

PRESS RELEASE

Paris, 26 August 2021

Keolis wins the renewal of the Montluçon contract with the aim of strengthening the mobility offer in the region

- On 13 July 2021, the conurbation authority of Montluçon renewed its contract with Keolis for the management and operation of the mobility services on the *Maelis* city transport network.
- This new public service delegation contract began on 1 August 2021 and will run for five years, generating cumulative revenues of approximately €19 million. It will include an extension of the area served from 1 September 2021 and an overhaul of the network from 1 January 2022.
- The aim of Keolis is to strengthen the mobility offer throughout the region, notably by means of an extended on-demand transport offer, an increase in the rental bicycle fleet and the launch of new digital tools.

An extended and enhanced transport offer

Intended to serve a population of 65,000 in the city of Montluçon and 20 other municipalities of the conurbation authority, the *Maelis* network, which currently consists of eight city lines, eight school lines, an on-demand transport service and electric bike rental service, will feature a number of changes between now and January 2022, such as:

- An improved urban transport offer, via:
 - **Increased bus frequencies**, particularly along the three main routes in the region (every 30 minutes as opposed to 40 to 45 minutes at present), while maintaining a high frequency of every 15 minutes for the line connecting main transit centres and the densely populated districts of Montluçon.
 - **An improved bus service at the train station** with 43 buses per day (previously about 10), in line with the active approach adopted by the conurbation authority of Montluçon to reinforce intramodality.
 - **An increased bike fleet** from 50 to 100 bicycles, distributed over 11 collection points – including 10 new ones – throughout the conurbation by March 2022. At the same time, Keolis will **deploy a digital solution for the bike-sharing service**, featuring online reservation and payment.
 - **The introduction of an on-demand transport offer for workers**, including an extension of the bus timetable for the four main lines in the region (from 06:00 in the morning instead of 07:30 and until 21:30 instead of 19:00).

- Improved services for suburban communities, through:
 - **Optimized, reinforced school services**, particularly with the integration of six new school routes serving rural communities in the south of the conurbation.
 - The **extension of urban lines to certain suburban municipalities** at the entrance of the conurbation.
 - **The overhaul of the on-demand transport service**, available in 11 new municipalities, now arranged into three zones, linked to the points of interest in the region (station, hospital, aquatic centre, shopping centres). Passengers will also be able to **book their journeys up to two hours** before departure. The service will be available until 18:00 (previously until 16:30).

A more connected, simplified transport offer in terms of fares

In order to modernise the network and facilitate the customer experience, the *Maelis* transport network will provide passengers with:

- **Real-time information for the entire network (including school routes)**, accessible online and via smartphone, through the deployment of a new passenger information system (SAEIV) in autumn 2021.
- **A single contactless ticket that can be used across different modes within the network** (including on-demand transport service and school routes), thanks to the extension of the digital ticketing system introduced on urban lines in 2019.
- **A structural overhaul of the fare system**, starting on 1 January 2022, for greater fairness and simplicity. This will include the introduction of a **post-payment solution** (invoicing at the end of the month, according to the number of journeys made) **and reduced fares for passengers aged over 65 and under 26**, while maintaining a 50% solidarity reduction for every subscriber.
- In spring 2022, an **online subscription service dedicated to schoolchildren** will be created to enable families and schools to obtain information.

Keolis confirms its presence in the region of Auvergne-Rhône-Alpes

With the renewal of this contract, Keolis further strengthens its footprint in the region. In addition to the **Montluçon** network, Keolis Group notably operates those of the conurbations of **Lyon, Chambéry, Moulins, Bourg-en-Bresse, Oyonnax, Riom, Thiers, Villefranche-sur-Saône, Bourgoin-Jallieu**, the valley of **Grésivaudan** and **Nyons**, as well as inter-city and school routes on behalf of the Auvergne-Rhône-Alpes region.

Key figures of the new *Maelis* network¹

- | |
|--|
| <ul style="list-style-type: none">▪ 8 regular city and suburban lines supplemented by 14 school routes and a transport-on-demand service▪ 19 city vehicles + 14 subcontracted school buses▪ 100 electric bicycles on offer for rental service▪ Over one million kilometres covered per year |
|--|

¹Including outsourcing

- One million annual journeys on average per year
- +12% increase in ridership expected over the contract period
- €19.3 million in cumulative revenue

About Keolis

Keolis is a pioneer in developing public transport systems and works alongside public authorities who want to enhance shared mobility systems to grow the appeal and vitality of their regions. A world leader in operating automated metro and tramway systems, Keolis and its partners and subsidiaries Kisio, EFFIA, Keolis Santé and Cykleo support the core business with innovations offering new and bespoke shared mobility solutions for modes including trains, buses and coaches, trolleybuses, shared car solutions, river and sea shuttle services, bike share services, car sharing, fully electric driverless shuttles and urban cable cars. In France, Keolis is the second largest provider of parking management solutions through its subsidiary EFFIA, and the country's leader in medical transport since the creation of Keolis Santé in July 2017. The Group is 70%-owned by SNCF and 30%-owned by the Caisse de Dépôt et Placement du Québec (Quebec Deposit and Investment Fund) and employs 68,500 people in 16 countries. In 2020, it posted revenue of €6.1 billion. In 2019, 3.4 billion passengers used one of Keolis' shared mobility services. www.keolis.com

** Australia, Belgium, Canada, China, Denmark, France, Germany, India, the Netherlands, Norway, Qatar, Senegal, Sweden, the United Arab Emirates, the United Kingdom and the United States.*

CONTACT

Linda Huguet

International Communications Manager

Tel.: +33 (0)1 71 32 98 43

Mob.: +33 (0)7 71 50 27 95

Linda.Huguet@keolis.com