



UITP – LEIPZIG
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Nice Presentation – Dominique DELIS

Contract



- Nice
 - **510,000** inhabitants across 24 districts
 - Density: **1 541 inhab/km²**
 - 331 km²
 - 5th largest conurbation in France
 - N°1 international airport after Paris
- The system: Ligne d'Azur
 - **117** routes, including transport on demand, school services, feeder routes and bikes
 - **1,035** employees
 - Multimode
 - **54 million trips/yr** in 2008

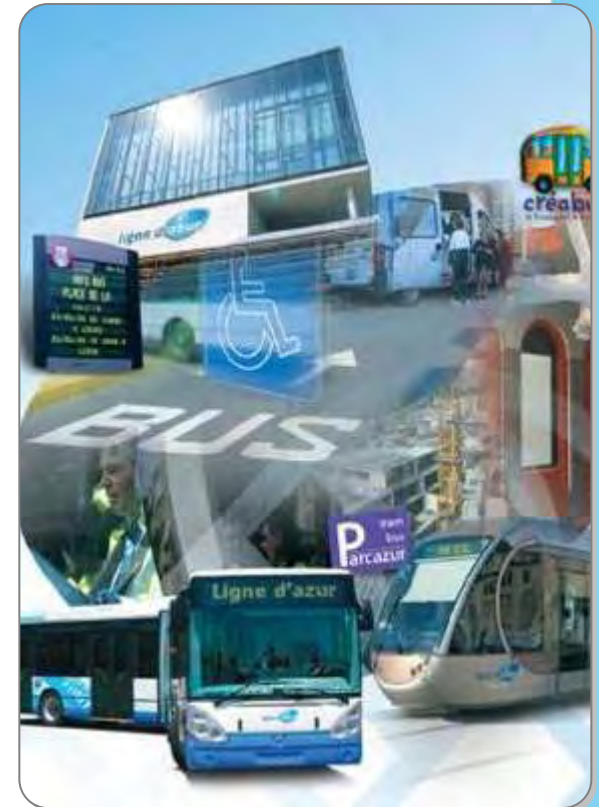


Challenges

- ● Harmonization of 24 districts into one fluid "mobility area"
- Deliver successful launch of a totally new tramway (safety, operational performance, ridership)
- Redesign bus and network system
- Educate and communicate new system features and design to citizens
- Respect sustainable development ambitions of local authority
- Desire to deliver high quality customer service

Challenges

- ● Tramway launch:
 - ▶ 180,000 passengers in first weekend
 - ▶ Strong acceptance (+34% passengers across whole system)
- Operational success (safety and quality) of tramway
- Modal shift of +8% with many new bus passengers since tramway launch
- Ticket revenues in 2008: +18.5%
- Strong quality monitoring & systems (NF, ISO, Veolia Transport KPI's)
- Very high passenger satisfaction: 92,1%



Challenges



- Devised new passenger information & signaling
 - ▶ Clear, system-wide passenger information and local maps
 - ▶ Multi-mode information and audio-instruction on board
 - ▶ Program of artworks and visual identity
- Four Integrated Park&Ride helping modal shift
 - Occupancy rate: 85%
- Enlarging the scope of our activities with Veloway city bikes



Challenges

- ● New implementation of sophisticated customer care services
 - New ticketing technologies (“B-Pass” and NFC)
 - Call centers in synergy with Veolia Water
- Strong environmental solutions
 - Participation & support of Nice “Carbon Footprint” assessment
 - New green fuels and energies with Veolia Transport expertise

