

TRANSILIEN

NOVEMBER 2018

THE TRANSILIEN MASS TRANSIT NETWORK

LAND AREA

Paris

105 km²

Paris Region

12,000 km²



POPULATION

Paris

2 million

Paris Region

12 million



3.2 million

passengers carried safely daily

— 1.5 times the population of Paris

+3%

passengers annually



of SNCF
passenger
traffic



of the French
rail network



15 lines

including 5 RER lines
& 2 tram-train lines



Every second, 1 train
enters or leaves a station

6,200 trains/day

650+ trains run simultaneously
at rush hour

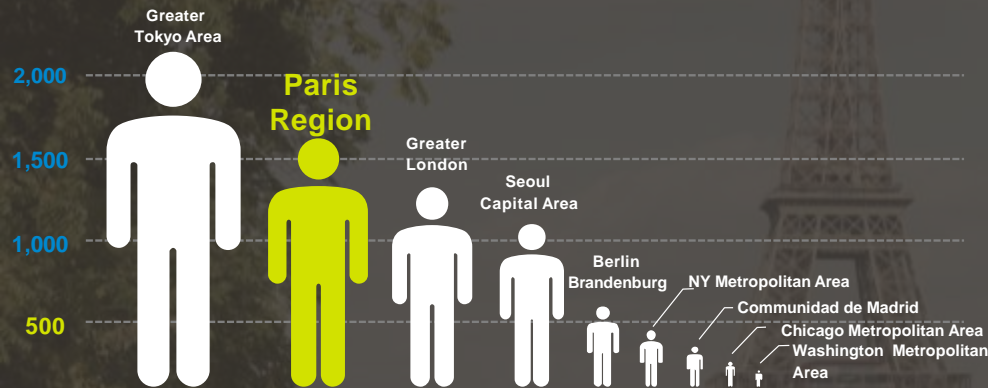


13,000 employees
& 3,000 drivers

WE ARE THE WORLD'S 2ND-BUSIEST MASS TRANSIT NETWORK

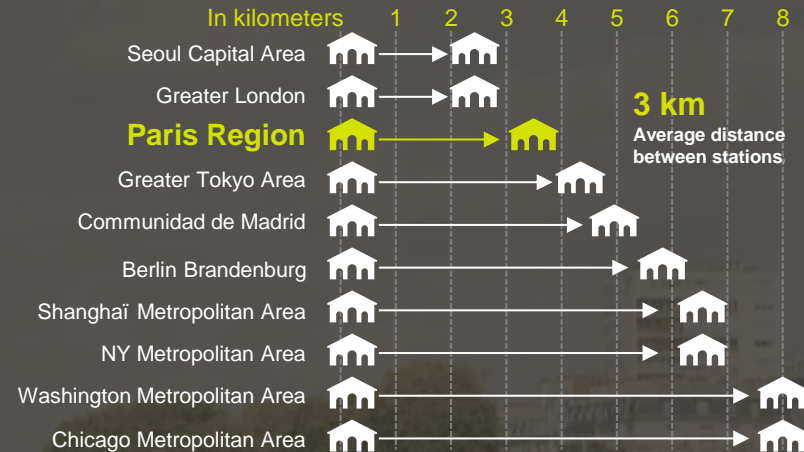
A TIGHTLY WOVEN NETWORK— EXTREMELY HIGH COVERAGE AND SERVICE

Passenger traffic on regional rail networks
Millions of passengers



Average distance between stations
in major regional rail networks
(total network / number of stations)

Sources IAU



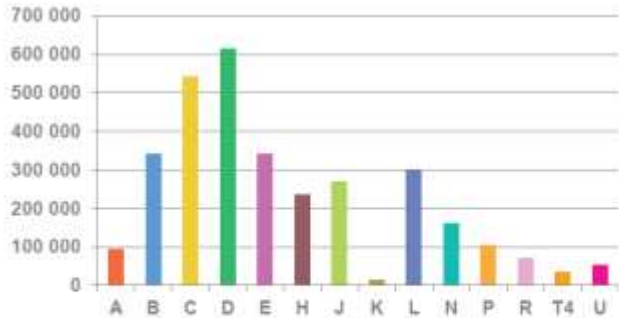
RER regional lines and Transilien play an outsized role in the Paris Region's mass-transit network, as compared with other cities where metro is often the dominant mode of transport.



