

# ACTIVITY REPORT

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15



Tous vos transports en  
 **île de France**



**As President of the Île-de-France Region and STIF, which designs, organises and finances public transport for all Île-de-France residents, I have decided to lead the transport revolution, by prioritizing passengers in everything I do.**

**This revolution must be quick and efficient. I have therefore decided to initiate all the projects at the same time.**



## **An ambitious programme to modernise transport services**

### **New, more modern trains**

A major plan to purchase new trains has been put in place to provide Île-de-France residents with modern transport conditions. I thus pledge that there will be over 700 new or renovated trains in service by 2021.

All trains in operation in Île-de-France will therefore offer the modern standards of comfort and safety that our region deserves - CCTV, air conditioning, passenger information video screens, carriages with 4G, sockets to recharge telephones and digital tablets. This will ensure that time spent travelling can be put to good use.

### **Bus plan - the "Grand Paris des Bus" project**

I will launch a major plan for bus services throughout the region - service improvements, the creation of new Express lines, dedicated bus corridors, more buses to and from railway stations, more buses in the evening and at night, a new on-demand bus service, and new-generation non-polluting buses.

### **Increased intermodal transport to make passengers' lives easier**

Beyond developing the transport service, I am convinced that, in order to improve the quality of life of passengers, it is both essential and urgent to improve connections between the different modes of transport.

Thus, the "Grand Paris des Bus" project will be combined with a plan to increase parking spaces in the vicinity of railway stations, and with a bicycle plan designed to facilitate connections and improve complementarity between public transport and other modes of transport and therefore make access to railway stations easier for Île-de-France residents.

I will also commission a study into the development of multiservice railway stations with businesses and services or, for example, crèches being opened nearby.

## **Increased services and security for passengers**

### **Improved security and anti-fraud measures**

My main focus is security - video cameras will be installed in all trains, metros, trams and buses in operation in the Île-de-France region. They will also be rolled out in railway stations, in particular in rural areas and terminuses. We will also unify current security forces whilst at the same time increasing security personnel by 10%.

I have set transport operators the most ambitious objectives in so far as concerns the fight against fraud.

### **Digital services**

The transport revolution also means more digital services for passengers, with 3G/4G access over the whole of the network and the introduction of a Smart Navigo from 2018 onwards, that will result in the disappearance of the metro ticket in 2021 and the implementation of a real-time predictive information service.

Smart Navigo will allow subscriptions to be managed online, and tickets or Navigo tickets to be bought or topped up via smartphone. The Navigo card will become a mobility pass, incorporating Vélib' subscriptions (as is already the case), along with Autolib' and Park-and-Rides close to the railway stations. Efforts will be made to reach agreements and put in place technical solutions to allow Navigo to be used for all mobility solutions (car sharing, car clubs, taxis, hybrid bikes...) and to pay other everyday goods and services.

As a result of Open Data innovative mobile passenger applications will be put in place.

**The transport revolution is here and will allow Île-de-France to upgrade its transport system to make it efficient, modern, and safe and to ensure that commuting in the Île-de-France is less stressful, more comfortable and above all quicker. This revolution is also essential to make the Region more attractive. I will implement it in conjunction with all those involved in the area of mobility in Île-de-France.**

**I want transport in Île-de-France to be worthy of the ambitious projects already in place, not only for Île-de-France residents, but also for French and foreign tourists.**

**Valérie Pécresse**

President of the Île-de-France Region  
President of the STIF



**WE ORGANISE**  
all transport systems  
in the Île-de-France,



Tram

Véligo

Métro

**PREPARE** the future  
with the New Greater Paris,

Bus

Train



**PROMOTE** access to jobs  
and economic development



and **ACT** on a daily basis to drive forward  
energy transition and improve the quality of living,



**FOR YOU!**



[www.stif.info](http://www.stif.info)

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# Governance

STIF designs, organises and funds the public transport system in the Île-de-France region.

## 1. STIF - presentation

### ► STIF's responsibilities

STIF **decides and drives** development and modernisation projects for all modes of transport, and **outsources their operation** to transport operators:

- It studies all aspects of line extension and creation projects.
- It decides which actions to implement to improve public transport.
- It drives modernisation of the network and ensures adherence to the programme, the timetable and the budget.
- It sets contractual targets with regard to punctuality, quality of service, investments and timetable for the RATP, the SNCF and private transporters.
- It funds public transport in Île-de-France.
- It decides fares policy.

STIF, which includes Île-de-France, and the eight *départements* in the Île-de-France region, **thus has overall responsibility for public transport in Île-de-France** (mainline, RER and metro trains, trams, and buses).

### ► Status and organisation

STIF, the organising authority for public transport in the Île-de-France region, is managed by a **29-member Board of Directors**. The Board is chaired by Valérie PÉCRESE, President



© William Beaucardet/STIF. STRAV bus in Brunoy, in the Essonne.

of the Île-de-France Regional Council. It convenes six or seven times a year and may also conduct transport operator hearings (RATP, SNCF and Optile).

**It drives and defines transport policy in the Île-de-France region**, and the resources needed to implement it. Through its decisions, the Board shapes the development of projects and approves each of the main stages.

STIF's various departments (comprising 389 employees in all) fall under the authority of Laurent PROBST, appointed as Managing Director by the President on 30 March 2016 after consultation with the Board.

### ► Executive Committee

The agenda for Board meetings is defined by the President after consultation with the Executive Committee, which meets about 15 days beforehand.

The Committee has **11 members**: the President of the STIF Board, the four Vice-Presidents, the Presidents of the Technical Committees, a representative from the Paris/Île-de-France Chamber of Commerce and Industry, and a representative for the Presidents of the Établissements publics de coopération intercommunale d'Île-de-France (EPCIs/public institutions for cooperation between local authorities in the Île-de-France region).

### The composition of the STIF Board on 30 March 2016



#### 15 representatives from the Île-de-France Region

Valérie PÉCRESE  
President of the Île-de-France Region  
and the STIF Board  
Stéphane BEAUDET  
Vice-President of the Regional Council  
responsible for Transport  
Isabelle BERESSI  
Claude BODIN  
Yasmine CAMARA  
Didier DOUSSET

Marianne DURANTON  
Bernard GAUDUCHEAU  
Audrey GUIBERT  
Fabien GUILLAUD-BATAILLE  
François KALFON  
Jonathan KIENZLEN  
Brigitte KUSTER  
Thierry MEIGNEN  
Pierre SERNE



#### 5 representatives from the City of Paris

Julien BARGETON  
Jacques BAUDRIER  
Julie BOILLOT  
Jean-Louis MISSIKA  
Christophe NAJDOVSKI

#### 1 representative from each *département* from the inner and outer suburbs

Jean-Jacques BARBAUX		Corinne VALLS	
Pierre BÉDIER		Pierre GARZON	
François DUROVRA		Yannick BOËDEC	
Jean-Didier BERGER			

#### 1 representative from the Paris/Île-de-France Chamber of Commerce and Industry: Jean-Paul VERMES

1 representative from the Établissements publics de coopération intercommunale de la Région Île-de-France (public institutions for cooperation between local authorities in the Île-de-France region):  
Yves ALBARELLO

1 representative from the Public Transport Partners' Committee, acting in a consultative capacity, also sits on the Board:  
Monique BOURDIER



## ► The technical committees

The committees meet before the session of the Board and **express their opinions** on the files submitted to them. The technical committees provide **an arena for discussion** between STIF's directors and employees.

At the Board Meeting of 17 February 2016, the Board decided to merge the Quality of Service and Democratisation committees into a **Committee for Quality of Service, Accessibility and User Relations**.

Investments Committee, chaired by Bernard GAUDUCHEAU.

Financial and Tariff-Rating Committee, chaired par Yasmine CAMARA.

Transport Service Committee, chaired by François DUROVRAY.

Quality of Service, Accessibility and User Relations Committee, chaired by Pierre GARZON.

The projects are also presented to the **CPTP** (Committee of Public Transport Partners), which comprises representatives of trade unions, employers' and consular organisations, associations of users and local and regional authority representatives that are not members of the Board.

### The new responsibilities of STIF in the area of sustainable mobility

**Article L. 1231-16 of the Transport Code**, in its wording arising from Act n° 2014-58 of 27 January 2014 on the modernisation of territorial public action and the affirmation of metropolitan areas (MAPTAM) and Act n° 2015-992 of 17 August 2015 relating to the energy transition towards green growth (LTECV), provides that the organising authorities of sustainable mobility (mentioned in Article L. 1231-1 - ex. Île-de-France) "in the event of non-existence, inadequacy or unsuitability of the private service offer, (...) can organise a public bicycle rental service. The operator of this service is not subject to the obligation provided for in Article L. 1421-1".

**For Île-de-France, Article L. 1241-1**, in its wording arising from these same two laws, provides that:

- STIF can organise **public goods transport and urban logistics services, car clubs** (a rental service for a fleet of vehicles) **and bicycle rental**, subject to the non-existence of such public services and the agreement of the municipalities and EPCI within whose territory the service is envisaged; if such services exist (e.g. Vélib', Autolib'), STIF is contacted for opinion in the event that the said services are developed or renewed;
- in respect of **car pooling**, STIF may, on the one hand, create a label and, on the other hand, set up dematerialised platforms to bring together offers and requests, if the existing service offer is inadequate.

### The New Greater Paris

Legislative and statutory changes to the New Greater Paris project were introduced by:

**1. Act No. 2014-58 of 27 January 2014 on the modernisation of regional public initiatives and the affirmation of metropolitan areas (MAPTAM)**, in which articles 16 and 17 are intended to amend the provisions of the Transport Code and the Greater Paris Law of 3 June 2010 in order that:

- as organising authority, STIF will be involved in drafting the public enquiry file(s) and all the documents drawn up by the contractor for the investment plans relating to the Grand Paris Express,
- as an investor and future owner, STIF is to participate in every stage of the rolling stock procurement process,
- Société du Grand Paris (SGP) is bound by the same obligations to STIF as those that currently apply to the SNCF, RATP and RFF (STIF approved a series of incremental investment plans).

**2. Order No. 2014-690 of 26 June 2014 relating to the participation of Société du Grand Paris in certain Île-de-France transport network projects**, which:

- allows STIF to draw up an agreement to contract SGP for any public interest projects that supplement or connect to these projects,
- determines the terms and procedures whereby SGP can fund transport infrastructure modernisation, improvement, extension or creation projects that will at least connect the Grand Paris public transport system to the metro, trains and RER lines or the national rail network,
- determines the terms and procedures whereby SGP can be entrusted with the management of infrastructure creation or extension projects for the metro network for the public urban transportation of passengers in Île-de-France, as a minimum connecting to the Grand Paris public transport network, with the exception of projects that are subject to STIF/RATP joint management.

**3. Decree n° 2015-308 of 18 March 2015 relating to the association of STIF with the missions of the Société du Grand Paris (SGP) to design and complete the Greater Paris public transport network**, in application of the MAPTAM law, which provides for:

- the creation of a co-ordination committee to associate STIF with the procedures and studies carried out by the SGP (Art. 1),
- the procedures for associating STIF with the creation by the SGP of the public enquiry and preliminary project files (AVP) and their approval by the STIF Board (Art. 2 and 3),
- the association of STIF with the procedures for acquiring the rolling stock as implemented by the SGP (Art. 4 and 5).



© Christophe Recoura/STIF. Créteil Pompadour multimodal interchange on line D.

## 2. Transport funding

### ► Funding for public transport operations in the Île-de-France region

In 2015, funding for public transport operations totalled **€9,406 million** broken down as set out in the table below.

### ► Trends in operating fund sources

Public transport operating costs in the Île-de-France region are funded by the fares collected (passenger spending and employer reimbursements), the transport tax paid by employers and public contributions.

Over 10 years these spending packages have been steadily increasing by an average of 2.2% each year (constant euros). In 2015, there was an increase of 1.2% (constant euros). Significant funds have been allocated to expand the public transport services.

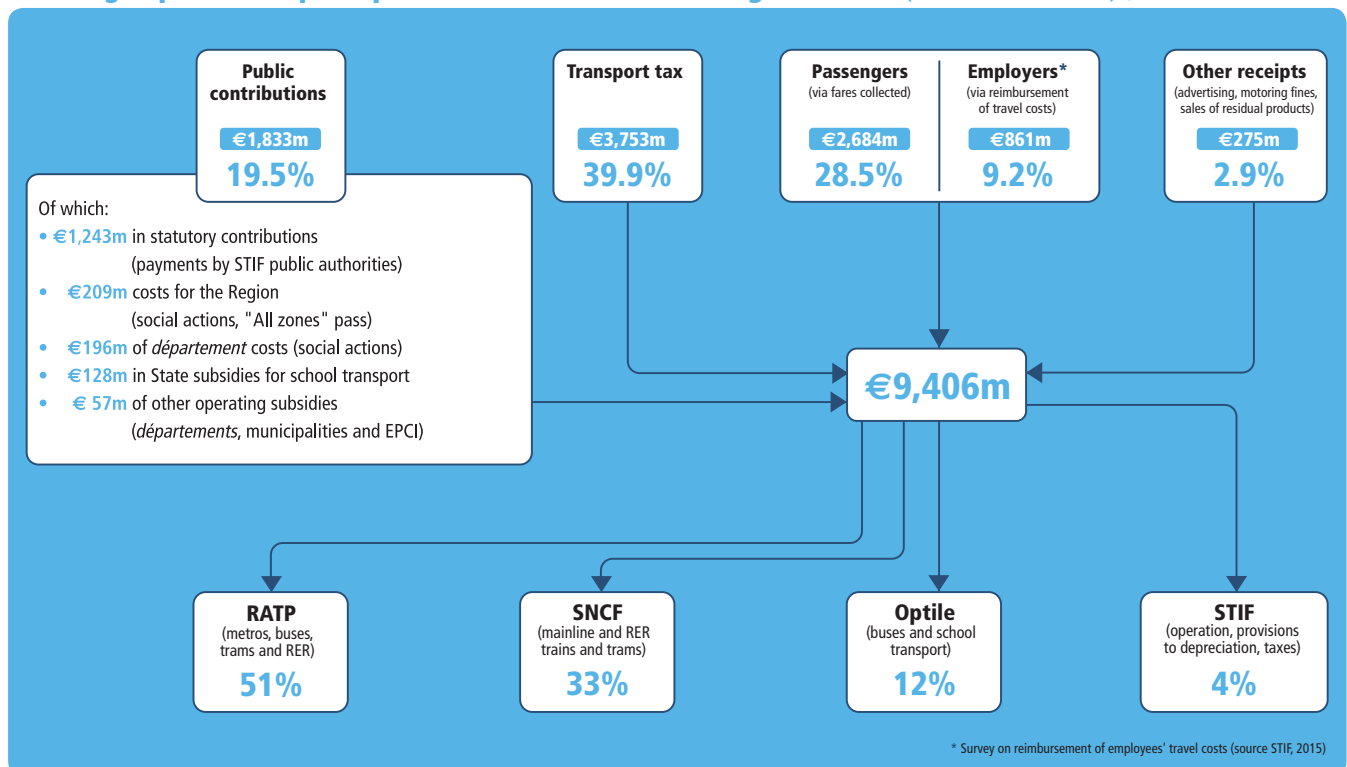


© Christophe Recoura/STIF: Garges-Sarcelles interchange.



© Christophe Recoura/STIF: Espace Véligo in the Rueil-Malmaison interchange.

### Funding of public transport operations in the Île-de-France region in 2015 (inclusive of all taxes)





## STIF's budget

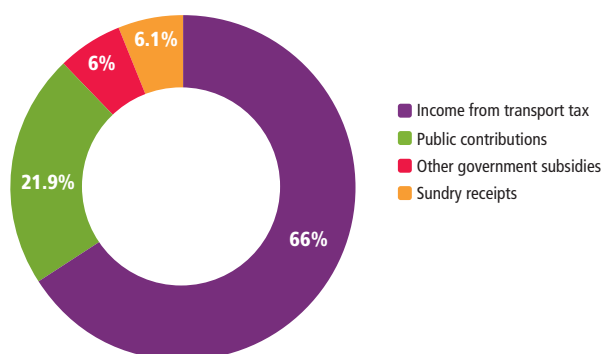
In light of the fact that the transport companies collect passenger fares and not STIF, STIF's budget does not reflect the total cost of operating public transport. However, changes in collections are considerably impacting the contribution that STIF pays to transporters.

