

Activity report

STIF, the Organising Authority for transport
in the Paris-Île-de-France region



As a major player and expert in mobility, STIF designs, plans, organises, coordinates and funds the public transport network in the Paris-Île-de-France region.

In particular, it is **responsible for ensuring consistency across the region's transport system** by applying a vehicle appearance charter (covering buses, trams, the metro, the RER and trains), entering into new agreements with members of OPTILE, putting in place regional regulations governing school transport and harmonising the PAM network for disabled people – a service available to all départements in the Paris-Île-de-France region since early 2011.

STIF's role extends well beyond its regional consistency remit; it has established itself as an **inventor of new modes of transport that make life easier for residents of the Paris-Île-de-France region**. STIF managed and coordinated the review of the *Plan de Déplacements Urbains* (Urban Mobility Plan/PDU), a draft of which was presented to STIF's Board on 9 February 2011.

One of the challenges addressed by the PDU is **how to make public transport more attractive and accessible**. This is evidenced by the creation of the Île-de-France regional public transport map, which aims to help passengers access and understand information, as well as a range of other activities related to accessibility (e.g. compliance of all Paris buses with accessibility criteria by end January 2010 and funding for accessibility improvements in stations).

In a crisis environment, STIF has succeeded in consolidating its role as a **creator of sustainable public benefit that is investing in improving transport services and serving passengers' interests**. To achieve this goal, STIF **designs innovative solutions** such as T Zen (whose first route will be brought into service in July 2011) and the Master Cycle Parking Plan, which provides for a bicycle shelter service (Véligo).

STIF also implements projects under the *Plan de Mobilisation pour les Transports en Île-de-France* (Île-de-France Transport Mobilisation Plan), a major tool for current and future development within the region. Such projects include equipment modernisation, in particular by way of an EIB loan secured in early 2011; decisions over the future Massy-Saclay dedicated public transport lane; renovation of numerous park and ride facilities; redevelopment of the Châtelet-Les Halles and Versailles Chantiers interchanges; extension of the Île-de-France tram network (eight tram lines will run throughout the region by 2014, and STIF is currently reviewing six other projects to create or extend tram lines); extension of line 8 of the metro; etc.

As the passenger's natural partner, STIF ensures that all operators are focused on the challenges faced by public transport. Line Committees, consultations (e.g. on relieving pressure on line 13 by extending line 14, the Massy-Saclay dedicated public transport lane, the extension of line 11, etc.) and public debates (on Arc Express and RER line E) are all significant opportunities to listen to different views, share information and engage in dialogue.

These various projects and activities are made possible by the political will of local stakeholders and the work of STIF employees.

Sophie Mougard
STIF CEO



Jean-Paul Huchon
Chairman of the Board of STIF



Imagine a region...



■ ■ ■ covering 12,000 km², inhabited by 12 million men and women who travel every day on some 24,660 km of bus routes interlinked with nearly 1,784 km of railway ■ Used daily by more than four million Île-de-France residents, these metro, tram, RER, train and bus lines help you get to your place of work or study or simply enjoy your leisure time and your friends ■ STIF makes sure you have **real-time** access to routes and timetables while you travel ■ In this way, we make it easier for you to travel all over the Paris-Île-de-France region ■ If you need to set off early or return in the middle of the night, **Mobilien** and **Noctilien** are made for you ■ If you're a **cycle** enthusiast, we're developing secure cycle parking facilities close to stations ■ When you go into stations at the end of each month, you'll meet passengers from the **Navigo** "tribe" who, just like you, are topping up their passes ■ They can choose their renewal frequency (weekly, monthly or yearly) and benefit from fair and inclusive prices (600,000 people are eligible to travel for free or at reduced rates under the Tarification Solidarité Transport inclusive fare policy). Others are setting out to discover new modes of transport like **T Zen**, an innovative way of travelling around the Paris-Île-de-France region ■ To make all this happen, **STIF listens to you** ■ and then **designs, decides and funds projects** ■ STIF is coordinating research into numerous current and future projects ■ In 2010, **€8 billion** was invested to run your transport services.

contents



Listening, deciding and funding

Every year, STIF makes numerous decisions to ensure balanced development across the entire Paris-Île-de-France region. It manages almost €8 billion in funding for public transport in the region. It therefore needs an efficient organisational model and a governance structure that takes into account the expectations of its various partners (passengers, local authorities, businesses, taxpayers, etc.).

1. STIF: an overview

• Status and organisational structure

STIF – the Organising Authority for public transport in the Paris-Île-de-France region – is managed by a 29-member Board of Directors.

The Board is chaired by Jean-Paul Huchon, Chairman of the Île-de-France Regional Council.

STIF's various departments fall under the authority of Sophie Mougard, appointed as CEO by the Chairman after consultation with the Board.

• Responsibilities

STIF organises, coordinates and funds public transport for residents of the Paris-Île-de-France region. Dialogue, expertise and decision-making are at the heart of STIF's role.

• Executive Committee

The Board's Executive Committee has **12 members**: the Chairman of the Board of STIF, the four Vice-Chairmen, the Chairmen of the Technical Committees (Transport Services, Investments and Project Contract Monitoring, Financial and Tariff-Rating, and Service Quality and Democratisation), a representative from the Paris-Île-de-France Regional Chamber of Commerce and Industry, and a representative of the Chairmen of the *Établissements publics de coopération intercommunale d'Île-de-France* (public institutions for cooperation between local authorities in the Paris-Île-de-France region/EPCIs).

The STIF Board since 11 May 2011

MAIRIE DE PARIS

5 representatives from the City of Paris:

Edith Cuignache-Gallois,
Laurence Douvin,
Bernard Gaudillère,
Annick Lepetit,
Pierre Mansat



îledeFrance

15 representatives from the Île-de-France Regional Council:

Hicham Affane,
Laurence Bonzani,
Laurence Cohen,
François Durovray,
Daniel Guérin,
Jean-Paul Huchon,
Brigitte Kuster,
Aude Lagarde,
Valérie Péresse,
Jean-Vincent Place,
Christine Revault-d'Allonnes,
Philippe Sainsard,
Ghislaine Senée,
Pierre Serne,
Jean-pierre Spilbauer



1 representative from each département:



Vincent Eble



Jean-Marie Tétart



Jérôme Guedj



Hervé Marseille



Corinne Valls



Christian Favier



Philippe Sueur

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

Yves Albarello

1 representative from the Paris-Île-de-France Regional Chamber of Commerce and Industry

Yves Fouchet

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

Gérard Schrepfer

The STIF Board up to 10 May 2011

5 representatives from the City of Paris:

Edith Cuignache-Gallois, Laurence Douvin,
Bernard Gaudillère, Annick Lepetit, Pierre Mansat

15 representatives from the Île-de-France Regional Council:

Nicolas About, Hicham Affane,
Laurence Bonzani, Laurence Cohen, François Durovray,
Daniel Guérin, Jean-Paul Huchon, Brigitte Kuster,
Valérie Péresse, Jean-Vincent Place, Christine Revault-d'Allonnes,
Philippe Sainsard, Ghislaine Senée,
Pierre Serne, Jean-Pierre Spilbauer

1 representative from each département:

Seine-et-Marne General Council: Vincent Eble

Yvelines General Council: Jean-Marie Tétart

Essonne General Council: Thierry Mandon

Hauts-de-Seine General Council: Hervé Marseille

Seine-Saint-Denis General Council: Corinne Valls

Val-de-Marne General Council: Daniel Davis

Val d'Oise General Council: Dominique Lesparre

1 representative from the Paris-Île-de-France Regional Chamber of Commerce and Industry,

Pierre Simon

1 representative from the Établissements publics de coopération intercommunale de la Région Île-de-France (public institutions for cooperation between local authorities in the Paris-Île-de-France region/EPCIs),

Yves Albarello

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

Bernard Garnier

Line Committees: an opportunity for dialogue

Line Committees were established by STIF in 2007. They meet at STIF's initiative and are chaired by a member of the Board. Their purpose is to foster discussion between STIF, users' representatives, local elected representatives and operators, with the aim of developing and improving public transport service quality.

The scheme is steadily expanding: between July 2007 and December 2010, 23 Line Committee meetings were held.

The subjects covered relate to all aspects of the operation of the line in question (including in particular the service offering and service quality) as well as improvement projects and development prospects. For example, many Line Committee meetings have been held to look at the issue of introducing regular interval timetabling for train services.

2. Transport funding

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

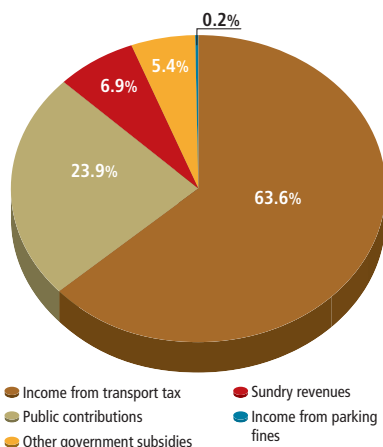
In 2010, funding for public transport operations totalled €8,030 million, broken down as set out in the table opposite.

STIF budget

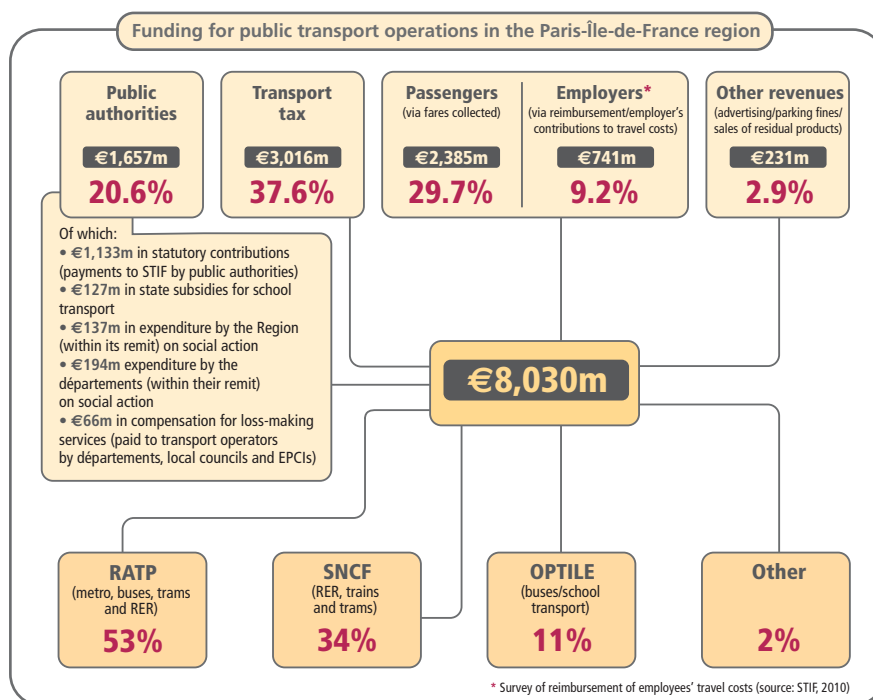
Operating revenues

STIF's operating revenues totalled €4,743 million, broken down as follows:

Amount of revenues	€m
Income from transport tax	3,016
Public contributions	1,133
Other government subsidies	256
Income from parking fines	10
Sundry revenues	328
Total	4,743



STIF's local authorities members have increased their investment in transport funding from €530 million in 2005 to €1,133 million in 2010.



The transport tax

The bulk of STIF's funding comes from the transport tax, which totalled €3,016 million in 2010, accounting for 63.6% of the organisation's funds, up 1.2% after rising by 0.3% in 2010. The tax increased by an average of 4.1% per annum between 2006 and 2008. This source of funding is still suffering from the effects of the current economic crisis.

The transport tax is paid by companies and public and private sector organisations with more than nine employees and calculated on the basis of the organisation's total payroll.

The tax is collected by agencies responsible for collecting social security contributions (mainly URSSAF) before being paid to STIF.

Three different rates apply:

- 2.60% in Paris and Hauts-de-Seine
- 1.70% in Seine-Saint-Denis and Val-de-Marne
- 1.40% in Essonne, Yvelines, Val d'Oise and Seine-et-Marne

In particular, funding from this source is used to finance public transport investment and operations in the Paris-Île-de-France region.

