

Legacy of the Olympic and Paralympic Games Paris 2024

RATP
GROUP

BUS

Hôtel de Ville

69

Champs-Élysées

PARIS 2024



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RATP Group helped host the world's foremost sporting event in summer 2024 on behalf of Île-de-France Mobilités, official partner of the Olympic and Paralympic Games Paris 2024.

Learn more about RATP's preparations for—and takeaways from—the Games and how these will shape an improved public service for passengers.

At the heart of a global city that welcomes 50 million tourists every year, RATP transported spectators and athletes in perfect safety and comfort, and with model efficiency. Île-de-France Mobilités launched and coordinated the major efforts that made this feat possible: expanded transport services and unrivalled investments in infrastructure, equipment, and work tools; internal organisational changes; enhanced preventive and corrective maintenance; technological and managerial innovations; and new and increasingly cross-functional ways of working for stronger internal and external cooperation. Our staff also showed up in record numbers, and their commitment strengthened Group cohesion and pride of belonging to the company. A collective effort to remember and sustain as we take on future challenges.

The present document provides an overview of **RATP Group's** contributions to the robust and tangible legacy of the Games, highlighting its expertise and adaptability for partners and local authorities, and helping it prepare to meet the deadlines of the coming years.

RATP Group's influence and attractiveness

Paris 2024 Games : contributions and legacy



The Games strengthened **the collective pride of belonging to RATP**, increasing the company's attractiveness with positive results for hiring and presenteeism.



RATP Group's **exceptional expertise** was put on display during the Games, and can be capitalised on for future tenders in France and abroad.



Driving flagship upgrading projects financed by Île-de-France Mobilités



Contributions of the Paris 2024 Games



Line extension from Orly Airport to Saint-Denis – Pleyel metro station, new automated driving system, commissioning of more modern MP14 rolling stock to replace the older MP89.



Line extension to Rosny – Bois-Perrier metro station; station upgrades; commissioning of more modern MP14 rolling stock, financed by Île-de-France Mobilités, in place of the older MP59 with the creation of a maintenance facility; implementation of Octys; and implementation of a new central command post.