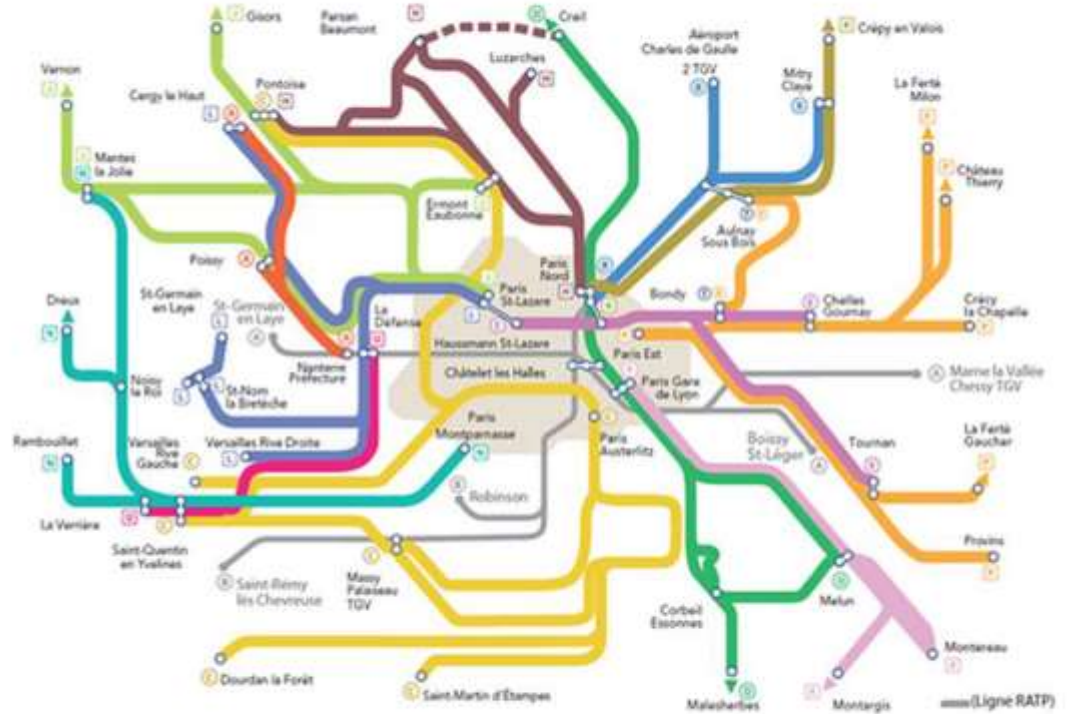
VOLUMES VARY WIDELY BETWEEN RER AND SUBURBAN LINES IN THE PARIS REGION

Lines serving densely populated areas (RER and Saint-Lazare station) carry much more traffic than lines serving outlying communities (Transilien lines N, P, R and K).

Nombre de montants par ligne SNCF, hors montants des tronçons RATP des RER A et B



Includes RER A & B and RATP: 1.2m and 0.9m passengers daily



Source : CELEC

TRANSILIEN – CORE INFRASTRUCTURE

LARGE STATIONS IN INNER AND OUTER SUBURBS

The railway network has some 400 stations, with the top 25 accounting for 50% of traffic.