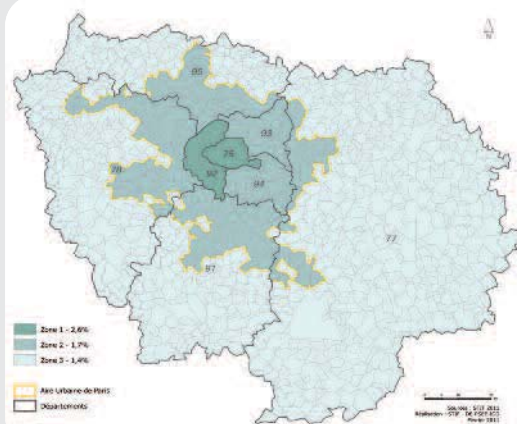
Transport tax rezoning

The 2010 Supplementary Budget Act redefined the implementation rules for the transport tax paid by companies in the Paris-Île-de-France region. The extension of zone 2, which now includes one third of the municipalities previously in zone 3, will gradually increase STIF's operating funds, generating an additional €100 million a year from year 3 onwards.

Thirty-two percent of the total transport tax is likely to be collected in zone 2, compared with 14% prior to rezoning. Only 3% of the transport tax would continue to be collected in zone 3.

The change will be phased in over three years, with a full-year financial impact of +€33 million in year 1, +€67 million in year 2 and +€100 million from year 3 onwards.

Zones	Breakdown of transport tax by zone	
	Current	After rezoning
Zone 1	67%	65%
Zone 2	14%	32%
Zone 3	19%	3%



A big first for STIF

STIF is set to borrow for the first time from two institutional partners specialising in major European projects. In 2010, STIF began the process of entering into multi-year borrowing agreements with the European Investment Bank (EIB) and Caisse des Dépôts et Consignations (CDC).

The €600 million loan from the EIB will be used to finance 50% of the investment required to purchase 172 Francilien and 24 high capacity railcar trains and replace Z2N trains on RER lines C and D.

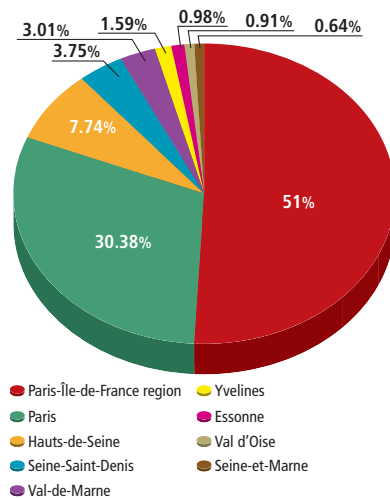
The €130 million loan from CDC will be used to finance the investment required to make stations accessible to persons with reduced mobility. It will be allocated to improving accessibility in railway stations over the period 2011-2015 (under the Accessibility Master Plan).

Between them, STIF and the Region are financing more than €1 billion of the €1.4 billion provided for under the Accessibility Master Plan.

Public contributions

Public contributions are mandatory costs for STIF's local authority members. Such contributions totalled €1,133 million in 2010, up 2.7% on 2009.

They are broken down as follows:



Other significant revenues include, in particular, the following:

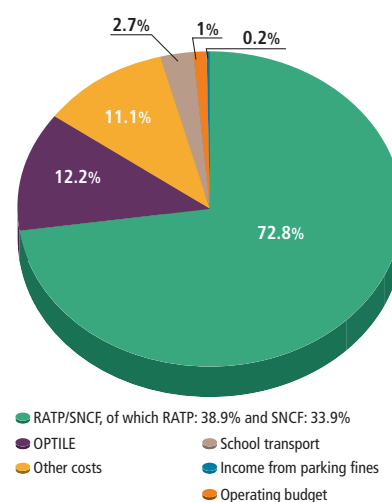
- **€128.3 million** in government subsidies, mainly consisting of subsidies paid by the Paris-Île-de-France region in connection with social fare policy and the "imagine R" card
- **€127 million** paid by the Government to cover a portion of STIF's expenditure on school transport
- Income from parking fines, of which STIF collects 50%

The majority of these amounts – €261 million – is now allocated to the investments section.

Operating costs

In 2010, STIF's operating costs totalled €4,725 million, broken down as follows:

Amount of costs	€m
RATP/SNCF	3,438
of which RATP	1,836
of which SNCF	1,602
OPTILE	577
Other costs	526
School transport	127
Income from parking fines	10
Operating budget	47
Total	4,725



Contractual contributions

Total remuneration paid to transport companies contracted by STIF to implement the public transport operating policy **represents 90.5% of total expenses**. This means that STIF's budget is very tight.

For STIF's contracts with RATP and SNCF, the contribution paid in respect of year 3 of the 2008-2011 four-year contracts was down 5.5% relative to 2009, **though it was up 2.5% on a like-for-like basis***.

* Corrected to allow for (i) VAT on contributions, since some contributions were paid inclusive of VAT in 2009 and exclusive of VAT in 2010, and (ii) pursuant to the Greater Paris Act, tax on vehicles, for which STIF is now liable as owner.

Other cost

STIF also bears the cost of specific activities, mainly consisting of the following:

- approximately €4 million on the experimental **operation** of the **Vogüé river shuttle** in Paris
- **€9.3 million** on actions in favour of **persons with reduced mobility** and **€10.2 million** on actions linked to the **City Policy**



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School transport

Expenditure associated with school transport, which was brought within STIF's remit on 1 July 2005, totalled **€127 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.

In addition to this are contractual amounts paid to transport operators in respect of the **"imagine R" card**, which are included in the amounts paid to transport companies (RATP, SNCF and OPTILE).

This gives a total cost to STIF of **€158 million**, compared with the €127 million subsidy received from the Government.

Investment budget

- Investment expenditure totalled **€332 million**, up 25% on 2009, with 64% of this amount allocated to funding vehicles.
- Investment revenues mainly arose from income from parking fines, amounting to **€261 million**, together with a €39 million subsidy from AFITF (*Agence pour le Financement des Infrastructures de France* – French Infrastructure Financing Agency).

Investments: a long-term policy

At the end of 2010, STIF entered into commitments with contracting authorities to spend a total of €2,659 million. It voted to approve €3,121 million in investment programmes to finance developments relating to security, accessibility for persons with reduced mobility, the renovation of vehicles, passenger information, passenger facilities, etc.

The increase in spending on such programmes is accelerating: STIF spent more in 2010 (€300 million in payment appropriations) than over the period 2006-2008 (€262 million).

Either directly or indirectly, STIF finances all train, metro, tram and RER services.

To successfully complete the process of renovating and purchasing rolling stock, €2.5 billion in investment was written into the operating contracts with RATP and SNCF for the period 2008-2011.

These investments are financed via one of two methods:

- **The annual contractual contribution to transport companies**, which enables them to finance part of the cost of replacing and renovating equipment as well as investing in other developments such as property improvements.

Over the 2008-2011 contract period, STIF will pay a total of more than €1.2 billion to RATP and SNCF for investments relating to rolling stock.

- **Direct investment by STIF** to finance the purchase and renewal of vehicles via the payment of direct investment subsidies to transport companies (under financing agreements).

Most of these projects, which total around €4 billion (over the period 2008-2015), are 50% financed by STIF. They relate to RER line A (new MI09 trains), RER lines C and D (renovation of Z2N trains), RER line B (renovation of the 119 MI70 trains), Francilien (purchase of 172 trains), high capacity railcars (purchase of 24 cars) and four additional trains for metro line 14.

Finally, STIF is working in partnership with RATP to study the use of a new method of financing vehicles for tram lines T3, T5, T6, T7 and T8, as trialled in other French regions: optimised leasing. The goal is to sustainably optimise the cost of financing these investments, which is currently measured at around €400 million.

3. European affairs and international relations

• European affairs



In 1998, STIF set up EMTA (European Metropolitan Transport Authorities), which brings together 29 organising authorities from 15 European countries, representing 100 million citizens. EMTA's role is to **foster dialogue**, best practices and experiments between members. EMTA also **defends the interests of transport organising authorities at a European and international level**.

For example, it is the European Commission's preferred contact point for **matters of general or strategic interest or affecting European regulations**, and contributes to **debate on European policy**.

It also draws attention to passengers' needs in respect of sustainable mobility and **stimulates innovation**. STIF currently serves as one of the organisation's two Vice-presidents as well as its Secretary-General.

STIF has made proposals on urban transport as part of discussions on the new **Transport White Paper**. The publication of this White Paper in early 2011 will be an opportunity to ensure that projects relating to urban mobility were moved up the agenda.

• The European CAPRICE project



STIF is a partner of the European CAPRICE project (Capital Regions Integrating Collective Transport for Increased Energy Efficiency). This project provides a platform for the authorities responsible for public transport in five major metropolitan areas (Berlin, Bucharest, Paris, Warsaw and Vilnius) to work together and share experience.

As the organisation **responsible for communications for the project**, which is led by Berlin, STIF is tasked with drawing up a European urban transport good practices guide and organising the **final conference** in Paris in **spring 2011**.

Policies adopted by STIF (collection of the transport tax, creation of the PDU, integrated fares and accessibility for persons with reduced mobility) have been identified as **best practices to be promoted to the European Commission** as part of the CAPRICE project.



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• Hosting foreign delegations

Every year, STIF hosts foreign delegations from various countries (Brazil, Russia, Great Britain, Canada, Morocco, Jordan, Hong Kong, Cambodia, China, Colombia, Israel, etc.). Such visits are an opportunity for STIF to present its **governance model** and **organisational structure** and explain its **remit** and **responsibilities**.



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In 2010, STIF met passengers' expectations by continuing to pursue its ambitious policy of expanding its service offering. Since 2006, €462 million in funding has been dedicated to providing additional services across the network. More than half of this amount (€254 million) has been allocated to bus and tram networks as part of a proactive policy kicked off in 2006, bringing around three priority goals.



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1. 2006-2010 review

• Three priority goals

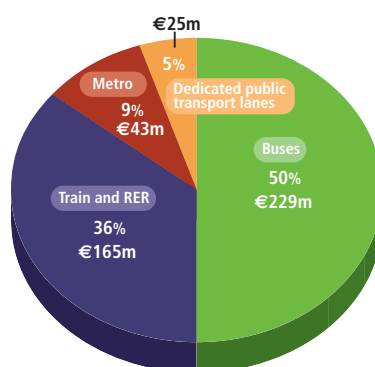
The **first goal** consists of adapting the service offering to suit **new living patterns** in the Paris-Île-de-France region, in particular by increasing the regularity of services during off-peak periods, in the evening and at night, as well as weekend and summertime services.

The **second goal** is to **support development in the Paris-Île-de-France region** by continuing to roll out metro and tram infrastructure and improving services to existing stations in the **inner suburbs**. The programme also includes efforts to rebalance the service offering in the **outer suburbs** and support the development of **employment areas and the opening up of neighbour-hoods covered by "City Policy"**.

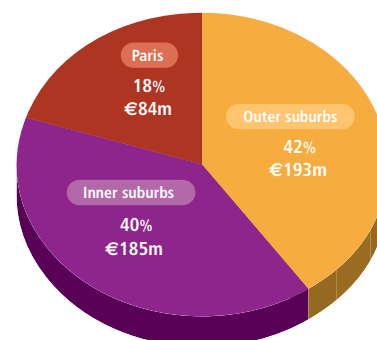
The **third goal** is to **facilitate the use of public transport** and **promote** its benefits for passengers (increased convenience, standardised bus timetables, regular interval timetabling for train services, regularity across the entire network, intermodal facilities and improved bus/train connections, etc.).

• Breakdown of new services by mode of transport and geographical area

Breakdown of new services by mode of transport (excluding Vogüé)



Breakdown of new services by geographical area (excluding Vogüé)



2. More buses

The bus network consists of **1,435 routes** covering **more than 302 million kilometres a year**. Bus services include both benchmark services under the STIF/RATP contract and services under CT1 and CT2 contracts entered into force with OPTILE operators.

348 routes are operated by RATP (including 31 Noctilien routes), **1,065** by OPTILE operators (Veolia, Transdev, Keolis, RATP Développement, etc.) and **22** by SNCF (including 16 Noctilien routes).

• Changes in bus services on regular routes

Since 2006, STIF has spent **€229 million** on rolling out additional bus services. These new services highlight STIF's desire as a public service provider to respond to the **mobility requirements of Île-de-France residents** across the region.

Services launched in 2010 represent an additional commitment of almost **€8.9 million a year**.

Ongoing new service programme

In 2010, STIF continued to add new services on **more than 20 routes**.

