter



This new edition (see file attached) focuses on the last of the three promises of our Thinking Like a Passenger

"Richer Experience". Reliable, comfortable, clean and safe transport services are key to developing passengers' trust. Check out the initiatives in Lyon, Nottingham, Orleans and Germany and discover the latest videos on our [Keolife platform!](#)

### ASIA, MIDDLE EAST & AFRICA

#### India: Keolis Hyderabad celebrates Quality Month



Keolis Hyderabad marked World Quality Month with a variety of events. Staff learned about continual improvement methods and practical problem solving during workshops in the Uppal and Miyapur depots and a certification event was held for employees who had successfully completed QMS Internal Auditor and Lean Awareness courses. The subsidiary also educated external supplier staff on housekeeping techniques.

Contact: [sridevi.devaki@keolishyderabad.com](mailto:sridevi.devaki@keolishyderabad.com)

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### UNITED KINGDOM

#### Keolis through to next round in Wales & Borders franchise bid

Keolis UK received some good news just before Christmas with the confirmation that they are through to the next stage (dialogue) in the bid for operation of the Wales & Borders franchise. A bidder briefing on the next stages will be held this month. The £600m contract for train, light rail and bus services in south-east Wales is due for award in early 2018.

Contact: [rachel.bowyer@keolis.co.uk](mailto:rachel.bowyer@keolis.co.uk)

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### CORPORATE

#### Keolis Industrial Internet Day

Keolis is organising its first day dedicated to the Industrial Internet of Things (IIOT) in Paris on 19 January. The IIOT is often considered a source of operational efficiency and can be instrumental in creating value for passengers. During this one-day session, companies, start-ups and subsidiaries will share their experience via presentations and workshops, providing participants from the Group's French and international subsidiaries with practical cases for use in their local networks.

Contact: [nicolas.petit@keolis.com](mailto:nicolas.petit@keolis.com)

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