### Operational funding

#### Operating receipts

In 2015, STIF's operating receipts totalled **€5.7 billion**, broken down as follows:

Amount of receipts	€m
Income from transport tax	3,753
Public contributions	1,243
Other government subsidies	339
Sundry receipts	348
<b>Total</b>	<b>5,683</b>



#### Transport tax

The bulk of STIF's funding comes from the transport tax paid by companies and public and private sector organisations with more than nine employees. This tax is collected by the agencies responsible for collecting social security contributions (mainly URSSAF), before being paid to STIF. **In 2015, the income from the transport tax totalled €3,753 million, accounting for 66% of STIF's funds** and slightly less than 40% of the total public transport budget for the Île-de-France region.



© Christophe Recoura/STIF. Line B, train M179 refurbished.

As transport tax is a payroll tax, the amount collected is contingent upon the employment rate and on the amount of wages paid by companies. It is a dynamic source of funding (up 4.1% per year from 2006 to 2008) but it is also very sensitive to the economic environment. After virtually stagnating in 2009 (up 0.3%), it has started to rise again in the last six years.

**In 2015, the amount of transport tax collected rose by 4%** as a result of the growing payroll and an increased tax rate in some municipalities in the urban area of Paris (Decree No. 2012-463 of 6 April, 2012<sup>1</sup>) and the increase in the ceiling rate for zones 1 and 2 of 0.15 and 0.11 points respectively, in accordance with Article 87 of the Amending Finance Law of 29 December 2014. The following rates were therefore applied:

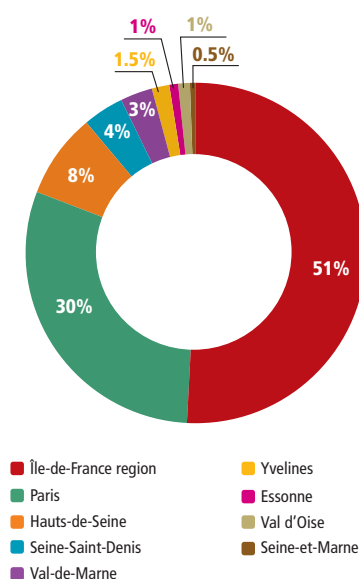
- **2.85%** in zone 1, i.e. Paris and Hauts-de-Seine;
- **1.91%** for municipalities in the urban area of Paris not included in zone 1 (zone 2);
- **1.5%** for the remaining municipalities in Essonne, Seine-et-Marne, Val d'Oise and Les Yvelines (zone 3).

#### Public contributions

These are mandatory expenses for STIF's local authority members.

These public contributions totalled **€1,243 million in 2015**, up 1% on 2014.

They are broken down as follows:



<sup>1</sup>. Indeed, the 2010 amending finance law redefined the rules governing the enforcement of transport tax in the Île-de-France region, providing for the gradual application of the 1.7% ceiling rate to all municipalities in the urban area of Paris. At the end of the three-year enforcement period, it is expected that an extra €110 million in transport tax will be collected. In 2012, when the new rules came into force, employers in the municipalities affected saw their tax rate increase from 1.4% (ceiling rate in zone 3) to 1.5% on 1<sup>st</sup> July.



© Christophe Recoura/STIF. Tram 7 to Athis-Mons.

The other government subsidies are as follows:

- **€207 million** in government subsidies, mainly consisting of subsidies paid by the Île-de-France region in connection with social fares, the Imagine R card and the creation of the single price on 1 September 2015;
- **€128 million** paid by the government to cover a portion of STIF's expenditure on school transport.

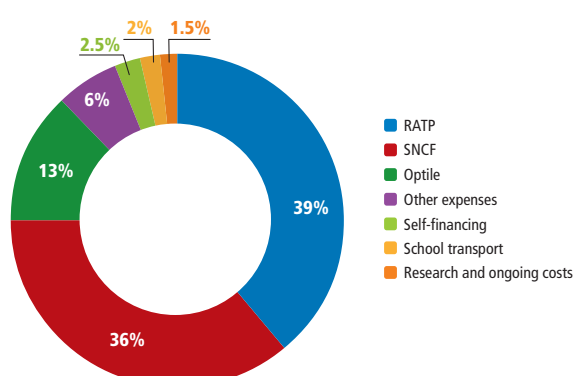
The other receipts primarily consist of exceptional receipts (€30 million), tax neutralisation programmes (€157 million) and balancing operations (€147 million).

### Operating expenses

In 2015, STIF's operating expenses totalled **€5,535 million**, broken down as follows:

Amount of expenses	€m
RATP/SNCF	4,168
of which RATP	2,164
of which SNCF	2,004
Optile	722
Other expenses	321
Self-financing	141
School transport	117
Research and ongoing costs	66
<b>Total</b>	<b>5,535</b>

STIF generated a self-financing capacity of €141 million, needed for long-term investment funding.



### Contractual contributions

**Total remuneration paid to transport operators** contracted by STIF to implement the public transport operating policy **accounts for 88% of total expenditure**. This means that STIF's budget is very tight. In terms of contracts with the RATP, SNCF and Optile, inflation in financial year 2015 was low, thus providing room for manoeuvre during the fiscal year.

### School transport

In 2015, expenditure associated with school transport, which was brought within STIF's remit on 1 July 2005, totalled **€117 million with a service cost of €133 million for all schemes** covering costs for disabled pupils and students, the cost of organising special routes and STIF's contribution to Optile school passes.

### Other expenditure

On top of its operating and research costs (€66 million), STIF must pay the flat-rate tax on rolling stock (IFER), which amounts to €69 million, and rail network access fees (€157 million).

### Investment funding

#### Investment revenues

Investment revenues came primarily from self-financing (€141 million), fines (€139.7 million), borrowing (€540 million) and the balance of the subsidy from the AFITF (French Transport Infrastructure Financing Agency) in the amount of €39 million by way of part funding of the Île-de-France rolling stock.

**Motoring fines** are an important source of finance in so far as they directly increase STIF's investment funds since, under the terms of article R.4414-1 of the local and regional collectivity code, half of the proceeds from fines collected in the Île-de-France region must be given to STIF. Moreover, fines are also the **primary source of income for the AFITF**, which is helping to finance the ongoing introduction of Francilien trains.



© STIF. The Île-de-France interchanges.

Since 2012, STIF has had to borrow to fund its investments, its own resources being insufficient to absorb the costs of the projects.

STIF initiated **nine loans in the amount of €540 million in 2015**, including €180 million from the European Investment Bank in connection with its multi-annual contract of €600 million in order to fund the acquisition of the Francilien, €100 million from the Caisse des Dépôts and €260 million from commercial banks. This diversification of funding organisations started at the end of 2014.

On 31 December 2015, outstanding debt stood at €1,029 million, including 88% at a fixed rate, for a competitive average cost of 2.04%.

### Investment expenses

Direct investment expenditure in the 2015 financial year totalled **€1,118 million, a 3% increase on 2014**; 66% of which was allocated to rolling stock (trains and buses).

The investment funding mechanism is different depending on the nature of the investments:

- Investments to extend infrastructures are mainly funded as part of State-Region contracts or special Region-Département contracts.

- Intermodal transport investments are funded by a STIF subsidy and the contractors.
- Buying and renewing rolling stock are funded by a STIF subsidy or by the operators.

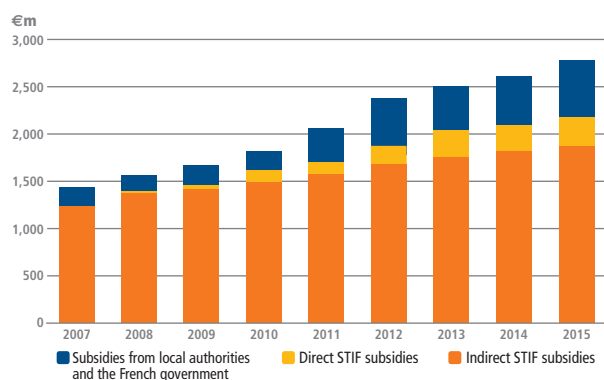
Since 2015, new train purchases have all been fully subsidised by STIF.



© Christophe Recoura/STIF. Line 9, train MFO1.

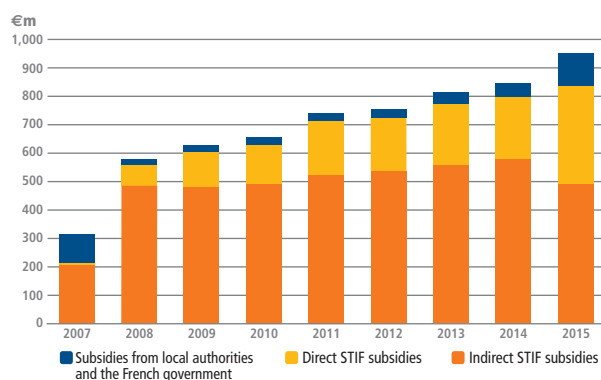
## The STIF policy of investing via contracts with the RATP and the SNCF

Funding investments implemented by the RATP



Between 2007 and 2015, close to €19.8 billion were invested by the RATP, which included €17.1 billion in direct or indirect subsidies from STIF and €2.7 billion from local authorities in the Île-de-France region (for infrastructures covered by the State-Region Projects Contract) and the French government.

Funding investments implemented by the SNCF



Between 2007 and 2015, close to €6.3 billion were invested by the SNCF, which included €5.9 billion in direct or indirect subsidies from STIF and €0.4 billion from local authorities in the Île-de-France region (for infrastructures covered by the State-Region Projects Contract) and the French government.

In 2007, STIF embarked upon an ambitious multiyear investment policy: 26.1 billion, including 3.7 billion already invested in direct subsidies.

At the end of 2015, 3,175 million remained to be financed for all investment projects started by STIF since 2006, which can be broken down as follows:

- €214 million for infrastructure;
- €336 million for service quality investments (accessibility, passenger information, safety and so on);
- €2,625 million for purchasing and renovating rolling stock.

Whether directly or indirectly<sup>2</sup>, STIF finances all bus, train, RER, metro and tram services.

<sup>2</sup> STIF directly contributes funding to acquire and replace rolling stock by paying investment grants to transporters (as part of funding agreements) and it indirectly contributes to this policy by covering the financial costs and amortisation resulting from transporter debt and their self-financing capacity (as part of operating contracts).



### 3. Passenger relations

The policies and projects developed and implemented by STIF centre primarily on passengers. In addition to the official consultation procedures associated with large-scale investment projects, STIF organises line committees, feedback on service disruption management and meetings with user associations throughout the year. STIF also takes measures and has communication campaigns that show the extent to which passengers have become key players in public transport.

#### ► Line committees

**Line committees** were established by STIF in 2008. They meet at STIF's initiative and are chaired by a STIF director. Their purpose is to foster discussion between STIF, user representatives, local elected representatives and transport operators, with the aim of developing and improving public transport service quality. The subjects addressed relate to all aspects of the operation of the line (notably the service offering and service quality), as well as improvement projects and development prospects.

**A line committee met on 14 April 2015 on metro line 13.**

**A second committee met on 18 November 2015 on group 6 of line J of the Saint-Lazare network.**

#### ► Feedback

Since 2010, STIF has been organising feedback meetings on the management of service disruptions, in order to better take passenger experiences into account. These meetings are arranged after a specific incident.

The purpose of these meetings is to discuss feedback from passengers who have encountered serious difficulties while travelling on public transport. They provide transport operators with the opportunity to put forward real, operational transport solutions, to better manage service disruptions and service quality on a daily basis for the Île-de-France regional network.

**In 2015, meetings were organised to discuss the summer heatwave and its consequences for the Île-de-France transport network and to obtain feedback from passenger associations.**



© Hélène Lambert/STIF. Meeting with line observers.

#### ► Dialogue with passenger associations

STIF also maintains a **continuous dialogue with passenger associations**, through meetings held in addition to line committee meetings or official consultation procedures.

STIF has thus increased its knowledge of passenger associations and strengthened its contacts with them. Moreover, in a spirit of improved co-ordination with RATP and SNCF operators, the new contracts provide for the organisation of a **half-yearly STIF/RATP and STIF/SNCF meeting** to provide updates on the relations of each of the parties with passenger associations.

STIF has thus been able to establish a regular dialogue with passenger associations in contact with the STIF technical divisions, in order to provide updates on their concerns, but also to discuss projects specific to certain lines, principally relating to the rail network. **Almost 30 meetings were organised with passenger associations in 2015.**

**Sometimes STIF also speaks at meetings held by passenger associations and accommodates them at their request.**

This relationship with users and their representatives is also reflected in more specific actions such as **the "Line Observers" initiative set up by the Île-de-France AUT (the National federation of transport passenger associations) and funded by STIF since 2012.** The purpose of this initiative is to collect user feedback, observations and suggestions with the aim of improving the level of service provided on the RATP network. A panel of around 750 passengers has been created and their feedback is passed on to the RATP, which responds by taking concrete and appropriate measures to address the issues raised. Passengers thus play an active and constructive role. **Themed meetings in the presence of STIF and the RATP** are also organised **with the line observers** on a half-yearly basis to present a specific theme:

- **18 March 2015:** presentation by STIF of the **type of motives for passenger complaints on the Île-de-France transport network;**
- **17 September 2015:** joint presentation STIF/RATP of the **Master Plan of the B Sud line** (in the presence of the Unified Line Management).



© Hélène Lambert/STIF. Line committee.

STIF has, moreover, implemented a display system in stations for passenger associations, which was rolled out in 2015 following an initial 9-month trial in 2014 in RER stations. At the end of 2015 more than twenty display panels were made available to passenger associations by the RATP and the SNCF. This action is in line with the report from the National Assembly enquiry commission on the procedures, financing and environmental impacts of the renovation project for the Île-de-France regional express network drafted on 7 March 2012, which issued 30 proposals "to put users at the heart of the system". This included proposal No. 20: "Provide an area for RER passenger associations to post information in train stations".

STIF therefore held consultations with the RATP, the SNCF and the passenger associations, under the authority of the CPTP (Committee of Public Transport Partners), to encourage implementing this measure in the best possible conditions. This resulted in a charter being drafted and signed by all stakeholders involved. It lays down the principles and rules to be observed for posting in train stations.

Lastly, a quarterly publication for passenger associations, "**STIF en ligne**" (STIF online), has been distributed since 2014 to improve communication on the actions taken by STIF in terms of transport project news and consultation processes with passenger associations.

## ► Dealing with complaints

**The Passenger Relations division of STIF handles over 6,000 complaints a year.** As per previous years, in 2015 most complaints were about fares (25%), service regularity (18%), the service offering (16%), local services (8%) and passenger information (6%).

### Complaints received by transport operators

In the context of monitoring contractual provisions on passenger complaints, STIF has developed a chart of regional criteria to ensure that complaints are handled as efficiently as possible. Thus, STIF can cross-reference the reasons behind complaints for more than 60 Île-de-France transport companies.

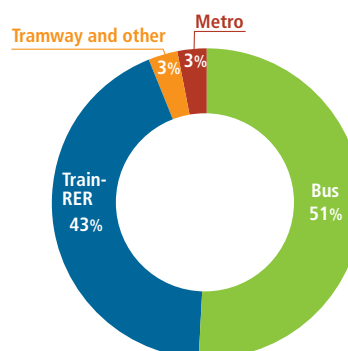
Most of the complaints filed by residents of the Île-de-France were received via email (53%, compared to 38% by post).

In 2015, excluding reports and from all transport operators, the two most common reasons for Île-de-France complaints were requests for compensation (34%) and requests for improved service regularity (24%). The two other main reasons were passenger information and employee behaviour.

### Breakdown of complaints per mode of transport

**The bus service again received the most complaints in 2015.** Most complaints were directed towards privately-operated routes (58%). Passenger expectations concern firstly improving service regularity (31%), the service offering (29%), then the service provided by the transport operators' employees (16%).

**For train and RER services,** the three main complaints were also punctuality (44% for the RER and 33% for trains), followed by the service offering (46% for trains and 20% for the RER) and passenger information (13% for the RER and 7% for trains). It should be noted that in 2015, requests for compensation fell sharply (9% for trains and 6% for the RER). Most complaints were from passengers on lines A (24%) followed by lines L and U (13%) then those of lines J, C, D and P.