see number of stations by
numbers

Top 16 stations

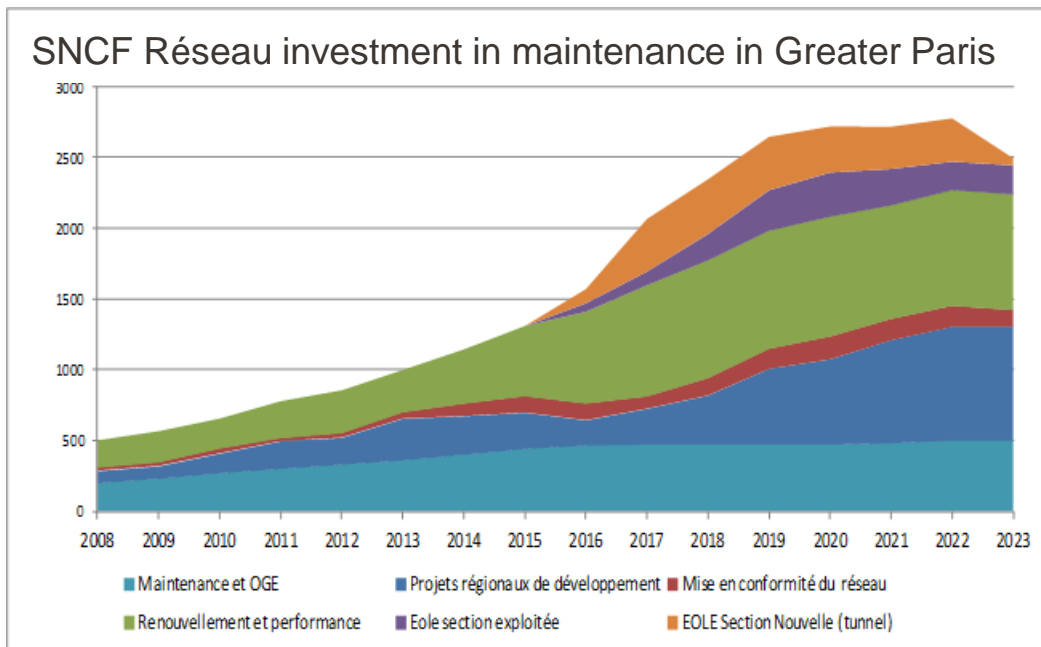


Gares parisiennes
Autres gares

FIVE KEY FIGURES

- + Growth in traffic: **+18% since 2013**
- + Growth in projects: **2.5x between 2015 and 2020**
- + New trains (entirely new or renovated): **235 delivered to date**
- + Stable on-time performance: **88.6% in 2018 vs 88.4% in 2017 (excluding RER A & B)**
- + Customer satisfaction with passenger information: **75% of passengers were satisfied with passenger information during the 2018 strikes**

WORKS IN THE PARIS REGION: MASSIVE, GROWING AND SUSTAINABLE



- Works continue
- Brown- and green-field projects
- In addition to routine maintenance

NEW OPERATIONS, NEW TRAINS

2018-2021: RESTRUCTURE 5 TRANSPORT OFFERS

+ GOALS

Adapt transport supply to meet demand and changing lifestyles
Mitigate impact of massive works programme, today and tomorrow

+ APPROACH

Work with all stakeholders—organizing authorities, customers & customer associations, officials and more



