



Leading news

Great results for Bordeaux in 2015



2015 proved to be an very good year for Keolis Bordeaux, with an additional five million passengers, and a 10% decrease in fare evasion*. The Bordeaux network recorded 130 million trips in 2015, equivalent to a 3.9% increase compared to 2014. A significant achievement thanks to improvements and initiatives by the city's transport authority, despite challenging economic conditions.

2016 is looking bright too, with the extension of one of Bordeaux's three tram lines, line C. This seven kilometre extension will include six new stops and connect the Blanquefort station and Bèlges. A new contactless ticketing system is also set to be introduced by the end of the year.

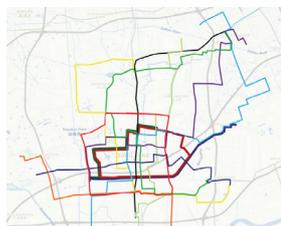
*the overall rate of fare evasion was 10.1% in 2015 vs 11.2% in 2014.

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Economic performance

ASIA, MIDDLE EAST & AFRICA

China: Shanghai study on Songjiang network



On 1 March, Shanghai Keolis (the joint-venture between Keolis and Shanghai Shentong Group) submitted a report to the Songjiang district of Shanghai analysing its public transport network.

The Songjiang district, known as the cultural centre of Shanghai due to its long history, has a population of 1.5 million (2010) and covers a land area almost six times the size of Paris (605km²). The district plans to build six tram lines covering 93km, and is seeking to improve its existing bus network.

Following extensive studies by a team comprising both local and French experts, Shanghai Keolis submitted a proposal for reorganising and improving various aspects of the network, including a new bus backbone to accommodate the first two new tram lines. The report also explains the specificities of running a tram network, and provides advice on the different contract types for public transport, highlighting in particular the advantages of delegating the operations & maintenance (O&M) contract. This consulting service is an important step forward in Keolis' bid to be a part of the future tramway network.

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Economic Performance

India: National Safety Week in Hyderabad



At the start of March Keolis Hyderabad hosted its National Safety Week, to coincide with National Safety Day in India on 4 March. A range of events was organised with the active participation of all employees, contractors and stakeholders. Activities included workshops, quizzes and other competitions all aimed at increasing awareness of safety issues.

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Safety

UNITED KINGDOM

New trains on Gatwick Express



The first of a fleet of new trains has been introduced on the Gatwick Express service run by Govia Thameslink Rai-

lway. The £145m (€184m) fleet of 27 Electrostar trains, built by Bombardier, will replace the 30 year old rolling stock currently operating on the non-stop route. New trains are being introduced gradually, with all existing stock expected to be replaced by mid-June 2016.

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Customer Satisfaction

CONTINENTAL EUROPE

Germany: Reinforcing the "mannschaft"



Keolis Deutschland recently held a one-day management meeting to ensure that all departments

understand and contribute to the overall goals and values of Keolis. The workshop was held at the new German Football Museum in Dortmund (western Germany). In keeping with the theme of sport, there was a strong focus on teamwork and inter-departmental cooperation. Each department presented its goals and challenges for 2016, using creative presentation techniques that sparked lots of discussion. At the end of the workshop, the group had the opportunity to visit the museum which celebrates team spirit and collaborative success, or as the Germans say, the "mannschaft".

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Economic Performance

FRANCE

A day in the life of Lyon's network



As part of its recent submission to the public transport authority for its contract renewal, Keolis Lyon produced a [video that retraces a day in the life of the TCL network](#), from start to finish. It demonstrates both the diversity of roles of the network as well as its operational excellence. The new O&M contract in Lyon will be awarded for a six-year term, from 2017 to 2022.

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Customer Satisfaction

AUSTRALIA & NEW ZEALAND

Australia: Yarra Trams recognised for customer service excellence



In January this year, Yarra Trams achieved an outstanding rating against the International Customer Service Standard (ICSS). Assessment by the Customer Service Institute of Australia (CSIA) consisted of a Yarra Trams self-evaluation report and face-to-face meetings with operational employees across the network. Four key criteria were considered- service, learning and growth, financial, and operational- to capture all elements of the customer service experience.

In its report, the CSIA noted a high degree of focus on customer experience in everyday activities at all the sites they visited, legitimising Yarra Trams' promise to "think like a passenger". Yarra Trams can now proudly display the 'Certified Customer Service Organisation' trustmark on its website and other customer material. For more information about the customer service standards, visit csia.com.au

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Customer Satisfaction

CORPORATE

Talking digital internationally



A series of information sessions has recently been launched for all our international

subsidiaries to discuss digital solutions and new digital partnerships. The first sessions at the end of February on 'What is digital?' included participants from all regional platforms. The next sessions will cover specific solutions already being used by certain subsidiaries, namely Moovit (30 March), Masabi (13 April) and Open Data Soft (26 April). These discussions will help shape Keolis' international digital strategy in 2016.

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The new homepage for keolis.com - Watch this space!



Work on the new corporate website is well underway, with the design of the homepage to be revealed in the next newsletter. For the latest updates, visit the [KeoShare project page](#).

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