

Press release

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ORLYVAL enhances passenger information by turning shuttle windows into display screens, a world first in LCD technology

Île-de-France Mobilités (Public Transport Authority of the Paris Region) and RATP are committed to delivering high-quality information to their passengers and are developing new innovations to complement existing systems.

This new technology implemented by ORLYVAL Service, a subsidiary of RATP Dev and RATP, improves the customer experience by providing passengers with real-time traffic information throughout their journey. A further step towards MaaS (Mobility As A Service).

This innovation, which was in development for two years, demonstrates the capacity of the Group and ORLYVAL Service to come up with new ways of enhancing the passenger experience.

As of today, a shuttle fitted out with four of these smart windows now displays real-time information to the passengers on board, in addition to the information displayed at the platforms and on the website. The remaining seven trains on the line will be equipped with smart screens by the end of the

The information displayed on the train is adapted and specific to its direction of travel:

- on the way to Orly airport, passengers can see information relating to their journey (flights from Paris-Orly, the weather conditions in destination cities, and so on)
- from the airport to the Antony station, the screens display the projected time of arrival of the next RER B trains to Paris and the suburbs

The customer experience is further enhanced with additional information, such as non-stop international news from France 24, a partner in the project. The device can also be used to inform the passengers of traffic conditions in real time (possible interconnections, announcements of maintenance interruptions on the network, etc.).

This technological advance, pioneered by ORLYVAL Service, is the result of close collaboration between ORLYVAL Service, RATP, France 24, Screenex by OSG, RATP Smart Systems, Yello Window, 4G TECHNOLOGY, WESTERMO, TCM, and ATIXNET.

In addition, starting this year, Île-de-France Mobilités will launch several experimental innovations centred on “smart” screens; ultra-slim display screens that can be fitted to the windows of buses, trams, trains, or metro trains to enhance the on-board information for passengers. As part of that initiative, Île-de-France Mobilités will install smart screens in some fifteen buses representative of its network’s lines and equipment (mounted on partition windows or windows at the side of the bus), and further experiments are in the works for trams and metro trains over the course of the year.

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