



Keolis wins a new rail franchise in Germany and renews two contracts in France

Keolis was named preferred bidder by the Rhein Ruhr transport authority VRR for the commuter rail service in Rhine Ruhr metropolitan region - the largest region in Germany with population of 11 million. The formal award is subject to a 10-day standstill period and Keolis is expected to take over from the incumbent DB Regio in December 2019. Keolis was selected for Lot A – one of the two available franchises - which will run for 12 years and covers services which total 4.8 million train-km/year (S1 Dortmund – Solingen and S4 Lütgendortmund – Unna). Annual revenue is estimated at €42 million per year. This award follows two other major successes achieved by Keolis Deutschland in 2015: the new contract to operate the Teutoburger Wald train Network, which starts in December 2017, and the renewal of the Hellweg Netz rail franchise, both in North Rhein Westphalia region.

Keolis also has two important contracts renewals in France: the first one with the metropolitan area of “Grand Narbonne” in the south of France which has a population of 125,000. This 8-year contract will generate total revenue of €91 million. The second renewal is in Laval region (population 125,000). The new contract starts on 1st September and will run for 6 years. It will generate total revenue of €70 million.

Well done to all the teams involved for these excellent achievements. Contact : segolene.deeley@keolis.com

Economic Performance



AUSTRALIA & NEW ZEALAND

New B-Class passenger information system helps future proof trams



Yarra Trams looked to Keolis' international expertise when delivering a vehicle passenger information system (VPIS) on the B-Class fleet, which is about 30 years-old. The B-Class trams now have new external destination boards, automated announcements, and internal displays to show passenger information. The new system also improves the ease of travel for passengers with hearing or vision impairments. Updates to passenger information on the B-Class trams can now be done remotely in response to network changes, providing an improved passenger experience. To complete the 130 trams at five depots in the timeframe agreed with Public Transport Victoria, Rolling Stock Projects worked with the Rolling Stock Availability team to coordinate access to trams for project works, while ensuring fleet availability for operations. The knowledge from the B-Class project will be used to deliver the technology to A and C-Class trams. The C1 trams will also include LCD screens to display more detailed passenger information and video content. contact: Kellie.Ashman@yarratrams.com.au

Operational Excellence

CONTINENTAL EUROPE

The Netherlands: Introducing the new water bus



On 17 June Syntus and Hymove B.V. started the trial of a new hydrogen bus: a fully electric city bus, with clean water as its only emission. “We consider it our social responsibility to contribute to development of zero-emission bus transport”, said Cees Anker, managing director of Syntus. Public transport companies and the Dutch government agreed that all public transport buses should be free of harmful exhaust gases by 2025. The trial of the hydrogen bus is an important step and fits perfectly with the strategy of both Syntus and Keolis to provide more environmentally friendly transport. The bus will operate this summer between the cities of Arnhem and Apeldoorn. Contact: snjders@syntus.nl

Corporate Social Responsibility

Sweden: Driver language training



There was huge interest among bus drivers when Keolis Sweden began offering an online language training course in February this year. Drivers often need to answer passenger questions and give directions. However, Swedish is not always their mother tongue. “We saw that there was a need to strengthen the working language of drivers, so we decided to start a pilot programme in Stockholm”, said Cecilia Jerneheim, HR and communications director.

The 30 participating drivers studied in their free time using their own digital devices. The company paid for the training software and held several meetings so the participants could meet, exchange experiences and talk in Swedish. At the last meeting in June all the participants agreed they were very happy with the training and that they would recommend it to colleagues. They say they are now more comfortable talking to passengers and more committed in their work and with their colleagues.

The success of the project will now be evaluated to determine whether it should continue.

Contact: cecilia.vinell@keolis.se

Employee Engagement

UNITED KINGDOM

Adopt a Station gaining momentum



The first phase of the relaunched Adopt a Station project at KeolisAmey Docklands is proving to be very successful with the adopters conducting fortnightly checks. Adopt a Station is an initiative designed to improve the overall condition of the network, by assigning various employee teams as ‘adopters’ or guardians of a particular station.

Walk-arounds by the teams have been extremely successful and the results are illustrating how many issues they are resolving; potentially before they have even been noticed by customers. Nicolas Renoir, Project Manager, said: “It’s so encouraging to see that when I have reported a fault, it has been resolved by the time of my next walk-around. It certainly makes me want to continue the positive work of the adopters’ team.”

Contact: anisha

Customer Satisfaction

CORPORATE

European mobility Exhibition 2016 : key highlights



The European Mobility Exhibition has become a major event for local authorities in Europe. Key highlights this year for Keolis were: the “Exemplary career” award given to Regis Hennion, Director of Light Rail and Metro projects for his career of 40 years developing city and urban transport. In addition, the Group also announced the creation of the “Mass Transit Academy” in partnership with SNCF, a new partnership with the start-up Wheeliz (car sharing service for people with reduced mobility) and Keolis Angers awarded “Golden bus” 2016.

Contact: segolene.deeley@keolis.com

Partnering with PTAs

KeoShare has been upgraded...



And is now available on all devices. To discover the redesigned platform, connect to <https://keoshare.keolis.com>. This new version provides major ergonomic improvements, to help us all further collaborate and share.