New hub-to-hub routes in the outer suburbs

One of STIF's aims in the outer suburbs is to facilitate journeys between hubs and those that use bypasses. This means increasing services on existing routes as well as creating new routes. Three new routes were brought into service in 2010: the **Torcy-Créteil** route on 1 January, followed on 1 September by the Mobilien routes **Persan Gare – Roissy pôle RER** and **Les Mureaux Gare – Saint-Quentin**.

A positive report on the Noctilien night service

Noctilien is a valuable component of the range of services offered by STIF.

At the États Généraux de la Nuit, a conference on night life in Paris held on 12 and 13 November 2010, STIF presented a positive report on this



© STIF – D. Delaporte.

night service, launched in September 2005. The Noctilien network currently consists of 47 routes run by RATP and SNCF, criss-crossing the Paris-Île-de-France region from 12:30 to 5:30 a.m. every night of the year.

Noctilien is meeting with growing success. In 2010, nine million passengers used the network, which serves more than 200 municipalities and covers nearly seven million kilometres a year.

• Specific road services for which responsibility may be delegated

STIF delegates its responsibility for **local transport services** (regular local neighbourhood and town services and on-demand transport) and **services tailored to the specific needs of sections of the population** (e.g. the PAM network for persons with reduced mobility and school transport services).

Regular local services and on-demand transport

Since 2007, STIF has delegated responsibility to 30 local authorities to establish 48 new services. Various projects are currently under consideration and many local authorities have approached STIF for details of the applicable procedure and principles.

PAM specialist services for the mobility-impaired



© STIF – C. Curt.

The PAM 92 service was launched in Hauts-de-Seine in 2010, followed by PAM 95 in Val-d'Oise in early 2011, completing the regional rollout of the service. The modernisation process also included the renewal of the PAM 75 and PAM 78 operating contracts, which apply new regional rules aimed at improving the quality of service provided to passengers.

School transport

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

- **Funding for a specific school transport pass** that can be used on regular routes forming part of either the OPTILE network (56,000 cards issued/€27.6 million invested by STIF in the academic year) or on the RER and rail network (2,700 cards/€0.8 million invested by STIF in the academic year)
- **Organising and funding** school transport by way of special services: 1,300 routes and 44,000 children a year, mainly in the outer suburbs, with STIF investing €22.1 million in the academic year
- **Reimbursement of the full cost** of school transport for **pupils and disabled students**: 7,500 pupils and students at the beginning of the 2009/2010 academic year, with STIF investing around €55 million

STIF takes back the organisation of school transport services

STIF has been responsible for organising and operating school transport services since 2005. On 1 September 2009, STIF put in place a dedicated structure to employ new staff working in this area and ensure that the activity is efficiently managed.

A transitional period that runs until 30 June 2011 will give local authorities time to hand over management of the service without the need for a competitive tender process.

To ensure consistency across the region, STIF adopted two regional regulations in February 2010 (relating to special school routes and specialised transport for pupils

with disabilities) covering service access criteria (eligibility, routes and fares), the level of service provided and the conditions under which STIF can delegate responsibility to local authorities.

Responsibility was delegated to the départements of Seine-et-Marne and Essonne on 1 July 2010 for a period of ten years. Départements are responsible for implementing services within their geographical boundaries (organising and operating services, assessing needs, etc.), while STIF ensures that policy is consistent across the region (through the transport plan, regional regulations, etc.).

3. The tram forges ahead

With **more than 4.8 million passenger kilometres covered**, the tram offering (lines T1, T2, T3 and T4) gained ground in 2010 after line T3 was extended to Porte de Versailles at the end of 2009.



© STIF – D. Delaporte.

4. Ever more train and metro services

The rail network, consisting of eight suburban train networks and five RER lines, carries around **1,145 million passengers** a year throughout the Paris-Île-de-France region. At the same time, Paris' 14 metro lines carry **1,506 million passengers** a year.

In increasing the range of rail services, STIF is pursuing the following twofold objectives:

- **making public transport easier to use**, particularly in the outer suburbs
- **offering a genuine alternative to the car** by providing services suited to new living patterns in the Paris-Île-de-France region

• The metro network

Terms have been established for a new **contractual indicator** measuring the **actual number of journeys**. The goal is to incentivise RATP to maximise capacity at peak hours and limit incidents and problems as far as possible.

At STIF's request, **line 13**, which appears to be the most problematic, is covered by an RATP action plan. STIF has paid for additional metro services and supporting bus services (seven additional routes in Paris itself and five in the inner suburbs) as well as investing new money in the line (to install screen doors and renovate rolling stock).

Services on lines 2, 3, 5, 7, 9, 11 and 14 have been stepped up by increasing the frequency of trains at the peak of the

morning rush hour, extending the period covered by peak hour evening services and increasing the number of trains during evening off-peak hours.

Line 1 will be automated and lines 4, 8 and 12 extended as part of a subsequent phase.

• The RER network

RER line A

STIF has kicked off the process of producing an RER A master plan aimed at improving service availability and regularity. For example, the addition of MI09 double-decker trains will increase capacity.

Passengers are particularly keen to see improvements in **passenger information** and the **speed at which normal service is resumed in the event of disruption**.

RER line B

STIF is funding 50% of the cost of completing the RER B Nord + project, totalling **€250 million** in addition to the cost of renovating rolling stock (€270 million).

This modernisation programme will see services across the line completely restructured by the end of 2012. **All trains will stop at every station at peak hours and frequencies will be increased** to cater for passenger needs

and the development of major economic centres in the area (e.g. the Stade de France and Le Bourget).

STIF is kicking off the process of producing a RER B master plan aimed at improving service availability and regularity.

RER line C

A master plan coordinating short-, medium- and long-term actions was approved by STIF's Board in 2009.

RER line D

Service improvements on RER line D are the fruit of constructive dialogue between STIF and associations of passengers and elected officials. These measures mainly relate to extensions to train services in the outer suburbs:

- extension of two trains to Orry-la-Ville
- extension of one train to Melun
- extension of five trains between Corbeil-Essonnes and Melun
- addition of an extra train between Paris Gare de Lyon and Melun at the end of the day



© STIF – C. Recoura.

RER line E

New services to and from Pantin station were added in 2010.

Following a public debate, there are plans to extend this line to the west towards Mantes-la-Jolie.



© STIF – C. Recoura.

• The train network

Rollout of regular interval timetabling

Regular interval timetabling is a method of providing **regular service** with trains departing at set times and making identical stops. Under this type of arrangement, **services are provided evenly throughout the day**, making it an appropriate response to strong and continuing growth in traffic, which has increased by 25% in ten years across all routes.

Regular interval timetabling is agreed, funded and managed by STIF in conjunction with its partners. It was rolled out across various networks in the Île-de-France network in 2009 and 2010.

The success of regular interval timetabling is also largely dependent on how it is implemented. Critical success factors include consulting with all stakeholders from the outset, involving all partners



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Additional regular interval services introduced in 2010

- **The Eastern network:** from Paris-Est to Meaux, Château-Thierry, La Ferté-Milon and Coulommiers
- **The Saint-Lazare Southern network:** from Paris Saint-Lazare to Versailles Rive Droite and Saint-Nom-la-Bretèche
- **The La Défense – La Verrière line**

throughout the process, taking into account passengers' expectations and adjusting bus services to ensure a high-quality service.

Additional train services may also be put in place, particularly at peak hours.

STIF is constantly seeking to strike a balance in the interests of all day-to-day passengers in the Paris-Île-de-France region. It brings its influence to bear on RFF and SNCF to ensure that their development projects, which are national in scope, better reflect the needs of passengers in the region.

Growth in traffic by mode of transport, in millions of passengers (or users)				
		2009	2010	2009/2010 change
RER and train	SNCF (of which T4)	676	681	0.7%
	RATP	449	457	1.8%
	Total RER and train	1,125	1,138	1.2%
RATP metro		1,479	1,506	1.8%
Total rail travel		2,604	2,644	1.5%
Tram (T1, T2, T3 and T4)		96	108	12.5%
RATP Paris buses (including Noctilien and the "PC" inner ring)		352	347	-1.5%
Suburban buses	RATP	643	637	-1.0%
	OPTILE + TRA	309	319*	3.2%
	Total suburban buses	952	956	0.4%
Total overland networks		1,400	1,411	0.8%
Combined total**		4,004	4,055	1.3%

* Estimated for 2010. ** Total traffic within STIF's remit.

Voguéo

The Voguéo river shuttle was introduced as an experimental service for a period of 30 months starting in June 2008. The shuttle, consisting of four 75-seater boats (plus one spare), runs between Maisons-Alfort – École Vétérinaire and Austerlitz every 15 minutes at peak hours and every 20 minutes during off-peak hours.

The experimental service carried 101,400 passengers in 2008 (six months), 158,000 in 2009 and 227,600 in 2010.

In 2010, the average number of passengers per trip was six during the week and ten at weekends.

The total cost of the experiment is €4.3 million. STIF's Board has agreed to extend the experiment until 5 June 2011 (when it is scheduled to end). STIF has agreed to draft public service outsourcing terms for a more complete network running between Suresnes and Maisons-Alfort, and a consultation is currently underway.



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Onwards and upwards

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To improve the service provided to passengers, STIF has launched a sweeping programme to modernise the vehicle fleet in the Paris-Île-de-France region (covering the metro, buses, the RER, trams and trains). To draw passengers' attention to the consistency of this region-wide action, STIF has adopted visual identity principles for vehicles.

1. Developments in bus services

STIF funds the purchase of buses by RATP via a **contractual operating contribution** representing €340 million for the period 2008-2011.

The contractual mechanism is different for OPTILE operators, whose total fleet for regular routes consisted of **4,630 vehicles as at the end of 2010**.

Funding for road vehicles consists of two components:

- a STIF investment subsidy representing 30% of purchase costs for replacement vehicles and 50% for additional new vehicles to increase fleet capacity, giving a total budget of around **€30 million a year**
- a contractual operating contribution to cover that part of the investment that needs to be depreciated

As at the end of 2010, STIF had provided total funding of €83 million for the purchase of 775 replacement vehicles and 172 additional new vehicles to increase the size of the fleet.

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Type 1 and 2 contracts

New contractual arrangements with private transport operators (Type 2 contracts) incorporate an investment plan aimed at an average vehicle age across the fleet of seven years over the period covered by the contract. Such contracts cover 70 private companies operating more than a thousand regular routes included in the regional transport plan.

Two types of contract are planned to succeed each other over a ten-year period:

"Type 1" contracts (CT1)

CT1 contracts are entered into force with all operators for a maximum of four years, and strengthen commitments in relation to the actual level of service provided. They provide for quality monitoring and require demanding annual reports to be submitted covering required operating resources, their costs, investments and financial performance. CT1 contracts represent a substantial first step towards genuine public service contracts.

"Type 2" contracts (CT2)

CT2 contracts are entered into force following bilateral negotiations with each operator in respect of local networks, and cover the remaining part of the ten-year period. A CT2 contract is a genuine public service contract: it is based on the specific commitments entered into force by each individual operator, and financial contributions are calculated on the basis of the actual costs of the service in question.



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Local authorities – which, on average, fund 10% of the cost of each service, compared with STIF's 90% contribution – work in partnership with STIF to operate local networks.

More than 50 CT2 contracts in 2010

A total of 53 CT2 contracts and 37 partnership-based agreements were entered into force in 2010.

A new role for STIF and improvements for passengers

These contracts are an opportunity for STIF to strengthen its role in relation to service availability, quality and evaluation of operators' performance and financial transparency.

This new organisational approach also generates substantial benefits for passengers: more accessible buses, better travelling conditions, and consistent fares and a consistent visual identity throughout the region.

2. Innovation on the metro

STIF is funding replacement equipment via contracts with operators.

STIF is planning to buy 66 MF01 trains to replace MF67 trains currently in use on line 9. The maximum cost of this investment is €330 million, 50% of which is funded by STIF by way of a direct subsidy.

Delivery is scheduled to take place between end 2013 and end 2016 once new trains have been delivered for line 5.

The MF01 is a next generation train that is particularly innovative in the areas of passenger comfort and information, energy consumption and reliability.

These factors linked to **sustainable development, innovation and efficiency** played a part in STIF's decision to choose this model.



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3. 100% of main line and RER trains new, recent or renovated

STIF's objective is for transport companies' fleet of rolling stock to be completely new, recent or renovated by 2016. To this end, STIF is organising and subsidising an ambitious train renewal programme. Transport companies are responsible for drawing up technical specifications and choosing and ordering equipment, as well as maintaining and operating that equipment.