## 4. Institutional relations

Via its management team and remit, STIF has ties with all the public transport stakeholders in the Île-de-France region and across France. For example, **it is a member of the following organisations:**

### Association of Transport Authorities (GART)



Established in 1980, GART has 284 members responsible for organising public transport throughout France, including 66 *départements*, 23 regions and STIF. GART aims to improve sustainable mobility by promoting public transport and alternative means of transport rather than private cars. Its 14 standing committees develop GART policy and provide an arena in which members can share their experiences. In this respect, **the STIF teams have, this year again, provided their expertise in 18 working groups** concerning a large number of fields such as transport tax, trams, energy transition...

For further information: [gart.org](http://gart.org)

### Air quality monitoring association



Airparif is responsible for monitoring air quality in the Île-de-France region. It was set up in 1979 and is approved by the French Ministry of the Environment to monitor air quality throughout Île-de-France. Many of these studies are closely linked to issues of transport and travel that have a significant impact on the emissions and concentrations of atmospheric pollutants.

**In late 2013, STIF joined the Airparif Board of Directors.**

For further information: [airparif.asso.fr](http://airparif.asso.fr)

### Transport - Development - Intermodality - Environment



Established in 2001, the TDIE association represents all the stakeholders in the public transport industry. A forum for discussion and debate, its goal is to support policies and proposals regarding multimodal and sustainable transport systems in respect of the public authorities and Parliament. **STIF was present at the TDIE General Meeting on 10 June 2015.**

For further information: [tdie.eu](http://tdie.eu)

### Association for the development of transport, environmental and traffic techniques (ATEC ITS)



ATEC ITS France is an association that aims to bring together stakeholders in land transport. At the Forum for Intelligent Mobility (annual ATEC ITS congress on 27 and 28 January 2015), **STIF provided its expertise and thoughts in the form of a presentation of a study dedicated to the mobility of persons with disabilities in Île-de-France.** On this occasion,

STIF received one of the four prizes awarded to the best presentations. STIF also took part in the seminar to establish the Intelligent Mobility Sector which brought together all the ITS players in France.

For further information: [atec-itsfrance.net](http://atec-itsfrance.net)

### The Paris Urbanism Agency



Apur is an association whose aim is to follow urban developments and help define planning and development policies for Paris, its urban space or all or part of the Île-de-France region. Apur covers a range of subjects connected with mobility, its characteristics and determinants. **STIF joined Apur in 2015 as member of the Board of Directors.**

For further information: [apur.org](http://apur.org)

STIF is often called upon to **work with various associations** as part of its endeavour to achieve greater transparency, foster discussion, share information with its partners and explain its activities.

### Association of French Regions (ARF)



STIF regularly works with ARF on rail transport projects, notably those relating to contracts and rolling stock. STIF is also involved in the management and constitution of the **Rolling Stock Research Association (AEMR)**, which aims to improve the process for ordering rolling stock. STIF has been a member since its creation in April 2014. **In 2015, STIF took part in a conference on the future of regional transport** with a presentation on the theme of: "Transport organizing authorities and operators - who does what? The boundaries of the territories and responsibilities are changing, so a clarification of roles is required."

For further information: [arf.asso.fr](http://arf.asso.fr)

Moreover, STIF also made a presentation at the **Parliamentary conference on Greater Paris 2015**, on 6 October 2015 on the theme "Greater Paris - the challenge of economic competitiveness" with a round table on integrated and intelligent transport.



© Christophe Recoura/STIF, Francilien at the Gare de l'Est.

## 5. International relations

### ► Hosting foreign delegations

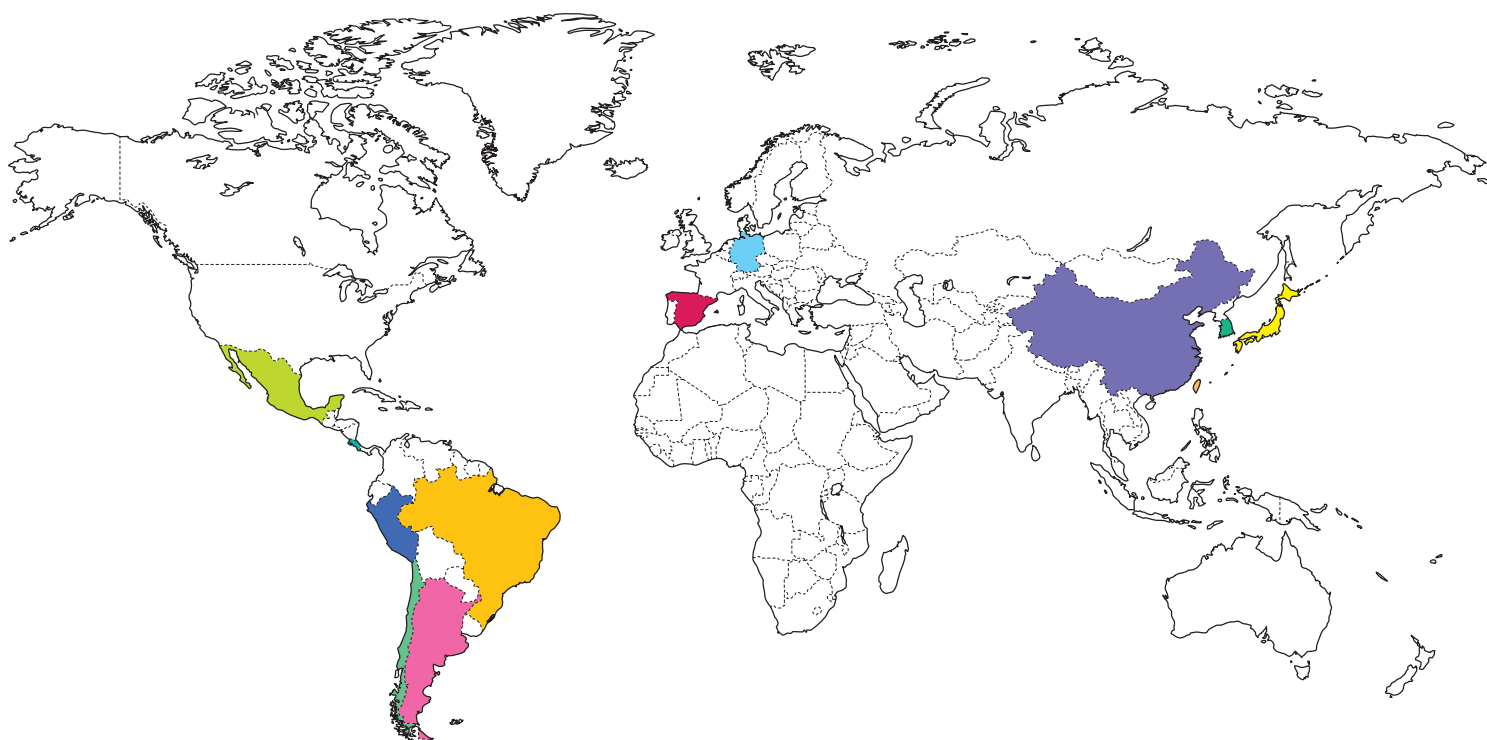
Every year, STIF hosts delegations from various countries. In 2015, **15 delegations** from Europe (Germany, Spain), Asia (China, South Korea, Japan, Taiwan) and America (Argentina, Brazil, Chile, Costa Rica, Mexico, Peru) were received, thus allowing STIF to present **its model of governance, organisation, competencies and know-how**.

In 2015, in total, almost **130 foreign delegates** from the public sector (e.g. governments and State departments, local authorities, regional and town departments, transport organising authorities, infrastructure managers, international organisations, research institutes and higher education bodies) and occasionally from the private sector (e.g. operators, expert-consultants, associations and engineering firms) benefited from STIF's expertise on the governance of public transport, contractual relations with operators, transport planning (e.g. PDUIF) and major projects (e.g. Grand Paris Express), the T Zen concept in Île-de-France, etc.

### ► Sharing internationally-recognised expertise

STIF expertise in a large number of subjects covering the theme of public transport and urban mobility was called upon on a number of occasions over the course of 2015, notably in connection with **decentralised cooperation with the Regional states of São Paulo and Rio de Janeiro**, linked with the French Development Agency (AFD) and the Île-de-France Region.

#### The 15 delegations received in 2015



### COP 21

On the occasion of the organisation of COP 21 in Paris from 30 November to 12 December 2015, STIF decided upon and funded the **strengthening of the service offer** on line 7 and on line B, as well as the **creation of hybrid bus shuttles** to the conference venue. STIF also asked the RATP and the SNCF to strengthen their reception facilities, in particular via the **Welcome mechanism** put in place by the SNCF (see chapter on services, point 4 on safety and human presence). In addition, the **Vianavigo** application and site have been adapted for the event. Vianavigo was the official journey planner application for COP 21.



© Christophe Recoura/STIF: Hybrid bus for COP 21.

### The ZeEUS European project

Since 2015, STIF, along with the RATP, has been a member of the **ZeEUS European project (Zero Emission Urban Bus System)** that will be completed in 2017. This project, which is part of the 7<sup>th</sup> Research and Development Framework Project (PCRD), is led by the UITP and co-funded by the European Commission. Its aim is to **carry out a large-scale comparison of the different electric bus technologies** (10 test sites). **Paris is one test site** and more particularly the **RATP 341 bus route**, operated in the course of 2016 entirely by electric buses (Bolloré's Bluebus), will be the subject of a report. The works of the ZeEUS project will provide comparisons at the European level between different technologies. They will drive the works of the European Commission on the normalisation of technologies linked to electric buses and may allow Île-de-France to better promote the French positions in this area.

Several STIF representatives also took part and shared their knowledge and the best practices developed in the Île-de-France region at the **various European and international events** (e.g. meetings of the Committee of Organising Authorities of the UITP, EMTA and POLIS general meetings and themed workshops, the AET annual conference etc.).

### Association of European Metropolitan Transport Authorities (EMTA)



Created by STIF in 1998, EMTA (European Metropolitan Transport Authorities) is a European association for the transport authorities of European cities that brings together 25 organising authorities in 15 European countries. The urban transport systems that it manages throughout Europe serve 85 million people.

**EMTA's role is to foster dialogue and encourage best practices and joint trials between its members.** The exchange of information is done in particular during periodic meetings, conferences, workgroups and via a range of communication methods. EMTA is also involved in defending the interests of the transport organising authorities at the European and international levels. In this respect, EMTA:

- is involved in various consultations organised by the European Commission on services of general interest and on urban mobility (e.g. White Paper, smart transport systems...);
- may adopt a position on both strategic questions linked to public transport and on projects dealing with European regulations (e.g. 4th rail package);
- participates in European projects such as CIPTEC (development of sustainable urban mobility in towns);
- contributes to discussions on European policies, draws attention to the needs of users in respect of sustainable mobility and promotes innovation.

The association, that meets at least twice a year, is currently chaired by the Vienna Organising Authority (VOR). **STIF, which is responsible for one of the two Vice-Presidencies and remains the official head office of the EMTA, was actively involved in the activities of the association and the general meetings that were held in Oslo and Vilnius in 2015.**

For further information: [emta.com](http://emta.com)

### POLIS European network



POLIS is a **network of European cities and regions** that share their experience and knowledge with a view to promoting **innovative technologies in local transport**. The objective of POLIS is to improve urban transport by addressing the underlying economic, social and environmental aspects.

The POLIS **annual conference** took place in Brussels (Belgium) on 19 and 20 November 2015, on the main theme of innovation in transport for sustainable cities and regions. It was also on this occasion that the city of Rotterdam (Netherlands) was elected to be President of the Association for 2016.

For further information: [polisnetwork.eu](http://polisnetwork.eu)

### The International Union of Public Transport (UITP)



As a member of the UITP, STIF sits on the Committee of Organising Authorities in its work on the governance and organisation of urban public transport. This committee meets twice a year to address key issues on sustainable urban mobility, such as Urban Mobility Plans, clean vehicles, operator contracts and financial resources.

STIF spoke during a round table organised in the framework of the General Meeting of the UITP organised in Milan from 6 to 10 June 2015. During this General Meeting, **STIF became a member of the Governing Council of the UITP.**

Moreover, **for the first time STIF welcomed the members of the Committee of Organising Authorities on 1 and 2 December 2015 in Paris**, who were thus able to learn about the latest developments in the area of sustainable mobility in place in Île-de-France at a time when the COP 21 meetings were taking place on the Paris-Le Bourget site.

For further information: [uitp.org](http://uitp.org)



## 6. The new STIF/RATP and STIF/SNCF contracts

The STIF Board signed the contract with the RATP, for 2016-2020, on 5 November 2015 and the contract with the SNCF, for 2016-2019, on 10 November 2015. These contracts provide a framework for the organisation and development of public transport in Île-de-France. They thus allow the operational implementation of supply-side and service policies for Île-de-France passengers as decided by the STIF Board. Following on from the 2012-2015 contracts, these new contracts were agreed in order to better fulfil passenger expectations by building efficient and environmentally-friendly modes of transport in conjunction with the RATP and the SNCF.

### ► Passengers central to contracts

The central place of passengers in contracts is reasserted, and is reflected notably in the three major objectives of the contracts:

**1. Punctuality is key**, with penalties for trains and the RER being calculated monthly.

**2. Improved daily service to passengers** (more accurate measurement of the performance of the RATP and the SNCF and verification of the effectiveness of incentives on regularity and quality of service).

**3. An ambitious investment programme**, in the amount of €8.5 billion for the RATP and €3.8 billion for the SNCF, ensures both the energy transition and the modernisation of the networks.

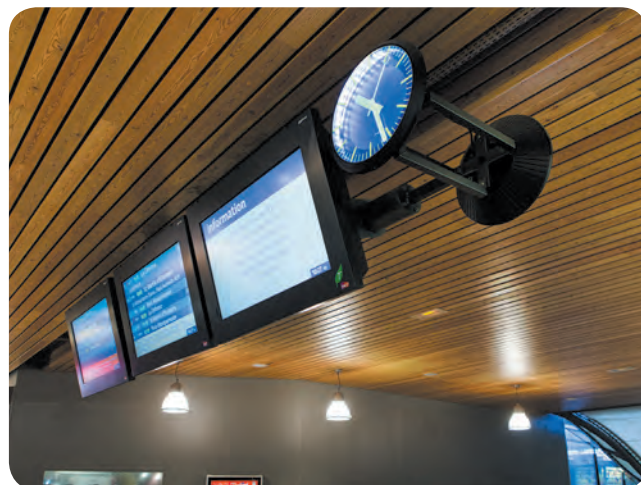
### Punctuality is key

**The procedures for measuring punctuality have been changed in order to reflect passenger feeling as closely as possible. Performance bonuses and penalties will be applied each month.**

Among the **main improvements**:

- Closer monitoring of punctuality by distinguishing peak times from off-peak times, including for buses and trams.
- Improved management of interconnections on the A and B lines that are co-managed by the RATP and the SNCF.
- Closer monitoring of the level of service of the railway stations of the network.
- A waiting time of less than 5 minutes on the metro up to 9pm.

Moreover, STIF and the SNCF will examine **changing the methods used to calculate punctuality by branch for the C and D lines** in order to better reflect "passenger experience". This new method of calculation will be put in place in 2016 and may be subsequently extended to other lines.



© Christophe Recoura/STIF. Saint-Quentin-en-Yvelines – Montigny-le Bretonneux interchange.

### Improved service quality

In order to improve the service provided to passengers throughout their journey, contracts include **extra services** - increased human presence, information provided in real-time...

#### Information

- Increased co-ordination of all those involved in order to improve the information provided to passengers, in particular in the event of service disruptions.
- Information that takes better account of the interfaces between the different methods of transport (notably rail/road at the station exit).
- Passenger information available and accessible on several media in public spaces and trains/buses (screens, public-address announcements), but also broadcast via "remote" media.

#### Cleanliness

Requirements have been strengthened in terms of cleanliness of the trains and public spaces via a new cleanliness measurement grid in the railway stations and increased cleanliness inspections in trains.

Assessing cleanliness is now more in line with passenger expectations, with the introduction of the notion of an unacceptable situation in respect of cleanliness included in the RATP contract. A new cleanliness indicator has been incorporated for trams.

#### Safety

The aim is to increase the feeling of security via the larger presence of not only sales personnel, but also security teams and mediators. The contracts thus confirm an **increased human presence** with the deployment of 900 additional RATP and SNCF personnel.

## Reception

With effect from 1 January 2018, **all SNCF stations will see an increase in the numbers of personnel**, with a human presence right up until the last train in the largest stations and the rotation of mobile teams over 4 to 6 stations for the other stations, with the ability to get to stations within 30 minutes maximum.

