



WORLD FIRST Autonomous electric vehicles trialled for public transport in Lyon



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Keolis and Navya, with the support of the Métropole de Lyon, have today launched NAVLY, a public transport service using autonomous fully electric shuttles in Confluence, in the south of Lyon. This is the first time autonomous vehicles are being trialled for public transport on a road with unrestricted access, in a city the size of Lyon (France's third largest city, with a population of over 1.5 million). The service is being trialled initially for one year.

Two driverless NAVLY shuttles carrying up to 15 people each will run at up to 20 km/hr on a 1.3km route with five stops, including two termini. The service will be free of charge and will operate from 7.30am to 7pm Monday to Friday, with increased frequency (10-minute intervals) during peak times. The shuttles will travel next to the Saône River between a shopping centre, several large company sites and a natural history museum.

A trained member of staff will travel on board to manage passenger loading and provide customer information. Each vehicle is equipped with software to enable remote operation and monitoring by Navya.

This trial reinforces Keolis' commitment to developing new and innovative transport solutions for the future. Automated vehicles make it possible to provide public transport to areas infrequently serviced or not at all, or for people with reduced mobility, on-demand 24 hours a day, using clean energy. They also represent a sustainable solution for last mile journeys, in assisting people getting to and from transport hubs, and have little or no impact on existing infrastructure. [Click here to read the full press release.](#)

Corporate Social Responsibility



CONTINENTAL EUROPE

Norway: Opening of new depot and network extension in Bergen



[7km of new track and a new depot were inaugurated on 15 August for the highly successful Bybanen light rail network in Bergen.](#) Since its launch six years ago Bybanen has expanded from 9km to 20km, passenger numbers have doubled and customer satisfaction has been consistently high. Two more extensions are planned and will double the size of the network by 2026.

The new depot has capacity for up to 40 vehicles. Eight new trams, each 42m long and able to carry up to 280 passengers, will be added to the fleet as part of the upgrade. By the end of 2017, the fleet's 20 existing trams will be extended to increase their passenger capacity.

These fleet improvements are designed to cater for the expected 13 percent increase in network patronage as a result of the latest network extension and the addition of two stops to the airport in the second quarter of 2017.

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Operational Excellence

ASIA, MIDDLE EAST & AFRICA

India: Stage 2 safety certification



On 16 August Hyderabad Metro Rail achieved an important and much awaited project milestone; safety certification for stage 2 of the network from Miyapur to SR Nagar.

Much time and effort went into preparing for the safety inspection that took place over two days in early August, with mock drills and training sessions organised for all front-line staff to address all potential issues beforehand. Keolis Hyderabad Managing Director Eric Moinier congratulated all team members involved in the process from across the operations, maintenance and QHSE divisions. The next milestone will be the actual launch of the network.

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Safety

NORTH AMERICA

Canada: Summer campaign in Orléans inspiring travel dreams



Over the summer holiday period, Orléans Express held a competition giving passengers the chance

to win a coach ticket valid for life. In order to go into the draw passengers had to buy just one coach ticket, but the further and more frequently they travelled, the greater their chances of winning. All participants were encouraged to answer the following question via social media: "What would you do if you won a coach ticket for life?" "For more than a year now, we have been concentrating on enhancing the customer experience. We want passengers to fall in love with coaches again. This campaign is a way of us saying thank you", said Marie Hélène Cloutier, Vice-President of passenger experience, marketing and commercial. The winner will be announced in the coming days. Find out more about the competition as well as the campaign video at www.lifetimeticket.ca

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Customer Satisfaction

UNITED KINGDOM

Fellow KAD passengers Happy to Help



KeolisAmey Docklands has launched the second phase of a new customer initiative, Happy to Help. It involves volunteers helping customers to travel across the Docklands Light Railway network. They can help customers when they travel to work, after work, lunch time or in their personal time at weekends and holidays. In order to be visible among the customers when they want to help, the Happy Helpers are given a set of distinctive 'Happy to Help' badges and lanyards.

To help the volunteers feel confident in their roles, they attended a training session, providing them with information about the network and tips on how best to assist passengers.

They also all received a HappytoHelp bag, with all the information they may need such as the hotels close to the stations, useful phone numbers and maps.

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Customer Satisfaction

AUSTRALIA & NEW ZEALAND

Melbourne's Night Network extended to mid-2017



Melbourne is one of the first cities to successfully trial multi-modal all-night public transport on weekends, and the Victorian Government has announced

the trial will continue into the first half of 2017.

Trams have been very popular during the trial, carrying 39 per cent of passengers across all Night Network services, or 14,000 passengers each weekend. Keolis Downer has been successful in its delivery of Night Tram services since their launch more than six months ago. Punctuality is averaging 93 percent and service delivery is 99.3 percent; consistently above the network average.

To hear what passengers and employees think about Night Tram check out [Yarra Trams' YouTube channel](#).

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Operational Excellence

CORPORATE

Keolis part of 2016 SNCF Group Awards

TROPHÉES SNCF 2016
L'EXCELLENCE AU QUOTIDIEN

Keolis SNCF

This internal awards programme recognises employee achievements and promotes the strength of team spirit, innovation and on-the-ground expertise. This is the first time Keolis and its subsidiaries will be part of the awards since they were created by SNCF in 2009.

Employees from the six divisions of SNCF have until early next year to nominate projects demonstrating best practice in one of eight categories: 1. Commercial and economic efficiency, 2. Tailored customer solutions, 3. Cooperation, 4. Digital, 5. Safety, 6. CSR, 7. International, 8. Employee engagement.

Up to six Keolis projects will be selected to be presented at SNCF Group level. The overall winners will be decided following a vote by all group employees. [Visit the award website](#) for details on how to get your team project in the running for an award.

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