

Mobility in Île-de-France during the Olympic and Paralympic Games: Passenger Information



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Missions of Île-de-France Mobilités

Île-de-France Mobilités is an **integrated organising authority**, responsible for all modes of transport in the Île-de-France area.

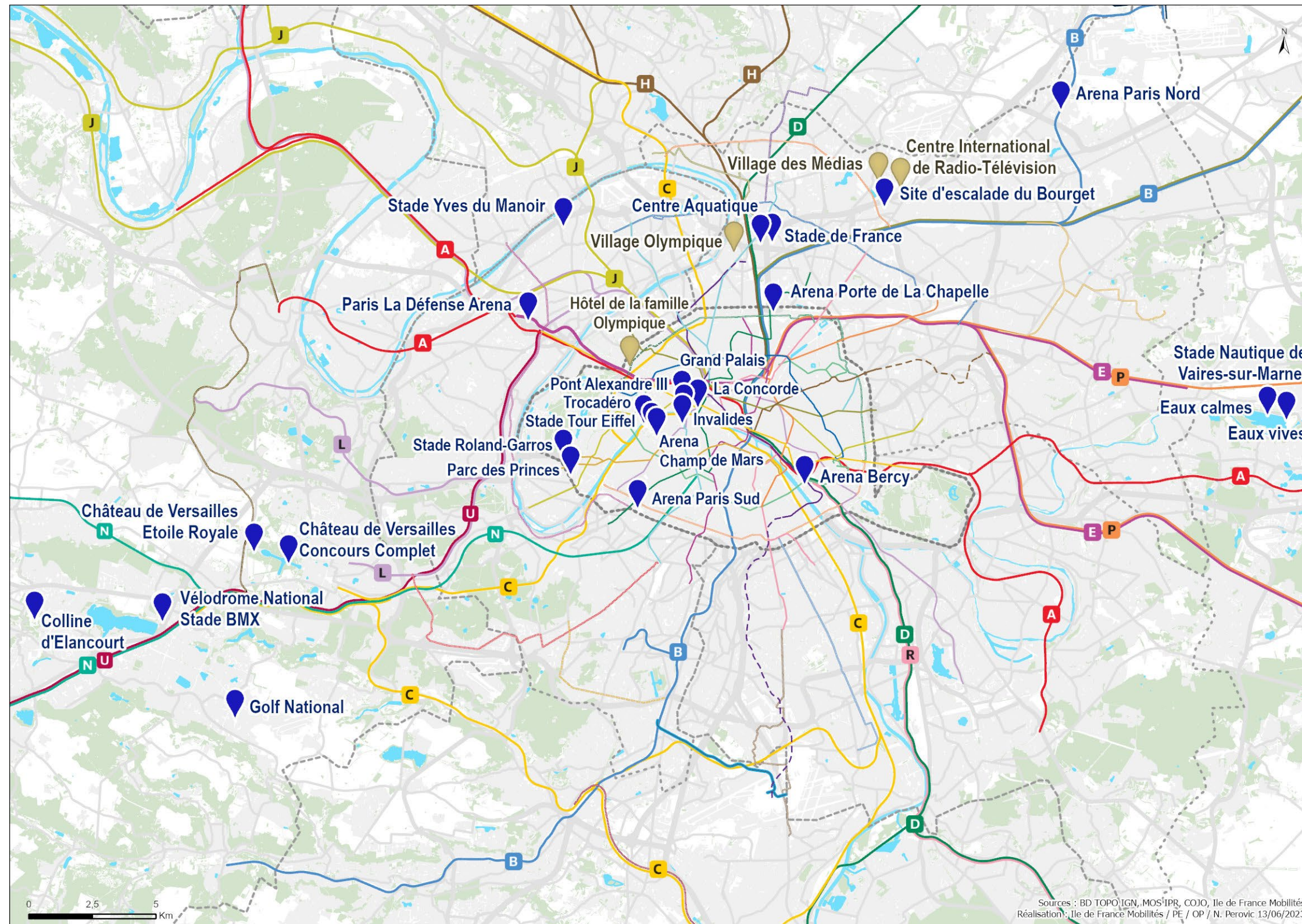
Its main missions are:

- **Definition and organisation of public transport:** services, levels of provision, service quality objectives, pricing
- **Contractualisation with the operators who run the networks and control of their activities**
- **Mobility planning**
- **Development of new forms of mobility:** carpooling, carsharing, cycling, electric scooters, driverless vehicles, etc.
- **Studies and management of investment programmes to modernise and develop the network**
- **Recommendations on organising intermodality**

