

KeolisAmey selected to operate the Docklands Light Railway automated metro network in London

- Transport for London (TfL) has reappointed KeolisAmey¹ to operate and maintain the DLR automated metro network in London. The contract will begin on 1 April 2025, and will run for eight years. The annual revenue including expected inflation over the core contract term would be about €140 million.
- With this new contract, Keolis will continue to operate one of the key services of TfL's transport network, further strengthening its position as a mobility operator in the UK and a global leader in automated metro systems.

Transport for London (TfL) has just announced its decision to award the franchise for the operation and maintenance of the Docklands Light Railway to KeolisAmey, the joint venture between Keolis and Amey². As the longstanding operator of DLR since December 2014, the joint venture will continue to manage this critical constituent part of London's public transport network for an additional eight years, starting on 1 April 2025.

Inaugurated in 1987, the DLR is a fully automated metro network that serves the Docklands, a former port area in East London. It has gradually expanded on both sides of the Thames and today provides services to rapidly growing areas such as Canary Wharf, Greenwich, and Lewisham. Consisting of 40 km of track and 45 stations, the network is renowned for its efficiency and accessibility, with stations offering panoramic views of London's urban landscape. It is the busiest light rail network in the UK, carrying around 100 million passengers per year.

Marie-Ange Debon, Chairwoman of the Keolis Executive Board, stated: *"We are delighted to have had our contract renewed for the DLR franchise and we are grateful for Transport for London's continued trust in us to deliver service excellence on this key London metro network. We are also proud of the role we have played over the past decade, setting records for ridership and customer satisfaction. Our unmatched expertise in automated metro systems will allow us to continue to further this momentum in the coming years."*

Andy Milner, CEO of Amey, added: *"The new DLR contract allows us to build on our work, operating one of the capital's busiest rail networks, bringing new technologies onboard to improve passengers' experiences and give back to local communities. We look forward to working closely with TfL to ensure DLR remains one of the world's leading automated metros, providing exceptional service delivery and reliability to every passenger who needs us."*

Tom Page, TfL's General Manager for DLR, said: *"This new franchise with KeolisAmey is great news for customers and is key in ensuring the DLR continues to meet growing demand for the areas it serves. With new trains, greater innovation, a core commitment to decarbonising and a focus on safety for both customers and colleagues, it's a really important time for the DLR."*

¹ KeolisAmey is a joint venture between Keolis (70%) and Amey (30%).

² Amey is a leading provider of full life-cycle engineering, operations and decarbonisation solutions.

Artificial intelligence to improve safety and the passenger experience

The renewal of this franchise marks a continuation of the achievements of the past ten years, during which improvements have already been made in both passenger service and infrastructure. In the coming years, KeolisAmey will further improve service quality and the passenger experience. The company will support Transport for London in introducing 54 new trains to the network, introduce new timetables with increased service frequency, and deploy innovative technologies based on artificial intelligence to improve passenger safety in stations and manage footfall during major events. In a predictive asset maintenance approach, investments are also planned to develop remote monitoring of the train fleet, critical infrastructure, buildings and tunnels. Additionally, an apprenticeship programme to promote local employment, together with community outreach projects including initiatives in schools and towards long term jobseekers, will be implemented in the east and southeast of London.

Keolis, a pioneer and global leader in automated metro systems

Last year, Keolis celebrated the 40th anniversary of the world's first automated metro, launched in 1983 in Lille. Since then, Keolis's experience in operating this mode of transport has continued to grow globally. Today, Keolis operates a dozen automated metro networks, including the world's longest automated metro network in Dubai. With 280 km of lines in operation or under construction, Keolis is the world's leading operator of automated metros.

Key figures for Keolis in the UK

- Established in the UK in 1997
- 2,200 employees (excluding minority joint ventures)
- 2 tram networks: Manchester and Nottingham
- 1 automated metro network: Docklands Light Railway (London)
- 1 national railway franchise: Thameslink, Southern and Great Northern (TSGN)
- 1,460 km of track operated

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 Cykleo, EFFIA, Hove, Keolis Santé, Kisio and support the core business with innovations offering new and bespoke shared mobility solutions for modes including trains, buses and coaches, trolleybuses, ondemand transport, transport for people with reduced mobility, driver and sea shuttle services, bikes share services and long-term rental, car sharing and fully electric driverless shuttles. 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 13 countries. In 2023, it posted revenue of €7.0 billion.

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

MEDIA ENQUIRIES:

PRESS RELEASE

Paris, 3 October 2024

The Keolis logo is displayed in the top right corner. It features the word "KEOLIS" in a bold, sans-serif font. The "K" is a light blue color, while the remaining letters "EOLIS" are in a dark grey or black color. The logo is positioned to the right of a large, light blue abstract shape that resembles a stylized 'V' or a large bracket, which is part of the background design.

Laurent GERBET

Media and online reputation director
06 32 79 38 35
laurent.gerbet@keolis.com

Guillaume LEMPERRIERE

Media relations manager
07 71 68 13 01
guillaume.lemperriere@keolis.com