SA 2018

SA 2019

SA 2020

SA 2021

2021



ROLLING STOCK INVESTMENT PLAN (SDMR): UNPRECEDENTED SCALE AND SPEED



Add or renovate
714 trains



Revisit **24** garages
and/or maintenance sites



Upgrade track
and platforms
in **25** corridors



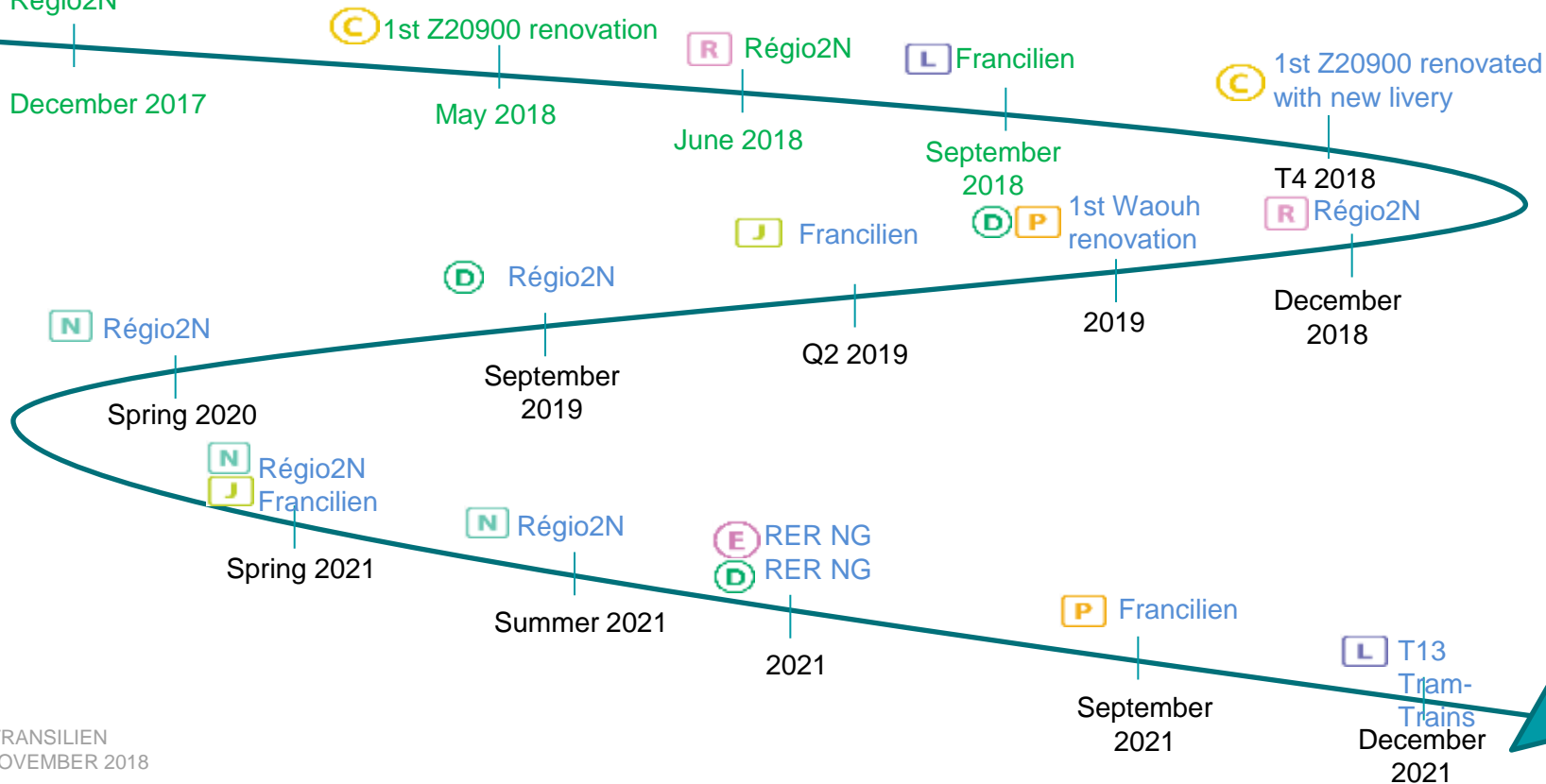
140 workers—Transilien
and SNCF Réseau



Over **€10bn**
invested

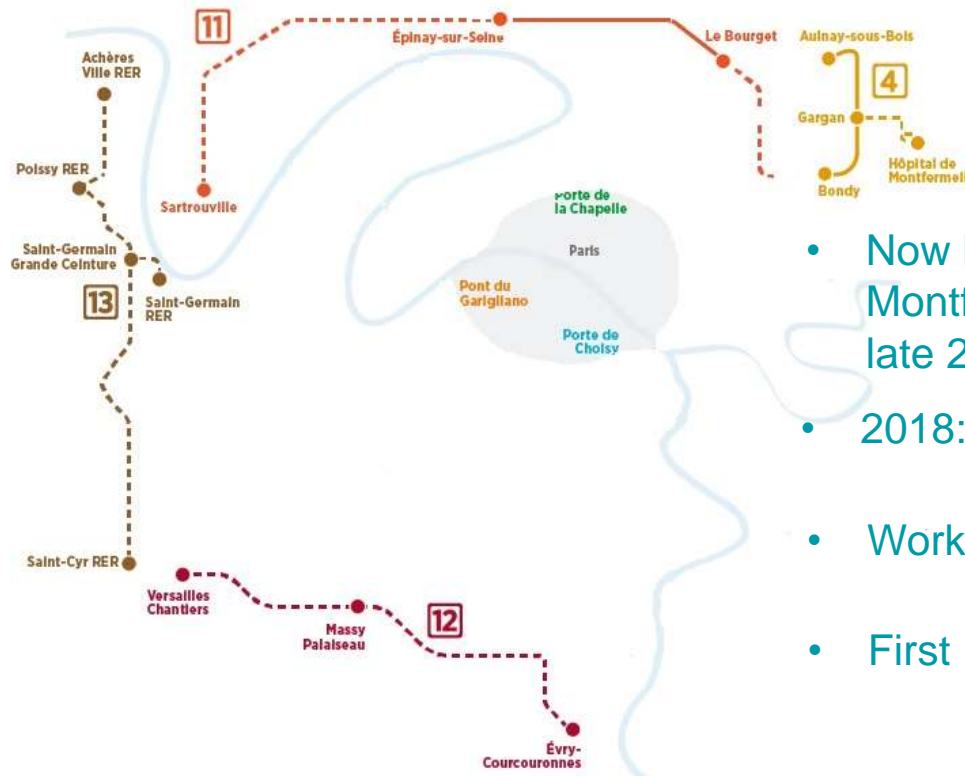
COMMISSIONING DATES THROUGH 2021

- A** MI09
- H** **K** Francilien
- L** Francilien
- R** Régio2N