➤ **All this while ensuring a sustainable financial balance.**



10 million tickets sold for venues in Ile-de-France, a popular success



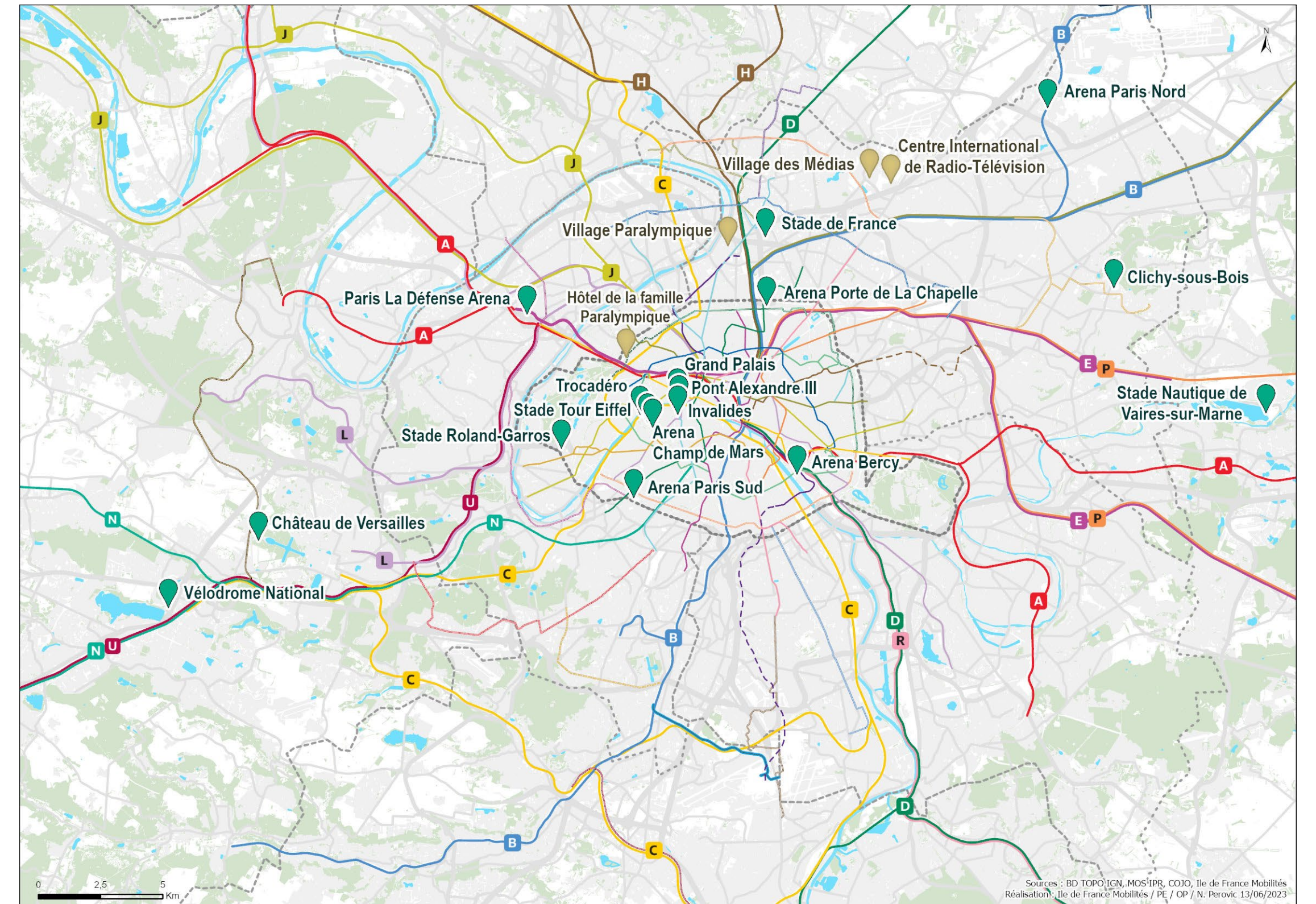
Olympics: Friday 26 July – Sunday 11 August

25 competition sites

(13 in Paris, 12 in the suburbs)