## Accessibility

Accessibility requirements have been raised with, **for the SNCF**:

- consideration given to the specific requirements of persons with reduced mobility (PRM) in the least predictable situations;
- with effect from 1 January 2018, a transport solution offered to PRMs in all the stations in the network, a solution that is possible without reserve from 6.30am to 10.00pm in the stations made accessible (87 today, 189 in 2019);
- equipment that is in permanent operation (lifts, escalators, ticket readers) and not only when an employee is present in the station, including the implementation of the remote operation of facilities;

and **for the RATP**, the increase in STIF's requirements in respect of PRM accessibility, in particular for retractable ramps on buses.

## Investments - the modernisation of the network and energy transition

With **€3.8 billion of investments funded for the period 2016-2019 for the SNCF** and **€8.5 billion for the period 2016-2020 for the RATP**, the contracts are still part of the strong increase in investment initiated since 2006 over the SNCF and RATP networks.

These investments will be used to **modernize and renew trains and the RER, metro and buses**, but also **railway and metro stations** or **passenger services** (passenger information, Véligo...).

### Key figures

#### Length of the contracts:

- 5 years for the RATP
- 4 years for the SNCF

#### 3 main objectives reaffirmed:

- punctuality is key
- improved quality of service
- maintenance of a high level of investment

**142 indicators** monitored for the RATP and **131** for the SNCF

An **investment programme** of **€8.5 bn** for the RATP over 2016-2020 and **€3.8 bn** for the SNCF over 2016-2019

The **financial incentives** linked to the **quality of service** are **€23m** for the SNCF and **€25m** for the RATP

Weight of **punctuality** when calculating bonuses/penalties:

- 55% on trains/RER
- 40% on the metro
- 30% on trams and buses

Weight of **passenger information** when calculating bonuses/penalties:

- 30% on trams and buses
- 20% on the metro
- 18% on trains/RER

For the RATP, this plan takes into account the necessary **energy transition to reach the target announced by the RATP of a "fully electric/NGV" bus fleet by 2025**. In fact, the vehicle acquisition programme provides for a significant development in NGV, and the gradual change from hybrid technology to fully electric at the latest in 2019.

## Governance in the service of regional consistency

Contracts include different elements with the objective of increasing regional consistency.

- **Passenger relations:** drafting an "Île-de-France Complaints Handling Charter" in order to standardise practices and commitments, and organising a STIF/RATP and STIF/SNCF meeting on at least a half-yearly basis to provide an update on relations with passenger associations.
- **Open Data:** making real-time operator data available on the STIF Open Data platform (passenger information, validation data) to disseminate multimodal transport operator data and for use by third parties.
- It is also planned to implement a **classification and a representation of the modes** common to the whole of the Île-de-France network. A definition of the **semiotics and design guidelines** has moreover been included in the SNCF contract, the aim being to make signs consistent for passengers throughout their journey (whatever the transport operator), but also before and after.

The new contracts also reaffirm the **principles of the social and environmental responsibility of the operators**, with in particular the presentation by the RATP and the SNCF of an annual social and environmental audit.

## Perception surveys

STIF wants operators to be directly interested in ensuring passenger satisfaction. A **passenger perception survey** will thus be carried out each year with 130,000 passengers (70,000 for the SNCF and 60,000 for the RATP), which will relate to the different themes comprising the service offering and the quality of service - punctuality, information, security, reception, cleanliness, space management, accessibility...

This survey has been carried out since 2008 and has risen from 1% of the bonus/penalty budget in 2008 to 10% in 2012, i.e. a maximum incentive of €2.3 million. This survey is also used by the SNCF for its internal calculations.

This survey has thus become a management tool aimed at assessing passenger satisfaction.

Perception surveys are also carried out on precise themes.

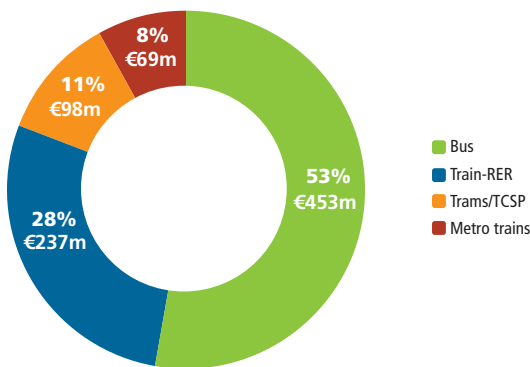


# Service Offering

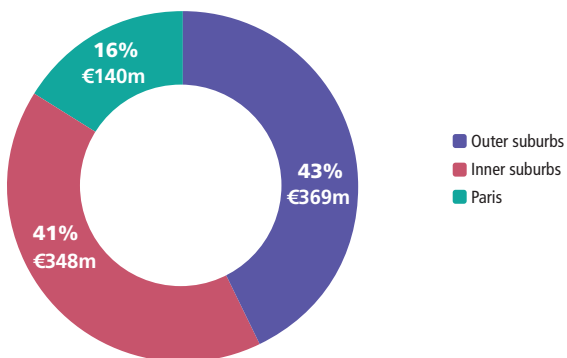
In 2015, STIF pursued its public transport improvement policy in partnership with local stakeholders. All the *départements* in the Île-de-France region are affected by this policy, which aims to improve passenger experience on a daily basis while contributing to the development of the region.

## 1. The 2005-2015 report on all modes of transport

From 2005 to 2015, the funds allocated to improving the service offering on each mode of transport could be broken down as follows:



From 2005 to 2015, the funds allocated to improving the service offering in each geographic area could be broken down as follows:



© Christophe Recoura/STIF. Torcy bus station.



© Christophe Recoura/STIF. Buses in Saint-Quentin-en-Yvelines.

## 2. Buses

### ► Bus network

The bus network, which consists of almost **1,500 routes covering more than 350 million km a year**, is regularly reorganised or improved in line with changes in passenger needs. **3.8 million journeys include a bus journey every day**, i.e. 46% of public transport use. STIF creates new routes, increases the frequency of service at certain times of the day or year and modifies existing routes as part of its bus service improvement policy. Most improvements are implemented network-wide and involve adjustments to routes and even restructuring measures.

The routes are operated by several companies as follows:

- **310** routes for the RATP (inc. **2** dedicated corridor routes and **32** Noctilien routes) and **28** routes delegated to local transport organising authorities,
- **1,091** routes by private companies (Transdev, Keolis, RATP Dev, etc.), within the framework of type-2 operating contracts (CT2s);
- **16** Noctilien routes for the SNCF.

### ► Improving the bus service offering in 2015

In 2015, STIF pursued its bus service improvement policy throughout the Île-de-France region. The decision was taken to improve the networks of almost 260 RATP routes and private operators in 2015 (inc. 6 routes on the Noctilien network).

The operations decided in 2015 represent an investment of almost **€40 million a year**.

#### The bus network improved with the opening of the Rosa Parks station

The 54, 60 and 239 bus routes were restructured to better serve the Rosa Parks station, that came into service on 13 December 2015 - stops moved, routes changed and frequencies improved.

## ► The Noctilien network

The Noctilien network has **48 routes** that criss-cross the Île-de-France. In 2015, **6 routes were improved**, primarily to increase frequencies in line with the increase in use and to supplement the night buses used to replace train-RER lines.

## ► Regular local neighbourhood services and on-demand transport

In 2015, STIF delegated the responsibility for 96 local services - including 32 on-demand transport services and 64 regular local neighbourhood services - to 40 local authorities or groups of local authorities.

### A new route for Filéo: Saint-Pathus – Roissypôle

A 10<sup>th</sup> Filéo route (on-demand transport to the Roissy airport service) was put into service on 13 July 2015. It serves the municipalities of Saint-Pathus, Oissery, Saint-Souplet, Marchémoret and Saint-Mard to the Roissy Charles de Gaulle employment centre. Filéo Saint-Pathus operates from 5.45pm to 8.45am and from 11.30am to 12.30pm, which corresponds to the staggered hours of the airport platform.

## ► School transport

Responsibility for school transport was transferred to STIF on 1 July 2005 and includes the following:

- funding a special school transport pass that can be used on the regular routes in the Optile network: **40,371 passes issued, with €23.9 million from STIF** for the 2014-2015 school year;
- organising and funding school transport, with special services: **886 routes, 45,393 students affected over the 2014-2015 school year**, mostly in the outer suburbs, with **€11.1 million** from STIF for Yvelines and Val d'Oise, managed by it, and **€18 million** paid to the Essonne and Seine-et-Marne *départements* (STIF delegation);
- **reimbursing the full cost of school transport for pupils and students with disabilities: 9,807 pupils and students** were accepted for the 2014/2015 academic year, with STIF investing around **€76 million** for the *départements* its services cover and **€24.6 million** paid out to the *départements* of Essonne and Seine-et-Marne (STIF delegation).



© Christophe Recoura/STIF.  
School Transport in Île-Adam.

2015 was marked by **STIF reassuming responsibility for school transport in Essonne**, as Essonne was no longer willing to carry out this task.

## 3. Trams

At the end of 2015, **eight tram routes** were operational in the Île-de-France region. With the commissioning in 2014 of Tram routes 6 and 8, the network increased from 40 kilometres in 2006 to **105 kilometres** in 2015, serving **180 stations** against 67 initially.

With the commissioning of Tram routes 9 and 10, over a million passengers will use the 10 tram routes. This proactive policy to extend the tram network reflects STIF's goal of providing more suburb-to-suburb transport links in order to better meet the needs of Île-de-France residents.



© Christophe Recoura/STIF. Tram 8.

### An increase in the service offering for the tram network in 2015

The tram network, with over **900,000 passengers each day**, has to deal with constant changes in traffic, which means adjustments and improvements are necessary.

Thus, in 2015, the STIF Board approved a **5.5% increase in the service offering** of the tram network operated by the RATP. These increases have led to an increase in the number of kilometres of 577,000 contractual commercial kilometres (KCC) for an annual cost of €3.5 million (2011 value). They are essentially improvements relating to amplitude or frequency, which results in a large number of additional trips throughout the year.

These different increases were put into place between July and September 2015.

## 4. Metro and train/RER lines

The rail network consists of 13 train/RER lines and accounts for more than **1,300 million journeys** per year throughout the Île-de-France region. The 14 metro lines represent **1,520 million journeys a year**.

By expanding its rail services, STIF aims to **make public transport easier to use**, particularly in the outer suburbs, and **also offer a genuine alternative to the car** by providing a service that is in line with new living patterns in the Île-de-France region.



## ► The metro

Following the improvements to the service offering since 2006 for almost all lines, STIF wanted to conclude this programme. Increases in the service offering made in 2014 on lines 1 (day, evening, summer in particular), 6 (day and early evening) and 14 (peak times) allowed the implementation of an improved service better suited to the new pace of life in Île-de-France.

## ► Trains-RER

**In 2015, STIF pursued its programme to improve regularity and the service offering on this network.** As part of its contracts with the RATP and the SNCF, operational and investment measures have been taken to meet passenger expectations.

### Line A

In 2012, STIF approved the Master Plan for line A, which accounted for **an investment of €630 million in infrastructure and €240 million in rolling stock.**

Work on the short-term objectives of the plan began in 2012. This includes a section on improving the service offering and services in the early evening and off-peak periods for the 2015 service:

- **Increased services in the early evening**, in particular by extending the 20-minute interval by one hour to 9.30pm as is the case for departures from Châtelet for Cergy branch services. This measure required 7 new trains to be introduced, which increased the service offer over the whole route in the evening.
- **Adapting off-peak services** to improve operational performance, by reducing traffic in the mid section whilst maintaining a reduced interval of 4 minutes and making Chessy branch routes easier to understand, extending Poissy routes from Noisy-le-Grand to Torcy.



© Christophe Recoura/STIF. Line A, train M109.

## Launch of the summer works on line A

**Major infrastructure renovation works** have been in place on line A since 2015. They will result in interruptions to services on the central part of the line over the summer periods until 2018, then throughout the nights from 2019 to 2021.

**Line A was thus interrupted from 25 July to 23 August 2015 between La Défense and Auber.**

In order to counteract the difficulties linked to this interruption, STIF decided to implement **major changes in the service offering** throughout this period **on the Saint-Lazare train lines**, as well as **increased service offerings on the metro, tram and bus networks**. In 2015, this system allowed passengers to travel in comfort despite the interruption on line A between La Défense and Auber. It serves as base for the creation of a similar system of increases for the years ahead.

STIF will remain particularly vigilant for the next three years, since the interruption may be extended from La Défense to Nation.



© Jean-François Mauboussin/RATP. Summer works on line A in 2015.

### Line B

**In 2013, STIF approved the new Master Plan for line B Sud.** The short-term projects began in 2013, mainly opening a Single Control Centre for the line in November 2013. The continuation of studies and initial work for the measures in the Master Plan, part of the State-Region Projects Contract (CPER), is being funded through the eight agreements approved by STIF in 2013 and in 2015 is worth €139 million. The other measures - specifically for passenger operating and information tools - are covered by contracts STIF has signed with the operators. Master Plan consolidation for line B Sud is planned for 2016.



© Christophe Recoura/STIF. Line B, train M179 refurbished.

### The opening of the Rosa Parks station and the change to the associated service offering

After 5 years of work, the Rosa Parks station, located between the Pantin and Magenta stations, was **commissioned on 13 December 2015**. Located on line E, it offers connections with Tram 3b and in future with Tram 8. The railway station also benefits from a Véligo space where passengers can park their bicycles in a completely secure environment. Over 85,000 passengers are expected (with the extension of line E to the West).

The Rosa Parks station was opened at the same time as **changes to the service offering** on line E starting 13 December 2015:

- At peak times, all the trains on line E stop at Rosa Parks station (which corresponds to 16 stops per hour).
- At off-peak times, the Rosa Parks station is served by 10 trains an hour and the Pantin station benefits from an extra two stops per hour.

**Additional trains** have also been put in place to offer passengers a better frequency:

- Extension of morning peak times on the Tournan route with the creation of an 8.38am train from Monday to Friday from Tournan.
- Extension of the 6.49am and 8.17am Chelles – Paris Gare de l'Est terminus trains to Haussmann.
- Extension of evening peak times on the Chelles and Tournan branch lines:
  - creation of a Haussmann – Tournan train at 7.28pm,
  - creation of a Haussmann – Chelles train at 7.32pm,
  - creation of two Haussmann – Chelles trains during the evening peak times at 5.32pm and 7.02pm.
- Adaptation of the compositions at the weekend on the Chelles branch line with the deployment of long compositions on Saturdays from 12 noon to 9.00pm and on Sundays from 5.30pm to 7.30pm.



© Valentine Pedoussat/SNCF. Rosa Parks station.

### Line D

The STIF Board of **11 February 2015** put in place an **increased service offering** on line D for the annual 2016 service:

- Between Goussainville and Melun **at the end of the evening**, an additional train departing from Goussainville at 10.02pm. This new service means that users no longer have to change at the Gare de Lyon.
- The **addition of one train during the morning peak times** departing from Orry-la-Ville (9.09am) to Châtelet-Les-Halles means the peak times can be extended up to 9.24am. This increased service offering was anticipated in 2015, at the request of STIF.

### Line E

The line E Master Plan will be submitted for the approval of the STIF Board in mid-2016, after discussion with the elected representatives and associations concerned in the context of a line committee.

### Line J – Saint-Lazare Nord network

The STIF Board of **11 February 2015** voted to introduce the **same services on Saturday and Sunday** over all the line J branches.

### Line K – Nord Crépy network

The line B Nord+ project has brought about a significant increase in the service during peak times for the Aulnay-sous-Bois station since September 2013. The new service, however, has led to an increase in journey time, as all the services have become slow trains. In order to deal with the demand for a faster service between Aulnay-sous-Bois and Paris Nord, **all the trains on line K have been stopping at Aulnay-sous-Bois since 14 December 2014**.

### Line L – Saint-Lazare Sud network

On **13 December 2015 a new rail service offering was introduced on**, line L, on the Versailles Rive Droite and Saint-Nom-la-Bretèche branch lines. This overhaul of the network, the result of two years of discussions and consultations, is aimed at improving the quality and performance of line L, both of which have fallen significantly over recent years (a drop of 7 punctuality points between 2012 and 2015).

The service thus introduced provides in particular for:

- one train approximately every 10 minutes at peak times for each of the Versailles and Saint-Nom-la-Bretèche branch lines;
- a standardisation of the services with a single type of service per branch line in both directions;
- an extension of the peak period by 1 hour 15 minutes in the morning and the evening.

