



Breaking News

North America: Record on-time performance for Boston trains

Keolis Commuter Services, operator of the Boston commuter rail system, achieved its best punctuality result for 2015 last December, with 92.41 percent of trains on-time. It's typically a challenging month for operational performance due to falling leaves, colder temperatures and winter's first snow. Equally encouraging is the fact that in the second half of 2015, the number of late trains on the network decreased by 25 percent compared to the same period over the past 10 years. These results reflect the work carried out in partnership with the Massachusetts Bay Transport Authority (MBTA) and the Massachusetts Department of Transport, as part of a new Service Improvement Plan implemented in the last five months of 2015, to set performance benchmarks for on-time performance, fare collection, staffing levels and rolling stock availability. By the end of 2015 Keolis had met or exceeded these goals, while also launching a new passenger information centre to enhance passenger alerts via phone, email or social media.

Changes to the North American platform

Over the next few weeks, the North American regional head office will be moving from Washington DC to Boston. Clément Michel has been appointed as the new International Regional Director (IRD) for Keolis North America, starting in mid-February 2016. More details in the coming weeks.

Contact: leslie.aun@keolisna.com

Customer Satisfaction



CONTINENTAL EUROPE

Sweden: Keoscopie in the spotlight



In January this year Keolis Sverige took part in a Transport Forum organised by the Swedish National Road and Transport Research Institute (VTI), a prominent research institute for the transport sector.

It was the first time Keolis Sverige has presented externally on Keoscopie and the results of its studies on the Swedish transport industry. Sweden is the first country outside France to develop a Keoscopie approach, which involves a series of market studies to better understand changes in mobility patterns and ultimately increase patronage and customer satisfaction. The conference was an opportunity to enhance the image of Keolis as an innovative mobility expert in Scandinavia. Surveys carried out in Sweden as part of Keoscopie in 2015 come on the back of extensive passenger studies by Keolis over the past few years, as well as those conducted by external bodies including universities and councils. Data collected from these surveys will be used to identify and drive new business development initiatives in 2016.

Contact: sandra.tonn@keolis.se

Customer Satisfaction

Denmark: Keolis named top French exporter



Keolis Danmark will soon be crowned the Top French Exporter for 2015 by the French-Danish Chamber of Commerce and Industry, during a ceremony at the French Embassy in Copenhagen on 24 February.

This prize is awarded to French companies that have been very successful in the Danish market. Keolis has been present in Denmark since 1990 and currently has 1,500 employees managing, maintaining, and driving 450 buses as part of four separate bus franchises. Since entering the Danish market, Keolis has become the country's most awarded public transport operator as a result of its performance. Keolis Danmark will soon be adding a new mode to its portfolio, after winning the light rail contract for the city of Aarhus. The network is expected to start operating by mid-2017.

Contact: joakim.vasehus@keolis.dk

Economic Performance

NORTH AMERICA

Canada: Best practice sharing with Waterloo



The management team from Keolis' light rail network in Waterloo, Ontario, is in France this week (1-5 Feb) to meet with key departments at head office in Paris and visit our networks in Lyon and Tours.

The visit will familiarise the team with the structure, strategy and values of Keolis, and help it to understand the challenges of managing a project of this magnitude, based on Keolis' experience in Lyon. It will also be the opportunity to exchange with experts in each field and to practice their skills as part of a Business Game simulating the management of a fictional project. Keolis is part of GrandLinq, the international consortium chosen to design, build, operate and maintain the first stage of the Waterloo light rail system, scheduled for completion in 2017.

Contact: francoise.tisserand@keolis.com

Economic Performance

AUSTRALIA & NEW ZEALAND

Australia: Melbourne's happiest tram driver



The relentless pace of modern life means that the majority of us survive the daily commute by plugging in headphones and shutting out the world. However one driver at Yarra Trams' love for his job is so infectious that people leave his tram smiling and waving. Bruce Whalley, 61, provides his passengers with a unique and often hilarious commentary of their tram ride. As a result he receives more letters, emails and tweets of praise than any driver on Melbourne's tram network, averaging around one each day. To read the full article on Bruce featured in *The Age* newspaper, [click here](#).

Contact: julia.stokes@yarratrams.com.au

Customer Satisfaction



Click on the links below to watch the latest Keolis videos:

[Highlights from 2015](#)
[2016 New Year Greeting from JP Farandou](#)

FRANCE

New contract with Air France



Keolis has won the contract for the transport of Air France employees within France's largest international airport, Charles de Gaulle, in Paris. The €40M contract is for three years and covers a fleet of 35 buses that will shuttle 100 employees between their plane and the flight preparation area.

Buses for this new subsidiary are equipped with the latest GPS technology allowing access to real-time operational and passenger information while in transit, and will also include a new tool facilitating driver and network management. A concerted effort by all teams in the Greater Paris region allowed for a swift and successful start to the contract on 19 January, just a month and a half after the contract was awarded.

Contact: farid.brahmi@keolis.com

Economic Performance

CORPORATE

Rethinking Keolis' online platforms

To promote greater integration within the Group and enhance Keolis' public image, we're creating a new Keolis corporate website and a new Collaborative Intranet Portal. Make sure you take part in these exciting projects by clicking on the KeoShare links below!

[New corporate website](#)

[Collaborative Intranet Portal](#)

Employee Engagement

KeoShare wins collaboration award



Keolis has been awarded a national industry prize in France for KeoShare. The jury, led by international training and development provider Cegos and HR magazine *Entreprise & Carrières*,

was particularly impressed with KeoShare's international perspective, ergonomic design, community managers, and its broader benefits for the business. [Click here](#) to read more about the prize.

Employee Engagement

New look for your international news

To ensure we make the most of news and events of all Keolis' subsidiaries, we've adopted a new design for the newsletter. It's now more closely aligned with the French version in both format and content, and the two newsletters will be published at the same time each fortnight. Feel free to let us know what you think!

Employee Engagement