> 750 sessions

7,5 million tickets



Paralympics: Wednesday 28 August – Sunday 8 September

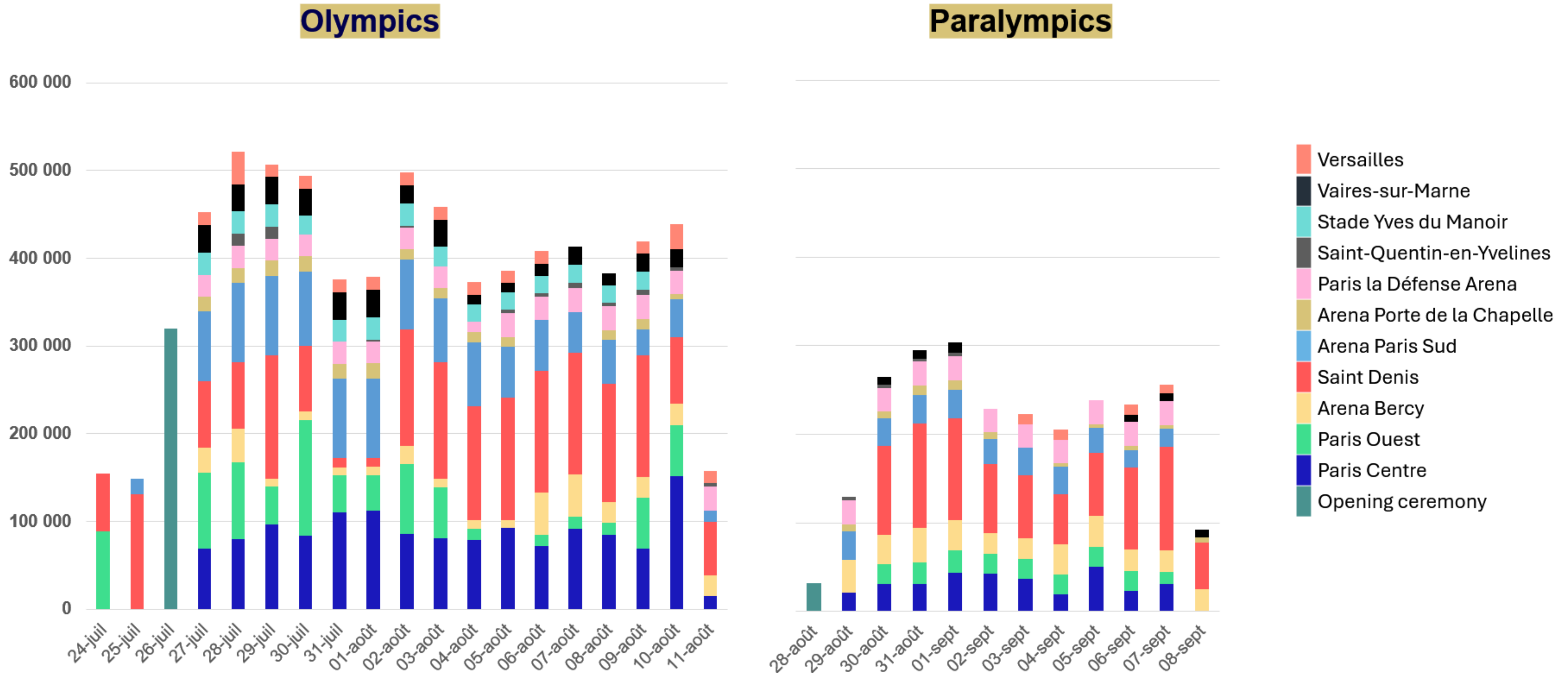
17 competition sites

(10 in Paris, 7 in the suburbs)