LINKING NETWORKS AND OPERATIONS: A NEW ERA FOR TRANSILIEN

LINKING NETWORKS: A RING ROAD OF TRAM-TRAINS



- Now being extended from Clichy to Montfermeil: commissioning set for late 2019
- 2018: first full year of operations
- Works resumed
- First milestone: 5 October 2018



EOLE WITH NEXTEO: THE FUTURE OF MASS TRANSIT



SINGLE COMMAND CENTRE (SCC)

+ First SCC set for deployment in Pantin by December 2021 as part of Eole project

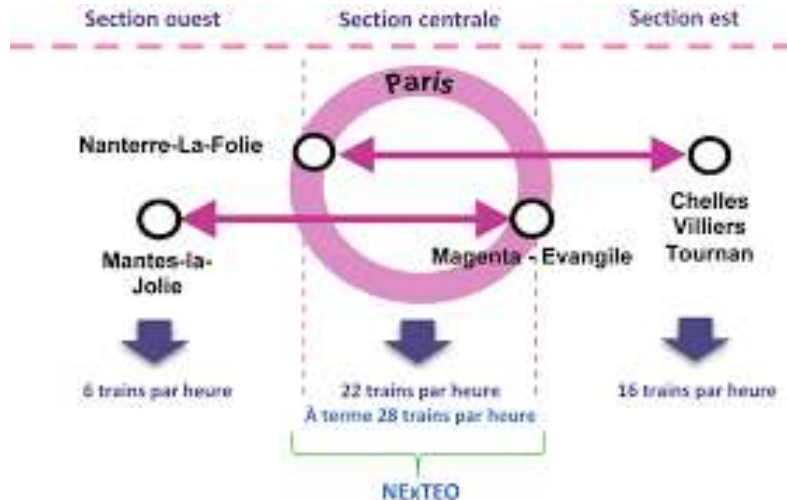
EOLE WITH NEXTEO: THE FUTURE OF MASS TRANSIT



