

Our mission, bring together



The RATP Group

Operations in more than **12** countries 

4 .57 billion € in revenues
in 2010

1 .5 billion €
invested
in 2011

The **5**th largest urban
transport operator
in the world

12 million people
transported every day
worldwide 

56,000 employees



Unrivalled experience for tailored solutions

Day after day the RATP Group carries 12 million people in France and throughout the world. Every day the Group, which historically has been linked to Paris and its famous centennial Metro, demonstrates its ability to operate, develop, modernize and maintain one of the world's largest and densest multimodal (bus, metro, RER, tramway) networks handling more than 3 billion passengers per year.

Our unrivalled experience in project design and management, operations and maintenance guarantees an unmatched command over every means of urban and interurban public transport. On every continent and in a wide range of environments, we provide transit services tailored to the local situation guaranteeing efficient, reliable and innovative solutions. Everywhere, we work towards the same goal: providing our customers with safe, fast, reliable and user friendly transportation.

We operate, optimize and develop transport networks

We design, build and **run**

infrastructure **projects**

We conceive and manage all

passenger transport interchanges

We develop a network management

that is **customer-oriented**

Our strengths, our commitments

STRONG VALUES FOR A SUSTAINABLE DEVELOPMENT

The commitment of the RATP Group and its employees is grounded in six strong values. They are rooted in a history shared over 60 years. Every day, 56,000 women and men strive to make our values a reality. These values inspire our efforts to offer efficient solutions for the sustainable development of the territories we serve and to deliver quality service to the passengers.

People - Investing in people is our premier road to excellence.

Committed to public interest - RATP is a public service company, socially responsible and always loyal.

Respect - Respect is a necessary requirement for managing the diversity of our employees and passengers.

Professionalism - We conduct business with a requirement to absolute safety.

A taste for challenges - We meet our challenges with passion and expertise, never taking the easy road, totally committed to safety and people.

Openness - We are efficient because we listen to our customers and stakeholders.

Full control over our skill set

Over the past sixty years, the RATP Group has acquired and developed unmatched expertise. This means that we master every component of our core skills: infrastructure design and renovation, transport operations, security and safety, the integration of multimodality, passenger information, ticketing systems, pricing, customer marketing, and more. Our proficiency is a key asset for dealing with an increasingly complex business. Our specialists provide technical, economic, and socially responsible choices. Thanks to our maintenance experience, we are fully aware of the stakes involved in the life cycle of the equipment, the guarantee of economic efficiency and passenger service quality. Drawing on independent expertise capabilities, we can efficiently assess and select outside partners' proposals.



Anticipating tomorrow's needs

In 2030, more than 60% of the world's population will be living in cities. RATP, a company recognized for its technical expertise and operational control of complex systems, finds the answers that will solve tomorrow's needs in technical innovation: automation of metro lines, multimodal infrastructures that respect the environment, silent tramways, eco-designed stations and depots that smoothly fit into a city. For example, the Grand Paris Express project was inspired by the automated metro loop concept invented by RATP engineers. Drawing from their experience of Paris' Metro line 14, RATP's engineering is accomplishing another world premiere, implementing the gradual automation of the line 1, the metro's busiest line, without interrupting line operations.



A track record on four continents

The RATP Group, the long-standing operator of the Île-de-France transport system, works to ensure sustainable mobility on every continent. RATP Dev and its subsidiaries operate alone or in partnership with other companies, in every field of public transport, whether urban, suburban, interurban or regional. We operate in France (Annemasse, Bourges, La Roche-sur-Yon,...), in Great Britain (London, Bournemouth,...), in Italy (Florence, Genoa, Venetia), in Switzerland (Geneva), in the United States, in South Africa (Johannesburg), in China (Nanjing, Macau), in South Korea (Seoul), and in India (Mumbai). Systra, the RATP Group's engineering affiliate, is a world leader for the development of urban and interurban transport networks.



Operating, developing and managing networks

Services for all mobility types

The RATP Group comprises several dozen specialized subsidiaries in transit network operations and related services, in France and around the world. FlexCité is dedicated to transporting the disabled. Mobicité provides local services in places where standard bus lines do not fit the bill. Entreprises et Mobilité Services provides assistance with mobility solutions for businesses and rolls out customized transport solutions.