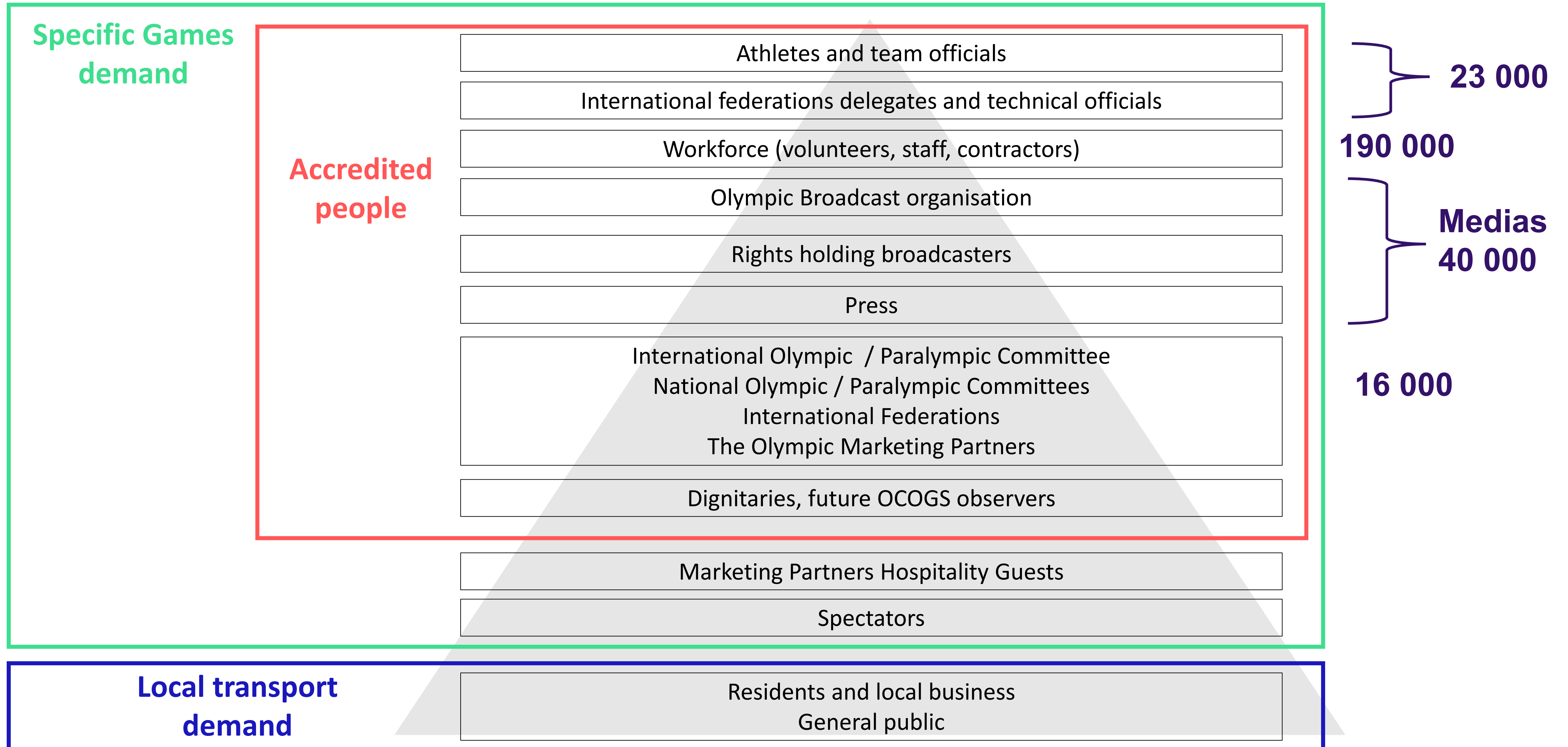
> 250 sessions

2,5 million tickets

Up to 520 000 seats available per day during the Olympics, more than 300 000 during the Paralympics (ticketed sessions)



In addition to spectators, more than 250,000 accredited people



Transport was part of the success of Paris 2024 Games !

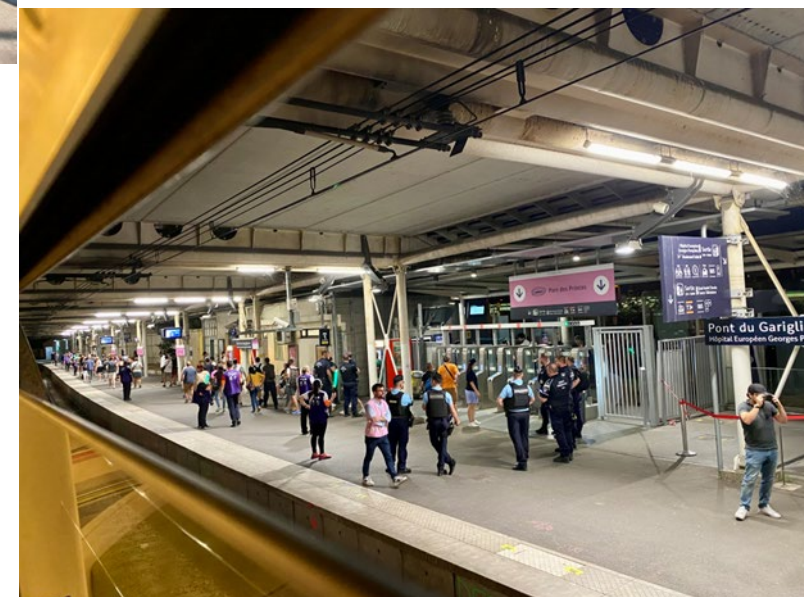
- ✓ Almost all spectators reached the sites by public transport or active modes
Over 30 % of passengers used the metro, the train and the RER during the Olympics
- ✓ All athletes were on time for their competitions

Before

Paris 2024 : les transports, l'angoisse des Franciliens qui veulent fuir la capitale pendant les Jeux olympiques

JO : le préfet annonce l'enfer dans les transports

JO-2024: "on ne va pas être prêt" sur les transports, estime Hidalgo



.... After !