+ **Communication-based train control:**
108 seconds between trains in the
centre section of Eole vs 180 seconds
today

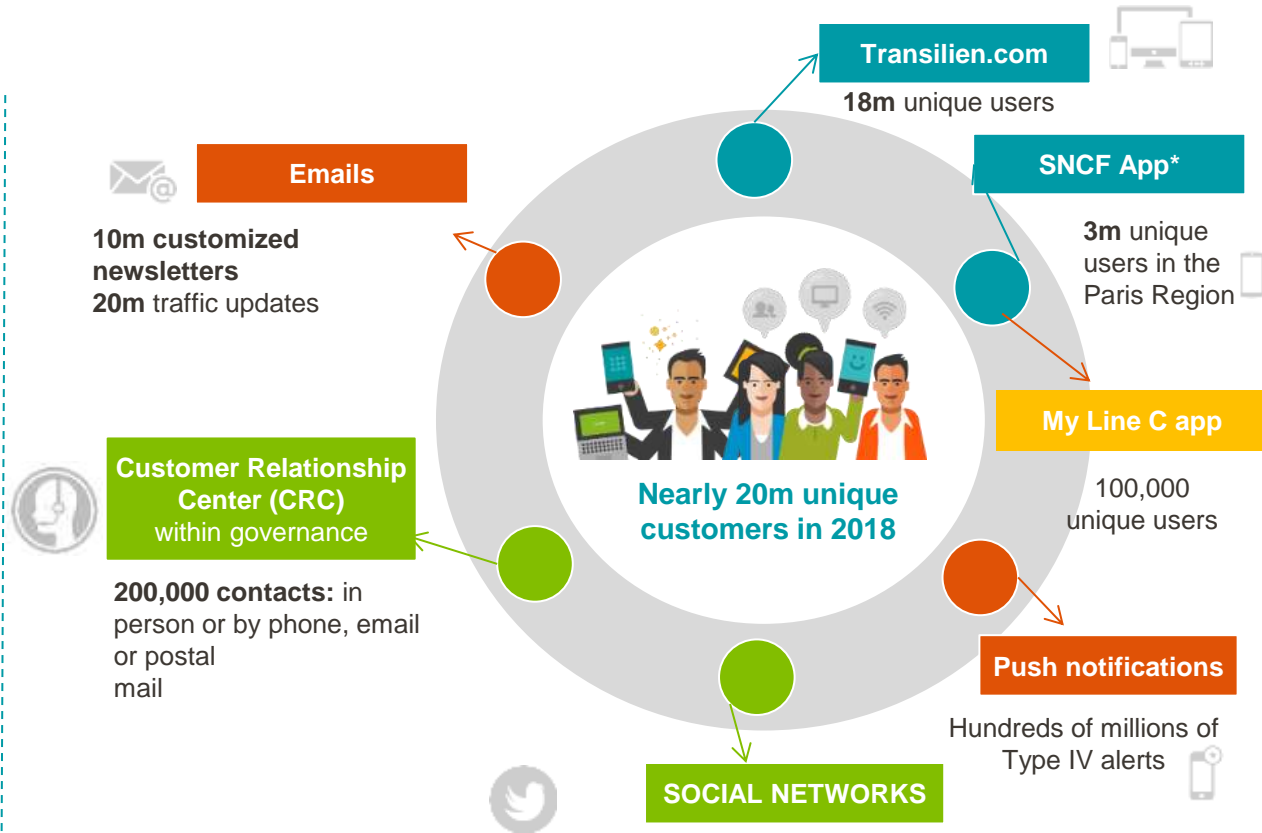
**TUNNEL BORING MACHINE (TBM)
LAUNCHED ON 28 NOVEMBER 2018**