Tourexcel, France's number one tourist reception operator and leading company for excursions from Paris, organizes tours under its OpenTour and Paris Vision brands.



3 BILLION PASSENGERS PER YEAR IN THE GREATER PARIS REGION

With fourteen metro lines, two RER lines (regional express trains), three tram lines, more than 350 bus lines, and shuttles to two major airports, the RATP-operated multimodal network in the Paris region is one of the world's densest, safest and most frequented mass transit systems. Eleven million residents (i.e., one out of six of France's population) are concentrated in a 12,000 square-kilometre area (a mere 2.2% of the country). Dealing with such a densely populated area and the needs of millions of additional passengers who put their faith in us every year, we must keep innovating and must keep finding new solutions to fight overcrowding of our network infrastructure.



Always one step ahead of expectations

Whether an occasional or a regular traveller, each passenger is unique, each with his or her personal projects, concerns and obligations. Because we strive to enhance each passengers' travel experience, we want them to consider public transportation as their preferred means of transport. By this means we recognize and anticipate their expectations and accompany them every step of the way. For their greater enjoyment, we provide a warm welcome, dependable timetables, reliable real-time information, relaxing comfort, and a maximum amount of services. To this end, we innovate at a fast pace and have created a customer-focussed organizational structure. We take into account passenger demands and the public's expectations. Our goal is always the same – to establish a durable relationship with our customers and foster their loyalty. This commitment means the guarantee of quality services being delivered to local stakeholders and decision-makers.

The customer is our number 1 priority

Customers today want to feel welcome and expect their needs to be fully considered. Accordingly, RATP has put in writing the basics of good conduct in a customer charter. These “service standards” applied throughout the Group all target the same goals:

- 1 provide passenger service,
- 2 ensure safety and security, and foster reassurance,
- 3 increase passengers' self-reliance.

The “RATP service” has become a differentiating factor. This professional ambition is promoted further through the “RATPServiceLab” and the RATP Academy.



Reassurance in every circumstance

Because the unexpected creates stress and discomfort, information is one of passengers' major demands. Our customers really appreciate SIEL, our information system providing real-time waiting times, and IMAGE, our multimodal multiple-operators information platform. Apart from these technical facilities, our teams are readily available to provide timely information and to deal with any situation that might occur. Supervisors dedicated to passenger information are centrally located in our operation control rooms. All our customer-facing employees have been trained to help customers and to answer any questions these might have.



Transit system safety, security and availability

Multimodal network safety and service quality require the total equipment availability and fast response capabilities throughout the network. This involves an irreproachable maintenance standard and a vision of its economic issues. With more than 10,000 employees and a yearly budget in excess of 1 billion Euros, maintenance is one of RATP's strengths and a skill and expertise center for all Group subsidiaries. More than 50 local workshops continually maintain 5,000 Metro and RER carriages, more than 4,500 buses, and over one hundred tramways. Everywhere, our teams have the same priorities, which are to ensure service safety, continuity and availability of our facilities. These commitments also involve the constant maintenance of hundreds of kilometres of metro and RER lines, thousands of escalators as well as ticket vending machines.



Committed to local areas

RATP wants to contribute to the socio-economic development of the areas it serves. To this end, it establishes links with all local stakeholders (authorities, businesses, associations etc.). Our recruitment policy aims at replicating the diversity of the world we live in. We therefore offer training programs resulting in qualifications or diplomas. More than 60% of all employees hired in the Paris region come from municipalities with neighborhoods classified as Sensitive Urban Zones. In partnership with the relevant stakeholders, we conduct preventative initiatives, particularly in schools, with the help of hundreds of volunteering staff members. In the Paris region, our itinerant prevention and educational exhibition "Buses and bicycles: sharing the road" demonstrates to all concerned parties the risks of sharing bus lanes.



TRUSTWORTHY PARTNERSHIPS

The RATP Group has long-standing experience of contractual relations (as concessions or delegation of public services) with the regulatory authorities and territorial collective authorities in France and worldwide. We are the driving force fuelling proposals for the design and rollout of projects that will meet new passenger needs and will win over new passengers. In China, in South Africa, in the United Kingdom, in Saudi Arabia, in Italy and in the United States, we deploy win-win partnerships based on clear risk and responsibility sharing. In our contracts we include extremely detailed parameters with regards to punctuality, safety, information provision, customer services, and equipment availability.