The programme corresponds to almost €4 billion-worth of projects already underway, most of which are 50% subsidised by STIF. The main projects initiated relate to the following lines:

RER line A

The first MI09 double-decker train was delivered in late 2010. By the end of 2011, five new trains will be in operation on the line.

RER line B

One hundred and nineteen MI79 trains are being renovated at a cost of €275 million, with 50% of this amount financed by STIF.

The first renovated train was inaugurated on 7 December 2010.

Seven renovated trains are already in operation on the line, with around another 30 scheduled to be in use by the end of 2011, according to SNCF and RATP.

RER lines C and D and the Eastern, South-Eastern and La Verrière – La Défense networks

Three hundred and four Z2N double-decker trains are being renovated at a

cost of €350 million, with 50% of this amount financed by STIF. At the time of going to print, **117 trains** had already been renovated, and the programme is due to be completed by the end of 2016. By the end of 2011, **163 renovated trains** should be in operation.

RER line E

As RER line E is extended to the west, stations are being renovated: platforms are being raised at old stations ready for the arrival of new double-decker trains, with recent equipment having high floors.

Trains: the Eastern network

Renewal of rolling stock on line P

Five new **high capacity railcars** were brought into use on the Meaux (Seine-et-Marne) – La Ferté-Milon (Aisne) route in early September 2010.

These dual fuel diesel and electric railcars complement the introduction of 19 trains, significantly improving punctuality on the Paris-Est – Provins line. The new equipment cost €125 million, as part of a programme 50% funded by STIF. It was inaugurated in Meaux on 18 September.

Trains: the North-Western, Eastern and Saint-Lazare networks

SNCF is purchasing 172 Francilien trains for €1.5 billion, 50% of which is funded by STIF, for delivery between 2009 and 2015. Eighteen trains were delivered in 2010 and are currently being run in on the North-Western network.

1. T Zen

T Zen, conceived and designed by STIF, is a complete transport system where everything has been thought of to optimise each step in a passenger's journey.

This new mode of transport, which delivers the **high quality of service offered by the tram and the metro and is successfully integrated into the urban environment**, is a combination of various components: a completely dedicated lane; easily identifiable and easy-to-spot stops; links with other networks; high service frequency and capacity; spacious, well-lit and comfortable vehicles; and real-time information both in stations and on board vehicles.

- Comparable to tram stops and spaced around 500 metres apart, T Zen **stops** are **easy to spot** and accessible by both wheelchair users and parents with pushchairs. They provide all the required travel information (route and network maps and real-time information on the next T Zen service) as well as ticket vending machines.
- With **sustainable and responsible development in mind**, each stop is fitted with secure cycle parking for ten to twenty cycles.
- Thanks to its **completely dedicated lane** and right of way system at traffic lights (activated by the driver on approach), T Zen benefits from high service frequency (every six to seven minutes at peak hours, every ten minutes during the rest of the day and every 20 minutes in the evening).

- **T Zen runs virtually 24 hours** (except between 1 a.m. and 5 a.m.), both during the week and at weekends. Its sleek design and characteristic colours make it easy to see from a distance.
- With its wide sliding doors, **T Zen is fully accessible** to persons with reduced mobility (for whom an area is reserved).
- **All normal tickets** are valid on T Zen (Navigo passes, t+ tickets and all other Île-de-France passes).
- **The interior layout** is designed to ensure maximum comfort: it is well-lit (with large windows), spacious, air-conditioned, protected by video cameras, etc.

To make passengers' journeys easier, screens show not only the progress of T Zen itself but also the times of connections with trains and RER services.



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T Zen line 1 brought into service on 4 July 2011

- T Zen line 1 runs between Lieusaint-Moissy station on RER line D (Seine-et-Marne) and Corbeil-Essonnes station on RER line D (Essonne).
- The line has 14 stops and 12 vehicles that cover a distance of 15 kilometres in 30 minutes.

Other planned T Zen lines

- T Zen line 2 between Carré Sénart in Lieusaint (Seine-et-Marne) and Melun RER station (Seine-et-Marne).
- T Zen line 3 between the Porte de Pantin stop on line T3 and the Gargan stop on line T4.

A public consultation on the planned T Zen line 3 was held from 2 May to 11 June 2011. More information: www.tzen3.com

- T Zen line 4 between Viry-Châtillon (Essonne) and Corbeil-Essonnes station (Essonne).

A consultation will be held in autumn 2011.

- T Zen line 5 between Bibliothèque François Mitterrand (City of Paris) and Les Ardoines (Val-de-Marne).

The future...

Around 15 further lines are also under consideration in the Paris-Île-de-France region.

2. The Cycle Parking Master Plan

As part of efforts to develop active modes of transport (walking and cycling), STIF is incentivising cycling alongside the use of public transport. In spite of recent rapid growth, cycling is still an underused mode of transport. STIF is therefore putting together a regional policy on service and equipment for interchanges, stations and stops that will significantly improve the way in which cycle parking is managed. The goal is to increase the number of places by a factor of five to 20,000 between now and 2020. STIF is therefore set to offer a cycle shelter service (Véligo).

The Master Plan for this new service offering has three objectives:

- to offer widespread secure cycle parking

- to ensure lasting service quality
- to communicate about the new offering

The creation of a regional visual identity and the rollout of information points providing local information about these facilities and how to use them will be targeted at all transport hubs in the Paris-Île-de-France region.

There will be two types of equipment: **cycle shelters** and **communal lockers**. Lockers will hold between ten and twenty cycles and will only be accessible with a Navigo pass. Located less than 70 metres from station platforms, these facilities will guarantee a high level of service quality.

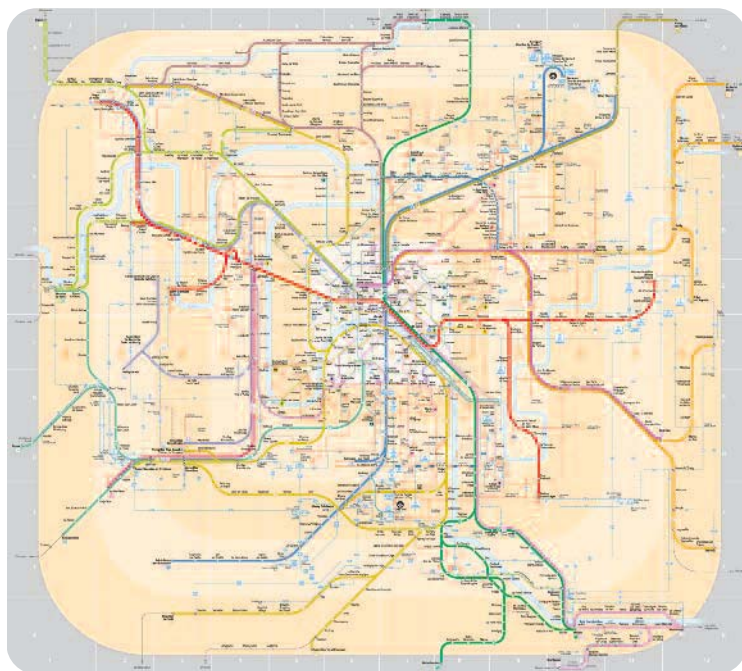
STIF is funding 100% of the capped cost of these new facilities. The first phase of implementation, which consists of an experiment covering around ten sites, is scheduled for 2011.

This scheme supplements previously adopted arrangements for park and ride facilities and bus stations.



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3. The Île-de-France regional public transport map



STIF has taken responsibility for designing and producing an Île-de-France regional public transport map – a key component of passenger information. Previously, there was no overall multi-modal plan covering the whole region.

This map will make it easier for passengers to identify connections between the various networks, and in particular to understand the complementary nature of Mobilien and Express lines and rail services.

It includes train, metro and RER lines as well as Mobilien and Express bus routes, which form part of the Île-de-France network.

STIF is also working on more specific versions of the map including Noctilien routes and park and ride facilities in the region, as well as a map centred on the city of Paris.

4. Vehicle livery

To ensure consistency across the region, principles governing the physical appearance of vehicles are set out in a charter designed from the outset to harmoniously incorporate the visual identities of transport companies and/or local authorities. The new trim is being phased in as vehicles are revised, renovated or brought into service. It comes in different versions depending on the mode of transport.

The new quicksilver livery developed by STIF symbolises its efforts to renovate and modernise the metro, the RER, trains, buses, trams and the T Zen. This regional visual identity also makes it easier for passengers to appreciate consistent fares across the Île-de-France network as a whole, irrespective of route or transport company.



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Increasingly local



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In 2010, STIF continued its work to improve network accessibility in line with the timetable set out in the Accessibility Master Plan. STIF also continued to focus its efforts on passenger information and safety via its policy of ensuring a personal presence in transport.

1. Accessibility: an ambitious programme

• The Accessibility Master Plan

This programme, which is exceptional in scope, represents a major commitment for STIF. **It is by far the largest accessibility improvement programme ever implemented in the transport arena in France.**

On 8 July 2009, STIF's Board approved the timetable and funding for the investment component of the Accessibility Master Plan, which includes three aspects.

Improving accessibility at stations on the rail network

The target is **to have 266 accessible stations – 141 stations currently meet accessibility criteria – representing 95% of traffic in the Paris-Île-de-France region.**

The total cost of fitting out the remaining stations (including both the design and implementation phases) is €1.45 billion, 50% of which is funded by STIF.

Improving accessibility on road networks

As at the end of 2010, all 69 routes making up the Paris bus network met accessibility criteria, as did 84 routes in the inner and outer suburbs.

Route selection: a major task

In the outer suburbs, STIF has worked closely with the relevant local authorities and transport companies to painstakingly select the routes to be covered by the Accessibility Master Plan. More than 300 routes have already been selected. This work is due conclude some time in 2011, with a target of 450 routes in the outer suburbs to be covered by the Accessibility Master Plan.

At the same time, local authorities are constantly increasing the number of stops they plan to bring into compliance with accessibility criteria. This work is jointly subsidised by STIF and the Paris-Île-de-France region.

In 2010 alone, the work covered 2,246 stops throughout the region, at a total cost of €15.5 million.

Improving accessibility of passenger information

The target is for all stations on the benchmark rail network and the metro and 60% of the road network to be equipped with clearer information and audiovisual dubbing of dynamic information.

During Accessibility Week, STIF launched a free text alert service to notify wheelchair users of lift breakdowns at stations in the Paris-Île-de-France region.

• Other dedicated services for persons with reduced mobility

After approving accessibility equipment programmes, STIF's Board determined that work should continue on **additional services to be provided for persons with reduced mobility**, by better organising and coordinating information, support and assistance services in stations as well as substitute public transport services.

PAM specialist services for the mobility-impaired

Each new service has been warmly welcomed and experienced strong growth in demand. PAM services are meeting a real need as a complement to public transport services – even where those services meet accessibility criteria. In 2010, 600,000 trips were made, representing almost 1,700 trips a day.

Reimbursement of individual transport costs for travel between home and school/university

In the 2009/2010 academic year, **more than 7,500 pupils and disabled students** had the cost of their journeys between home and school/ university paid by STIF, at a total cost of around €55 million.

Infomobi: the information service specifically for disabled passengers

Every month, the Infomobi website is visited by 3,000 passengers and handles 400 requests, 90% of them by telephone.

2. Focusing on passenger information

Improving information in the public transport system is a key passenger requirement that mainly relates to the following:

- better information **in the event of disruption**
- information covering **multiple transport operators** to make connections easier
- the development of **real-time** information

STIF has stepped up its commitment to passenger information. Initial procedures for implementing the strategic guidelines set out in the Passenger Information Master Plan have been published.

• The “Passenger information material and contents” charter

This base document, which defines the types of information expected to be available across the network, introduces the idea of “**transport language**” to foster an **understanding of the full range of public transport services** throughout the Paris-Île-de-France region.

Funding for equipment projects approved by STIF’s Board in 2010 illustrates STIF’s continued financial efforts in favour of real-time passenger information. The main focus is improving public address systems in SNCF stations in the Paris-Île-de-France region.

The four-year investment plan that forms part of the STIF/SNCF operating contract includes the “PIVIF” programme to renovate passenger information points in the region and equip SNCF stations with high-quality public address systems complete with new functionality.

• A range of multi-operator maps at all scales

In addition to the Île-de-France regional public transport map, an overview of which is set out in the “Innovation” section, STIF has kicked off experiments to design maps covering local areas and travel routes. The goal is to promote the entire service offering and clearly identify the various levels of service offered to passengers.

These efforts form a core workstream for STIF and transport operators. They will culminate in the production of a set of recommendations on cartographical representations for passenger information purposes (clarity, scale and scope, network prioritisation etc.). This document will complement the material and contents charter.