+ Up to **28 trains per hour**



PASSENGER INFORMATION

KEEPING CUSTOMERS INFORMED—NO MATTER WHERE THEY ARE



PEACE OF MIND & SECURITY

PEACE OF MIND: A CONSTANT EFFORT



CCTV (CLOSED CIRCUIT TV)

- + 100% of train stations and 683 trains equipped with surveillance cameras as of 30 September 2018
- + 75% of trains equipped by 2019
- + 1,691 requisitions handled by 31 August 2018 (4,200 in 2017).



3117 ALERT SERVICE

- + Available: via phone (3117), SMS (31177) and a phone app (3117)
- + Average response time: 9 seconds (around 200 calls daily)
- + Sharp rise in use: calls increased 100% from 2016-2017, with 47,000 contacts/customers served in the first 9 months of the year



EXPERIMENT: DROP-OFF ON DEMAND

Drop-off between stops for women using the Noctilien night bus network

CUSTOMER CARE, SECURITY & FRAUD PREVENTION



Successful launch and retention of frequently used road line reinforcements during works

- + Scaled up in 2017
- + Construction sites for Grand Paris works in Clamart train station



Geolocalization of replacement buses

- + Equipment expanded to include all carriers
- + Next step: deploy digital information panels showing waiting time at bus stops



Free carpooling during works

- + From issuing refunds to handling expenses: Since October 2016, Transilien has offered carpooling with IDVROOM



Security and anti-fraud efforts to keep travel safe

- + SNCF security personnel positioned throughout the network and with deployment of plainclothes teams
- + Facilitators deployed in most relevant corridors or areas
- + More ticket checks: on board by conductors and in stations by certified conductors or station employees

SERVING OUR CUSTOMERS

MORE AND MORE NEW SERVICES



Accessibility

118 train stations
by Y-E 2018



Remote operations

156 train stations
in 2018



Work & Station

Co-working sites:
7 open, 15 underway
Micro-working sites:
128 by Y-E 2018



Car parks

23 facilities
with 8351 spots



Bicycles

43 secure
shelters

REMOTE OPERATIONS: IMPROVING SERVICE FROM THE FIRST TRAIN TO THE LAST

OVER 156 TRAIN STATIONS IN 2018 (200 BY 2024): €46m

REMOTE OPERATIONS:

- Facilitate access to platforms from first train to last (remote elevated operations)
- Help increase validations (access to CAB lines starting from first train)
- Save energy by controlling station lighting



MANAGING TRANSILIEN: RELIABLE CUSTOMER SERVICE FROM THE FIRST TRAIN TO THE LAST

- Monitor station equipment remotely
- Process station-based customer support requests remotely; add fourth- and fifth-level stations by Y-E 2020
- Manage security calls (3117 alert line and more)

CLEANER TRAINS

Continuous cleaning



QR code alerts



PROPRETÉ, CONFORT :
UN PROBLÈME À SIGNALER ?
SCANNEZ* CE QR CODE



CONSTANT EFFORT TO IMPROVE ACCESSIBILITY

PEOPLE WITH DISABILITIES ACCOUNT FOR OVER 4 IN 10 PUBLIC TRANSPORT USERS IN THE PARIS REGION—EVERY DAY

€1.5bn

Financing: 50% IDFM, 25% RIF
and 25% SNCF

118 train stations

accessible by Y-E 2018

**over 200 train
stations**

accessible by 2024, serving 90% of Transilien
users



SNCF: A KEY PLAYER IN SUSTAINABLE MOBILITY

TRAINS EMIT 31x LESS CO2



1%
of the carbon footprint
of Paris Region
residents comes from
trains

VS

43%
from cars

-1.7 T
CO2 annually for
every user who chooses
to travel by train

+18%
Rise in traffic since 2013