

## PRESS RELEASE

Paris, July 8, 2022

### Renewal of Keolis as public transport operator in the Bordeaux urban area

- Bordeaux Métropole has renewed its confidence in Keolis to operate and maintain its whole public transport network. Lasting eight years, the new contract will begin on 1<sup>st</sup> January 2023.
- The contract features:
  - the creation of two new tram connections, using existing infrastructure with new points and intelligent equipment installed at Porte de Bourgogne, to improve traffic flow,
  - the introduction of seven Express bus lines,
  - a 13% expansion of the distance covered by the network,
  - significant development of Transport on Demand (ToD), river shuttles and cycling provision (+20%).
- Keolis will set up the first mission-driven company (*entreprise à mission*, incorporating social and environmental purposes) in the mobility sector in Bordeaux.
- The services operated by Keolis will meet the highest standards in terms of sustainable development, including an 80% reduction in greenhouse gas emissions. The Group will also obtain Cap'Handéo certification in recognition of its commitment to accessibility across the network.
- Total revenue is expected to reach €2.2 billion.

**Marie-Ange Debon, Chairwoman and Group Chief Executive Officer:** *“The Keolis group, with its 3,000 employees working for Bordeaux Métropole, is proud to continue its partnership and support the deployment of a safe, innovative and sustainable mobility service across the Bordeaux area. The appeal of the TBM network and the reputation of the Metropole will be reinforced with the new tram connections, the enhanced multimodal offer and the goal of setting up the first mission-driven company in the transport sector.”*

#### E and F: two new Bordeaux tram connections

To improve traffic flow on the tram network, Keolis intends to:

- **create two new connections** (E and F), which will be introduced using existing infrastructure with new points and intelligent equipment installed at Porte de Bourgogne;
- improve service frequency on the central part of the network (which represents 25% of journeys within the urban area) by **reducing the interval between trams to two and a half minutes** (from three minutes currently).

The Group has also signed a strategic partnership with Alstom to extend the lifetime of the tramway and **improve the reliability of the ground-level power supply, which was one of the first such systems introduced in the world.**

## Encouraging multimodal transport in response to the city's Mobility Plan

The mobility offer will see a significant improvement to services for the city's 18 railway stations (TER and RER Métropolitain) by:

- **increasing the distance covered by the network by 13%** across all modes of transport, weighted in favour of buses, to optimise links between the city and destinations outside the city
- **supporting the Metropoliain Council in developing seven Express bus lines** in response to the need for mobility in the inner and outer suburbs.
- by significantly **improving services to the 18 railway stations** (TER and RER Métropolitain).

The new offer also includes:

- **FLEX, a Transport on Demand service** to be deployed from 2023 that will provide additional solutions (serving the TER stations of the peninsula, the OIM Aéroport de Bordeaux area and the whole metropolitan area during the night).
- A fleet of **500 new self-service bicycles (+20%) featuring "embedded intelligence"**. Ultimately, around 50 new bike parking points will be set up.
- An **optimised fleet of river shuttles**, with four additional boats by 2025, bringing the total number to seven.
- **A new MaaS<sup>1</sup> app for users**, which will incorporate all the city's mobility solutions including multimodal route planning, real-time travel information, ticket purchasing, bookings for self-service bikes or ToD or filing complaints.
- a **strong increase in service quality commitments**, particularly in terms of punctuality and reliability.

## The first mission-driven company in the mobility sector

Keolis wants to make *TBM* the most advanced public transport network in France in terms of its CSR commitments, which will include:

- achieving **level 4, the highest level, for the "Engagé RSE" quality label**;
- obtaining **Cap'Handéo certification**, which guarantees high-quality transport services for people with reduced mobility;
- acquiring **the GEEIS Diversity label** awarded by Bureau Veritas, promoting gender equality and diversity in the workplace and prohibiting all forms of discrimination;
- **reducing greenhouse gas emissions by 80%** across the network.

---

<sup>1</sup> "Mobility as a Service", which enables travellers to plan, book and pay for all modes of transport through a single app.

## Key figures for the current TBM network

- 4 tram lines, 77 km of track and 130 trams
- 79 bus lines
- 279 NGV buses, 28 hybrid buses
- 3 river shuttles
- 2,000 bicycles, half electrically assisted
- 27 park-and-ride points
- 44 Mobibus for people with reduced mobility
- 3,000 employees

### [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 68,000 people in 14 countries. In 2021, it posted revenue of €6.3 billion. In 2019, 3.4 billion passengers used one of Keolis' shared mobility services. [www.keolis.com](http://www.keolis.com)

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

## CONTACTS

### **Alexandre Poidevin**

**Media Relations Manager**

06 18 76 18 69

[alexandre.poidevin@keolis.com](mailto:alexandre.poidevin@keolis.com)

### **Laurent Gerbet**

**Media and e-reputation Director**

06 32 79 38 35

[laurent.gerbet@keolis.com](mailto:laurent.gerbet@keolis.com)

### **Ladislav Dor**

**Media Relations Officer**

07 78 3519 77

[ladislav.dor@keolis.com](mailto:ladislav.dor@keolis.com)