

Métropole Européenne de Lille renews Keolis' contract for 7 more years to further develop Ilévia, a model for innovative and sustainable forms of mobility



On Friday 18 October, the greater Lille authority (Métropole Européenne de Lille) renewed its trust in Keolis through the award of a contract running nearly seven years to manage the Ilévia transport network, worth a total value of 2.5 billion euros. This contract, effective from 1 April 2025, covers the operation and maintenance of the city's metros, trams, buses, on-demand transport, services for people with reduced mobility (PRM), and the V'Lille self-hire bike scheme. The contract will cover 95 municipalities across the metropolis and provide approximately 730,000 trips per day.

Keolis : A key partner in Lille's mobility

For several years, Keolis has assisted MEL in its major transformational projects, from the launch of the world's first automatic metro to the conversion of 100% of the bus fleet to natural gas, as well as the deployment of the V'Lille bike share scheme, resulting in 200 million trips made every year on the Ilévia network.

To accompany passengers ever more effectively in their mobility, Keolis will continue in the coming years to support the major projects of MEL and offer a diverse and enhanced range of transport options, placing innovation and passenger experience at the centre of the roadmap.

A renewed ambition: offer an enhanced and better integrated mobility service range

With this renewed partnership, Keolis and MEL are committed to strengthening and diversifying the mobility offering while developing integration between the various public transport services available on the network. Among the flagship projects signed up to by MEL for the coming seven years :

- **Metro:** Extending trains on Line 1, renovating 60 existing trains, and increasing service frequencies to provide a smoother travel experience.
- **Tramway:** 27 new trains to bring down waiting times in due course from 4 minutes today to 3 minutes and 40 seconds.
- **Buses:** Launch of a new network with several new routes, including 3 express lines, as well as a diversified fleet.
- **On-demand transport (ODT):** Launching the Flexity service with 30 routes, including 10 new ones, to improve accessibility across the entire region.
- **Self-hire bikes:** Adding 34 new V'Lille stations and introducing a lighter bike model tailored to urban use and user needs.

Innovations to improve the customer experience

To further improve the passenger experience, several customer-centric tools will be deployed, including :

- **MOBilévia:** A single app integrating all MEL mobility services, enabling users to plan trips, purchase tickets, and track real-time availability across different transport services.
- **Fabrik'ilévia:** A participatory platform allowing users to be consulted and have their say on projects dealing with the Ilévia network. It will be linked to the LAB'inno Ilévia innovation lab to test new solutions.
- **ReKrut'bus:** A mobile recruitment agency that will tour the region to attract and hire new talent, including 50 apprentices per year, aiming to reach a total of 2,800 employees.
- **New ticketing and Open Payment:** On 1 July 2027, contactless payment (Open Payment) will be introduced for metro, tram and bus services. The following year, a new ticketing solution will be rolled out to simplify the travel experience and facilitate access to transport services.

Sustainable mobility, closer to citizens and firmly focused on the future

Keolis will place special focus on the green transition of the network. In due course, 100% of trips on the main network services will be powered either by green electricity or by biogas. To date, the Ilévia network's fleet of 460 buses already runs on CNG.

In renewing this partnership, Métropole Européenne de Lille and Keolis reaffirm their shared commitment to building a safe, diverse, environmentally friendly mobility system that meets the needs of citizens. They will continue to expand the mobility offering with the ambitious goal of increasing ridership by 25%, to reach 253.6 million trips per year by 2031.





« This contract renewal with Métropole Européenne de Lille marks another key milestone in our partnership. Over the next seven years, we will continue to support the authority toward a more sustainable and universally accessible public transport model. We are keen to improve every passenger's experience through the digitalisation of our services, an increased range of mobility options, and higher service frequencies. Our commitment is also reflected in the recruitment of new talent to support this transformation, with innovation and sustainable mobility as our top priorities, serving the well-being of all citizens. »

Marie-Ange Debon, Chairwoman of the Keolis Executive Board



Key figures

- 2.5 billion euros: Total revenue over the course of the contract
- 100% of trips on the network's three main transport modes are clean: powered by electricity or biogas
- 253.6 million trips per year expected by 2031
- 50 apprentices per year will be recruited through the Keolis apprenticeship training centre

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