Dans les transports, «c'est pas le Paris de d'habitude»

Alors que les usagers du métro s'étaient préparés au pire, le réseau est fluide, ponctuel et agréable. Un succès dû au large dispositif d'organisation qui a conquis les touristes.

Pendant les Jeux, Parisiens et touristes expérimentent le métro dont ils rêvent (ou presque)



2.

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Passenger information during the Olympic and Paralympic Games

Île-de-France Mobilités' strategic ambitions for the Olympic and Paralympic Games

Paris 2024 Public Transport app: the countdown

1 Download the official Paris 2024 Public Transport app
for all your journeys

Available on **Google Play**
Available on **Apple Store**

2 You can already

- Save Paris 2024 venues to your favourites for tailored traffic information
- Plan your journeys during the Paris 2024 Games in advance
- Check the local maps for the Paris 2024 venues
- Buy the Paris 2024 Pass for unlimited travel across the entire network

3 From July 26, the games are on!

Every day, check your journey using the real time route planner

On the network, follow the **pink signs**

PARIS 2024
îledeFrance mobilités OFFICIAL PARTNER
PARIS 2024

- ✓ Ensure **reliable passenger information** during the Olympic period, integrated **into the user experience of Olympic spectators to reach the maximum number of users**
- ✓ Ensure the **safety of passenger flows** by implementing a reactive and adaptive system
- ✓ **Share passenger information** and flow management objectives with all partners (multimodal digital services, local authorities, etc.)
- ✓ Offer **a fully paperless customer experience for ticketing**

An app dedicated to the Olympic and Paralympic Games



In connection with the Paris 2024 application



With a **user journey** focused on a specific Olympic and Paralympic Games experience and **in line with the signage in stations**



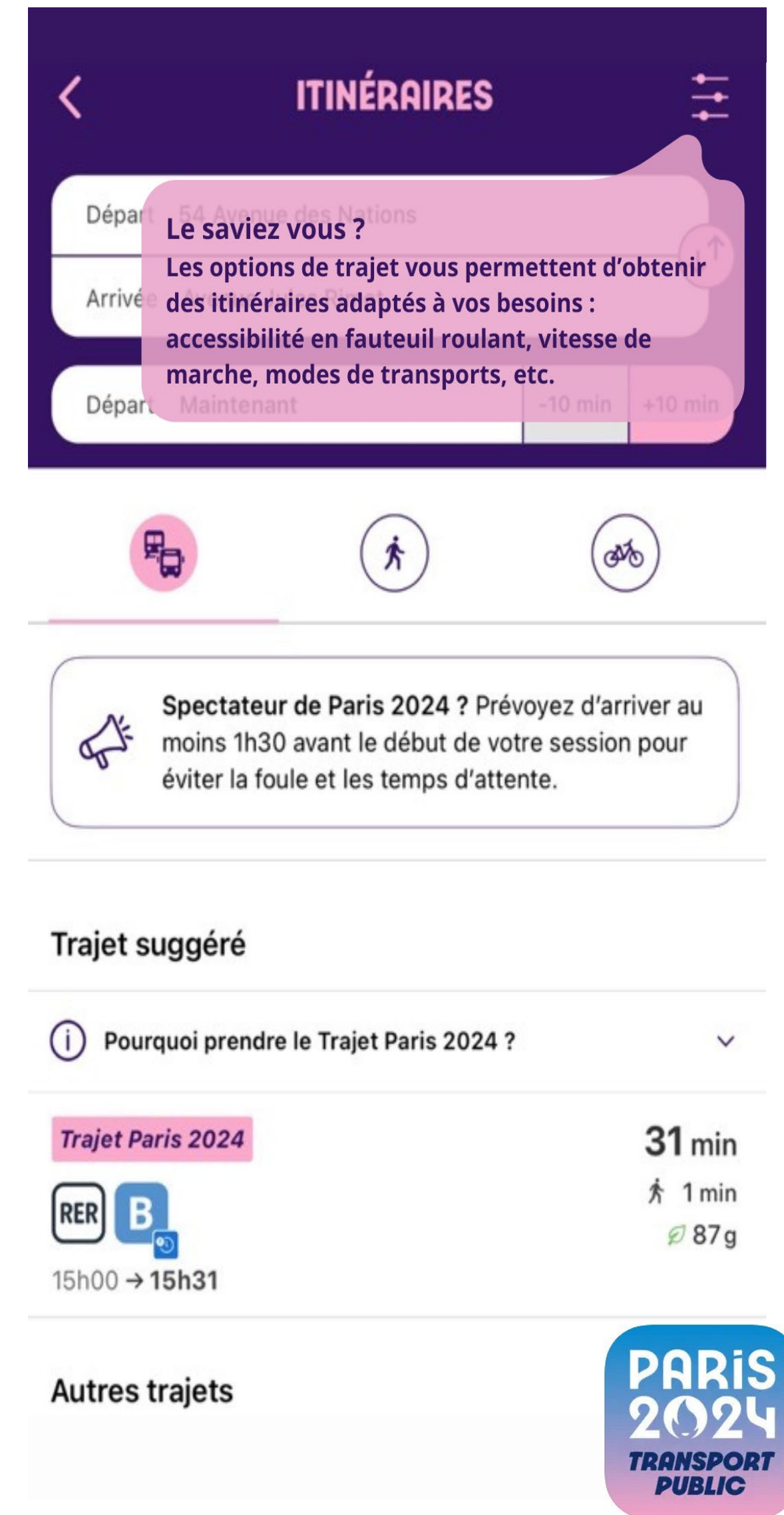
Proposing an **integration of maps of the Olympic and Paralympic Games sites** at the destination **to detail access from public transport stations**

