

Press release

A Thousand Days of Autolinee Toscane, a subsidiary of RATP Dev: A New Journey in Tuscany (Italy)

[Florence, August 6th, 2024] - After 1,000 days since Autolinee Toscane (AT), a subsidiary of RATP Dev, took over the public transport network in Tuscany, the achievements are significant: 426 new buses, 1,162 employees hired, over 1,000 new electronic signs installed, improved and simplified ticket and subscription systems eliminating lines at ticket offices, 17,800 cameras installed on more than 2,700 buses, real-time updates via the official app, over 400,000 registrations on the portal, and more than 1 million app downloads. Additionally, milestones include progress in fleet and depot electrification, the introduction of a corporate welfare system, 300 agreements and collaborations with local entities and associations across Tuscany. These successes were highlighted on July 30th during a presentation attended by Tuscany's Governor, Eugenio Giani, Regional Transport Assessor, Stefano Baccelli, RATP Dev Italia CEO, Federico Tonetti, and Autolinee Toscane President, Gianni Bechelli, along with the entire AT board guided by Autolinee Toscane CEO Jean-Luc Laugaa.



"In the face of many difficulties," says Autolinee Toscane President Gianni Bechelli, "we are one of the companies that has recovered the most passengers (compared to the pre-Covid period) in Italy, while the best performances across Europe range between 75% and 85%, and up to 90% in Italy. This reflects the tremendous work done over the past two and a half years. A thousand days of unwavering commitment across all sectors of our company: investments in new buses, advancing technologies, fostering innovation, and providing internal training to address the driver shortage. This ongoing process will continue to offer the people of Tuscany, as well as the many



*Italian and foreign visitors to this region, a service that is increasingly reliable, safe, and comfortable. It is clear," concludes **Bechelli**, "that our goal is not only to return to pre-Covid levels but to encourage even more people to use public transport, making our cities and regions more livable, and aligning with our mission as a driver of ecological transition."*

Federico Tonetti further adds: *"Three key concepts guide the way forward: turning point, unity, and widespread Tuscany. We are at a pivotal moment, on the verge of the largest investment effort in the entire concession with 700 new buses set to arrive by 2025, representing a third of the total contract. This investment is crucial for supporting the ecological transition. Regarding unity, AT's new vision for the next eight years must align with the Region's vision, as well as those of local authorities, unions, and other Tuscan sector operators. We all share the same goal: to provide the best possible service for our passengers. The third point is widespread Tuscany. In a region unique in the European public transport landscape for its size and diversity, more than 5,000 collaborators at AT work daily to connect municipalities and people. Thus, I feel that we are proudly representing Tuscany."*

Transforming Tuscany: RATP Dev's Strategic Overhaul of Public Transport

A total of 426 new buses have been introduced to modernize the fleet and address regional needs, with over 200 funded publicly and the remainder self-financed by Autolinee Toscane, amounting to an investment of 340 million euros. By the end of 2024, an additional 246 buses will be added, followed by another 700 starting in 2025. The goal is to reach a total of 2,100 buses over 11 years, reducing the fleet's average age from 14.7 years to 6 years by 2025-2026. Rigorous vehicle control audits are in place, and older vehicles will be retired by the end of 2025. Additionally, with more than 100 million euros in public funding, Tuscany will see 155 new electric buses and six charging stations by 2025-2026, with cities such as Florence and Prato spearheading this transition.

Autolinee Toscane has hired 1,079 drivers, including 495 trained through their Academy, with female staff comprising 20% of Academy hires. Collaboration with trade unions has led to over 680 meetings and 51 agreements, offering support such as extra leave for workers affected by floods and a psychological support platform. The investment of 340 million euros has streamlined regional processes, resulting in six certifications, including for service safety. Enhancements to user experience include a new digital ticketing system with SMS options, an upgraded app, and contactless payment. The implementation of AVM (Automatic Vehicle Monitoring) and security cameras has improved safety and service monitoring across Tuscany's public transport system.

Public transport in Tuscany has been significantly enhanced with better communication and accessibility. Innovations include real-time bus arrival updates, over 1,000 electronic signs, and a user-friendly app for trip planning. The AT brand has established a strong identity for local public transport, with recognizable branding and clear information at stops. A dedicated reservation system supports those with reduced mobility. Additionally, collaborations with over 300 entities, including cultural and tourism organizations, have promoted public transport among residents and tourists, exemplified by the "Destination Tuscany" project.

The final significant improvement will focus on enhancing intermodality, particularly with trains. This includes better integration with the 14 regional rail lines, creating a complementary relationship between road and rail services. From an infrastructure perspective, there will be a



greater emphasis on improving connections to railway stations, which are increasingly becoming intermodal hubs with parking for private vehicles, bicycles, and interconnection with buses and the tram system.

The strategic role of RATP Dev has been pivotal in driving these advancements. Leveraging their expertise in public transport management and commitment to innovation and quality, RATP Dev has made significant contributions to improving service efficiency, safety, and customer satisfaction in Tuscany's public transport system. Their leadership has been crucial in achieving the ambitious goals for fleet renewal, digital transformation, and regional integration.

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About RATP Dev

RATP Dev is an RATP Group subsidiary and the third-largest urban transport operator worldwide. Every day across the globe, we oversee the design, operation, and maintenance of networks ranging from automated metros, buses, trams, and other modes of public transit.

Backed by over 120 years of experience operating the ultra-dense Paris network and a diverse portfolio of expertise in various regions and cultures, we offer our clients and their passengers custom-fit mobility solutions that cater to the specific challenges of individual cities.

Our 23,000 employees, spread out across 15 countries in over 100 subsidiaries, are passionate, driven, bold, and transparent in their commitment to transporting passengers every day, connecting communities, promoting smart and helpful innovation, and contributing responsibly to social and economic development.

As public transport is the way forward for the planet, communities, regions and daily lives, we commit every day to better city living.

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