With a clearer and richer service at regular intervals during peak times, STIF commits the SNCF to returning to its objective of punctuality set at 94%. To introduce this service, **STIF is providing an additional €2.7 million of funding each year**.

### Line P – Eastern network

The STIF Board of **5 March 2014** decided, in order **to improve the evening peak time service offering**, to introduce an additional train to Meaux (departure 7.46pm from Paris) and to Château-Thierry (departure 8.21pm from Paris) and has asked the SNCF to change the Paris – Provins 7.45pm train to a longer train, in order to improve the passenger travelling experience.





© Christophe Recoura/STIF. Line P at the Lagny-Thorigny station.

The STIF Board of **11 February 2015** voted for a new service in response to passenger needs, with in particular the introduction of the **same services on Saturday and Sunday** so that the frequency of trains on Sundays is the same as that on Saturdays for all routes. From 10.00am on Sundays, the service offering has thus been changed:

- introduction of a Paris Est – Château-Thierry train, departing 9.51am, arriving 10.56am;
- introduction of a Paris Est – Coulommiers train, departing 10.16am, arriving 11.17am;
- introduction of a Coulommiers – Paris Est train, departing 9.36am, arriving 10.42am;
- introduction of a Paris Est – Provins train, departing 9.46am, arriving 11.10am.

## Line R – South East network

The STIF Board voted on **11 February 2015** to **adapt the composition of the trains that carry the most passengers on Saturdays and Sundays**. In order to improve the passenger experience at the weekend, the composition of 12 trains has been changed. Some trains between Paris and Montargis have changed to multiple units (so-called longer trains) and others from 5 to 6 carriages.

## Line U – La Verrière – La Défense network

**Line U**, whose trains occupy the infrastructures of the Paris Saint-Lazare network from Saint-Cloud to La Défense, **has been incorporated into the project to overhaul the line L network** put in place at the 2016 annual service. Thus, since 13 December 2015, line U has seen the amplitude of the peak periods being extended by 1 hour and 15 minutes in each direction. Its services have also been changed - the trains on line U now stop at the Sèvres Ville-d'Avray and Chaville Rive Droite stations, but no longer stop at the Val d'Or station in Saint-Cloud.

STIF has, moreover, decided to **double the frequency of the service offering of line U on Sundays**, from one train per hour to two trains per hour.



© Christophe Recoura/STIF. Francilien in the Gare de l'Est.

## 5. Traffic increases in 2015

Growth in traffic by mode of transport, in millions of journeys				
		2014	2015	2015/2014 change
Train and RER	SNCF*	912	924	1.3%
	RATP	474	469	- 1%
	<b>Total train and RER</b>	<b>1,386</b>	<b>1,393</b>	<b>0.5%</b>
<b>Metro</b>		<b>1,526</b>	<b>1,520</b>	<b>- 0.4%</b>
<b>Total rail transport</b>		<b>2,912</b>	<b>2,913</b>	<b>0%</b>
<b>Tramway (Tram 1, Tram 2, Tram 3a, Tram 3b, Tram 4, Tram 5, Tram 6, Tram 7 and Tram 8)</b>		<b>231</b>	<b>267</b>	<b>15.3%</b>
<b>Bus to Paris</b>		<b>331</b>	<b>326</b>	<b>- 1.5%</b>
Buses in inner and outer suburbs	RATP	652	662	1.5%
	Private operators	348	368	6%
	<b>Total buses in inner and outer suburbs</b>	<b>1,000</b>	<b>1,030</b>	<b>3.1%</b>
Noctilien	RATP	9	10	2.6%
	SNCF	1	1	0%
	<b>Total Noctilien</b>	<b>10</b>	<b>11</b>	<b>2.4%</b>
<b>Total buses</b>		<b>1,341</b>	<b>1,367</b>	<b>1.9%</b>
<b>All modes total</b>		<b>4,484</b>	<b>4,547</b>	<b>1.4%</b>

\* Change in calculation method since 2015 - results obtained via the "CAB Tendence" method (source SNCF).

The SNCF train-RER 2014 traffic was recalculated on the basis of this new method.

A **journey** in SNCF train-RER corresponds to a trip carried out by a passenger in a single vehicle. If the passenger changes train during a journey, two journeys are counted.

Source: STIF; data from SNCF, RATP and Optile.



# Modernisation

In 2015, the Île-de-France fleet of buses and trams continued to grow and to change to support the introduction of trams and the improved service offering.

The modernisation of the rail fleet continued with the roll-out of new stock on the northern, eastern and western Île-de-France networks and on line A, and with the renovation of trains on lines B, C and D.

## 1. Buses

On 31 December 2015, 4,573 buses were operating on the RATP network.

As part of the RATP's four-year investment plan, **STIF signed a financing agreement for 2014-2015 worth €260.12 million** versus total investment for the RATP of €355.94 million. This agreement provides for the procurement of buses for:

- fleet renewal purposes (50% funded by STIF);
- speeding up fleet renewal (€100 million, fully funded by STIF);
- developing the service offering (€64 million, fully funded by STIF);
- carrying out a trial to kit out a fully-electric, autonomous standard urban bus line (€10 million, 50% funded by STIF).

In total, 208 hybrid buses and 40 NGV buses were bought and introduced by the RATP over 2014 and 2015.

The total fleet run by private operators on regular routes was **4,988 vehicles on 31 December 2015**. The CT2 fleet grew by around 2.2% in 2015, i.e. 108 additional vehicles, inc. 76 hybrids and 20 NGVs.

### Energy transition

Energy transition is being continued via an ambitious investment programme after STIF adopted an unprecedented plan to renew rolling stock in late 2013 in order to reduce pollution.

On 31 December 2015, in the fleet operated by the RATP, 220 hybrid buses and 84 NGV buses were operating on the network. 475 hybrid buses and 51 NGV buses were ordered and will be added to the fleet by mid-2016.

On 31 December 2015, in the fleet operated by the private transport operators, there were 82 hybrid buses and 82 NGV buses and coaches operating on the network.



© Christophe Recoura/STIF. Electric buses in Corneilles-en-Parisis.

### The trial of 100% electric buses on line 341 (Paris – Clichy)

In 2014 STIF and the RATP launched a joint initiative to test fully-electric standard category vehicles in order to take part in the 50% reduction of fine particle emissions in two years (mid-2016).

20 standard buses were thus ordered by the RATP from the Bolloré group to trial a fully-electric line with standard 12 metre vehicles which have the same passenger capacity as current buses and an autonomy of a maximum of 180 km without recharging and further if recharged in the terminus. This is a first in Europe with a fleet of this size.

Line 341 which connects the Porte de Clignancourt and the Place Charles de Gaulle Étoile via Saint-Ouen and Clichy was chosen by STIF as it benefits from pre-existing equipment at the Belliard bus depot that already accepts electric vehicles (minibuses) and the adaptation work for which can be completed in a shorter time. The operating conditions for this line that serves Paris and the inner suburbs are representative of those that exist in these different territories.

Following a proposal by STIF, this trial was chosen by the European Union to take part in the **ZeEUS project**, which is designed to compare the different electric bus technologies at the European level (see chapter on governance, point 5 on international relations).



© David Delaporte/STIF. Tram 3.

## 2. Trams

The tram fleet has 244 trams for the Île-de-France (from Tram 1 to Tram 8).

The renewal of the Tram rolling stock will over time lead to new trams with greater capacity that will improve the operation of the line.

There are plans for the introduction of 6 Citadis 302 trams to improve the Tram 2 service offering.

As part of the Tram 11 Express (northern bypass) project, STIF approved the SNCF's procurement of 15 trams for a total cost of €88 million, 100% subsidised by STIF.

## 3. The metro

STIF is continuing to deploy rolling stock based on its strategic view of the whole metro stock in the Île-de-France region. The conclusions of this are shown in the **metro stock Master Plan**.

The document was written in collaboration with the RATP and Société du Grand Paris to lay out STIF's investment policy regarding metro trains based on stated needs and known infrastructure projects.

**In 2015, a total of 38 metro trains with improved passenger comfort features were introduced to the network, bringing the number of metro trains upgraded since 2006 to 338 out of a total fleet of about 650 trains.**

### ► Line 1

7 MP05 trains out of an **order of 14 new trains** were introduced on line 1 in 2015. This order, totalling **€140 million**, 100% financed by STIF, was approved by the STIF Board in 2012 (the first train was delivered at the end of 2014, the others in 2015). These trains were used in particular to increase the service offering of line 1 during the summer works on line A.



© Christophe Recoura/STIF. Line 1, train MP05.

### ► Line 9

After lines 2 and 5, new MF01 trains continued to be rolled out on line 9, with the introduction of an additional 25 trains, i.e. a total of **58 MF01 trains rolled out on line 9 at the end of 2015**.

The investment cost for the 66 new trains on line 9 alone is **€330 million**, which is directly 50% subsidised by STIF.

### ► Line 14

The last 6 trains out of an **order of 14 new MP05 trains** were commissioned in 2015 on line 14.

In addition, **new rubber-tyred metro train equipment continues to be purchased** and will be brought into service on line 14 to increase passenger capacity (each train will have eight carriages instead of six) as it is extended to Mairie de Saint-Ouen. In 2015, the contract with the manufacturer was signed, for delivery of the first MP14 trains starting in 2019.

### ► Lines 15, 16 and 17

In 2015, Société du Grand Paris published the consultation dossier for companies in connection with the procedure for **procuring new metro stock for the future lines 15, 16 and 17**, based on the functional specifications approved by STIF in 2013. This contract is expected to be awarded in early 2017.

## 4. Trains-RER

The modernisation programme is already under way at a cost of over €4 billion, 50% subsidised by STIF.

**In 2015, 110 new or renovated trains were brought into service to improve the quality of service delivered to passengers, bringing the number of trains introduced or modernised since 2006 to over 1,000. Over 77% of the rolling stock was new or renovated at the end of 2015.**

### ► Line A

The new MI09 trains, which are able to carry more passengers than the MS61 and MI84 trains that they are replacing, are gradually being brought into service.

**In 2015, 22 new trains were introduced on line A.**

Deliveries are continuing and will total 140 trains by mid-2017; the entire fleet on the A line will ultimately be double-decker trains.

STIF is directly funding this investment with €878 million.

### ► Line B

**In 2015, the 5 latest trains were introduced on line B.**



### ► Line C

**In 2015, 18 additional trains were returned to service on line C after renovation.**

In the long term, all trains will feature the new design specific to line C, which was chosen by passengers and introduced in September 2012.

### ► Line D

**In 2015, 14 additional trains were returned to service on line D after renovation.**

The trains are also gradually being fitted with an **anti-wheel slide system, worth €20 million**, 50% funded through direct STIF subsidies.

### ► Lines H and K – North-Western network

**All the Francilien trains** delivered for the North-Western network are now operating on line H (with the exception of the Creil – Pontoise connecting line).

In 2014, STIF decided to procure **6 additional Francilien trains** to be operated on the Creil – Pontoise connecting line, as well as **16 trains** to replace the RIB-RIO train sets for Paris Nord – Crécy-la-Chapelle routes on line K, the first 4 trains of which were delivered in 2015. This renewal represents an investment of **€211 million**, 50% funded through STIF subsidies.

### ► Lines L and J – Saint-Lazare network

**20 additional Francilien trains** were rolled out in 2015 on lines L and J – Saint-Lazare network. In total, 55 Francilien trains operate on the services between Paris and Nanterre University, Paris and Cergy-le-Haut, Paris and Ermont-Eaubonne and Paris and Pontoise.

### ► Line P – Eastern network

**The 5 latest Francilien trains** were deployed on line P in 2015 on the Paris – Meaux and Paris – Coulommiers routes. A total of 35 Francilien trains have been introduced since March 2015.

In addition, **the latest double-decker trains on the line were fitted with onboard visual information systems** in 2015.

#### The Francilien programme

At the end of 2015, the Francilien programme on all the lines concerned in the Île-de-France represented an investment of approximately **€2.2 billion**, wholly and directly funded by STIF (since 2015).



### ► Lines R and U – South-eastern network and the La Verrière – La Défense line

STIF approved **the procurement of 42 Regio2Ns** to replace the stainless steel stock of the Melun – Montereau shuttles by the end of 2017, as well as the Z2Ns operating on the Paris – Montereau and Paris – Montargis routes by 2018. This operation, which is fully subsidised by STIF, represents an investment of **€590 million**.



# Services

In 2015, STIF approved the Programmed Accessibility Agenda (SDA Ad'AP), in accordance with the law of 5 August 2015. STIF also continued investing heavily in passenger information.

## 1. Accessibility

The implementation is under the responsibility of the transport operators for vehicles and under the responsibility of local and regional authorities for the stops.

The accessibility of transport networks for people with reduced mobility (PMRs) is a priority factor in every single infrastructure project designed and financed by STIF, and in the choice of rolling stock.

STIF established the Accessibility Master Plan in accordance with the 2005 law on the equality of rights and opportunities, participation and citizenship of disabled people. It sets out the measures required **to make public transport accessible to persons with reduced mobility**.

This ambitious programme is a major commitment for STIF, which has involved its partners (transport operators, associations and so on) in its efforts. The operational procedure on which the Accessibility Master Plan is based defines seven priorities, including:

- **guaranteeing the accessibility of the buses in the best possible times over 850 priority lines** out of the network's 1,500 lines;
- **providing comprehensive and consistent services and information;**
- **making passenger information more accessible;**
- **implementing a sustained programme of measures to make stations accessible.**

The law of 2005 was amended in 2014 with the **creation of the SDA Ad'AP** (programmed accessibility agendas), the implementation of which will extend over 6 years for the road component and over 9 years for the rail component.

The **Île-de-France SDA Ad'AP** was approved by the STIF Board on 8 July 2015 and forwarded on 23 September 2015 to the regional Prefect for examination. After examination by the Prefects of the *départements*, the STIF received a copy by letter dated 11 March 2016 of the eight Prefectoral decrees approving the departmental components of the SDA Ad'AP and the preamble.

### ► Accessibility of the bus network

Since February 2010, **all 69 routes making up the Paris bus network have been made accessible for people with**



© Valentine Pedoussat/SNCF. Rosa Parks station.

**disabilities.** STIF is working with local authorities in the rest of the Île-de-France region to make bus lines physically accessible by obtaining rolling stock that provides wheelchair accessibility and financing work to make bus stops accessible. In 2015, STIF provided a subsidy of €9.5 million to make 718 bus stops accessible.

STIF financed the analytical and development studies for the stops and is bearing 70% of the overall cost of the work. An urban bus route is considered to be accessible when all of its vehicles and 70% of the stops along the route comply with accessibility standards.

**At the end of 2015, 230 RATP lines and 120 Optile lines were accessible, i.e. over one third of the priority lines.**

### ► Accessibility of stations

Making a station accessible means providing full access to trains for the disabled, both from the station itself and the area immediately surrounding it. This primarily involves installing lifts, raising platforms, widening circulation paths, adapting ticket windows and ensuring direct access to the station.

**A reference network of 266 stations**, including 207 SNCF stations and 59 RATP stations, was established in 2008, based on the European ITS standard (stations with more than 2,500 passengers/day). These stations currently account for over 90% of passenger traffic. **In 2015, 138 stations on this network were accessible.**

In addition to the programme for making the reference network accessible, all new stations and stops will be accessible as per the regulations.

### ► Support services

Services are being developed in tandem with these station accessibility upgrades, mainly **more assistance in railway stations** through the installation of audiovisual information systems in all metro, train and RER stations by the end of 2015. At the opening times of the stations that are declared accessible,

but without complete autonomy, employees, when requested, accompany people with disabilities to the platforms and help them get into the trains.

STIF has asked the SNCF to put in place a **trial feeder service dedicated to users in wheelchairs** allowing them, in the event that the railway station is not accessible for them, to travel to the closest railway station metro station or bus stop. In 2015, **2,039 reservations** were made for this service, including 1,243 reservations by regular customers.

### ► Specific road transport services: PAM (specialist services for the mobility-impaired)

STIF co-ordinates and co-finances - with the Île-de-France region and *départements* - this on-demand, door-to-door transport network designed specifically for disabled passengers and dependent elderly people.

In 2015, **742,000 journeys** were completed in the Île-de-France region.