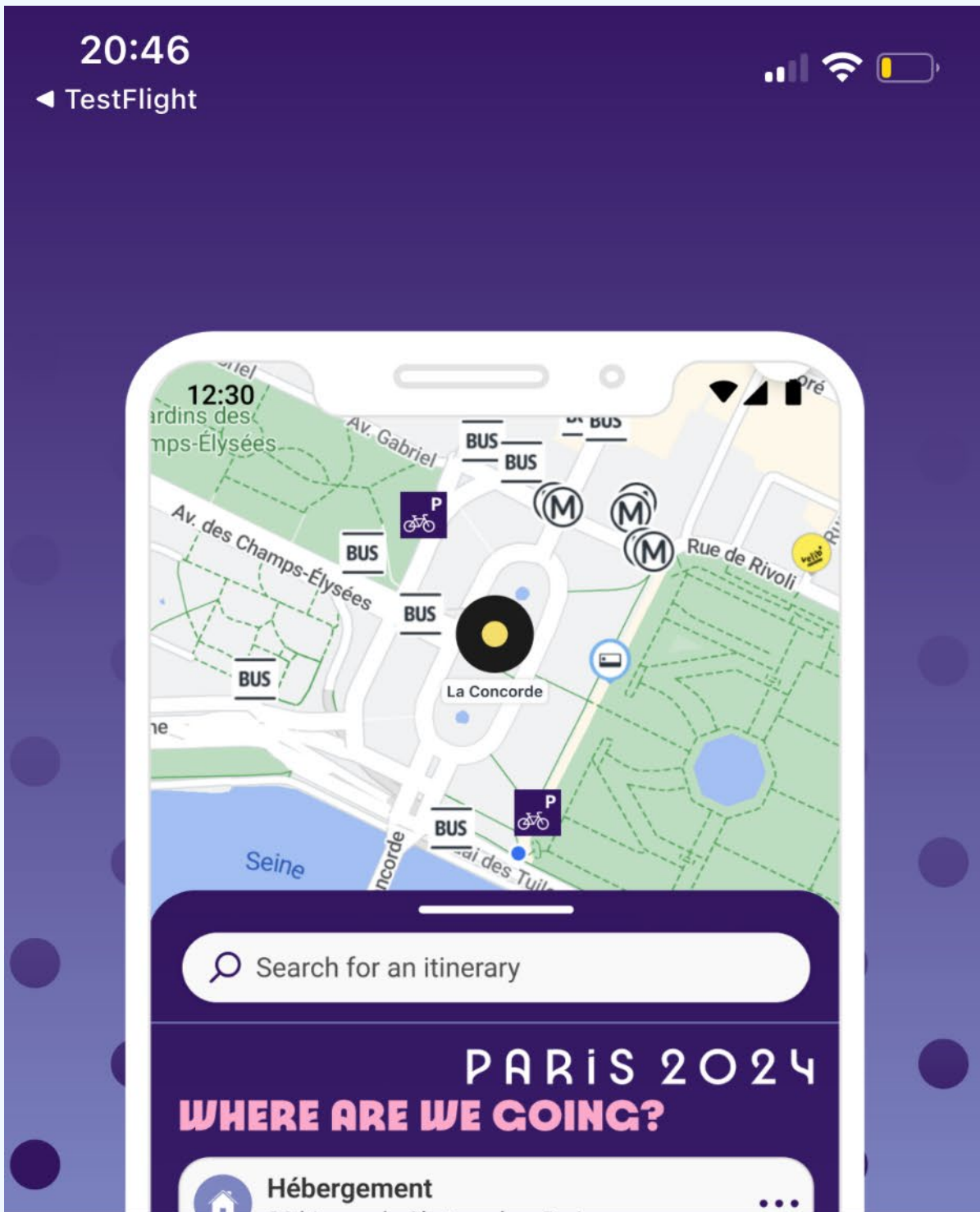


With an integration of dematerialized and simplified ticketing functionalities



Ensuring visual accessibility



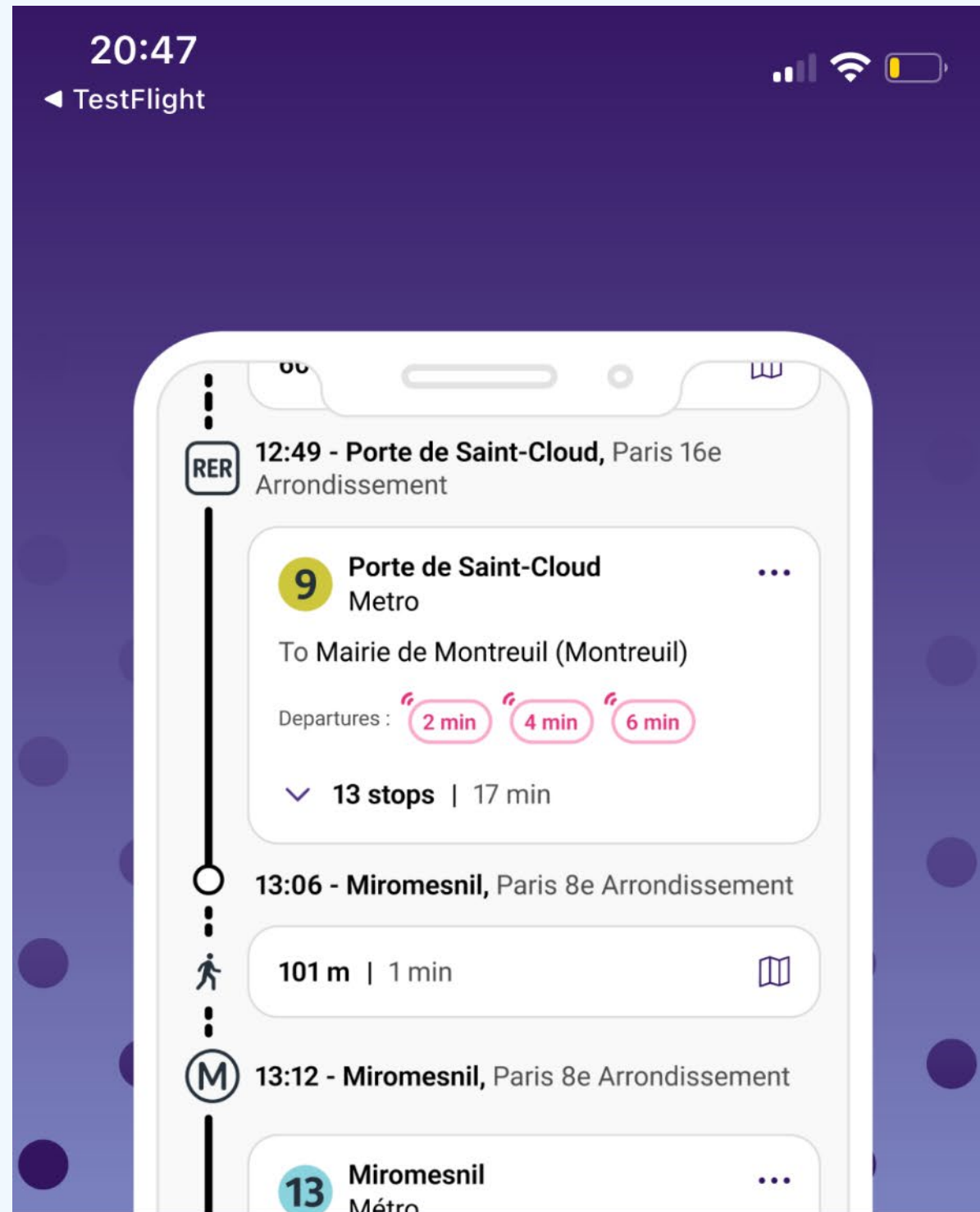


WELCOME TO THE TRANSPORT PUBLIC PARIS 2024 APPLICATION

Here you'll find everything you need to get around the Île-de-France region during the Paris 2024 Games.



