



## PRESS RELEASE

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### Étoile de Caen: RATP Dev brings its rail expertise to Normandy travelers

Thursday 29 January 2026

**Hervé Morin, President of the Normandy Region, and Hiba Farès, Chairwoman of the Executive Board of RATP Dev, today officially signed the contract entrusting the RATP Group subsidiary with the operation of the Étoile de Caen, a strategic network of ten railway lines surrounding the Caen metropolitan area.**

Starting July 11, 2027, and for a duration of 10.5 years, RATP Dev will manage nearly 20% of the regional NOMAD Train TER traffic, following a pre-operation phase beginning in January 2026 to secure the social, industrial, and commercial transition. This contract marks a decisive milestone for everyday mobility in Normandy.

*"Rail transport is a subject we have been fighting for every day for the past ten years. We started from a difficult position and have made remarkable progress in improving the entire network. Our best indicator is the satisfaction rate of Nomad Train users, which rose again to reach 93.3% in 2025. The significant improvement in travel conditions in Normandy, as well as the rise in ridership (+23% between 2019 and 2025), are the result of massive investment by the Normandy Region, which has committed over 3 billion euros to this effort. Since adopting our strategy for the gradual opening of the rail system to competition, we have done everything to ensure this profound transformation benefits the people of Normandy and we will continue to do so until the end of the process. Today, we officially sign the contract entrusting the RATP Group subsidiary with the operation of the Étoile de Caen, the first lot we chose to open to competition. This competitive process allowed the Region to secure a 50% increase in the number of trains, with substantial gains on certain routes."*

***Hervé Morin, President of the Normandy Region***

*"With the Étoile de Caen, our ambition in serving the Region and its passengers is clear: to transform the everyday rail experience by drawing on the full expertise RATP Dev has developed across major public transport networks, as well as the Group's longstanding know-how in regional rail operations. More trains, greater reliability, more staff presence on the ground – from 2027, passengers will see a real, tangible difference. I also want to stress that rail service is nothing without the women and men who operate it day in, day out. They are the public service. That is why we initiated a very open social dialogue as early as the tendering phase, laying the foundations for what will become the social pact of the subsidiary dedicated to the Caen network. Our aim is to make this project a showcase for our ability to turn regional public policy goals into technical realities."*

***Hiba Farès, RATP Dev Chairwoman***

## A major rail contract serving Normandy's mobility

RATP Dev is already deeply rooted in the Caen region through its operation of the multimodal Twisto network in Caen la Mer, which includes three tramway lines, 72 bus lines, services for passengers with reduced mobility, demand-responsive transport, bike-sharing, car-sharing, bike parks, and park-and-ride facilities. With the Étoile de Caen, RATP Dev is entrusted with a key network that supports daily life, economic attractiveness, and regional cohesion. A specialist in complex urban and suburban rail systems, RATP Dev's teams will build on decades of experience in France and internationally in managing the smooth transition of major rail networks and operating and maintaining them.

### Tangible changes for travelers starting in 2027

The contract covers ten key routes, with a progressive ramp-up during pre-operation, followed by commercial service from July 11, 2027 to December 12, 2037. RATP Dev's ambition is clearly focused on passengers: offering more frequent, clearer, and more responsive services, in close cooperation with the Normandy Region. **Transport supply will increase by around 50% between 2024 and 2028, with major improvements on essential daily routes.** Some lines will see significant increases in frequency to better serve workers, students, and occasional travelers. For example, the Caen–Cherbourg line will go from 4 to 8 trains per day, and Caen–Évreux will increase from 1 to 8.

