

PRESS RELEASE

RATP Dev joins with technology company MOIA to operate an on-demand bus service in London

- The 12-month pilot service aims to reduce the 40 per cent of residents that travel to work in the borough by car.
- New mobility service trialled to encourage people to use public transport for the whole journey
- Customers travelling on the new buses will be able to book a seat in real time using the app or over the phone

23 July 2019, London – Plans to trial an innovative on-demand bus service in Ealing have been announced with leading public transport company RATP Dev, a subsidiary of RATP Group, and MOIA, the mobility service provider of the Volkswagen Group set to run the operation.

Transport for London (TfL) has today begun a four-week consultation on the plans with Ealing chosen due to the relatively high levels of private vehicles in the borough. Figures show that 40 per cent of those who live in the area use cars – be they private or for hire - to get to a place of employment in Ealing . By providing a convenient, sustainable alternative that is tailored to the needs of individual passengers, RATP Dev and MOIA would hope to increase public transport usage.

The proposed on-demand service will operate between Hanger Lane in the east to Southall in the west. RATP Dev has previous expertise in operating on-demand services, following a previous Slide pilot in Bristol and their existing service in the Greater Paris Area.

Michael Hurwitz, TfL's Director of Transport Innovation, said: "We are always looking at new ways to help us meet the Mayor's Transport Strategy goal to have, by 2041, 80 per cent of trips to be walking, cycling and by public transport. These trials will help us to understand if a more flexible, on-demand offering will tempt people out of their cars. Having trials in two different locations in outer London with a variety of travel patterns will give us a good understanding of whether it is possible to complement the existing bus network in areas that have been traditionally difficult to serve with conventional public transport."

Heidi Alexander, Deputy Mayor for Transport, said: "On-demand buses could encourage more people to swap their cars for more sustainable ways of getting around, especially in areas of outer London. I encourage anyone who lives or works in Ealing to have their say during the consultation."

Coralie Triadou, RATP Dev's Microtransit Director, said: "As we move into a digital age, on-demand bus services are changing the way we think about travel. Technology is enabling buses to be more personalised and convenient, while also remaining affordable. RATP Dev is applying the latest innovations to make London easier, cleaner and simpler to get around.

"We think demand-responsive transport services have a huge role to play in the future of transport. As well as adding convenience, on-demand buses can complement public transport and benefit the environment, helping move more people from A to B while reducing the number of vehicles on the road. We are proud to be working with TfL, MOIA, and Ealing Council on such an exciting project."

Sascha Meyer, Chief Product Officer at MOIA, said: "London is an important project for us in many ways. With this project MOIA is commencing its first international operation. As in Germany, working closely with local transport authorities like TfL is very important to us. We are launching an on-demand bus service for the first time with a public transport operator. In RATP Dev we have an industry heavyweight at our side and see this partnership as a way of gaining insights for future collaborations".

Customers travelling on the new buses will be able to book a seat in real time using the app or over the phone. Unlike conventional bus routes, which are fixed, routes would be 'live', created based on other passengers requesting a similar journey. The buses will be on the road between 06:00 and 01:00, seven days a week.

Those boarding this innovative form of transport will benefit from real-time journey updates from an in-vehicle display with an expected wait time of around 10 minutes at peak times. The vehicles will be fully accessible and green, as they will meet the Mayor's tough environmental standards used for the Ultra-Low Emission Zone.

Fares will start at a flat £3.50, reflecting the unique nature of the service. The Freedom Pass will be accepted, ensuring that this trial is also socially inclusive. RATP Dev expect to employ 31 new members of staff (drivers, shift managers, marketing manager) to operate the service.

All drivers on the service will be established bus drivers who have completed enhanced customer training. Drivers will continue to receive the same terms and benefits as when driving a traditional London bus, including the London Bus Driver Minimum Wage and the guarantee of a pay grade equivalent to their level of service and experience if they change operator.

Notes to editors

- The service will run using up to 10 new TGE MAN L4H3 Euro VI mini-buses.
 - The operators for the trials in both Sutton and Ealing were chosen after a competitive procurement process
 - The consultation, which runs from 19 Jul 2019 to 18 Aug 2019 , can be found here: <https://consultations.tfl.gov.uk/buses/demand-responsive-buses/>
 - The service will not be available to unaccompanied children under the age of 13
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- This is a limited 12-month research trial, so the service will not be integrated with the Oyster card payment system

About RATP Dev

Founded in 2002, RATP Dev operates and maintains urban transportation systems in 12 countries on four continents (United Kingdom, France, Italy, Switzerland, Algeria, Morocco, South Africa, Saudi Arabia, Qatar, China, the Philippines, and the United States of America). With more than 1.5 billion passengers travelling on its networks every year, RATP Dev demonstrates every day its extensive and renowned expertise in a wide range of mobility services, ranging from rail, regional express rail, tramway, 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 driverless and tramway operations and operator of the Paris network, one of the largest public transportation networks in the world.

About RATP Group

With sixteen million journeys every day across the planet, RATP Group is one of the leading urban transport operators in the world. The Group operates in twelve countries on four continents through its RATP Dev subsidiary and each day runs eight modes of transport: metros, urban and inter-city bus services, tramways, rail, sightseeing, cable cars, maritime shuttle services and transport on demand. The Group is also present across the entire spectrum of new mobility services in partnership with four other modes (electric scooters, car-sharing, car-pooling and driverless shuttle services). As a widely-hailed expert in infrastructure management and engineering, the Group also fields a broad range of urban services through its subsidiaries in real estate management and engineering, operating retail facilities, fibre-optic technologies, customized passenger information and innovative ticketing solutions. RATP has been running one of the densest multimodal networks in the world for over seventy years in Paris and around the French capital. Thanks to its 63,000 staff members RATP Group designs, implements and runs mobility solutions and innovative services each day for sustainable and more human towns and cities.

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