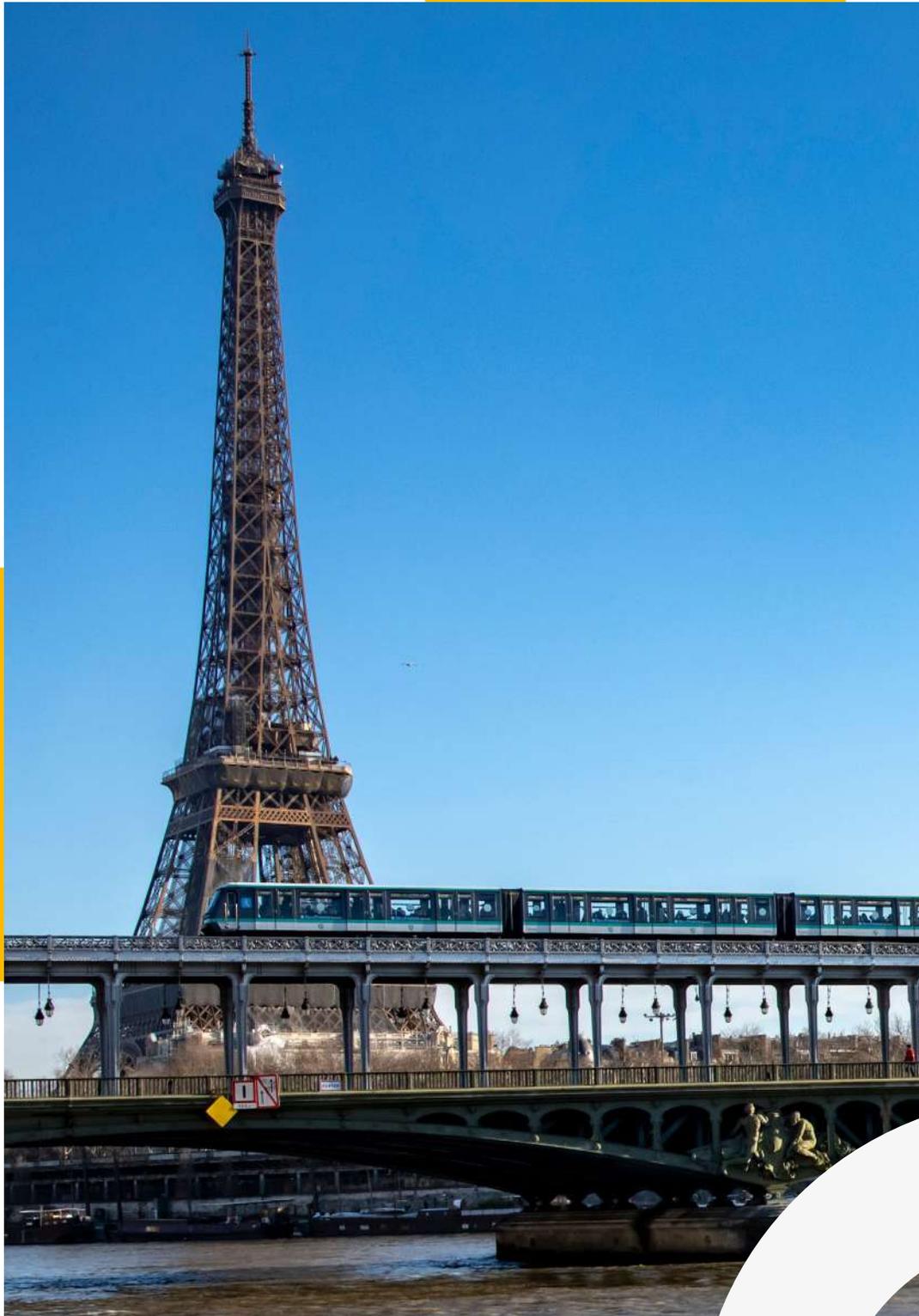


Tram route extension to Porte Dauphine.

STATIONS

Renovations of the Porte Maillot (metro line 1) and Porte de la Chapelle (metro line 12) stations.





28 km

Now totalling 28 kilometres, metro line 14 doubled in length to become the longest in the Paris area metro network

Legacy

Maintaining an “Olympic Games” excellence mindset will allow us to manage our many upcoming major transformative projects, including new rolling stock, new operations systems, new maintenance facilities, renovations of RER and metro stations, and so forth. Acting as a Group will help us meet deadlines and respect budgets for our passengers and funders.

The engineering community continues to apply this strategy and mentality to the **2025 arrival of the new MF19 trains on metro line 10.**



Managing major events and crisis situations



Contributions of the Paris 2024 Games

- › Renovation of the Porte d'Auteuil (metro line 10) station for **continuous operations by facilitating the circulation** of rolling stock
- › Upgrade of the control centre's video-conference systems for **more precise information and quicker incident response when dealing with serious situations** that could develop into crises
- › Implementation of a system to track entrance and exit flows at major Olympic hubs in northern Paris, to **anticipate how to handle pedestrian traffic exiting major infrastructure** depending on entrance volume



- › Creation of a central dispatch centre to **concentrate, in a single area, monitoring of foot traffic in stations and decision-making for real time dispatching of station staff to facilitate crowd control**
- › **Better organisation of passenger queues** in train and metro stations with barriers, signage, and passenger information on wait times
- › Implementation of **more efficient processes to manage passenger flows**, including the Stop and Go system at station entrances, and separate station entrances and exits
- › Training of approximately **1,800 working Helpers** (RATP staff, mainly support staff, who agreed to lend their time to assist colleagues directing passengers across the network)





Legacy

- › **Overall improvement of the crisis management system** (rapid response team, institutional unit, and counsel to the crisis director) and **incorporation of the crisis management training plan by all RATP subsidiaries** operating in the Île-de-France, across France, and abroad
- › Future expansion of the **flow tracking** system to the western Paris area
- › Permanent establishment of the **central dispatch centre** for major events and crisis situations
- › **Permanent use of the Auteuil loop (metro line 10)**
- › **An unfailingly warm reception** in stations during major events and conferences
- › Creation of standards for managing maintenance operations with the goal of **shoring up infrastructure strength and stability during events** (principles for prior adjustments to operations, identification of prohibited activities during events)
- › Negotiation of **service extensions** (after 1 a.m.) during one-off events.



