



## Nice – FRANCE

### Pioneer in ticketing

#### Contract facts

**TRANSIT AUTHORITY (TA):**  
CANCA (Greater Nice Côte d'Azur Community)

**OPERATOR:**  
ST2N, subsidiary of Veolia Transport

**RENEWAL OF CONTRACT:**  
July 2004

**CONTRACT DURATION:**  
7 years

#### Key figures

**PASSENGERS TRANSPORTED:**  
34,650,500 passengers/year

**NETWORK:**  
7.6 million km/year  
117 lines

**VEHICLE FLEET:**  
20 light rail systems,  
369 buses

**STAFF:**  
1,032 employees

#### → Challenge

In 1999, ST2N (in partnership with the TA), was the first network in the world to introduce the smartcard ticketing system on its buses, using technology from Calypso (“contactless” microprocessor card). The Regional Interoperability Charter, signed in 2007, aims to harmonize the various ticketing systems and to develop a multimodal fare structure within the Alpes-Maritimes region. This project needs further development of the “contactless” ticketing systems currently used by ST2N.

#### → Objectives

- Bring the “contactless” ticketing system up to the **Ligne d'Azur network**, which was created in 2004, linking 24 cities and towns.
- Develop the fare structure and assure greater **reliability** in the monitoring of revenue, thanks to the new ticketing system tools.
- Be associated with the **integrated project** launched by the Alpes-Maritimes region, in preparation for the 2009 launch of an integrated ticketing system.

#### → Veolia Transport's solutions

As a major player in the field of ticketing systems since 1999, Veolia Transport, in partnership with CANCA, responds to both needs of the passenger transit market and the ticketing, which are undergoing a complete transformation.

##### Piloting the way – recognized experience

- **Recognized technical expertise** in the management of interfaces between cards (sales, validation and control) and the back-office system.
- **Ten years of experience in the management and monitoring of ticketing operation data**, allowing the network to optimize its service according to the travelling habits of passengers.
- **Over 15% reduction in fare evasion within five years**, thanks to the implementation of the new ticketing system and systematic validation.

##### Taking the lead in innovation

- 1999: World premiere on Nice buses operating a **smartcard ticketing system** using Calypso technology (“contactless” smart card).
- **First NFC mobile phone experiment in France in 2005**: it confirmed the ability to purchase, pay, validate as well as to check the status of ones transit pass subscription or number of remaining prepaid trips. Customers are very supportive, with 90% satisfied with the proposed services.
- **Implementation of a second generation “contactless” ticketing system**, integrating access to a range of products and services in real-time in 2009. **Commercial launch of new services on NFC mobile phones.**