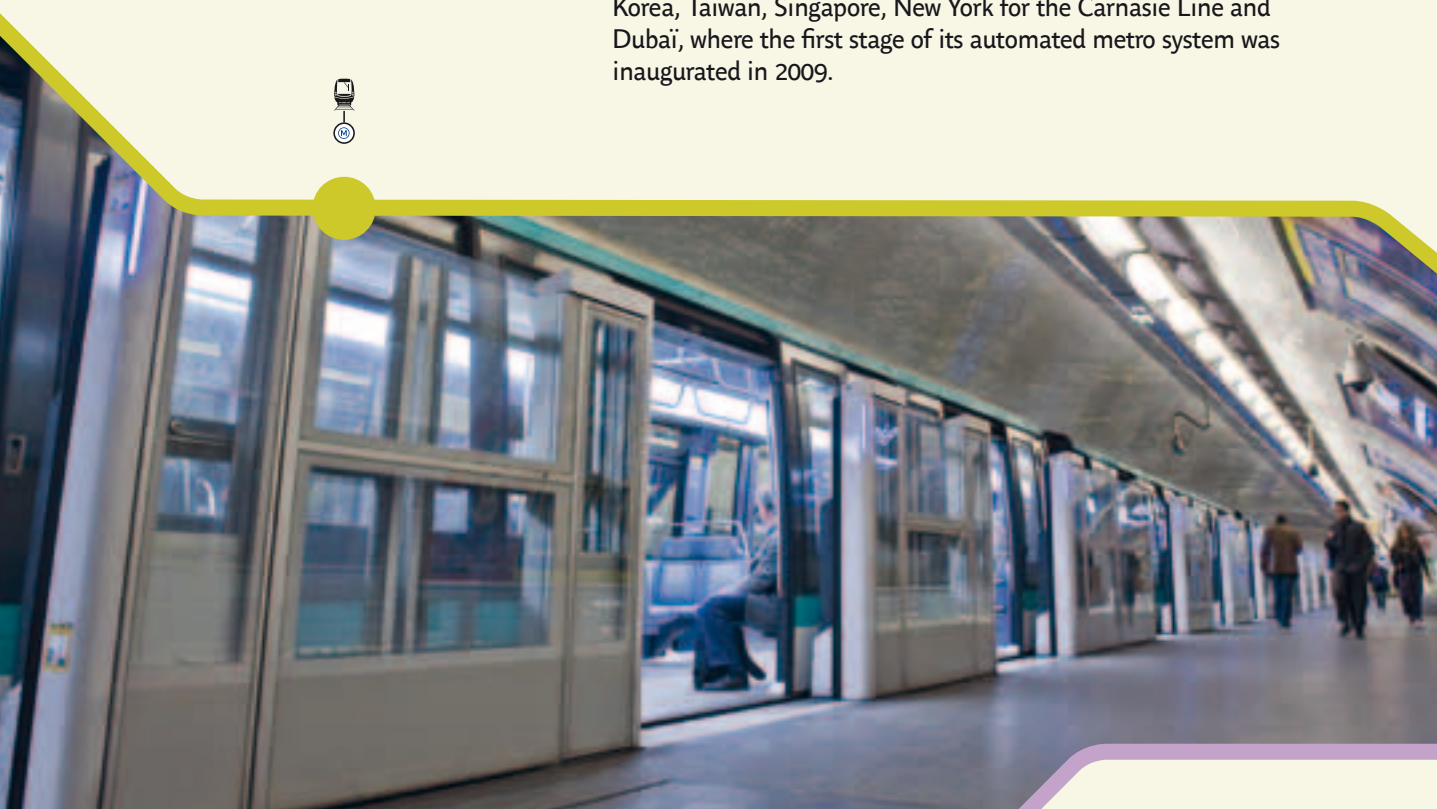
Designing, building and delivering infrastructure projects

Expertise recognized across the globe

RATP offers tailored transport solutions reflecting the requirements of diverse stakeholders and the needs of the people they transport, thanks to broad sector experience. Our technical excellence and our ability to manage complex systems are widely recognized. Both in France and internationally, we provide advice, engineering solutions, project management and consulting for all stages of a project and modes of transport: rail, metro/subway, tramway and bus. Since helping to build Mexico City's first metro line in 1967, the RATP Group and its affiliates, like Systra, have been engaged in world-wide projects in locations such as Montreal, Santiago, Caracas, Algiers, Cairo, Dubai, Florence, London, ...

