

## **The RATP, a prime mover of urban mobility**

The RATP is a key prime mover of urban mobility in the Ile de France Region. The company operates 16 Metro lines, 2 RER lines, 2 tramway lines and more than 300 bus lines. It also runs the transit service - Roissybus, Orlybus, and the Orlyval shuttle (automatic Metro) - to the two main Paris Airports.

The RATP serves a population of about 11 million. Every day its 44,000 employees handle roughly 10 million trips on the RER, Metro, tramways, and buses, i.e., more than 26 billion rides in 2003.

Aside from the 13 billion passenger-kilometres provided every year, the Company offers a service boasting numerous changes and innovations in its transit spaces and vehicles. Our technologies facilitate or enhance travel time through the widespread set-up of electronic ticketing and contactless passes, the development of cell phones, a network of WiFi or Internet terminals, and service bouquets. Our technologies – automated lines, global bus positioning, and video-surveillance systems in our spaces and vehicles – improve transit efficiency, comfort and safety.

The RATP is deploying far-reaching efforts to provide information on the real-time operations of its networks, including transit delays, to boost mobility growth. Customised passenger services are rolled out for this purpose. There are displays with the arrival time or waiting time of the next vehicles; remote information on the telephone or the Internet, with local maps, routes and traffic; and a customised warning system in case of problems on the transit network.

This is how a transit operator turns into a service supplier of attractive urban mobility.