Streamlining operations and maintenance on our network, equipment, and infrastructure



Legacy

- > **Enhanced transferability and decompartmentalisation of the Group's internal organisation**, notably by merging business lines and reducing hierarchy
- > **Improvement of tram operations procedures** to ensure service continuity in the event of signal or power failures, and avoid indefinite emergency stoppages, plus enhanced resilience of lines during power losses affecting critical infrastructure, notably maintenance facilities and depots
- > Request to the French government to **extend Priority General Interest Vehicle status to emergency maintenance vehicles** for swifter incident resolution
- > Testing of the deployment of a multidisciplinary maintenance team beginning work at 5 a.m. to ensure hand-off from night shifts and **increased presence during morning rush hour**
- > Dispatching and prioritisation of needs to **optimise the use of maintenance teams and improve incident response times**
- > After consultations, permanent **adjustment of the end-of-service schedule** on certain lines and at certain sites

Contributions of the Paris 2024 Games



- > Through our experience at the Aulnay depot, we are perfecting our technical ability to **manage multi-operator bus depots** with a view to opening up the Paris and inner-suburb bus network to competition
- > **Improved working conditions for our maintenance teams**, thanks to cargo bikes and smart glasses
- > Implementation of **increased cooperation between transport operators and maintenance providers** on all routes
- > Upgrade of an internal application to track incident occurrence and management in real time
- > Finalisation of the creation of station command posts on all lines (Symphonie SAE project)



Assisting passengers



Contributions of the Paris 2024 Games

- › Implementation of the **Trad.IV.IA app** for instantaneous transcription in 17 languages on 7,300 station staff tablets
- › Deployment of over **500 PANAM and SYSPAD information screens in metro stations and major RER B stations** following successful deployment across RER line A
- › **Improved train and metro station cleanliness** through the implementation of 88 new odour control systems, redoubled efforts to remove graffiti, and increased cleaning operations in stations
- › Deployment of a **tool to monitor initial signs of passenger distress on social media** to more quickly and effectively help passengers when incidents occur
- › Deployment of roving sales systems, with RATP station staff using **portable terminals to sell tickets**, reducing lines in stations and establishing pop-up points of sale



5,000

RATP staff in purple vests worked every day to welcome passengers



Legacy

- › **Dispatching additional regulation staff members to platforms**, and more generally, increasing staff presence in RER and metro stations to provide optimal customer service and fight fare evasion
- › **Finalisation of the PANAM and SYSPAD screen deployment**
- › **Increase in cleaning operations throughout the day** and improvement and roll-out of odour control systems

Improving network accessibility



Contributions of the Paris 2024 Games

Significant network accessibility improvements that demonstrate how RATP excels in realising Île-de-France Mobilités's vision for expanded transport inclusiveness in the Paris area metro :

- › Station names announced over the loudspeaker in the central carriages of metro line 10's 31 trains as well as on metro line 3bis and 7bis trains, since early February 2025
- › Deployment of a complementary smartphone app that announces station names for metro lines 3b, 7b, 7, 8, 10, and 12
- › Replacement of metro intercoms

underway with the addition of hearing loops for the hearing-impaired

- › Deployment of 100 ticket vending machines with voice activation in key Paris 2024 Games stations as well as 241 unstackers
- › Signature of a charter in June 2024 between CFPSAA (a French group advocating for the visually impaired), Île-de-France Mobilités and RATP to establish a multi-year programme to actively support visually impaired passengers
- › Deployment of 147 new tactile paving strips in metro and train stations
- › Deployment of 500 Braille handrail coverings to help the visually-impaired orient themselves in 37 stations on metro lines 9 and 10
- › Deployment of large-print signs in 6 stations
- › Development of the MyMovEvo app to request a stop via smartphone on 11 bus routes
- › Digital accessibility compliance of the RATP website and the Bonjour RATP application

100

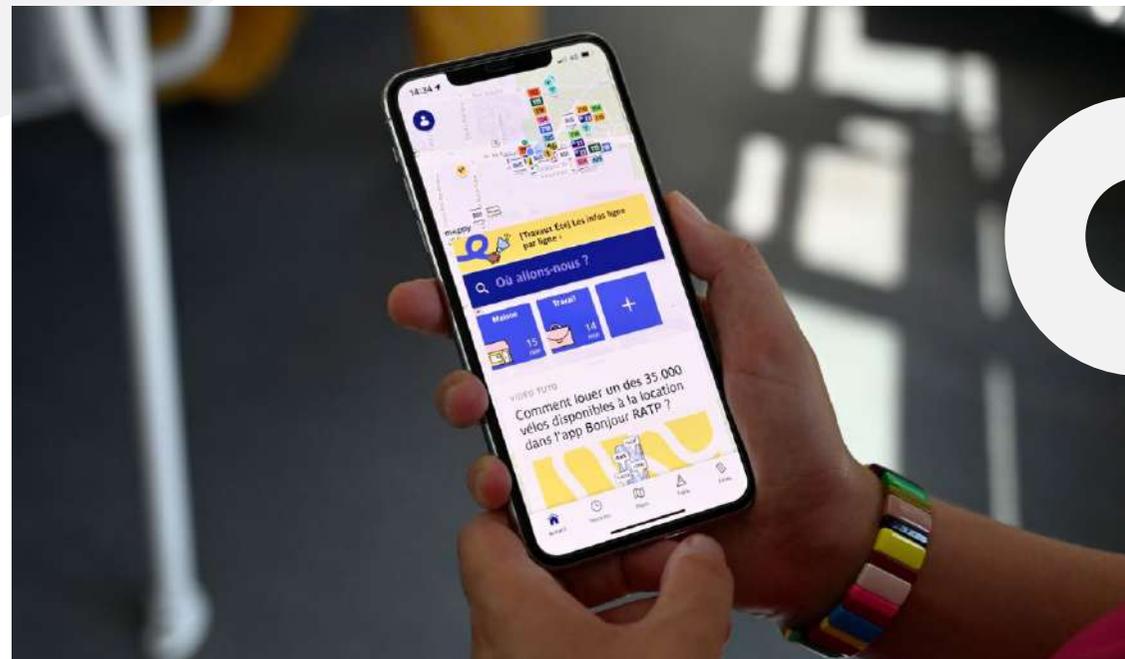
new ticket vending machines with a voice-activated interface installed in stations