### ► Other specialised services

As part of its public service remit, STIF also promotes accessibility in the following ways:

- By reimbursing the cost of travelling between home and school/university, for **disabled pupils and students** who are unable to use public transport because of their disability (in force since 1 July 2005). **9,807 pupils and students** benefited from this service at the beginning of the 2014/2015 academic year, with STIF investing around **€101 million** or by organising the corresponding services.
- Through **Infomobi**, an information service designed specifically for passengers with reduced mobility, which was set up in 2003 by STIF and the Île-de-France Regional Council. It can be consulted by telephone (+339 70 81 83 85) or online (infomobi.com), 365 days a year. There is no additional cost to reach the hotline, regardless of the operator.

To meet specific needs, a map for wheelchair users and a map for the visually impaired are available and can be downloaded from the infomobi.com website. The wheelchair user map provides the accessibility level and procedures for each station. These plans are available in most stations and stops in the Île-de-France region and, on request, the Infomobi service will also send them out by post, free of charge.

## 2. Passenger information

STIF's goal is to help transport operators provide consistent, legible, straightforward and widely-accessible passenger information across all the networks.

Thus STIF bears the full cost of the passenger information systems employed by the transport operators - either on a con-

tractual basis or through subsidies - provided that they comply with the STIF recommendations set out in the Passenger Information Master Plan.

### ► The Vianavigo service

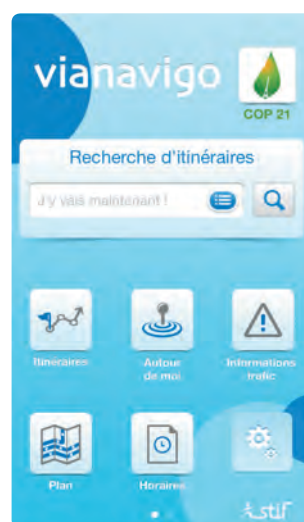
The Vianavigo service began in late 2011 and helps passengers effortlessly plan their journeys. It covers all modes of public transport and service offerings from every transport company (private transport operators, RATP and SNCF). **In addition to the vianavigo.com website, there are also a mobile web version and smartphone apps.**

In 2015, the Vianavigo route finder application was expanded by **real-time information on the next buses** (RATP and Transdev). This information complements that on trains and the RER, metros and trams. Other functionalities were also improved, such as access to favourites and data entry help.

Vianavigo is a practical implementation of the main objectives set out in the Passenger Information Master Plan, **and is part of a genuine strategy to provide passengers with comprehensive, precise, multimodal information.**

#### The customisation of Vianavigo

For **COP 21** in Paris in early December 2015, the site and the Vianavigo application were adapted with **enhanced content** (plans, pre-registered destination, practical information) in French, English and Spanish.



### ► The Open Data approach

STIF launched its Open Data site on November 2<sup>nd</sup> 2015 (**open-data.stif.info**), that will allow **data from STIF and all public transport operators in the Île-de-France region (75 companies), and all mobility information to be gathered together on the same website** such as bike sharing, car clubs or, in time, ride sharing.



With the [opendata.stif.info](http://opendata.stif.info) site, STIF, the Organising authority for sustainable mobility in Île-de-France, has taken the decision to be a long-term participant in the Open Data approach, in order to pursue **a range of objectives**.

- STIF is keen to **make better use of mobility data** in order to promote re-uses which will improve information and its consistency, attractiveness and the use of transport networks. STIF hopes in this way that passengers will be able to benefit over time from this approach, as a result of the quality of the applications and re-uses that will be made available.
- This opening up helps **promote innovation** by making high-quality data available and facilitating access them. STIF, in partnership with the transport operators, has agreed to open up high-quality and regularly updated data sets on the Île-de-France region.
- This approach ensures that everybody (citizens, journalists, researchers, entrepreneurs, developers, etc.) has **access to unified mobility data** for the whole of the Île-de-France territory, STIF working together with stakeholders (Optile, RATP, SNCF, Ville de Paris, etc.) to guarantee the consistency of the regional facilities.

The approach was created based on consultations that took place in the framework of the Jutant Report committee and more recently in connection with the provisions of the Macron Law.

Several dozen data sets are currently being put forward in the form of free raw data - structure of the transport network (references of the lines and stops), times, bus stations, park-and-rides, Véligo spaces, description and price of tickets, remote ticketing confirmation data, bike sharing stations (Vélib', VÉLO2 and Cristolib), real-time availability, stations and Autolib' spaces in the Paris metropolitan area, etc.

In the course of 2016, complementary functions will enable the opening up of "dynamic" services (API) that will simplify access to advanced services such as journey planners. The opening up of real-time information by the end of 2016 remains a major objective. To do this, STIF has launched technical tests and a prototype to qualify the architecture to be put in place in order to ensure distribution at the level expected for re-users.

## ► Real-time transmission of information across the networks

### For the SNCF

**All the SNCF stations in the Île-de-France region are now equipped with the INFOGARE system, which provides passengers with real-time information on train times.**

Approximately 6,500 screens have been installed in the stations operated by the SNCF. STIF will be footing the entire €3 million bill for the project, which began in 2010 and was completed in 2015.

The information provided to passengers is much clearer:

- on platforms, dynamic passenger information screens show the waiting time for the departure of the next train, all the stations served, the route code, composition, and the current time;
- in the interchange areas (reception area, heads of platforms...), the next trains departing, their times of arrival, the stations served, the platform numbers and any disruptions on the line or connected networks are indicated.

STIF has also decided to **implement three new screen programmes throughout the system** for a total investment of €15 million. The entire information chain provided to passengers will be completed with approximately 260 multimodal information screens for bus connections at the exits of the stations, 230 screens for traffic updates and approximately 100 information panels showing the stations served.

- The first programme concerns the roll-out of multimodal information screens in 125 stations. Screens located in the stations inform passengers on the connections possible from "their" bus(es). They also provide information on any service disruptions on those lines.
- The second programme will install "Météo Trafic" (traffic conditions) screens in 105 stations. Screens located in the stations show real-time network updates for rail transit modes and allow passengers to make alternative travel plans.
- The last programme concerns the roll-out of "Information Panels on the Stations Served" screens in 36 stations. These screens, located at the entrance to the stations, show the next departures (times and platforms) of the train leaving for the station the passenger is travelling to.



© Christophe Recour/Stif, Saint-Quentin-en-Yvelines – Montigny-Le Bretonneux interchange.

**Programmes to improve remote public address systems** in the stations will be completely rolled out over the course of the second half of 2016. These investments were made to:

- make information on all lines consistent and prevent conflicting information,

- improve information during planned or unforeseen service disruptions,
- improve how audio announcements are broadcast so that they can be heard by all passengers.

### For the RATP

**For the RATP, the SIEL system (on-line information system) informs passengers of the waiting times for the next metro or bus.**

All metro lines are equipped with the visual and audio system on the platforms.

The main stops on 282 bus routes are now equipped with the visual system via 4,500 information terminals.

The Paris Bus Passenger Information Terminal programme has enabled the roll-out of approximately 1,800 new passenger information terminals in the new Paris bus shelters. In so far as concerns its extension to the inner suburbs, the programme is currently being defined. The purpose of this initiative is to generate passenger information that is more accessible and meets the criteria in the Passenger Information Master Plan.

### On-board next stop announcements

All buses are fitted with an audio system that announces the next stop, the final destination and the total journey time.

A visual display of the same information is already available in 3,500 buses and will be introduced gradually across the entire vehicle fleet as old equipment is replaced. On the metro and RER networks, these new features are being introduced as and when trains are renovated.

### The IMAGE programme

The IMAGE programme planned as part of the 2012-2015 and 2016-2020 STIF/RATP contracts is designed to provide multimodal information in RATP-operated interchange areas. These next-generation screens display information on possible connections between all modes of transport (buses, metro, trams, trains and RER, etc.) operated by all transport operators in the region and on current service disruptions to the Île-de-France network.

Some 3,000 new passenger information screens are being installed and are gradually replacing the current display units. An additional 1,300 screens will be installed.

As of the end of 2015, approximately 1,500 screens have already been installed in 200 stops or stations. At the start of 2017, the 3,000 screens will be installed in 370 stops or stations. The next-generation screens, initially installed at the exits of metro or RER stations, currently display the waiting times for the next two connecting buses or trams, disruptions with all other modes of transport and the next metro and RER departures.

### Private transport operators

**With regard to private transport operators, STIF approved various programmes in 2015 relating to vehicle scheduling control and passenger information systems.**

Subsidies totalling €6.5 million were granted to transport operators in 2015 for the purpose of implementing these systems, which will provide real-time audio and visual information in vehicles and at stops, on travel times, connections, service disruptions, etc. This translates into 75% of networks having received a STIF subsidy to install this equipment.

The networks are also rolling out passenger information terminals that provide waiting times for the next two buses at bus stops and display service disruption alerts.

The credits voted in 2015 and over previous years have served to fund passenger information equipment in 3,874 vehicles and 3,179 stops.

## 3. Transport modes charter

STIF's purpose is to make travelling easier for passengers. Consistency between the different stages of their journeys is essential and requires the consistency of the signs that passengers will see.

The work carried out by STIF on the "modes charter" (classification and representation of the modes of transport in Île-de-France) thus consists in **simplifying and unifying the representation of the modes and the lines of the Île-de-France network.**

The initial task involved bringing together the different lines in 4 modes - trains, metro, trams and buses. The second stage is that of the graphic representation of these modes, with in advance the definition of major principles. This will be followed by the drafting of an application and implementation charter for these new signs.



STIF is working in a wider sense to **guarantee regional consistency for Île-de-France public transport** (wording and signs).

## 4. Safety and human presence (reception area)

The implementation of previously-approved video security installation projects continued.

### Live view and recorded video surveillance systems, alarms and intercoms have now been installed for the RATP.

All buses are fitted with an on-board radio-location system. With a few rare exceptions, they are also fitted with video surveillance equipment.

In addition, **numerous preventive measures have been taken**: the safety of the public, the development of social cohesion and the promotion of sharing and solidarity through sport.

**For the SNCF, system-wide video surveillance is covered by a financing agreement between STIF, the Île-de-France Regional Council and the SNCF**, with each organisation bearing one third of the cost. This programme represents an investment of €26.65 million each for STIF and the SNCF. Its implementation continued in 2015, with the qualitative and quantitative improvement in video coverage of certain railway stations. It should be noted that all SNCF stations have been equipped with video cameras since 2015.

On-board video security systems - including over 3,000 cameras - are being installed as part of the train renovation and replacement programme.

The safety policy also requires human resources, financed by STIF in accordance with the contract: 720 SNCF SUGE (railway police) officers stationed in trains and railway stations and on platforms; 1,000 inspectors; 50 people working in operational assistance and safety centres (COASTs) across the Transilien network; 1,200 security guards and 126 mediators on lines A, B and D and on lines J and H.

**With regard to private transport operators**, investment policies are supplemented by locally-managed initiatives that cover areas such as training for inspectors and drivers, presentations in schools or for specific populations and professional training for ground crews.

Following a series of investment funding decisions, as of late 2015, over 3,500 vehicles (over 70% of the privately-operated

fleet) were equipped with radio-location systems and almost 3,900 vehicles (i.e. over 80% of the privately-operated fleet) had or would soon have a video security system.

## 5. Service Quality

In implementing contracts for 2012 and 2015, STIF has opted to **focus even more on passengers**.

This translates into more detailed and precise monitoring of service quality and the introduction of more stringent service quality requirements. **The emphasis is on punctuality and information, which are passengers' main concerns.**

Since 2013, in order to ensure contractual requirements are observed and that any measures taken by the RATP and the SNCF are effective, STIF has been carrying out audits and has introduced counter-measures on service quality indicators (excluding punctuality). A perception survey is also carried out each year, aimed at measuring passenger satisfaction (see chapter on governance, point 6 on new contracts).

**In 2015, the RATP and SNCF operators saw their bonuses for quality of service, exc. regularity, increase.** The quality of service indicators have progressed globally over the whole of the two networks and the mobilisation of operators has made it possible to record significant progress in terms of **management of service disruptions, accessibility and cleanliness of spaces**. The 2015 perception survey carried out by STIF confirms the efforts made by the RATP and SNCF in these areas, showing an overall satisfaction rate of 80.7% (vs. 78.9% in 2014) for the RATP and 76.9% (vs. 75% in 2014) for the SNCF.

Monthly interactive punctuality notices and quarterly information notices on service quality can be examined in the "Service Quality Notices" section of the STIF website (stif.info).

### The Welcome Project - welcoming tourists at Roissy Charles de Gaulle

This project, put in place by the SNCF and supported by STIF, was designed to fulfil the specific expectations of occasional passengers travelling to or from Roissy Charles de Gaulle via the trains-RER line B:

- Increased human reception personnel and support resources to offer passengers a personalized and multilingual reception - information, passenger guidance and support, but also reassurance, in particular in relation to rudeness.
- Complementary investments envisaged in the areas of signs and passenger information equipment.



# Fares

In keeping with the decisions initiating dezoning during weekends, bank holidays, short school holidays in zone C and the period from mid-July to mid-August, the STIF Board voted for the implementation of "All zones" passes from 1 September 2015 for the Navigo, Navigo Solidarité, imagine R Scolaire and imagine R Étudiant passes. The Monthly Navigo "All zones", costing €70, allows people to travel, every day of the week anywhere over the whole of the Île-de-France network (metro, trains and RER, trams and buses, except Orlyval).

## 1. Receipts in 2015

In the 1<sup>st</sup> half of 2015, receipts, at a constant tariff, remained **practically stable** relative to the 1<sup>st</sup> half of 2014, bearing witness to a not very favourable economic context, even if signals, in June 2015, may have allowed people to hope that things were picking up.

The receipts of the last four months of 2015 are down 12% vs the trend, a consequence of the implementation of the "All zones" passes, a major pricing reform, but also, to a lesser extent, a consequence of the terrorist attacks of November 2015. This change in euro receipts covers, number of tickets sold, a **strong progression of Navigo Month flat rate**, a **more moderate increase in Navigo Annuel and imagine R receipts** and a **marked decrease in receipts for tickets and short duration passes**.

## 2. Pricing decisions in 2015

Fares were increased by 2.9% on 1 January 2015, except for Navigo 1-2 pass, plus 4.2%, and individual Ticket t+, which increased from €1.70 to €1.80. The "Ticket d'accès à bord" (onboard ticket) remained unchanged at €2.

The reform of the single fare was the occasion for **standardising the names of social tickets** - the Solidarité Transport passes



are now called Navigo Solidarité and the Navigo Gratuité pass has replaced the Gratuité Transport pass.

The **"All zones" pass**, available since 1 September 2015, was created for the Navigo, Navigo Solidarité, imagine R Scolaire and imagine R Étudiant. The suburb-to-suburb passes (2-3, 3-4, 4-5) are still available for sale for Navigo and Navigo Solidarité.

Of course, the **Améthyste passes** continue to benefit from dezoning over the weekends, bank holidays, short school holidays in zone C and the mid-July to mid-August period.

Finally, it should be noted that **six free days were decided in the course of 2015**, one for the Republican march of 11 January, three during the pollution that occurred in March and two for the opening of COP 21.

### Navigo keeps adding more services

#### • Navigo pass top-ups\*

There are now two ways to top up Navigo passes:

- online at [navigo.fr](http://navigo.fr) (requires a pass reader that can be purchased from transport operators for €7.00),
- at CIC and Crédit Mutuel cash machines (every ticket counter in Île-de-France has one or more equipped cash machine),
- at transport operator top-up terminals, bus and train stations and with participating merchants.

#### • Intermodal transport\*

Holders of the Navigo pass can also access Véligo secure bicycle parking facilities, STIF-certified "Parcs Relais" park-and-ride facilities, and even use it for bike sharing programmes like Vélib', Cristolib, and Vélo2.

\* For more information about Navigo: [navigo.fr](http://navigo.fr)





# Mobility

Urban development, lifestyle changes and the ageing population are all factors influencing mobility.

How should we react to the increased amount of travel given the need to reduce its environmental impact?

Faced with this challenge, STIF, a champion of effective solutions like intermodal transport and the development of active means of transport (cycling and walking), is driving change in support of sustainable development.

## 1. Île-de-France stations are becoming real interchanges

As the entry points into rail networks used by **more than 4.2 million passengers** every day, interchanges have become hubs of intermodal transport around which much regional development is structured.