• Towards a multi-modal regional information system

STIF directly manages the database of public transport services in the Paris-Île-de-France region – a strategic tool for managing the quality of passenger information and understanding the service offering as a whole. The database covers routes, stops and associated timetables.

This data is published on the **transport-idf.com** website and on transport operators’ websites, and is **accredited by STIF**. Programmes are also in progress to publish data via third party partners.

For example, through its partnership with STIF, Mappy is now offering a new public transport journey planning service covering the Paris-Île-de-France region, in addition to its journey planning services for pedestrians, cyclists and motorists. This new option makes Mappy the only site to offer complete door-to-door instructions covering the Paris-Île-de-France region, irrespective of the mode of public transport used. This same approach is also being pursued through new partnerships. STIF is doing everything it can to ensure that public transport information is as widely available as possible.

Partnering with Mappy

In late 2009, STIF’s Board voted to grant access to data on public transport services to third parties to enable them to provide passenger information services. This led to a partnership with Mappy, which introduced a **public transport journey planning service covering the Paris-Île-de-France region** in September 2010.

The partnership is governed by a signed agreement enabling third parties to republish data populating the transport-idf.com website via a tried and tested and easy-to-implement mechanism (web services). This provides third parties with a high-quality neutral service, with data updated weekly.

As at end 2010, public transport journey planning requests on the Mappy site represented almost 15% of all journey planning requests (for journeys by vehicle, on foot, by bicycle and using public transport).

3. Security and safety

• Video protection programmes

STIF is funding the third security programme, which will see video protection equipment, alarms and intercoms installed on the RATP and SNCF networks.

The four-year investment programme that forms part of the STIF/SNCF contract covering the period 2008-2011 provides for the installation of video surveillance equipment at all 381 SNCF stations in the Paris-Île-de-France region. Equipment is already in place at 154 stations, and all stations should be equipped by 2013.

The commitment therefore covers the installation of new equipment at 227 stations as well as the optimisation of existing equipment at 149 stations.

The programme represents an investment by STIF and SNCF of €26.65 million each.

On networks managed by private OPTILE operators, just under one third of the vehicle fleet is fitted with on-board radiolocation and video protection systems.

To supplement this equipment, STIF has funded half the cost of an ambitious programme to roll out video surveillance and radiolocation systems to almost one third of the fleet of OPTILE buses, at a cost of €12.5 million.

Following incidents on bus routes operated by TRA and CIF, STIF's Board decided to step up security arrangements so that service could continue to be provided in the neighbourhoods in question. It has also **doubled the number of OPTILE vehicles fitted with video protection systems across the Paris-Île-de-France region.**

• Human presence policy

STIF has been pursuing a "personal presence in transport" policy for the past 15 years. The goal of this policy is to **take preventive action and "humanise" transport facilities.** The policy has led to the creation of mediator, inspector and supervisor roles. The scheme relies on a strong element of partnership, with 850 external prevention activities carried out in 2009 and a large number of local partnerships put in place.

The policy, which was due to expire in 2010, has been strengthened, renewed and incorporated into "Type 2" contracts entered into force with bus operators. This development covers inspectors as well as mediators and supervisors.

The annual budget dedicated to the personal presence policy will increase from €13.5 million in 2009 to €14.5 million in 2011.



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Neighbourhood prevention and mediation

The "personal presence" scheme was initially intended to meet three objectives: increasing security on networks serving areas covered by "City Policy"; improving access to employment for those with difficulties finding work; and increasing staff diversity within transport companies. **In spite of human resources problems (in relation to both recruitment and turnover),** there has been a marked reduction in incidents over the past 15 years, with transport operators better integrated into their local environments through the partnerships that have been established.

STIF has helped establish transport as a profession by containing staff turnover at around 15% and focusing efforts increasingly on prevention and improvements in service quality. The scheme has made it possible to introduce new services in a climate of confidence. It has helped **establish the industry on a professional footing and ensure that staff are properly integrated into operators' management structures,** as well as putting in place a prevention plan, a new operator roadmap, extra resources and appropriate inspections by STIF.

Even more demanding

Passengers' day-to-day lives are heavily dependent on the quality of service provided by public transport in the Paris-Île-de-France region. Service regularity, information, equipment, cleanliness, passenger facilities and sales are measured by indicators that assess the level of service quality in the metro and on the RER, train, bus and tram networks.

To help Île-de-France residents monitor changes in their travel conditions, STIF has decided to publish data provided by transport operators on a quarterly basis.

1. Demanding contracts

Contracts with SNCF and RATP include various indicators that define STIF's expectations in relation to service quality. Special emphasis has been placed on service regularity, including in particular a joint commitment by RATP and SNCF in respect of RER lines A and B, as well as more detailed monitoring by line or sub-network.

The system was perfected in 2009 with the addition of regularity indicators. Other factors are taken into account (passenger information, equipment status, passenger reception, sales, cleanliness and passenger perceptions of quality), with the emphasis firmly on service regularity.

2. 2010 regularity performance



Service regularity on routes operated by RATP [Metro]



METRO INDICATORS

- These graphs compare **average service regularity** in 2010 with performance in 2009 so as to take into account seasonal effects. Where contractual targets are met, they are shown in **green**; where they are not met, they are shown in **red**.
- The **peak hour service indicator** is the percentage of the actual number of metros in operation during peak hours relative to the contracted level of service. Metro services which cannot operate during peak hours as a result of constraints specific to these periods are usually carried over into the next off-peak period.
- The **waiting time indicator** is the percentage of passengers waiting less than three minutes at peak hours, six minutes during off-peak periods and ten minutes during the evening.

Metro

- Major work is being carried out on **line 1** in preparation for automation.
- **Line 2** encountered difficulties in early 2010 associated with the combined use of new and old trains.
- Major work was carried out on **line 8** during the summer.

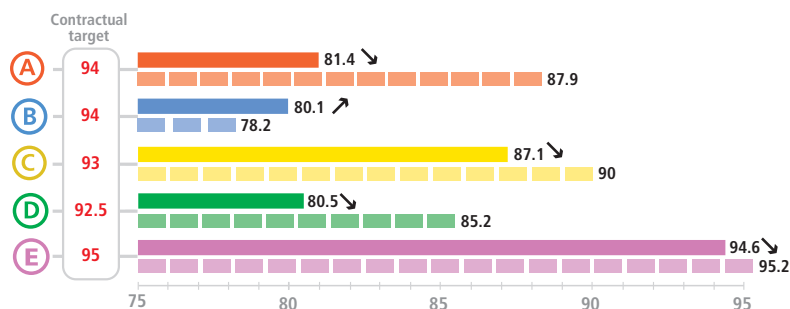
INDICATORS FOR THE RER, TRAINS, TRAMS AND MOBILIEN BUSES

- Indicators for RER lines and suburban trains measure the percentage of passengers arriving at their destination station on time or less than five minutes late across the entire line and throughout the day.
- Indicators for RER lines A and B are common to RATP and SNCF, which jointly operate those lines.

- The measure covers actual stops by trams, vehicles using dedicated public transport lanes and Mobilién buses at those stops where traffic is heaviest.
- The indicator compares the actual observed frequency with the theoretical frequency within a compliance range of two minutes.

RER

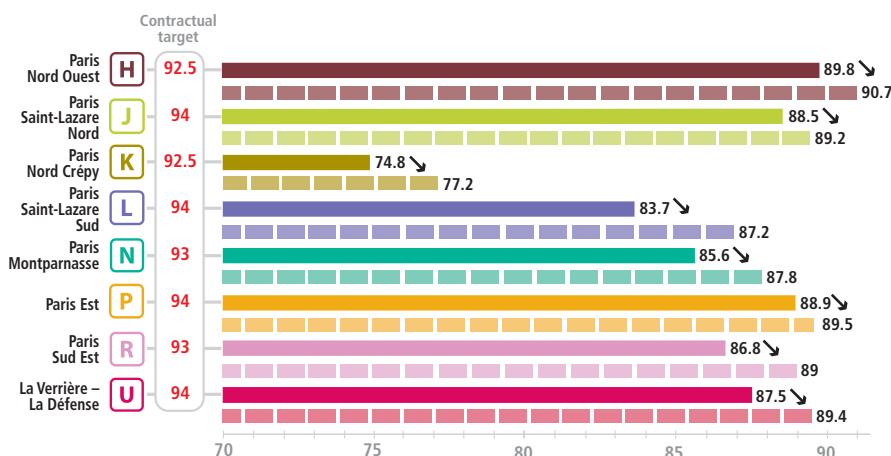
Service regularity on routes operated by RATP and SNCF [RER lines A and B] and by SNCF only [RER lines C, D and E]



- On RER line B, the withdrawal of driver changes requested by STIF became effective at the end of 2009. The first two renovated trains were brought into service at the end of 2010.
- On RER line C, there was a major accident at Choisy-le-Roi at the end of 2009 that led to major work in early 2010 with no interruption of services.
- On RER line D, delays associated with rolling stock doubled in 2010.

TRAIN

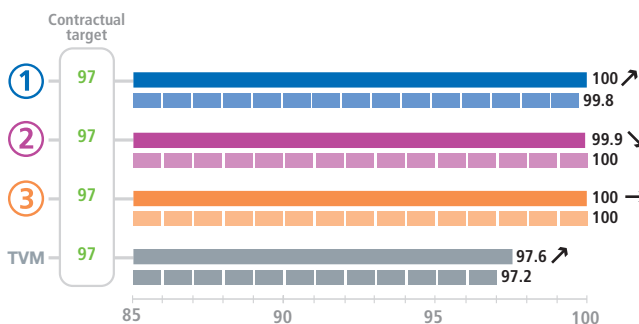
Service regularity on routes operated by SNCF [trains]



- Major infrastructure renewal work was carried out in the first half of the year on the Eastern and Montparnasse networks as well as the La Verrière – La Défense line.
- The first Francilien trains went into service on the North-Western network at the end of 2009.
- Like RER line D, with which it shares equipment, the South-Eastern network experienced problems linked to rolling stock reliability.
- The Crépy network is heavily dependent on RER line B.

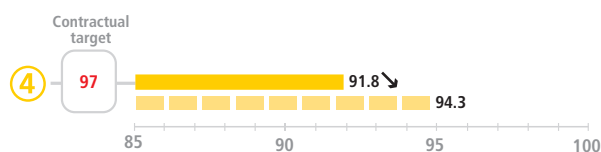
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Service regularity on routes operated by RATP [trams and vehicles using dedicated public transport lanes]



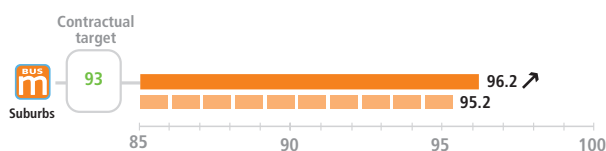
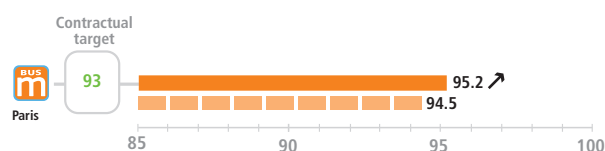
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Service regularity on routes operated by SNCF [trams]



BUS

Service regularity on routes operated by RATP [Mobilién buses]

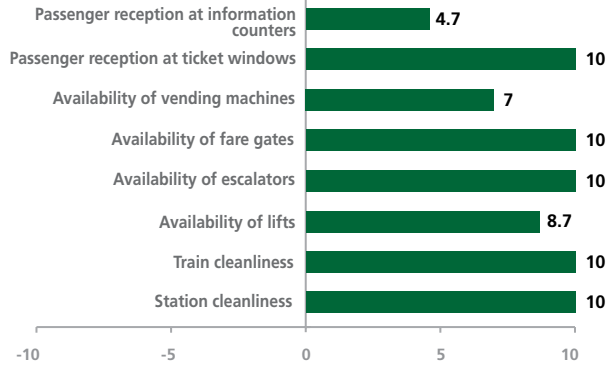


3. 2010 service quality performance (excluding regularity)

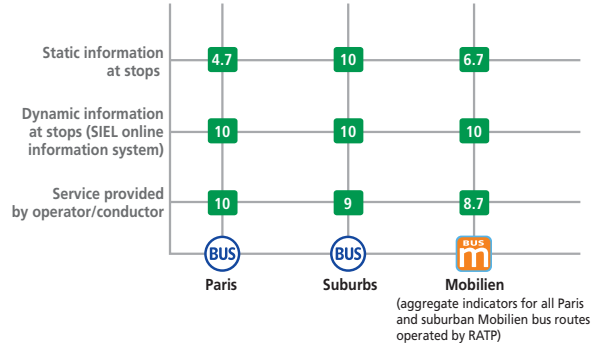
SERVICE QUALITY INDICATORS (excluding regularity)

The graphs compare average service quality for each mode of transport using indicators on a scale of -10 to +10.

