



## Headline news USA: KTA wins \$5.7 million contract for CityRide Paratransit Service



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

Keolis Transit America (KTA) has been awarded a five-year \$5.7 million contract by the Los Angeles Department of Transportation to provide technical support for the CityRide Paratransit Service, including managing the programme's database and administering the electronic transit fare card system. CityRide is a kerb-to-kerb service that uses a fleet of buses, mini-vans and taxis to transport disabled passengers, seven days a week, 24-hours a day. "We are proud to be able to serve the people in this community who depend on CityRide to get them where they need to go each and every day," said KTA CEO Steve Shaw. "We appreciate the opportunity to build upon our long term relationship with the City of Los Angeles and patrons of the paratransit programme." Under the contract, Keolis will provide a variety of services including the implementation of enhanced electronic technology that will seamlessly connect the current fare card system with that of CityRide participants. This technology will also support membership eligibility, the sale and distribution of fare cards, database management, security, customer service, as well as administrative and accounting support. [Click here to read the full press release.](#)

### UNITED KINGDOM

#### London Bridge reopens



Two-thirds of the £1 billion redevelopment at London Bridge

station has been completed and is now open to passengers. When completed in 2018 it will be bigger than a football pitch.

There has been staggering growth in passenger numbers at the station of 5 to 6 percent every year, and since this project was approved passenger numbers have grown by 35 percent. It's a constant challenge to keep up with demand, but shows the success of Britain's railways.

The improvements will allow up to 24 Thameslink trains an hour to run through the centre of London - equivalent to one every two to three minutes - compared with just eight previously. The station's transformation is part of a £7 billion programme to improve the Thameslink network for people travelling across London.

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

Operational Excellence

### AUSTRALIA & NEW ZEALAND

#### Fare compliance on Melbourne's trams at all-time high



Yarra Trams achieved its best result for fare compliance since tracking started in 2005 with 95.3 percent of passengers travelling with a valid ticket.

Various initiatives have been introduced during the past two years to deliver this result including:

- ticket inspectors educating the public about [fare compliance and how to use the ticketing system](#);
- collaboration with other operators/stakeholders to increase the presence of multimodal ticket inspectors at key times;
- new generation handheld ticket readers that improve efficiency; and
- announcements onboard and at stops to remind customers to validate their ticket.

Training has also ensured that all ticket inspectors are focused on providing good service and clear messages to passengers.

Contact: [kellie.ashman@yarratrams.com.au](mailto:kellie.ashman@yarratrams.com.au)

Operational Excellence

### NORTH AMERICA

#### Orléans Express partners with Busbud



Keolis Canada, operator of Orléans Express, has partnered up with Montreal-based Bus-

[bud](#), an online ticket sales platform used by some 530 bus operators in more than 60 countries.

With this new partnership, the Quebec coach operator aims to increase its foreign customer base. "The global reputation of Busbud means we now have access to an increasingly international clientele. From now on tourists can book their ticket even before they arrive in Quebec," said Marie-Hélène Cloutier, Marketing Vice-President at Keolis Canada.

Founded in 2011 Busbud currently has two million monthly users. Offered in 13 languages via a web and mobile app, Busbud has partnered with other major bus operators including Greyhound. The company has also recently signed an agreement in France with SNCF. [Click here to read the full press release.](#)

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

Customer Satisfaction

### ASIA, MIDDLE EAST & AFRICA

#### India: Thinking like a passenger



On 15 August Keolis Hyderabad organised an event for all employees and their families, to thank them for their work on the

Hyderabad Metro project. As part of the event, guests were invited to take a ride on the network.

Seven stations were covered in the 15km round trip that served as an opportunity to receive valuable passenger feedback, and eliminate any potential issues before the network is commissioned. Over 210 of the 1,600 guests took part in the survey, with a 99 percent satisfaction rate.

Guests were unanimous in their praise of the metro, citing its world class standard as a source of national pride. Areas for improvement were announcements and air conditioning inside the trains. It was suggested that the exercise be repeated for Stage 2 of the project.

Contact: [rajeev.ramesh@keolisHyderabad.com](mailto:rajeev.ramesh@keolisHyderabad.com)

Customer Satisfaction

### CONTINENTAL EUROPE

#### Denmark: Record breaking relay run



2016 has been a year with a strong focus on health and exercise for all employees at Keolis Denmark. All over the country local initiatives aimed at raising awareness on the topic are taking place - and of course this also meant participating in the world's largest relay race, the DHL Stafet.

This year Keolis signed up for the event in both Odense, Aalborg, and in Copenhagen with a total of 35 teams involving 175 employees; a record number for Keolis Denmark.

The DHL Stafet relay race has more than 200,000 participants each year. Teams consist of five people, each running a 5km segment. The event has taken place since 1981 in several different cities in Denmark. The largest one is in Copenhagen where 125,000 participants have signed up for the event.

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

Employee Engagement

#### Norway: New corporate video & employee fitness room

Keolis Norge has launched a new corporate video showcasing the Bergen network and its strengths in terms of operational performance and employee and passenger satisfaction. [Click here to view the new video.](#)

Operational Excellence



As part of its commitment to employee wellbeing, Keolis Norge opened a brand new staff fitness room in early September. The big 'I' seen in the image above is from the Keolis logo and has become the team mascot 'Iris', named after the goddess; the personification of the rainbow and messenger of the gods, in Greek mythology. It will be increasingly used in internal communications campaigns.

Contact: [kristoffer.monsen@keolis.no](mailto:kristoffer.monsen@keolis.no)

Employee Engagement