This capacity increase is accompanied by ambitious performance goals: **punctuality above 93.4% (up from the current 91.8%), a significant reduction in canceled trains, and increased reliability to ensure connections are made and journeys go to plan.**

Etoile de Caen route	Round trips 2025	Round trips 2028	Change
Caen ↔ Évreux	1	8	+7 / +700%
Caen ↔ Cherbourg	4	7 / 10 return	+3 / +6 return / +113%
Caen ↔ Rouen	10	11	+1 / +10%
Caen ↔ Lisieux	20	34 / 33 return	+14 / +13 return / +68%
Caen ↔ Bayeux	17	20 / 23 return	+3 / +6 return / +26%
Caen ↔ Granville	6	9	+3 / +50%
Caen ↔ Rennes	2	4	+2 / +100%
Lisieux ↔ Trouville-Deauville	6 / 8 return	9 / 8 return	+3 / +21%
Caen ↔ Coutances	12	12	=
Caen ↔ Saint-Lô	13	13	=
Trouville-Deauville ↔ Dives-Cabourg			Seasonal service

*(Note: These figures include only the trains covered by the Étoile de Caen contract and exclude Paris–Cherbourg and Paris–Trouville-Deauville services.)*

**Travelers will also benefit from improvements in customer information and support.** A digital assistance platform, available 24/7 even without a staffed counter, will provide real-time information and guidance. More onboard staff will be assigned to passenger service, and certain long-distance routes will offer catering services to enhance comfort. Together, these improvements will deliver a smoother, more human, and more reliable experience tailored to the needs of Normandy travelers.

### A secure transition with strong social and environmental commitments

The project is based on a **structured, socially responsible transition**. The 18-month pre-operation phase involves significant industrial and human resources, leveraging RATP Dev's proven

methodology from decades of network takeovers in France and internationally. Since the tender process began, continuous social dialogue has been maintained with all stakeholders to ensure workforce stability and guarantee uninterrupted service in 2027. Implemented ahead of successful takeovers of major networks such as the Lyon metro and tramway and the Caen urban public service delegation, this tried and tested approach is a RATP Dev hallmark.

RATP Dev will strengthen its local presence in Caen through the opening of new offices, a fresh recruitment wave and strategic partnerships with economic, industrial, academic and employment stakeholders. Its social programme – built around salary enhancements and clear career pathways – is designed to retain talent in pursuit of service quality for passengers. The company is making long-term investments to improve operational reliability, including new premises and the modernisation of the Caen maintenance site by 2029. This trajectory reflects a responsible model that combines strong environmental commitments, international certifications and cost optimisation, all contributing to a more reliable and accessible transport offer.

### **Recognized rail expertise serving the Étoile de Caen**

The Étoile de Caen rail hub will benefit from the experience RATP Dev has gained on some of the most emblematic rail networks in France and internationally. In the Île-de-France region around Paris, RATP has operated key segments of the RER A and RER B – Europe's busiest train lines - for decades. Internationally, RATP Dev manages regional networks in Italy and major rail lines in Egypt and South Africa.

#### **About RATP Dev**

RATP Dev is a global operator of urban and intercity transport systems, active in 16 countries across five continents. As a subsidiary of the RATP Group, we draw on 125 years of expertise developed in Paris's ultra-dense and continuously modernised network. Our 25,000 employees deliver excellence across more than 120 operations worldwide including commuter rail, trams, buses and metros where we lead the field in designing, operating and maintaining high-capacity automatic and semi-automatic metro lines. Every day, our teams apply their expertise and innovations to enhance passenger experience, deliver seamless network takeovers, manage complex system upgrades with minimal disruption, drive operational excellence and support major cultural and sporting events. Our work is guided by our conviction that safe, efficient, accessible and sustainable public transport networks are a cornerstone of thriving and inclusive communities around the world. That's why we deliver the best in mobility—every day, everywhere for everyone.

**RATP Dev. The Right Move**

#### **Press contacts**

##### **RATP Dev:**

Giles Spence – 06 68 87 25 64 – [giles.spence@ratpdev.com](mailto:giles.spence@ratpdev.com)

##### **Région Normandie :**

Charlotte Chanteloup – 06 42 08 11 68 – [charlotte.chanteloup@normandie.fr](mailto:charlotte.chanteloup@normandie.fr)