Specialists in automated metro systems

Automated metro systems have grown to become the transport of choice for dense urban areas. Having inspired the automated metro loop project to bring 150 km of new track to Paris, RATP is creating a new generation of metros for the 21st century. On Paris metro line 14, RATP was the first to use an innovative wide gauge automatic system. When it first opened, line 14 carried 150,000 passengers every day. By 2011, this figure had passed the 500,000 mark. Line 14 hosts close to 200 international site visits each year. RATP's sector knowledge has led to contracts in Brazil, South Korea, Taiwan, Singapore, New York for the Carnasie Line and Dubai, where the first stage of its automated metro system was inaugurated in 2009.



Updating antiquated infrastructure

Is your antiquated infrastructure becoming obsolete? Now is the perfect time to introduce new systems which can improve safety, reduce costs, and meet passenger requirements more efficiently. Our expertise in traffic management systems and in operational control rooms can be applied to all types of metro, rail, tram and bus networks. By installing fully automated systems which can be adapted to existing systems (such as **OCTYS**) to aid manual driving, passengers get better punctuality and safety. By shortening the time between trains to 90 seconds during rush hour, we can increase their frequency. In Paris, we are working on automating (driverless) line 1, the most heavily used line on the Parisian metro network, whilst preserving the service offered to the 725,000 passengers who use the line each day.

Cost control from conception to completion

RATP is involved in every stage of a transport project, from planning right through to building and maintenance; this makes it uniquely placed to oversee and control production costs during the entire operational life of scheme. Thanks to our extensive experience, we can recognize what is essential and prevent unnecessary costs from spiralling. We can avoid the pitfalls of purely localized solutions, and we know how to smoothly integrate new technologies into existing structures. We believe that modernization and cutting edge technology are not synonyms for uncontrolled spending. On the contrary, our new MF01 trains which are already in operation on lines 2 and 5 of the Paris metro have cut energy costs by 40% and overall operating costs by 30%.



SUPPORTING SUSTAINABLE MOBILITY AND ECONOMY

RATP is committed to making every innovation form part of a greater sustainable development strategy. Our examples of this are numerous: Green systems and manufacturing, energy-recovery braking systems for trains, hybrid energy buses and buildings awarded the French High Quality Environmental (HQE) standard. RATP has a consistent approach towards making planning and design specification greener. By using recognized methods and benchmarks for reference, we are able to maintain our environmental approach from the initial project design right through to completion. We continually communicate with our key stakeholders (the public sector, the general public, private associations etc.) to understand their expectations and exceed them. We are working in conjunction with four other European public transport networks in a joint research programme "Ticket to Kyoto (T2K)", with a common goal: to reduce Co₂ emissions in public transport systems.

Enhancing the transport environment

Smooth flowing, user-friendly exchange hubs

Every customer survey shows the steady rise of the demand for user-friendly spaces. Our stations and multimodal exchange hubs have been designed, fitted, and operated to enable smooth connections between our metros, buses, trains and trams but also to enable easy interchanges with taxis, bicycles and car parks. The design of our new hubs take into account emerging ecomobility needs: carpooling, car-sharing and car rental services. The renovation of 270 Parisian metro stations over a number of years illustrates our ability to ensure the upgrading of a century-old network in difficult conditions due to the need of keeping the major connecting stations open for use.



ACCESSIBLE TO EVERYONE

RATP has for years worked hard to make it easier for the disabled to use its services. We invest in equipment and services to make our carriages and infrastructures better accessible. Our new subway stations and tram lines are accessible to everyone thanks to systems that are built in at the design stage of our equipment and stations. Older systems become accessible through renovation programs. Our ambition goes beyond and above meeting our legal obligations. We develop many programs suited to the needs of specific groups such as Braille guides or our “BlueEyes” project, a guidance system in underground spaces using Bluetooth technology. We work on solutions specially adapted to seniors, as mobility improves their quality of life and is a known factor to increase longevity.

An industrial heritage within the city

By nature, our maintenance and repair workshops, tram and bus depots are often located in dense urban neighborhoods in proximity to the networks while being limited in their adjustment to growing traffic. Particular attention has been paid to the quality of the urban integration of any newly built site and to the renovation of existing ones. Elected local officials and local residents are brought in at the early stages of the RATP project planning status. A new training center built for our maintenance teams in northern Paris, in the La Villette district, was designed in accordance with High Quality Environmental (HQE) standards.