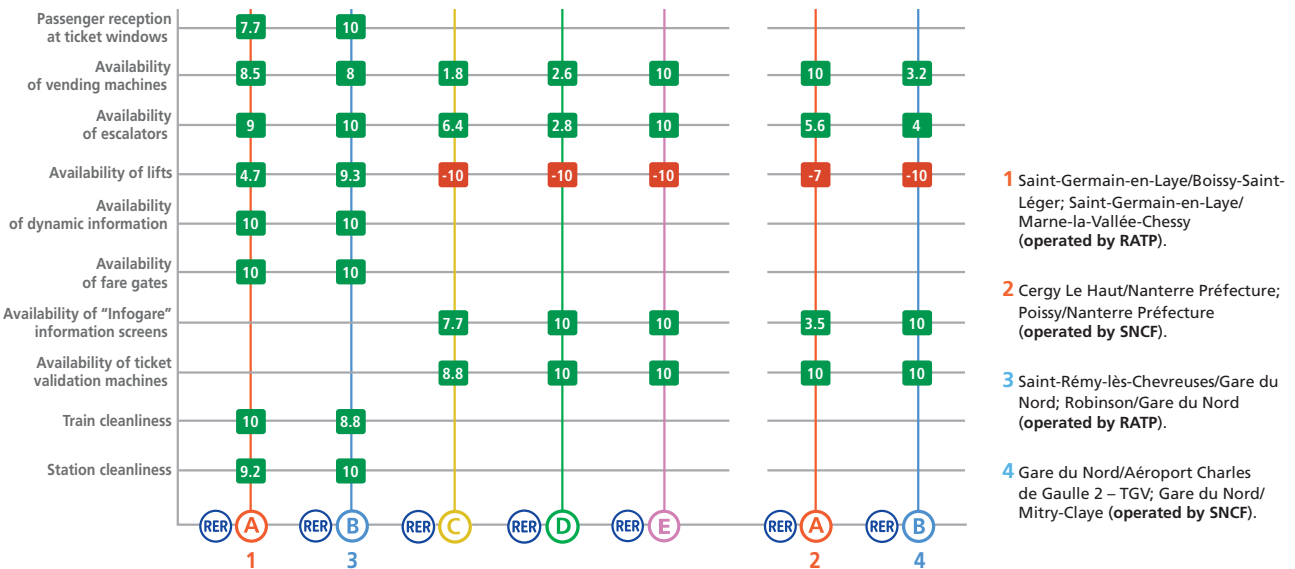
M Service quality (excluding regularity) on routes operated by RATP [metro]



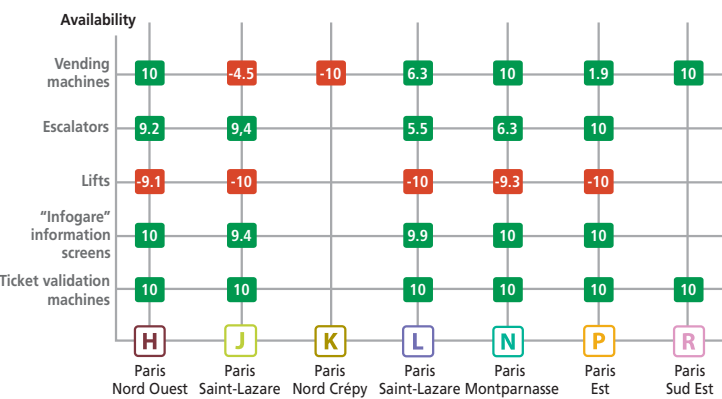
BUS Service quality (excluding regularity) on routes operated by RATP [buses]



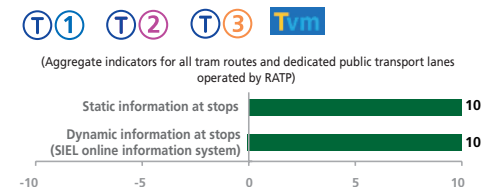
RE R Service quality (excluding regularity) on lines operated by RATP and SNCF [RER lines A and B] and by SNCF only [RER lines C, D and E]



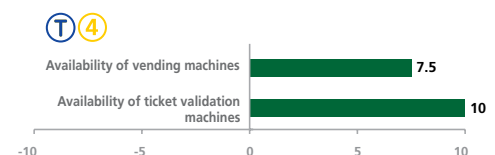
TRAIN Service quality (excluding regularity) on routes operated by SNCF [trains]



T Service quality (excluding regularity) on routes operated by RATP [trams and vehicles using dedicated public transport lanes]



T Service quality (excluding regularity) on routes operated by SNCF [trams]



Modern and inclusive



• Revenues in 2010

Following a decline in revenues in 2009, **2010 saw a slight increase in volumes** (up around 0.1%). Passenger numbers grew by more than 1%. This difference is mainly a result of **pricing measures adopted by STIF over the past few years** (creation/consolidation of the *Tarification Solidarité Transport* inclusive fare policy, the extension of “dezoning” periods for “*imagine R*” passes, etc.), which have led to stronger growth in reduced-fare tickets than in full-fare tickets.

• Pricing decisions in 2010

STIF's Board agreed to a 3.9% fare increase on 1 July 2010. To reduce price differences between passes, prices for 1-5 and 1-6 passes were not increased, while other Navigo monthly prices rose by €3.80.

• Reimbursement of travel costs by employers

Employers are required by law to **reimburse at least 50% of the cost of travel passes** purchased by employees for their daily commute to work. STIF has

STIF's fare policy is focused on achieving the general interest through a range of fares suited to the various different types of passengers and their needs.

STIF thus affirms its desire to be as inclusive as possible by favouring mobility for the most disadvantaged, the elderly and those with disabilities.

carried out a survey to assess the extent to which the law under which employers must reimburse at least 50% of the cost of travel passes is applied.

Eighty-six percent of employees who travel to work using public transport are reimbursed by their employers (90% of those using a monthly or annual Navigo pass and 48% of those using individual tickets). In the vast majority of cases, the amount reimbursed is 50%, subject to proof of purchase. Eighty percent of employees would not change the mode of transport by which they travel to work even if they received no financial help from their employers.

• What are the goals of fare reform?

Various fare scenarios are under consideration, with **innovative developments** in prospect (single-price passes, a reduction in the number of zones, etc.). In late 2010, members of the Financial and Tariff-Rating Committee and other transport stakeholders in the Paris-Île-de-France region were asked about their **expectations in relation to fare reform**. The goal is to evaluate the various scenarios and put together a programme of surveys that will be carried out by spring 2012.

• Preparing to upgrade Améthyste

In 2010, STIF worked with transport operators and General Councils on the terms of an **upgrade to the Améthyste range**. The goal is to make **Améthyste a zonal intermodal ticket** (Améthyste free can currently only be used on the RATP and SNCF networks and Rubis on OPTILE networks) that would be available on a Navigo pass.

• Free travel for young people seeking employment

The Region and STIF are keen to **increase the support available to young people with no qualifications** who are seeking employment by allowing them to travel free of charge. Staff from the Region and STIF have been working together closely since the start of the 2010/2011 academic year to define the target audience and review the terms under which this new step forward in social pricing will be introduced in 2011.

A new travel culture

The economic situation, urban development, lifestyle changes and the ageing population are all factors influencing mobility. How should we respond to the increase in travel while reducing its environmental impact? Faced with this challenge, STIF, a champion of effective solutions like intermodal transport and the development of active modes of transport (walking and cycling), is stimulating change in support of sustainable development.

1. Interchanges and stations: the critical challenge

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

STIF is involved in modernising stations in the Paris-Île-de-France region (390 SNCF stations and 65 RATP stations) to **upgrade them into true multi-modal interchanges** that better meet passengers' expectations and are more tightly integrated into the local travel networks they serve. STIF is involved in various ways in organising and **improving intermodality** 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.) and **manages projects to restructure major interchanges**.

Under the PDU (urban mobility plan), STIF **is involved in putting together redevelopment and renovation projects** led by local authorities. It **funds 50% of investment in modernising transport interchanges across the entire network and enters into contracts with the operators SNCF and RATP**.

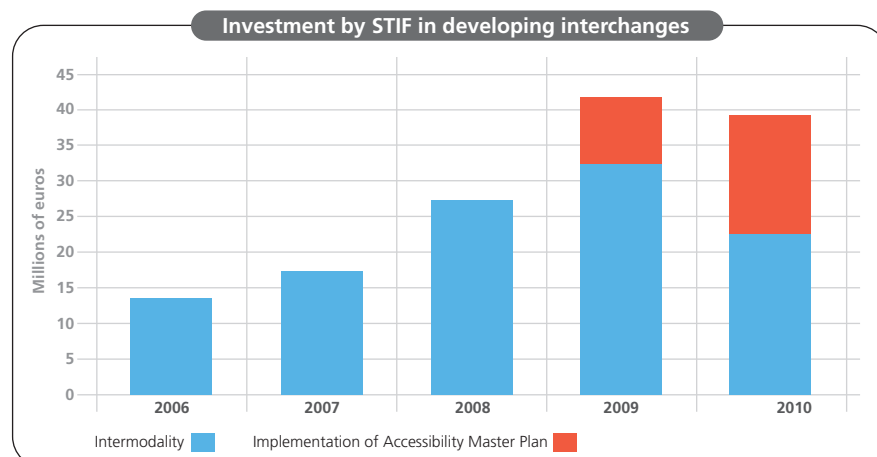
STIF's continuous efforts to improve intermodality since 2006 have led to a trebling of investment dedicated to modernising stations (from €32 million over the period 2002-2005 to almost €140 million over the period 2006-2010).

In 2010, STIF's Board **continued to work with contracting authorities to implement intermodality improvement policies**:

- by formalising, within the PDU, a high-level policy on the development of interchanges in the Paris-Île-de-France region, taking into account the particular role played by such interchanges in public transport networks and their role in providing transport services to different types of local area;
- by approving a master plan for cycle parking at stations and stops in the Paris-Île-de-France region aimed at increasing the number of secure spaces by a factor of five by 2020;

- by continuing to finance operational studies into bringing stations in compliance with accessibility criteria for persons with reduced mobility (in connection with the implementation of the Accessibility Master Plan);
- by funding projects for new park and ride facilities (Achères, Cergy, Boissy-Saint-Antoine, Boissy-Saint-Léger, Sevran Beaudottes, etc.), bus stations (Garges – Sarcelles, Évry Courcouronnes, Coulommiers and Mitry Mory) and improved access to interchanges (Bondy, Saint-Denis, Saint-Quentin, Mitry Mory, Ozoir-la-Ferrière, Arcueil-Cachan, etc.).

STIF has dedicated almost €40 million to these various projects at the same time as working with contracting authorities to schedule new investment to modernise stations under various master plans (including the Master Cycle Parking Plan detailed on page 15 of this document).



2. Revision of the Île-de-France Urban Mobility Plan

STIF is responsible for evaluating and revising the Île-de-France Urban Mobility Plan (PDU) to favour sustainable development and mobility. The revision coordinated by STIF focused on an inclusive approach involving all transport stakeholders and decision-makers in the region. It led to ambitious quantified targets being set to deliver sustained growth in the number of journeys completed.

• Consultation

All mobility stakeholders had the opportunity to express themselves during a consultation process organised by STIF between September 2009 and April 2010.

- Nine thousand contributions were gathered from the general public via a questionnaire on a dedicated website.
- Three hundred responses were received to a questionnaire sent to partners (local authorities, conurbations, départements and other key partners of STIF) and a day of debates was held on 3 December 2009 with 150 elected representatives from the Paris-Île-de-France region.
- Four seminars were held involving 200 stakeholders from the world of economics.

The results of this consultation were published in a September 2010 White Paper that summarises all the contributions gathered. These contributions were used to identify the objectives and actions to be included in the new Île-de-France PDU.

• Outline of the new Île-de-France Urban Mobility Plan

The Île-de-France PDU affects all residents of the region, whether they are pedestrians, cyclists, users of public transport, motorists, taxi drivers, hauliers, economic decision-makers or elected representatives.