In the context of the service policy defined in the Urban Mobility Plan, **STIF is involved in modernising stations in the Île-de-France region** with the aim of upgrading them into **true multimodal interchanges** that better meet passenger expectations and are more tightly integrated into the local travel networks they serve. STIF is involved in various ways in organising and **improving intermodal transport** in stations. It defines service levels, **draws up operational master plans** (covering park-and-ride facilities, bus stations, cycle parking, accessibility for persons with reduced mobility, etc.), **manages projects to restructure major interchanges and finances projects developed by contracting authorities to the amount of 75%.**

**In 2015, a range of projects was carried out at stations throughout Île-de-France:**

- Making ten or so stations accessible.
- Improvement work to platform access.
- Refurbishment and renovation of various interchanges, bus stations or park-and-rides.
- Introduction of new Véligo facilities in 9 stations (Brétigny, Le Bourget, Le Vésinet Le Pecq, Lognes, Porte de l'Essonne Tram 7, Rueil-Malmaison, Saint-Denis Université, Torcy and Val d'Europe), representing a total of 986 places.

In 2006, STIF **teamed up with several contracting authorities in a sustained effort to improve intermodal transport.** These efforts continued in 2015:



© Christophe Recoura/STIF. Véligo space in Athis-Mons.

- **For the implementation of the Accessibility Master Plan:** in 2015 STIF allocated a subsidy of €9.5 million to make 718 bus stops accessible to persons with reduced mobility.
- **By financing new developments at interchanges:**
  - Development of interchanges such as Nogent-sur-Marne phase 1 (bus stations, road access, Véligo, park-and-ride facilities, etc.) and new achievement phases for the Torcy and Bussy-Saint-Georges interchanges.
  - New Véligo spaces (748 free access places and 1,182 places in safe areas accessible by Navigo pass) in 41 railway and bus stations, raising the total number of funded Véligo places from 2011 (date of the creation of the Véligo system) to the end of 2015 to almost 7,300 places. The funding and deployment of new Véligo spaces in the d'Île-de-France railway and bus stations will be maintained in 2016.
  - Renovation of passenger areas in the Porte de Cligny, Colombes, and Versailles-Château-Rive-Gauche SNCF stations, and renovation of the Pont de Sèvres bus station.
  - Bringing 88 disabled lifts in SNCF stations up to standard.
  - Developments to promote bus traffic (sites specifically for buses at Bezons, Mée-sur-Seine and Poissy, and several terminuses and bus stops).

**Thus, STIF invested nearly €20 million in the development of interchanges and €10 million in the development of bus routes** (stops and roads). It also scheduled new investments to modernise stations, in cooperation with the contracting authorities and in accordance with the different Master Plans.

## 2. The Île-de-France Urban Mobility Plan (PDUIF)

### ► The PDUIF objective and the role of STIF

The Île-de-France Urban Mobility Plan (PDUIF) sets the framework for the transport policy, for both people and goods, for the whole of the Île-de-France region. It defines the objectives and the actions to be implemented by 2020. STIF co-ordinates the guidelines around the implementation of the PDUIF. It is also in charge of the continuous assessment of the PDUIF.

### ► Local transport plans to implement the PDUIF actions at the local level

The Local Transport Plans (PLD) are drawn up at the initiative of a public establishment for intercommunal cooperation (EPCI) or a joint venture (syndicat mixte). They detail and specify the content of the PDUIF at the local level, taking into account the diversity of the territories as well as the range of mobility challenges. They must be designed as real short-term action programmes that implement PDUIF actions.

In 2015, STIF accompanied several local and regional authorities in drafting their projects. Three new PLDs were thus approved following a public survey - in the territories of Est Ensemble (93), Val-et-Forêt (95) and Deux Fleuves (77).

### ► Technical tools to specify the actions of the PDUIF

STIF develops and makes available to the local and regional authorities methodological tools to support them in the implementation of the PDUIF.

A **Practical Guide for producing PLDs** is available from the **pduif.fr** website. A **training session** was organised for the design offices concerned.

STIF has also published **practical information sheets to take into account the PDUIF in the Local Urbanism Plans**, which can also be downloaded from **pduif.fr**

### ► Intense promotion to motivate all stakeholders

The **PDUIF website, pduif.fr**, is a regularly updated resource centre for project developers. It comprises - in addition to the methodological guides - a training agenda, conferences or working days related to the PDUIF actions, "good practice" sheets and complementary resources for each PDUIF challenge.

The **third conference on Mobility in Île-de-France**, organised by STIF and the Île-de-France region, took place on 11 May 2015. The conference brought together 300 people, elected representatives and executives of the local and regional authorities, associations, mobility operators and partners of the economic world and development.

**Île-de-France Mobility Trophies for 2015** were presented at the Conference. Six award winners were selected by the panel:

- Pickup Station, automatic parcel collection;
- Le Triporteur, mobile bicycle repair workshop, and the City of Fontenay-sous-Bois, for staking out pedestrian routes;
- the Urban Community of Saint-Quentin-en-Yvelines with the Versailles – Yvelines Chamber of Commerce and Industry and the DELTAS SQY business association for their strategy for company travel plans;
- the municipality of Ollainville for the development of accessible streets;
- the Departmental Council of Seine-Saint-Denis for its plan of resorption of the bus pinch points.

## 3. The Île-de-France Mobility Monitoring Centre

The **Omnil**, Mobility Monitoring Centre in Île-de-France, brought together, at the end of 2015, **23 partners** having adhered to its charter. The Omnil collates and evaluates information, whether existing or gathered in connection with new surveys, on the mobility of people and goods in Île-de-France. The monitoring centre is managed by STIF, which bases itself upon its work to continuously assess the PDUIF.

In 2015, in the framework of the Omnil, STIF directed a **study on the future of the Global Transport Survey (EGT)**, a central source of knowledge for travel of the Île-de-France residents. The latest EGT was carried out between 2009 and 2011. In order to be able to evaluate the achievement of the objectives of mobility of the PDUIF, it was necessary to reflect as of now on the possible methodological changes of the survey. The study was monitored by a scientific committee bringing together experts in this type of survey. It concluded in the usefulness of a survey spread over several years with some of the questions over the Internet. These changes will provide access to regularly updated information and will allow a reduction in the cost per person surveyed.

Omnil publications were maintained. Detailed analyses of the profiles of the users of the different modes of public transport (trains, metro, buses) have been carried out since the 2010 EGT.

Two studies related to parking - one was carried out based on the 2010 EGT, the other consisted in updating the survey into paid and regulated parking on the roads carried out with more than 150 Île-de-France municipalities.

The **omnil.fr website provides documents and key statistics published by Omnil**.

# Research

STIF carries out studies focusing on a specific area or route in order to identify transport needs, predict changes in the urban landscape, design new infrastructure and organise future services as efficiently as possible. The studies are conducted in partnership with local authorities. The projects are subject to cost estimations and a multi-phase plan was put forward so as to have the means to ensure these proposals are in line with financial programmes.

Three studies were being carried out at the end of 2015.



© Christophe Recoura/STIF. Bus lanes.

## 1. Study of the Sucy – Orly link for the Eastern bypass project

This study is one of the exploratory studies for the Eastern bypass project, which is part of the Île-de-France Region Master Plan. Its purpose is to assess the opportunity and feasibility of a dedicated public transport link corridor from the Sucy-Bonneuil station to the Orly-Rungis district, serving in particular the Limeil-Brévannes, Valenton and Villeneuve-Saint-Georges municipalities.

A number of dedicated bus and tram-train solutions have been analysed over the different possible routes. The study revealed that the cost of the different solutions is high compared with the level of use expected.

## 2. Study into developments of lanes for public transport on the former RN34

The former RN34 used to be a main road linking Paris (Porte de Vincennes) to Chelles via Vincennes, Saint-Mandé, Nogent-sur-Marne, Le Perreux-sur-Marne, Neuilly-Plaisance and Neuilly-sur-Marne. The area served by this road is expected to experience significant growth in terms of urban development and transport, in particular with the arrival of several Grand Paris Express lines (line 16 to Chelles, line 11 to Neuilly Hôpitaux and line 15 to Val de Fontenay).

An initial urban regeneration study for the former RN34 was carried out in 2012-2013 by the Association of Eastern Parisian local authorities (ACTEP).

The study led by STIF addressed the question of the public transport link over this route. It analysed the suitability of a number of different terminus options to the East and to the West and the range of developments possible (ad hoc developments or dedicated continuous corridor bus link) based on the available highway footprint and the other functions to be provided on the route.

## 3. Study on the suitability of a TCSP service in the Val-de-Seine to La Défense area

The area between Val-de-Seine and La Défense has a lot of economic and urban drive, encompassing the main employment centres of Nanterre, La Défense and Issy/Boulogne. The transportation offering in this area is also earmarked for significant development over the short and medium term, in particular with the arrival of line 15 of the Grand Paris Express and Tram 1 at Rueil-Malmaison.

The study defined the main links for corridor bus lines in this area, taking into account known difficulties on the current network and main transportation projects. It analysed the suitability and feasibility of improving the roads over these links.



© Christophe Recoura/STIF. Corridor bus line.



# Projects

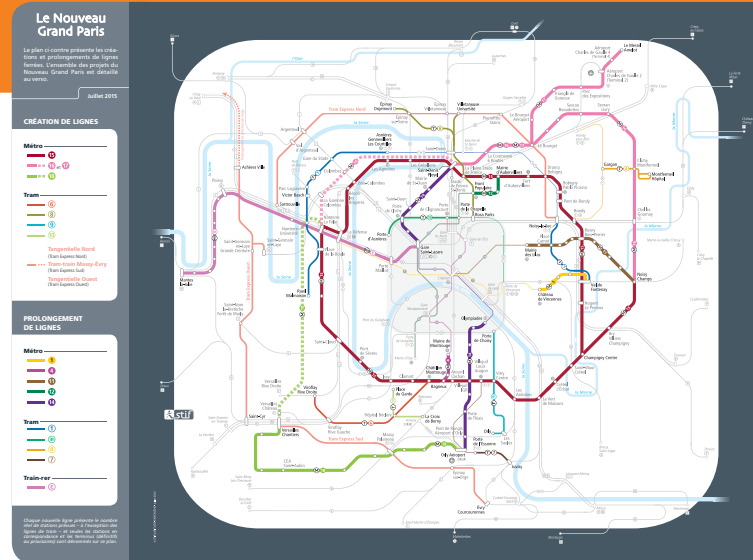
STIF defines and manages network development and modernisation projects for all modes of public transport in the Île-de-France region, and outsources their operation to operators.

STIF manages and/or ensures compliance with the programme, schedule and costs for contracting authorities that it designates (e.g. a local authority) or that are designated by law (e.g. RATP, SNCF or Société du Grand Paris).

It also acts as a guarantor to ensure the projects are integrated seamlessly into their urban surroundings, that they are compatible with the existing transport network and that environmental concerns are taken into consideration.

The various transportation projects must be established and developed in a co-ordinated, complementary manner.

These projects meet the transportation needs identified on a regional level in the Île-de-France Region Master Plan, and are generally in addition to urban and/or economic developments in the areas.



© STIF/Latitude-Cartagène. New Greater Paris, July 2015.

The projects are very diverse - tram, metro, train and RER, interchanges, corridor bus lines, etc. and are part of the New Greater Paris project, which brings together local service and regional projects.

Their financing is generally set out as part of financial programmes over several years, such as the 2015 - 2020 State-Region Projects Contract (CPER) and Specific Region - Département contracts (CPRD).

From identifying public transport service needs to opening a new line to the public, there are several vital stages in creating a project so it best meets the expectations of people in the Île-de-France region.

In 2015, the STIF Board approved more than 30 operations and in particular: 6 DOCP (Objectives and Main Characteristics Report), 3 consultation reports, 3 Project Flowcharts (SdP), 7 public enquiry files, 1 project declaration and 7 Preliminary Projects (AVP).

The implementation of the Master Plans for lines A, B, C and D was continued throughout the year in order to modernise and ensure the reliability of the main lines of the Île-de-France network.

2015 also saw the introduction of two interchanges, the Rosa Parks interchange, a new station created on line E, and the renovated Nanterre University interchange.



© Valentine Pedoussat/SNCF. Rosa Parks station.



© STIF. Nanterre University station.

**Each of the 7 main stages structuring the definition and implementation of a project and summarised opposite was initiated and followed up by STIF.**

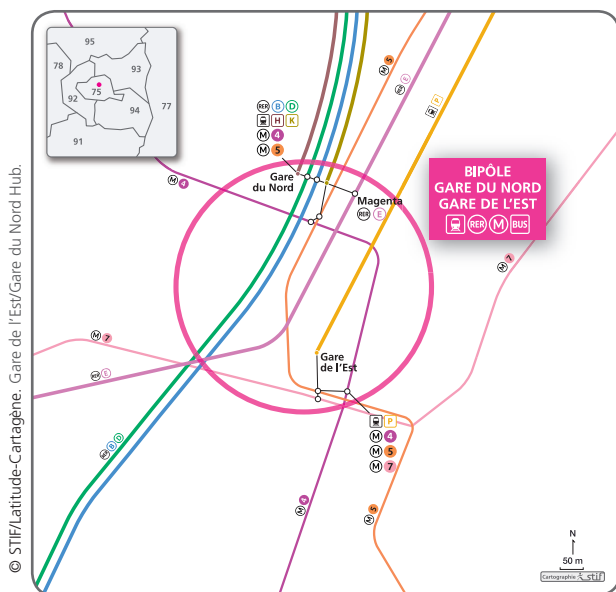
## Stage 1

### Project suitability and feasibility

These upstream studies make it possible to **measure the suitability and feasibility of the project**, in particular based on the travel needs reported, the technical constraints for incorporating the operation, the existing transport service offering and the development prospects for the areas concerned.

**They also help to define the objectives and the main characteristics of the project** - modes of transport, number of passengers affected, current transport patterns, advantages for residents, route, cost and so on.

The public debate or consultation is organised on the basis of these studies and is the first time the project is presented to the public.



© STIF/Latitude-Cartagène. Gare de l'Est/Gare du Nord Hub.

#### Multimodal interchange and Mantois TCSP

- 5.4 km of route for 13 new stations between Mantes-la-Jolie and Rosny-sur-Seine.
- 7,500 passengers/day expected.
- Redevelopment of the Mantes-la-Jolie multimodal interchange.

This operation fulfils two major objectives:

- offer a high-quality mode of transport, increasing capacity and frequency for passengers, between the Mantes-la-Jolie station, the Val Fourré district and the future Mantes/Rosny ecodistrict;
- reconfigure the interchange to adapt it to the extension of line E to the West and the arrival of the bus corridor link.

STIF approved the Objectives and Main Characteristics Report in October 2015.

#### Hub Gare de l'Est/Gare du Nord

- Linking 2 regional and international multimodal interchanges.
- 4 metro lines: 2, 4, 5 and 7.
- 3 RER lines: B, D and E.
- 3 Transilien lines: H, K and P.
- National and international rail links: TGV, Thalys, Eurostar.

The draft constitution and affirmation of the Gare de l'Est/Gare du Nord link reflects the desire to directly connect all existing modes of transport and put forward a project, not only to create a physical link between the hubs, but also to identify the whole of the hub.

STIF approved the Objectives and Main Characteristics Report in October 2015.

#### Also

- The Tram 13 Express (Western bypass) from Saint-Germain Grande-Ceinture to Achères-Ville RER (phase 2) - following the public utility survey, a new route via Poissy is being studied in order to provide a connection with the SNCF network Saint-Lazare – Mantes-la-Jolie to Poissy RER.

## Stage 2

### Consultation or public hearing

**The goal is to present** the project and its variants (through meetings, leaflets, posters, websites, etc.) and to **gather feedback from all those who feel affected by it** (local residents, passengers, companies, associations and so on).

After the consultation, STIF and its partners will decide on the main goals of the project and on where to take it next.



© Christophe Recoura/STIF.  
Marne-la-Vallée Chessy station.

#### TCSP Esbly – Chessy – Val d'Europe

- 10 km of route and around 11 new stations.
- 7,200 passengers/day expected by 2022 and 14,400 passengers/day expected for 2030.

This new high-frequency bus route is part of the Master Plan for the Île-de-France Region and the Île-de-France Urban Mobility Plan. The TCSP will provide a connection between line P of the Bypass network and the train-RER line A. It will serve the Esbly, Marne-la-Vallée Chessy and Val d'Europe interchanges, and the future ZAC provided for as part of the development of Marne-la-Vallée.

After STIF's Board approved the updated Objectives and Main Characteristics report in February 2015, the public was invited to attend a consultation session on the TCSP project between 11 May and 26 June 2015. After this stage STIF approved the consultation report in October 2015.