Where life happens

In an increasingly urbanized world, stations and railway stations are more than mere stops on a journey. To thousands of travellers, they are a central feature of cities and points of exchange. We design our hubs as open multifunctional spaces suited to the diverse needs of travelers. Our stations are developed in close cooperation with local authorities to fit in with the identity and diversity of their urban neighborhoods. To this end, we explore innovative solutions in partnership with experts from many backgrounds. Together with three international architecture and urban planning agencies, we have conducted a study on the different forms that tomorrow's station might take. The Osmose Project is a series of bold and innovative ideas for future cities and applicable to the Grand Paris Express Project.



Fast problem detection, fast repair

A vending machine no longer delivers tickets, an escalator stops, a screen goes blank – passengers often resent doing without services they have become used to. Our operating personnel are trained to carry out light repairs, which shorten equipment unavailability time. For this purpose, we invest in solutions using the most advanced technologies. In Paris, the new Val d'Europe multi-station surveillance centre can monitor more than 4,200 pieces of equipment in 29 RER stations, in real time. Escalators, elevators, intercoms, alarms, video-surveillance cameras, and ticket vending machines – the slightest incident immediately triggers a warning. An operator can see the location where the problem occurs, remotely reboot the faulty system, or send a team to fix it. Not only does the ultra-modern centre improve the sites' and our customers' safety, but also the reliability of passenger information.



Developing a customer focussed network management

Mobility services

Mobility assistance services – also known as “network management” – are now essential to networks: real time travel information, vehicle geolocation, travel time controls, ticketing, pricing, fraud prevention, customer marketing. We use information and communication technologies to improve our operations and the quality of our services. RATP has accumulated an enormous amount of know-how in this area, as witnessed by its deployment of major ticketing schemes like Navigo or passenger information programs (SIEL, IMAGE). Its affiliate Ixxi offers customer designed innovative solutions to improve mobility and traffic fluidity. Ixxi can provide consultancy and general contracting services, systems project management, and project management assistance.



Fostering customer loyalty

RATP has engineered advanced tools and programs to strengthen its relationship with customers. Customer marketing is based on the information provided by more than 2 million special transit pass holders: the imagine R card for students in secondary schools and higher education, and the weekly, monthly or annual Navigo passes. Some of the passes which were developed with outside partners, offer benefits which have been designed with a marketing tool approach. The imagine R card also provides “special deals” which offer discounts at selected movie theatres, retail outlets, and fast food chains, as well as special conditions for concert tickets. Aside from strengthening its relations with customers over time, the transport authority and the operator reap other advantages, i.e., higher customer numbers and lower fare-evasion.



A fast and practical ticketing system

RATP has pioneered the technology for contactless access passes to public transport systems and is a founding member of the European Calypso standard already adopted by 21 countries. From the experience accumulated with the deployment of the Navigo Pass in the Paris region, we have implemented similar systems across France, in Italy and in South Africa. The passes optimize the distribution of the revenue from a multimodal network operated by several companies. They can be recharged at dedicated terminals, at ATMs, and on the Internet. At the outset, they were designed as multi-application cards and can therefore become electronic purses. We are also testing 'mobile ticketing', i.e., buying a ticket by swiping a credit card (or in the future cell phone) over the card reader.

Always informed

Can I finish my cup of coffee before the bus pulls up to my home? What is the most practical route to the airport? How long does it take to get to the station? SMS alert services since 2001, the "Ma RATP dans la poche" mobile internet site since 2006, the first downloadable iPhone® application offered by a transport operator – we have invested early in mobile phone services. Our application "RATP Lite" provides free access to maps of our entire network. "RATP Premium" offers specific GPS services. With "Flashcode", available at 16,000 bus stops across the Paris region, RATP was the first transport operator in the world to provide this innovative real-time passenger information solution at such a large scale. Our customers can prepare their journey stress-free and optimize their itinerary at all times.



CUSTOMERS ALSO HAVE IDEAS...

