



Panel Session:

What Will Come to be the New Normal in Transport Tech?

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Our Group in a nutshell



€5.8bn+

in revenues
generated in 2021

3rd

global public
transport operator

16 million

daily journeys worldwide

A unique experience of multimodality



22

metro lines
(including 14 in Paris)



28

tramway lines
(including 8 in Paris)



5

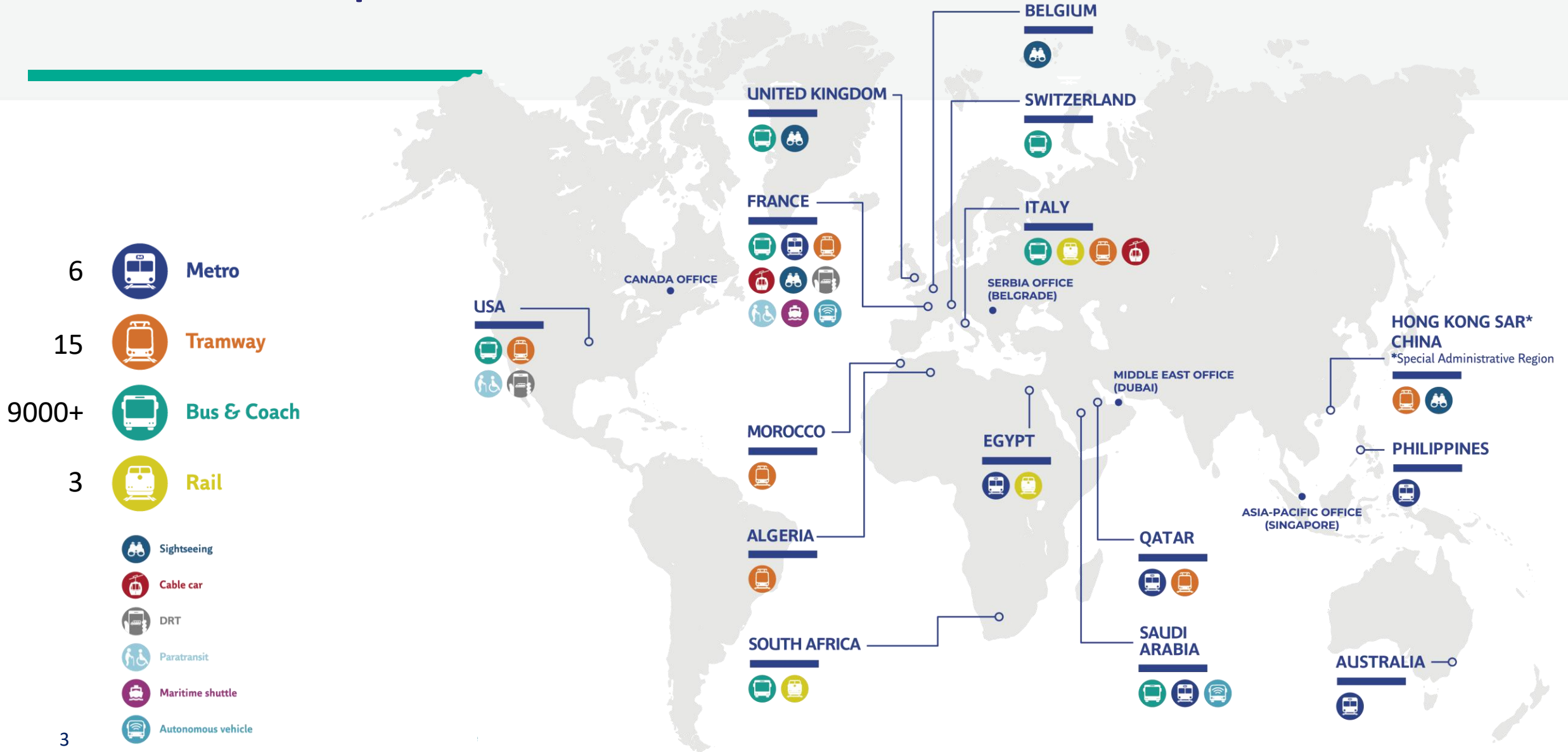
RER lines
(including 2 in Paris)



13,700+

buses (including
4,700 in Paris)

Our international presence



Mega-trends ongoing

Climate urgency

Work life balance &
ageing population

Great Resignation

Urbanisation

*70% of world population
tomorrow*

Frugality

*Public budgets burdened by
pandemic*

Digitization

*>100 million data produced daily
in RATP Dev*

Everything as a
Service

New generations behaviour

What to expect?

Climate urgency
Urbanisation

- **Cities and urban transport** back at the forefront
- **More capacitive rail** everywhere (GPE, Elizabeth line, etc.)
- **More accessibility** (stations, trains and **service**)

Frugality

- **More flexibility** to adjust capacity to demand (GoA4)
- Better cost control (predictive maintenance, workforce dispatch)
- Lifecycle approach (assets life extension)

Everything as a Service

- Challenged as an industry by **best CX standards**
- **More customer service**, especially in stations
- **More digital** to inform and interact with passengers

Work life balance &
ageing population

- Challenged as an industry by **new mobility players** (PHV, delivery...)
- Better working conditions / more flexibility
- Enhancement of our workers (exoskeleton, inspection robots)

Digitization

What's next?

1. **We are the solution (more rail, more intermodality)**
2. **Deliver more with less (digitization enabled)**
3. **Raise our standards with a human touch**
4. **Better jobs awaiting (more complex systems and rethink of our front-line needs)**

Sense of purpose

WOMEN IN RAIL MALAYSIA

CONFERENCE

2023

Thank you

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