## Stage 3

### Defining the project

Additional studies were carried out to **define the project in greater detail, for the purposes of the public enquiry.** The **Project Flowchart** was drawn up during this preliminary phase. It consisted of all the technical studies carried out following the consultation, and enabled a more accurate estimation of the project's cost and an assessment of the project with a view to preparing the public enquiry.

© STIF/Sense. Tram 12 Express (Tram-train Massy – Évry).



© Christophe Recoura/STIF. T Zen bus.

#### T Zen 4 from Viry-Châtillon to Corbeil-Essonne

- 14 km of a dedicated corridor creating about 30 stations.
- 47,000 passengers/day expected on the line when it enters service.

The operation consists in creating a new bus corridor link between Viry-Châtillon and Corbeil-Essonne, to replace the current bus line 402 which presents a certain number of shortcomings and thus makes daily trips difficult for the passengers. Connections with existing or planned lines will be offered - line D, the T Zen 1, the future Tram 12 Express (Tram-train Massy – Évry) and 37 bus lines.

STIF approved the Project Flowchart in June 2015.

#### T Zen 5 from Paris (13) to Choisy

- 9.5 km of a dedicated corridor creating about 19 stations.
- 51,000 passengers/day expected.

The T Zen 5 transport project will accompany the development of the Seine Upstream region by developing a main transport service offering that is reliable, regular, and accessible to all.

STIF approved the Project Flowchart in October 2015.

#### Also

- Metro line 1 extended from Château de Vincennes to Val de Fontenay - the report from the preliminary consultation was approved by STIF in July 2015 and project flowchart studies are currently being carried out.
- The Sénia – Orly TCSP - the report from the preliminary consultation was approved by STIF in February 2015 and project flowchart studies are currently being carried out.
- The Tram 12 Express (Tram-train Massy – Évry) extended from Massy to Versailles - the project flowchart studies have been carried out since 2014.

## Stage 4

### Public enquiry

The project thus defined is presented to the public during the public enquiry, **with the aim of collecting feedback** on a more comprehensive and in-depth version, which takes into account the remarks and proposals put forward during the consultation.

#### Tram 10 Antony – Clamart

- 8.2 km of route and 14 stations.
- 25,000 passengers/day expected.

The project consists in connecting La Croix de Berny to Antony at the Place du Garde in Clamart.

STIF approved the Project Flowchart and the public utility enquiry dossier in February 2015. The public enquiry took place from 5 October to 06 November 2015.



© STIF/Latitude-Cartagène. Tram 10.

#### Also

- Metro line 14 extended to the south from Olympiades to Orly - public enquiry from 1 June to 9 July 2015.
- Metro line 15 (Saint-Cloud - Saint-Denis Pleyel section) - public enquiry from 21 September to 29 October 2015.



## Stage 5

### Declaration of public utility and finalisation of the project

Following these research and consultation phases, the **project may be declared “of public utility” by the Préfet. In-depth studies** (preliminary project studies) are then carried out for the purpose of finalising the project (schedule, time-line and budget), setting up financing, purchasing land and addressing environmental requirements.



© STIF/Sense. Tram 13 Express (Western bypass).

#### Tram 7 extended from Athis-Mons to Juvisy-sur-Orge

- 3.7 km of route and 6 stations, 1 of which is underground.
- 22,400 passengers/day expected on the extension between Athis-Mons and Juvisy.

The extension project of Tram 7 connects the current terminus of Tram 7 to Athis-Mons and the Juvisy multimodal interchange, currently undergoing work. The route follows the RN7 through three towns (Athis-Mons, Paray-Vieille-Poste and Juvisy); it goes underground under the Juvisy Town Hall park, then rejoins the Juvisy town centre and the multimodal interchange.

STIF approved the Preliminary Project in February 2015.

#### Tram 9 Porte de Choisy (Paris 13) – Orly Ville

- 10 km of route and 19 new stations.
- 70,000 passengers/day expected.

The creation of Tram 9 linking the Porte de Choisy (Paris 13) to Orly (94) has as its main objective the improvement of the transport service offering in the Val-de-Marne, in the towns of Ivry-sur-Seine, Vitry-sur-Seine, Choisy-le-Roi, Thiais, Orly and Paris. The tram follows the RD5 for the majority of its route, then the communal highways in Choisy-le-Roi and Orly.

STIF approved the Preliminary Project of the operation in July 2015.

#### Metro lines 16 and 17 Saint-Denis Pleyel – Noisy-Champs

- 29 km of route and 9 stations.

Line 16 connects Saint-Denis Pleyel to the Noisy-Champs station via Le Bourget RER. It includes a shared section of 5.5 km with line 17 between Saint-Denis Pleyel and Le Bourget RER. It will connect to all the RER, metro, tram and T Zen lines that it crosses, and the other lines of the Grand Paris automatic metro network (14, 15 and 17). This grid will provide efficient links between suburbs and from the suburbs to the capital or the rest of the Île-de-France via its numerous connections. This line will mainly serve the departments of Seine-Saint-Denis and Seine-et-Marne.

The public utility order was issued on 28 December 2015.

#### Tram 13 Express (Western bypass) from Saint-Germain-en-Laye to Saint-Cyr-l'École (phase 1)

- 19.8 km of route and 11 stations (plus one as a precautionary measure).

The first phase of the Tram 13 Express (Western bypass) project consists in extending the Grande Ceinture Ouest (GCO), in service since 2004 as far as south as Saint-Cyr-l'École and north to Saint-Germain RER in order to provide efficient connections with the radial rail links (lines A and C, Transilien N, L and U). The project re-uses in part the existing currently-unused infrastructures of the Grande Ceinture (GC).

STIF approved the Preliminary Project relating to the implementation of Tram 13 Express (Western bypass) in July 2015.

#### Tram 1 extended in the west from Asnières – Gennevilliers to Colombes (phase 1 from Les Courtilles to Quatre Routes)

- 6.4 km of route and 12 stations for the whole of the extension.
- 900 m of route and 2 stations for the 1<sup>st</sup> phase of the project (Les Courtilles – Quatre Routes).

The project to extend Tram 1 to the west will link the current terminus “Les Courtilles” to the “Gabriel Péri” station in Colombes. It will be connected to metro line 13 at “Les Courtilles”, with the Transilien J at the “Le Stade” station and with Tram 2 at “Parc Pierre Lagravère”, with which it will share a section. The project is split into two phases, a 1<sup>st</sup> 900 metre long phase as far as the Carrefour des Quatre Routes.

STIF approved the Preliminary Project relating to the implementation of the 1<sup>st</sup> phase of the extension in July 2015.

#### Also

- The lines A, B Sud, C and D - STIF took a decision on the continued modernisation of these main lines by approving numerous Preliminary Projects of operations programmed in the Master Plans, that are aimed at improving the regularity of the lines, developing the service offering and preparing the interconnections with the Grand Paris Express network.
- The TCSP Crétail – Noisy-le-Grand Mont d'Est (Est TVM) - this project was declared to be of public utility in July 2014 and the preliminary project studies are in progress.
- The T Zen 2, from the Carré Sénart to the Melun station - this public transport corridor link project was declared of public utility in July 2014 and the preliminary project studies are currently in progress.
- Tram 12 Express (Tram-train from Massy to Évry) - the main aim of this project is to improve the transport service offering in the Essonne *département*, between the strategic hubs of Massy-Palaiseau and Évry-Courcouronnes. The line will use in part the existing routes of the national rail network and a new infrastructure created in an urban environment. The studies are being finalised for a planned start date for the work in 2016.
- Metro line 14 extended to the north, from Mairie de Saint-Ouen to Saint-Denis Pleyel - the project was declared of public utility in December 2015 and the preliminary project studies are currently in progress.

## Stage 6

### Construction work

Work is carried out in such a way that **the environment and the lives of local residents are impacted as little as possible**. An information campaign is carried out to inform passengers, local residents and motorists of the schedule of works.

**While the work is being carried out, the operation of the future line and the necessary adjustments to existing network lines are defined in greater detail** - times and days of operation, stops, connections with other modes of transport and number of drivers.



© Christophe Recoura/STIF Line E and Tram 4.

#### TCSP Express 91.06 extended from École Polytechnique to Christ de Saclay

- 6.7 km extension and 11 new stations.
- 8,000 passengers/day expected on the extension.



The extension of the corridor link of the bus line Massy – Saint-Quentin-en-Yvelines between Polytechnique and the Christ de Saclay crossroads is part of the policy to improve the service offering and the quality of the transport systems developed by STIF on the Plateau de Saclay.

The works started in 2014 are being completed and the extension is expected to be put into service in 2016.

© Epiceum. Express Bus 91.06 information letter.

#### Line A Master Plan

- 109 km of route.
- 46 stations.
- 1,200,000 passengers/day.
- 2 operators: RATP and SNCF.
- Implementation of the actions of the Master Plan over the period 2013-2022.

Beyond the programme to renew the rolling stock, the objectives of the line A Master Plan are to improve performance, adapt the transport service offering, improve the management of service disruptions and improve service quality. The following operations were started:

- **deployment of automatic control and extension of the SACEM** (guidance assistance system for operation and maintenance) to Noisy-Champs to increase the line's capacity;
- **Chennevières Rectification Substation (PR)** to double frequency between La Varenne and Boissy;
- **turns at Étoile** in order to turn trains around in both directions in the event of an interruption to the traffic on the central section;
- **4<sup>th</sup> Cergy track** to improve the regularity of Transilien line L3 and line A;
- **development of the Marne-La-Vallée Chessy terminus** (phase 1) in order to enhance the service offering to Chessy during the evening rush hour.

#### Line E extended to the west

- 47 km of existing routes redeveloped.
- Creation of 3 new stations.
- 620,000 passengers/day expected over the entire line.
- Service will open to Nanterre La Folie in 2020 and full service to Mantes-la-Jolie will begin in 2022.

The project consists in extending line E to the west via Porte Maillot, La Défense and Nanterre La Folie, then by replacing line J between Poissy and Mantes-la-Jolie. The project aims to relieve line A and support the development of the Seine Downstream and Nanterre-La Défense Operations of National Interest (OIN).

The preparatory work started in 2015, with a target date for the start of the service of 2022-2024.

#### Tram T3b extended from Porte de la Chapelle to Porte d'Asnières

- 4.3 km extension and 8 new stations.
- 89,100 passengers/day expected on the extended Tram 3b.

The project consists in extending the current Tram 3b line.

After completion of the preparatory work in 2014, the extension work for Tram 3b started in 2015.

#### New branch of Tram 4

- 6.5 km extension and 11 new stations.
- 37,000 passengers/day expected to use the new Bondy – Montfermeil service.

The main aim of the project for a new Tram 4 branch is to respond to the transport needs of the residents of the towns of Pavillons-sous-Bois, Livry-Gargan, Clichy-sous-Bois and Montfermeil, by offering a rapid, frequent and reliable service that connects to the main network. The preparatory work for the operation started in 2015.

#### Metro line 11 extended from Mairie des Lilas to Rosny-Bois-Perrier

- 6 km extension and 6 new stations.
- 85,000 passengers/day expected on the extension.
- Scheduled to come into service by 2022.

This extension project, carried out in the main via tunnels and with a viaduct of 0.6 km, services the towns of Lilas, Romainville, Montreuil, Noisy-le-Sec and Rosny-sous-Bois. The extension will increase the total operated length of line 11 to approximately 12.2 km. A "development - transport for the territory of the line 11 to Rosny-Bois-Perrier" contract was signed in January 2015 between all the project partners in order to develop the territory in conjunction with the arrival of the infrastructure.

The protocol defining the funding framework for the operation was approved by STIF in October 2015. The preparatory work began in 2015, with a target date for the start of the service of 2022.

### Villiers-le-Bel – Gonesse – Arnouville/Parc des Expositions de Villepinte TCSP (line 20)

- 10.4 km of route, inc. 7.9 km of dedicated bus corridor, and 8 new stations.
- 7,200 passengers/day expected.

This project to provide a bus connection mainly via corridor links is designed to improve the connection between residential zones in the east of the Val d'Oise located close to line D (Villiers-le-Bel, Gonesse, Arnouville, Garges, Sarcelles, etc.) and the employment areas along line B (Parc des Expositions, ZA Paris Nord 2, Roissy airport platform). The works, which started in 2014, are in progress and the extension is expected to be put into service in 2016.

### Metro line 14 extended to the north of Saint-Lazare to Mairie de Saint-Ouen

- 5.8 km extension and 4 new stations.
- 12,500 passengers expected to use the extension during the morning rush hour.

The line 14 extension work between Saint-Lazare and Mairie de Saint-Ouen started in June 2014. The first tunnel boring machine was baptised in September 2015 on the site of the future Pont Cardinet station. It will bore a tunnel 3.6 km long between Saint-Lazare station and the future Clichy Saint-Ouen station. A 2<sup>nd</sup> tunnel boring machine will at the same time create a 1.7 km tunnel between the future Clichy Saint-Ouen and Mairie de Saint-Ouen stations, and towards the Maintenance and Sidings Site (SMR - ZAC of the Saint-Ouen Docks). It is expected to be put into service in 2019.

### Also

- Tram 11 Express (Northern bypass) from Épinay-sur-Seine to the Bourget (phase 1) - the work started in 2014, with a target date for the start of the service of 2017.
- Ongoing projects to redevelop the multimodal interchanges at Châtelet-Les Halles (service scheduled for late 2016), and Versailles Chantiers (service scheduled for 2016).
- Metro line 4 extended from Montrouge to Bagneux (phase 2) - the work started in 2015, and services are due to be introduced in 2020.
- Metro line 12 extended from Front Populaire to Mairie d'Aubervilliers (phase 2) - preliminary construction work for the two future stations started in 2014, and services are due to be introduced in late 2019. The single public enquiry on authorisations relating to the law on water and the construction permits for the two future stations, Aimé Césaire and Mairie d'Aubervilliers, ended in June 2015 after 4 weeks of consultations. The construction permits were delivered after favourable opinion from the enquiry commission.
- The line C Master Plan - two improvement operations were put into service in 2015:
  - Saint-Bernard section in the forecourt of Austerlitz Station, that is used to turn the train around arriving from the south, thus improving the management of service disruptions;
  - creation of two sub-stations at Bellevue and Saint-Martin to improve the electricity supply for the line.
- Tram 1 extended to the east from Noisy-le-Sec to Val de Fontenay - the project was declared of public utility in February 2014 and preparatory work started in 2015.
- Metro line 15 (section south Pont de Sèvres – Noisy-Champs) - following the approval of the Preliminary Project in July 2015, the work started in 2015 to create this 33 km long automated bypass with 16 stations.



© Christophe Recoura/STIF. Line 14.

### Multimodal interchange of Juvisy-sur-Orge

- 60,000 passengers/day.
- 2 RER lines.
- Numerous bus lines.

The project entails reorganising all the station areas around the three access points. The three bus stations will also be refurbished. Rail reconstruction work is required beforehand at the site and on the rights-of-way in the vicinity of Athis-Mons. The construction of a walkway for pedestrians and cyclists will improve urban connections between the city centre and the banks of the river Seine.

The works began in 2015, with a target date for the start of the service of 2020.



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## Stage 7

### Service openings

Once the work is finished, **the transport operators carry out various tests to make sure that Île-de-France residents will be able to travel safely.** The line can then be brought into service.

**Improvements and changes** may subsequently be made to the line in order to meet new needs.



© STIF Rosa Parks station.

#### Rosa Parks multimodal interchange

- 85,000 passengers/day expected in time for EOLE.
- Entered into service on 13 December 2015.

Located in the vicinity of Porte d'Aubervilliers, the multimodal interchange of Rosa Parks constitutes an additional station on line E, to the north-east of Paris, connecting with Tram 3b and, over time, Tram 8. This station services both social housing areas and rapidly-developing sectors (Macdonald): 10,000 inhabitants, over 25,000 jobs.

#### Nanterre University multimodal interchange

- 75,000 passengers/day expected.
- Entered into service on 17 December 2015.

This new station is adapted to the passenger flow and incorporated into the urban project sponsored by the Town of Nanterre and the EPADESA. It is located above the platforms and the tracks. It required the prior construction of a plaza and a connecting ramp on either side of the railway complex. The other hub facilities (platforms, underpasses) are being renovated during the project.

The project includes the deconstruction of the old passenger building located above the tracks, the works for which are scheduled to continue throughout 2016.