147

new tactile paving strips in metro and RER stations

500

Braille handrail coverings deployed in 37 stations



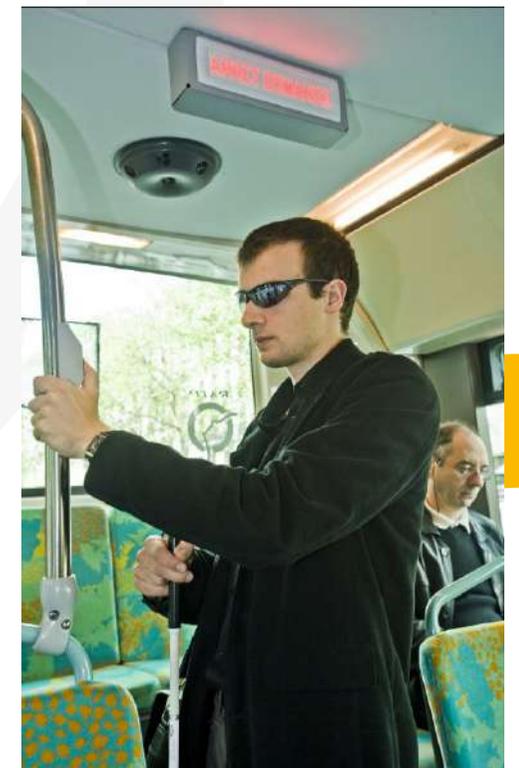
Network improvement works for wheelchair users:

- > Renovation of bus stops so that **97% of Paris bus routes (59 out of 61) are accessible to wheelchair users**
- > 30 metro stations now accessible to wheelchair users, up from 9



Legacy

- > Continuation of accessibility works on bus stops outside of Paris with the relevant local authorities
- > Kickoff of the **Métro pour Tous (Metro for All)** works by Île-de-France Mobilités, with RATP managing the project: study of metro line 6 accessibility prioritised



Ensuring passenger and staff safety



Contributions of the Paris 2024 Games

> **Video surveillance images saved for a longer period of 7 rather than 3 days**, trialled during the Games on nearly 10% of the static cameras after optimising server storage capacity

> **Incident response capacity to unattended items** expanded thanks to Île-de-France Mobilités, reducing the length of service interruptions:

- Number of canine unit locations increased from 5 to 8 during the Games, and to 10 after the Games
- Number of canine officers doubled
- Deployment of 9 priority general interest vehicles transporting canine units

> **Fire safety systems upgraded** at Franklin D. Roosevelt metro station and at Nanterre-Préfecture RER station

> **RATP Group cybersecurity upgraded**, both on a technical level and with regard to staff education and training

10

canine unit
locations after
the Games

x2

canine unit
officers



Legacy

- > Support codifying the **permanent use of body-worn cameras by inspectors**, and their expansion to other professions (such as bus drivers)
- > Support **codifying permanent testing of the use of priority general interest vehicles** to transport canine units
- > Support on the legal possibility for RATP to **file complaints on behalf of staff** in the event that individuals do not wish to do so themselves for fear of reprisal
- > Support on the **legal extension of the “Olympic Games” trialling of AI** in video surveillance
- > **Closer coordination, expansion of working groups to more effectively work with the national police**, broader mine-clearing operations in rail settings, and signing of agreements with municipal police forces



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