It sets out the objectives and framework for the policy covering the transport of

persons and goods across all modes of transport between now and 2020.

In a context where total journeys are estimated to be growing by 7%, the Île-de-France PDU aims to achieve a 20% increase in the number of journeys completed using public transport, a 10% increase in active modes (walking and cycling) and a 2% reduction in journeys by car and motorbike/scooter.

To achieve these targets, the PDU proposes a pragmatic and realistic strategy broken down into 34 concrete actions. Some of these actions are completely new, while others aim to widen the use of best practice already implemented in some parts of the region.

3. Île-de-France Observatory of the Mobility



The Île-de-France Mobility Monitoring Centre, set up by STIF in 2009, is a joint monitoring centre that aims to bring together and make use of existing information on the mobility of persons and goods in the Paris-Île-de-France region.

Following an extensive data gathering and consolidation phase, the "Public transport in figures" document was finalised in 2010. This document sets out key figures on public transport in the region: traffic, service offering, equipment, fares, etc. This data is also published and updated on the STIF website.

This complete repository thus constitutes an eagerly awaited statistical reference database on public transport networks. Information on road use is currently being gathered and is due to be published in 2011.

The Centre also analyses available mobility surveys. In 2010, it analysed the regional extension of the 2008 National Transport and Journeys Survey in partnership with INSEE (the French National Institute of Statistics and Economic Studies), IAU-Île-



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Various documents relating to the PDU can be viewed at www.stif.info

de-France (Île-de-France Planning and Development Institute) and DRIEA (Interdepartmental Regional Directorate for Equipment and Development). April 2010 saw the publication of research into recent usage characteristics for various modes of transport.

• The Comprehensive Transport Survey

The Comprehensive Transport Survey is a "household travel" survey that identifies major travel flows by mode of transport and reason, analyses the mobility behaviours of residents of the Paris-Île-de-France region, and monitors and interprets changes in travel practices. It is the only mobility survey that covers all Île-de-France residents and all modes of transport. This large-scale survey was completed by around 18,000 households.

STIF is both the contracting authority and the lead financier for this survey. The survey was launched in 2009 and continued into 2010. The findings are expected to be available in the fourth quarter of 2011.

Anticipating change

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1. Sectoral surveys

• Surveys completed in 2010

Public transport provision in Seine Aval

In 2010, STIF worked with Établissement public d'aménagement du Mantois-Seine Aval (EPAMSA) to complete a survey of public transport provision throughout the area extending along the Seine from Conflans-Sainte-Honorine, Achères and Poissy in the east to Bonnières and Freneuse in the west, including Mantes and les Mureaux. This survey made it possible to identify a core network of bus routes and recommend developments to improve circulation on this network, including in particular dedicated public transport lanes in the densest urban areas.

Public transport provision in the wider Orly-Rungis area

This survey **analysed the benefits of a plan to provide a dedicated public transport lanes for the Orly-Rungis interchange** based on identified urban challenges and transport needs as at 2020 and 2030. The feasibility of the planned links, as well as their cost and potential traffic volumes, were accurately established.

• Research begun in 2010

Public transport provision in the Roissy area

As a result of urban and infrastructure development conditions, public transport

Researching, assessing, analysing, modelling, anticipating and taking the initiative to make decisions efficiently: these are STIF's key responsibilities.

Resolutely focused on the future, STIF proposes solutions that improve passengers' day-to-day lives.

provision in this area is a challenge, and the population benefits little from the economic development that results from effective public transport provision. Major public transport projects currently under consideration offer prospects that will need to be supplemented at a local level.

The goal is to propose, by the end of 2011, a plan for additional dedicated public transport lanes and measures to improve the existing service offering.

Public transport provision in Marne-La-Vallée sectors 3 and 4

The eastern part of Marne-La-Vallée is experiencing strong growth: new housing and office programmes, creation of an intermunicipal hospital, ongoing development of the business park and Disney theme parks, creation of a "Villages Nature" tourist village, etc.

Some of these developments are covered by Amendment 8 to the agreement on the creation and operation of Eurodisneyland in France, signed in September 2010.

In 2008 and 2009, STIF carried out surveys into public transport provision in this area and identified routes requiring either dedicated public transport lanes or highway improvements. To take into account additional developments, new research was initiated in 2010 to define priorities in terms of transport infrastructure.

2. Experiments

- Experiments show that passengers readily adopt **new distribution channels** in the form of automated ticket machines and the internet.
- STIF is continuing with research into **downloading tickets onto mobile phones** equipped with NFC (near field communication) technology. Validation machines are currently being adapted to cater for this new technology.
- STIF has worked with départements to draw up technical requirements for the **switchover of Améthyste and Rubis cards onto Navigo passes** for elderly people and those with disabilities. The first Améthyste cards on Navigo will be issued from 2012.
- STIF wants to **facilitate access to park and ride facilities for users of Navigo passes**. Experiments conducted in 2009 and 2010 informed the potential terms of use and supported the use of Navigo passes for access to park and ride facilities.



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Today and the future

Numerous projects entered the construction phase in 2010. The most striking of these is unquestionably T Zen, a new mode of transport that draws on the best innovations, with the first route due to be brought into service in early July 2011.

Careful attention has been paid to listening to passengers and residents during numerous consultation phases, public debates and public inquiries. The Arc Express project and the extension of RER line E, under the aegis of STIF, have seen exceptional participation rates. As these various projects move forward, STIF is reaffirming its role as a major player in developing and modernising transport networks.

CONSTRUCTION
WORK

METRO LINE 8

Extension to Créteil – Pointe du Lac

- **Project:** to extend the line, adding a new station 1.8 km south-east of Créteil.
- **Status update:** currently under construction.
- **Benefits:** the line supports development to the south of Créteil and improves suburban network coverage by connecting with the future Pompadour/Sucy-Bonneuil dedicated bus lane. This enables rapid access to RER lines A and D and serves the rapidly expanding business parks.
- **Costs and funding:** the cost of the work, under the last two State/Region project contracts (CPER), is €82.9 million.
- **Timetable:** service is scheduled to begin in autumn 2011.

METRO LINE 4

Extension to Montrouge (phase 1)
and subsequently to Bagneux (phase 2)

- **Project:** to extend the line, adding a new station (Mairie de Montrouge) 1.5 km south of Porte d'Orléans.
- **Status update:** currently under construction, the line will subsequently be extended for a further 1.7 km including two stations, in accordance with pre-project planning work coordinated by STIF.
- **Benefits:** this line, equipped with new generation rolling stock, will serve neighbourhoods on the periphery of Paris that are among the last areas not to be serviced by the metro. Interconnections with several bus routes will make public transport both more efficient and more attractive.
- **Costs and funding:** the cost of the work, under the last two State/Region project contracts (CPER), is €169.1 million. The 2007-2013 CPER provides for phase 2 funding of €219.5 million.
- **Timetable:** service is scheduled to begin in 2012 (phase 1) and 2018 (phase 2).

METRO LINE 12

Extension to Front populaire (phase 1) and
subsequently to Mairie d'Aubervilliers (phase 2)

- **Project:** to extend the line, adding three new stations along a 3.1 km route to the north-east of Porte de la Chapelle.
- **Status update:** currently under construction (phase 1); STIF is coordinating phase 2 planning work.
- **Benefits:** this extension will enable connections with the T3 tram line as that line is gradually extended. It facilitates travel by providing metro services to the south of Plaine Saint-Denis and Aubervilliers. It improves journey times relative to buses, which fall victim to traffic congestion (line 65).
- **Costs and funding:** the cost of the work (phase 1), under the last two State/Region project contracts (CPER) and the Region/Département project contract (CPRD), is €198.5 million. The 2007-2013 CPER provides for phase 2 funding of €156.8 million.
- **Timetable:** service is scheduled to begin in 2012 (phase 1).



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RER B NORD +

Modernisation of RER line B to the north

■ **Project:** to move RER traffic on line B onto two dedicated lanes so as to eliminate operating conflicts between trains; to redevelop the terminus, platforms, stations, signalling and rolling stock.

■ **Status update:** currently under construction.

■ **Benefits:** increased service frequency at peak hours (between ten and twenty trains an hour), increased service towards Paris (with stops at every station), simplified journeys and improved comfort and accessibility.

■ **Costs and funding:** The 2007-2013 CPER provides for funding of €260.5 million.

■ **Timetable:** service is scheduled to begin in late 2012.

POMPADOUR/SUCY-BONNEUIL DEDICATED BUS LANE

Creation of a dedicated public transport lane

■ **Project:** to build a 6.5 km dedicated bus lane linking the RER A station at Sncy-Bonneuil to the Pompadour interchange at Créteil.

■ **Status update:** currently under construction.

■ **Benefits:** service every five minutes at peak hours, regularity, accessibility, intermodality (connections with metro line 8 and RER lines A and C, and with RER line D and the Trans-Val-de-Marne bus line (TVM) in 2014) and enhancement of areas along the route.

■ **Costs and funding:** the cost of the work is €84 million.

■ **Timetable:** service is scheduled to begin in September 2011.

T ZEN LINE 1

Creation of line 1 between Liesusaint – Moissy and Corbeil-Essonnes



■ **Project:** to complete a 14.7 km link (including 9.6 km of dedicated lanes) providing a transport service that incorporates the best innovations and offers very high levels of service.

■ **Status update:** phase 1 work has been finalised.

■ **Benefits:** high service frequency, new services, reliable journey times and intermodality (connections with RER line D and the future Melun-Sénart link).

■ **Costs and funding:** the cost of the work is €82 million (phase 1), funded under the State/Region project contract (CPER).

■ **Timetable:** service is scheduled to begin in July 2011.



TRAM LINE T6

Creation of a rubber tramway link between Châtillon and Viroflay

■ **Project:** this new 14 km line, including 1.6 km in tunnels, will link the terminus of metro line 13 (Châtillon-Montrouge) to the two stations at Viroflay.

■ **Status update:** work began in summer 2010.

■ **Benefits:** time savings arising from ease of connections, increased service frequency, regularity with guaranteed journey times (due to having right of way at traffic lights), comfort, accessibility and intermodality with various connections (metro line 13, RER line C and train lines N and L).

■ **Costs and funding:** the cost of the work is €384 million.

■ **Timetable:** service is scheduled to be phased in from 2014 to 2015.

TRAM LINE T7

Creation of a link between Villejuif and Athis-Mons (phase 1)

- **Project:** this new 11.2 km line represents the first phase in a larger project coordinated by STIF. The line will link Villejuif with Juvisy-sur-Orge, thus serving the Orly – Rungis employment hub. STIF is also the contracting authority for the bus station.
- **Status update:** construction work began in summer 2010.
- **Benefits:** increased service frequency, regularity, comfort, accessibility and intermodality with various connections (metro line 7, Trans-Val-de-Marne (TVM), RER line C and bus routes).
- **Costs and funding:** the cost of the work is €318 million.
- **Timetable:** service is scheduled to begin in 2013.



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CRÉTEIL POMPADOUR INTERCHANGE

Creation of a multi-modal interchange on RER line D

- **Project:** STIF is coordinating the creation of a new station on RER line D in Créteil. This multi-modal interchange will serve as a genuine network hub, connecting RER line D to the Trans-Val-de-Marne (TVM), the future dedicated bus lane line 393 and local bus routes.
- **Status update:** work began in October 2010.
- **Benefits:** new services to Paris from Créteil, Choisy-le-Roi and Valenton, comfort, accessibility and intermodality with secure connections.
- **Costs and funding:** the cost of the work is €37 million.
- **Timetable:** full service is scheduled to begin in late 2013.

NORTHERN TRAM/TRAIN BYPASS

Creation of a new bypass line to the north of Paris

- **Project:** STIF is managing this project to build a new 28 km tram/train bypass linking Sartrouville with Noisy-le-Sec, using dedicated lanes adjacent to the outer ring road.
- **Status update:** phase 1 work (Épinay – Le Bourget) began in December 2010.
- **Benefits:** high service frequency, rapid transit (with a peak speed of 100 km/h), regularity, comfort and accessibility. Intermodality, with various connections:
 - metro lines 5 and (eventually) 13
 - tram lines T1 and T8
 - four RER lines (A, B, D and E)
 - train line H
- **Costs and funding:** the cost of the work is €472.9 million (phase 1), funded under the State/Region project contract and the "Espoir Banlieues" plan.
- **Timetable:** service is scheduled to begin in 2014.