We like to engage in a responsive dialogue with customers, quickly and efficiently collecting their opinions on every aspect of our public transport service offer. Our Web 2.0 community platforms promote dialogue with our customers and foster innovation. After the launch of "vous-et-la-ratp.net" in 2007, "La Fabrique RATP" is a vibrant community which allows us to capture market expectations and to test new products and services. Thousands of registered internet surfers participate in our innovation process. They take part in tests, meetings, polls, debates and exclusive events. We organize actual workshops where our experts share their projects and discuss key issues such as quality service and sign posting.



An outstanding capital base

The RATP specialists, research units, workshops and media libraries cover all means of public transportation. They bring together a unique capital base of expertise, knowledge and mobilization capabilities. The RATP Group has made this major strength available to many of its partners and customers. The skills and expertise of our world experts are in demand in many areas: rail, design, operation and maintenance, pricing practice issues, ticketing systems, marketing strategy, and others.

Our research and development teams study the travel modes of the future. National and international industry bodies regularly ask our specialists to share their expertise and to contribute to discussion groups at UITP, INTA (urban planning associations) and Certifer (rail safety association).

TOP-OF-THE-LINE MARKETING SERVING THE CORPORATE NAME

How can customer loyalty be fostered, higher frequency of usage be encouraged, and the corporate image be strengthened? High quality infrastructure and level of service are the main answer. A good marketing strategy is also part of the approach. RATP has developed recognized skills and expertise in the field of marketing, rewarded by winning numerous prizes such as the Mobile Marketing Association's award (Los Angeles, USA) for the "Ma RATP dans la poche" WAP and iPhone® service site. The success of RATP's marketing effort improves the image of the network and its operator, increases traffic while reducing fare evasion, and enhances the perception of organizing authorities.



Testing, measuring, qualifying

Safety, acoustics, pollution, vibrations testing, equipment compatibility, simulation drills: the RATP Group's workshops provide their expertise to industry operators and transport stakeholders who need to test and qualify materials, equipment and software.

The tightening of regulations, the fight against pollution and noise, urban network congestion and overcrowding, the growing demands of residents and passengers and the necessary protection of network personnel mean that standards continue to increase in this area. Numerous networks that would like to improve their service frequency across an existing network call on the resources and proven experience of our teams, to safely reduce the intervals between trains on underground and overland networks.

Design serving a modern outlook on mobility

The famous metro entrances designed by Guimard in 1900, the 1930s buses with their open deck at the back, the stations of the fully automatic line 14 in 1998, the T3 tramline, or the MF01 metro series, winner of the "Design of the Year Prize" awarded by Railways interiors in 2008, illustrate the RATP's design expertise. Our specialists ensure a long-term coherence: integrating mobility into the urban landscape, combining the visual pleasure with audio comfort, but also conveying messages to passengers and carrying the RATP brand identity. They cooperate closely with our engineers and suppliers, introducing design cost and deadline goals in order to foster a tight interaction between art and engineering. Our expertise draws its strength and legitimacy from its cross-sectional approach, serving every means of public transport (metro, RER, bus, and tramway) and core skills (operations, engineering, maintenance, marketing, sales, etc.).



A long track of service innovations



Line 1

Full automation of a high capacity metro line (transporting 725,000 passengers per day) without interrupting daily services (Line 1, Paris).



Line 14

First fully automated wide gauge metro line carrying 500,000 passengers every day (Line 14, Paris).



OCTYS

Automated manual driving assistance system totally standardized, based on CBTC Technology for the modernization of existing metro lines with conductors (operating since 2010).



The Station Osmose project

A series of bold and innovative ideas meeting the challenge of the Grand Paris Express automated Metro loop and the specific needs of each area, with 3 international teams of architects and urban designers.



STEEM

A new solution for energy recovery and storage is being tested on a T3 tramway train in Paris. It tests the possibility of getting rid of catenaries in places where urban integration sets strong constraints.

The BlueEyes test

A dynamic guidance system for the visually impaired in underground spaces using Bluetooth technology.



Renovation of the Châtelet–Les Halles hub

The world's largest underground station with 750,000 passengers and more than 1,500 trains per day. It will be an opportunity to design a new, more easily flowing and comfortable transport space, with improved connections to the city.



Hynovis

The hybrid concept bus designed by Irisbus-Iveco under functional specifications by RATP. It is equipped with a hybrid hydraulic system which recovers the kinetic energy generated during vehicle braking operations and with start-stop system.

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