



## Press Release

### RATP Dev unveils worldwide insights on enhancing passenger experience

[Paris, 7 June 2023] RATP Dev has today announced the results of a major international survey, showing that passengers want more accessible, faster and less crowded public transport.

The survey was carried out as part of RATP Dev's commitment to meeting passenger expectations, adapting services to meet the needs of each region while prioritising safety, convenience, accessibility and sustainability. The survey findings reaffirm the vital role of public transport in addressing climate change, improving quality of life, and connecting communities.

Francine Velthuis, Marketing and Innovation Director of RATP Dev said: *"We are thrilled to share the insights from our Global Public Transport Passenger Survey. These findings will guide us in delivering leading passenger experiences and continuously improving their comfort and ease of access to world-class public transport."*

#### RATP Dev Improving the Customer Experience Worldwide

The study supports RATP Dev's day-to-day initiatives such as the Welcome programme, a 100% passenger-centric method adaptable to each type of network that aims to understand our customers better and improve passenger experience. RATP Dev runs and maintains tens of thousands of kilometers of subway, bus, tram, and urban or intercity rail lines around the globe. To do so effectively, the teams constantly innovate and work alongside organizing authorities for smarter, more sustainable cities and the development of public transport by optimizing the networks based on the desires and well-being of passengers – aiming to facilitate easy access to world-class transport for the general public.

#### The Role of Public Transport in the City

The comprehensive survey, conducted in partnership with Kantar, involving 7,930 interviews across 11 countries, revealed that populations worldwide recognise the crucial role of public transport across markets, even in areas where car ownership is predominant. Passengers value public transport not only for its competitive cost and speed but also for its social, quality of life, and ecological benefits, with studies proving that it contributes to better city living.

Remarkably, populations consider public transport to be a more effective means of reducing the ecological impact of transportation – with 45% of respondents in agreement, compared to only 36% supporting electric cars. Moreover, in London, 66% of respondents said that public transport opens up the city, and in Hong Kong, 74% of respondents said that it allows people to get around quickly.

#### Passenger Preferences and Expectations

The survey also revealed that regular and occasional users have distinct priorities regarding transport services, however, comfort and convenience remain at the top of list for both. While regular passengers told us of their desire to have easy and reliable access to the internet on their journeys – seeking to

make the most of their time in transit – occasional users prioritise a pay-as-you-go pass, seeking a convenient and economical solution without long-term investment.

To find out more about the survey, download our [leaflet](#).

### **About RATP Dev**

Founded in 2002, RATP Dev operates and maintains urban transportation systems in 15 countries on 5 continents (France, Italy, United Kingdom, Switzerland, Belgium, Serbia, the United States of America, Morocco, Egypt, South Africa, Qatar, Saudi Arabia, Hong Kong SAR China, the Philippines and Australia). RATP Dev demonstrates every day its extensive and renowned expertise in a wide range of mobility services, ranging from rail, regional express rail, and streetcar to bus, cable car, and sightseeing activities. RATP Dev leverages in France, outside of Paris, and across international markets the technical expertise and experience of RATP Group, the leader in autonomous mobility and tramway operations and operator of the Paris network, one of the largest public transportation networks in the world. [www.ratpdev.com](http://www.ratpdev.com)

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