PUBLIC INQUIRIES

TRAM LINE T4

Branch line to the Clichy – Montfermeil plateau

- **Project:** STIF is coordinating the creation of a new urban tram branch line linking Montfermeil town centre with the current T4 line.
- **Status update:** a review of the outline plan has resumed following a consultation organised by STIF, in view of a public inquiry.
- **Benefits:** new public transport services for Montfermeil, Clichy-sous-Bois and Livry-Gargan.
- **Costs and funding:** the cost of the project is €160 million, funded under the State/Region project contract (CPR) and the "Espoir Banlieues" plan.
- **Timetable:** service is scheduled to begin by 2015.

ROSA PARKS HUB (formerly Évangile)

Creation of a hub on RER line E in Paris

- **Project:** to create a new station on RER line E in the 19th district of Paris, at the centre of a major intermodal interchange on which trams will converge from line T3 from 2012, and ultimately from line T8.
- **Status update:** 2010 saw the completion of the administrative phase and approval of the application for a public inquiry.
- **Benefits:** improved public transport provision for the entire neighbourhood served by the Rosa Parks interchange.
- **Costs and funding:** the cost of the project is €119.7 million, funded under the State/Region project contract (CPR) and the Region/Département project contract (CPRD).
- **Timetable:** service is scheduled to begin in 2015.

MASSY – ÉVRY TRAM/TRAIN

Creation of a new bypass line to the south of Paris

- **Project:** as contracting authority, STIF is coordinating planning work on a new 21 km tram/train bypass linking Massy to Évry. Half of the route will use RER line C, and the remaining half will use new tram lines.
- **Status update:** planning work has resumed, with STIF producing and coordinating the outline plan and public inquiry application.
- **Benefits:** high service frequency, accessibility, intermodality with various connections, and new services (access to Val d'Orge either directly or by changing to RER line C).
- **Costs and funding:** the cost of the work is €307 million, funded under the Region/Département project contract (CPRD), the State/Region project contract (CPR) and the "Espoir Banlieues" plan.
- **Timetable:** service is scheduled to begin in 2017.



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architectes - Perspective : Studiosezz

CHÂTELET-LES HALLES RER INTERCHANGE

Redevelopment of the RER interchange

- **Project:** to open up the RER station by creating new access points, improve emergency evacuation procedures, and extend and renovate the transit hall to facilitate walkways and make the interchange accessible for all users.
- **Status update:** the public inquiry procedure took place between 14 December 2009 and 29 January 2010, led by STIF. The project was officially submitted for approval in December 2010. It was approved by the Préfet of the Paris-Île-de-France region as being in the public interest in January 2011.
- **Benefits:** intermodality (interchange served by RER lines A, B and D and metro lines 1, 4, 7, 11 and 14), comfort in public areas, accessibility and significant improvements in fire safety arrangements in the largest underground station in the Île-de-France network. Signalling will be overhauled and the architectural treatment of areas open to passengers will be revised.
- **Costs and funding:** the cost of the project is €164 million.
- **Timetable:** scheduled for completion in 2015-2016.

MASSY-SACLAY – SAINT-QUENTIN DEDICATED BUS LANE

Creation of a dedicated public transport lane

- **Project:** to create a new 6.7 km dedicated section on the Saclay plateau, with ten stops providing rapid and regular service between École Polytechnique and Le Christ church in Saclay.
- **Status update:** the project is at the **preliminary planning** stage, during which the objectives and outline are presented to the public and public opinion is sought.
- **Benefits:** regular services, accessibility and intermodality (RER lines B and C, the TGV station and Orly airport) will mean shorter journey and waiting times for passengers and improved living standards as a result of successful urban integration.
- **Costs and funding:** the infrastructure cost is €55 million.
- **Timetable:** service is scheduled to begin in 2015.

METRO LINE 11

Extension to the east of Mairie des Lilas as far as Rosny – Bois-Perrier (RER line E)

- **Project:** to create a 5.7 km extension with six new stations, from Mairie des Lilas to Rosny – Bois-Perrier.
- **Status update:** following a preliminary consultation phase, the outline plan and **public inquiry** application are being prepared.
- **Benefits:** this extension will enable connections with RER line E and tram line T1, as well as providing service to major interchanges. This will facilitate access to town centres, healthcare and leisure facilities, shopping centres and central Paris.
- **Costs and funding:** the cost of planning work covered by the 2007-2013 State/Region project contract is €10 million. Additional funding of €8 million for planning work is provided for by the specific Region/Seine-Saint-Denis contract.
- **Timetable:** service is scheduled to begin in 2019.

CONSULTATIONS AND PUBLIC DEBATES

TRAM LINE T7

Line extension from Athis-Mons to Juvisy-sur-Orge (phase 2)

- **Project:** this 3.8 km line extension represents the second phase in a larger project for which STIF is the contracting authority in respect of preliminary planning, the outline plan and the public inquiry.
- **Status update:** the results of the preliminary consultation and public inquiry application have been approved.
- **Benefits:** increased service frequency, regularity, comfort, accessibility and intermodality with various connections to the major intermodal interchange at Juvisy-sur-Orge (RER lines C and D and bus routes).
- **Costs and funding:** the cost of the work is €130 million.
- **Timetable:** service is scheduled to begin in 2016.

METRO LINE 14

Extension to relieve pressure on line 13

- **Project:** to build a 5.5 km underground extension from Saint-Lazare to Mairie de Saint-Ouen, so as to create efficient connections between line 14 and both branches of line 13 as well as RER line C.
- **Status update:** work on the outline plan began as soon as the results of the consultation were approved by STIF's Board on 7 July 2010.
- **Benefits:** improvement in traffic flows on line 13 (with a forecast 13-25% reduction in saturation), comfort, regularity, improved service frequency and increased capacity, with the number of carriages in each train increasing from six to eight.
- **Costs and funding:** the cost of planning work covered by the 2007-2013 State/Region project contract is €25.5 million. The target project cost is between €932 million and €954 million, together with additional rolling stock costing €143 million.
- **Timetable:** service is scheduled to begin in 2017.

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ARC EXPRESS METRO

■ **Project:** to create an automated inner metro bypass around Paris with 60 km of line, 40 stations, four arcs, two of which will be priority arcs (northern and southern) and fully automated rolling stock.

■ **Status update:** the public debate on the Arc Express project took place from 30 September 2010 to 31 January 2011 at the same time as debate on the Greater Paris Transport Network. The Arc Express Public Debate Special Committee organised 24 public meetings along the route proposed by STIF in its contracting authority application, some of which were specific to the Arc Express project while others were shared with the Greater Paris project.

The public felt that improving existing facilities was a priority, with network coverage in the region forming a major pillar of the project.

■ **Benefits:** significant time savings for journeys between suburbs, the provision of service to enclosed neighbourhoods, relief of pressure on the public transport network, an acceleration in economic development, etc.

The Greater Paris project: outline of legislation

Act no. 2010-597 of 3 June 2010 on "Grand Paris" (Greater Paris) changed the legal framework governing transport in the Paris-Île-de-France region.

- It laid down the principle of a public urban passenger transport network in the form of an automated metro bypass linking key economic hubs in the Paris-Île-de-France region, airports and the centre of the Paris conurbation.
- It created an industrial and commercial public government institution (établissement public d'État à caractère industriel et commercial/EPIC) known as "Société du Grand Paris (SGP)" tasked with completing this network in coordination with other public transport investment projects in the Paris-Île-de-France region (whether carried out by STIF, RFF, SNCF, etc.).
- It put in place new sources of funding for the completion of this network.

The Act also laid down a requirement for coordinated public debate on the Arc Express and Greater Paris projects and created a science and technology hub on the Saclay plateau. Following the debate, Société du Grand Paris adopted a detailed decision on 26 May 2011.

Public debates in figures: a high turnout

Arc Express metro

- 24 public meetings with an average attendance of 300 at each meeting: 12 joint meetings with the Greater Paris project and 12 specific meetings
- More than 3.3 million information and communication documents distributed
- 84,000 visits to the debate's website and 405,000 pages viewed
- Almost 800 questions asked
- 633 opinions published online
- 89 contributions and discussions published online
- 17 stakeholder submissions dedicated to Arc Express drawn up by local authorities, federations and economic agents and 88 jointly drawn up with other projects being debated at the same time
- More than 850 press articles published on the subject
- Cost of the public debate: €3.4 million

RER line E: planned western extension

- 10 public meetings with an average attendance of 200 at each meeting
- Three passenger meetings
- 160,000 information and communication documents distributed
- 26,000 visits to the debate's website
- More than 410 questions asked
- 194 opinions published online
- 42 contributions and discussions published online
- 48 stakeholder submissions drawn up by local authorities, federations and economic agents
- More than 300 press articles published on the subject
- Cost of the public debate: €1,259,000

RER line E

Western extension

■ **Project:** STIF and RFF decided to resume planning work on the project to redevelop 47 km of existing line, including a tunnel approximately 8 km long between the Haussmann – Saint-Lazare terminus and La Défense.

■ **Status update:** the public debate was held from 1 to 19 December 2010 and included ten public meetings, one of which was held jointly with the Arc Express and Greater Paris public debate. The project received broad support, was universally approved (by users, elected officials, federations, economic agents, etc.) and is considered to be a genuine response to the challenge posed by saturation on RER line A and the need to serve developing employment hubs. With the benefit of the public debate and new planning studies, the project will be presented to the public again in early 2012 under the public inquiry procedure.

■ **Benefits:** the route, with a station at Porte Maillot with connections to RER line C and metro line 1, was widely endorsed. STIF and RFF are continuing planning work based on the Haussmann – Saint-Lazare – La Défense route with a station at Porte Maillot, another at La Défense under the Centre for New Industries and Technologies (CNIT) and another in the Groues area of Nanterre. Relief of pressure on RER line A, reduced journey times and improved operating quality are some of the benefits keenly awaited by passengers.

■ **Costs and funding:** the cost of planning work covered by the 2007-2013 State/Region project contract (CPR) is €10 million. As at the functional pre-planning stage, the total project cost was estimated at between €2.3 billion and €2.9 billion.

■ **Timetable:** work should begin in 2013, with full service scheduled to begin by 2020.

RER B – RER D LINK

"Barreau de Gonesse" rail link Creation of a BRT (bus rapid transit) road link

- **Project:** STIF is managing and coordinating two complementary projects under the "Barreau de Gonesse" banner:
 - a 10 km rail link between the RER line D station at Villiers-le-Bel – Gonesse – Arnouville and the RER line B station at the Villepinte exhibition centre
 - a 10 km road link providing a BRT service to the same destinations
- **Status update:** the "key objectives and characteristics" documents for both projects were drawn up in December 2010 (and approved by STIF's Board in February 2011).
- **Benefits:** intermodality (connections with the RER and bus networks), time savings, regularity and access to employment areas in the north-east of the Paris-Ile-de-France region. This new service offering will cover the eastern part of Val d'Oise.
- **Costs and funding:** the cost of the work is €310 million for the rail link and €30 million for the road link.
- **Timetable:** the road link is due to be brought into service in 2013 and the rail link in 2017-2018.

T ZEN LINE 3

Dedicated public transport lane between Pantin and Pavillons-sous-Bois

- **Project:** STIF is studying plans to create a 10 km link with a dedicated lane as part of the reclassification of the former RN3 national road, for which the T Zen mode is being considered.
- **Status update:** the "key objectives and characteristics" document and consultation arrangements were approved in October 2010.
- **Benefits:** time savings, service every six minutes at peak hours, regularity, intermodality (connections with metro lines 1, 2, 5, 7 and 9, RER line B and tram lines T1, T3 and T4) and accessibility for persons with reduced mobility.
- **Costs and funding:** the estimated infrastructure cost is €180 million, funded under the Region/Département project contract (CPRD).
- **Timetable:** service is scheduled to begin in 2015.

KEY OBJECTIVES AND CHARACTERISTICS DOCUMENTS (DOCPS)

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TRAM LINE T3

Extension as far as Porte d'Asnières

- **Project:** to extend of the northern arc of tram line T3 by 4.7 km, linking Porte de la Chapelle with Porte d'Asnières.
- **Status update:** the "key objectives and characteristics" document was approved in October 2010; preparations are being made for the consultation process.
- **Benefits:** intermodality, with connections with the metro, RER and buses. Improved service: guaranteed journey times, optimised accessibility and regular frequency, with trams every four minutes.
- **Costs and funding:** the cost of the work is €205 million, funded under the Region/Département project contract (CPRD).
- **Timetable:** service is scheduled to begin in late 2017.

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