NEXT



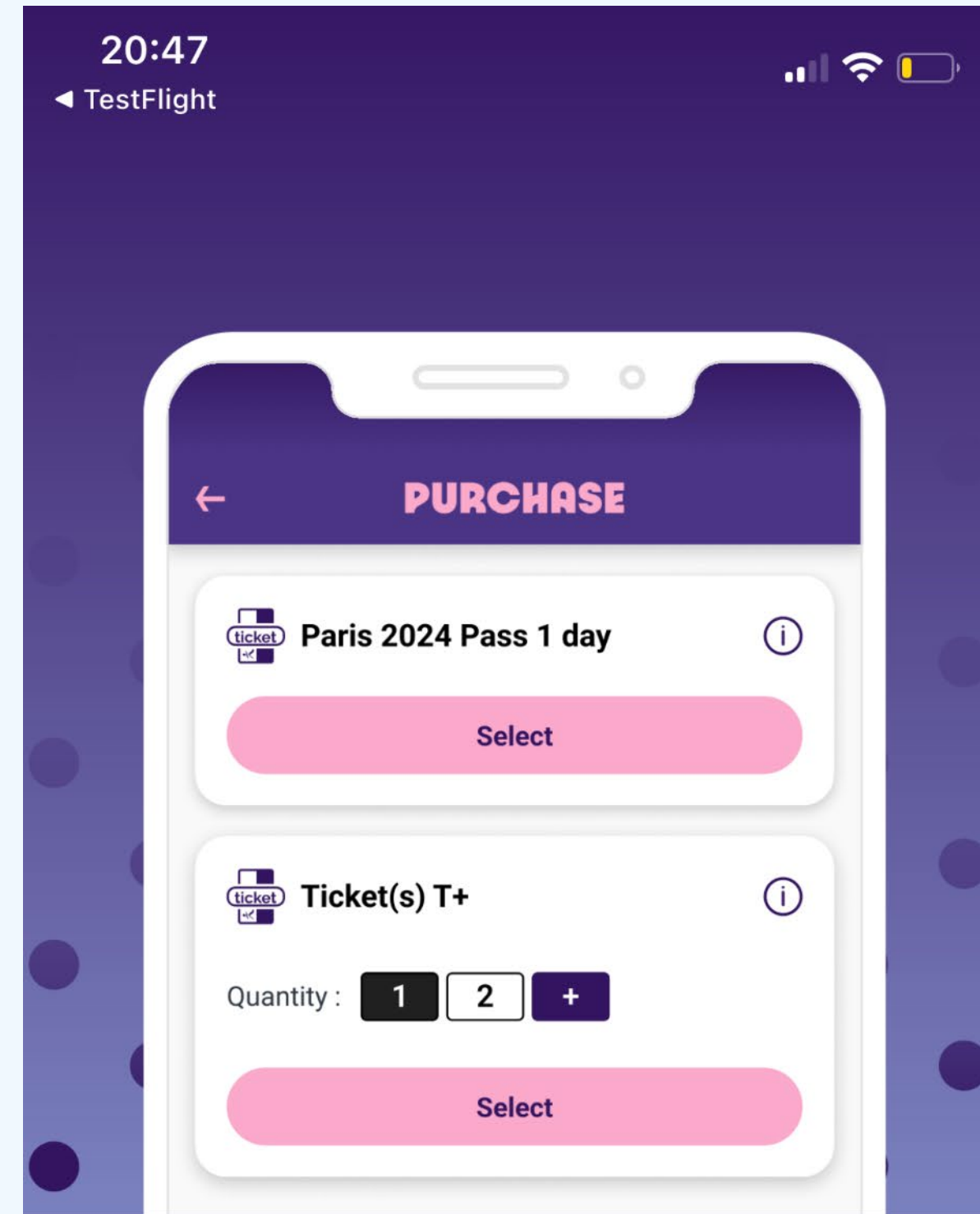
FIND THE MOST SUITABLE ITINERARY

Calculated in real time, for more efficient travel throughout the Île-de-France region.



PREVIOUS

NEXT



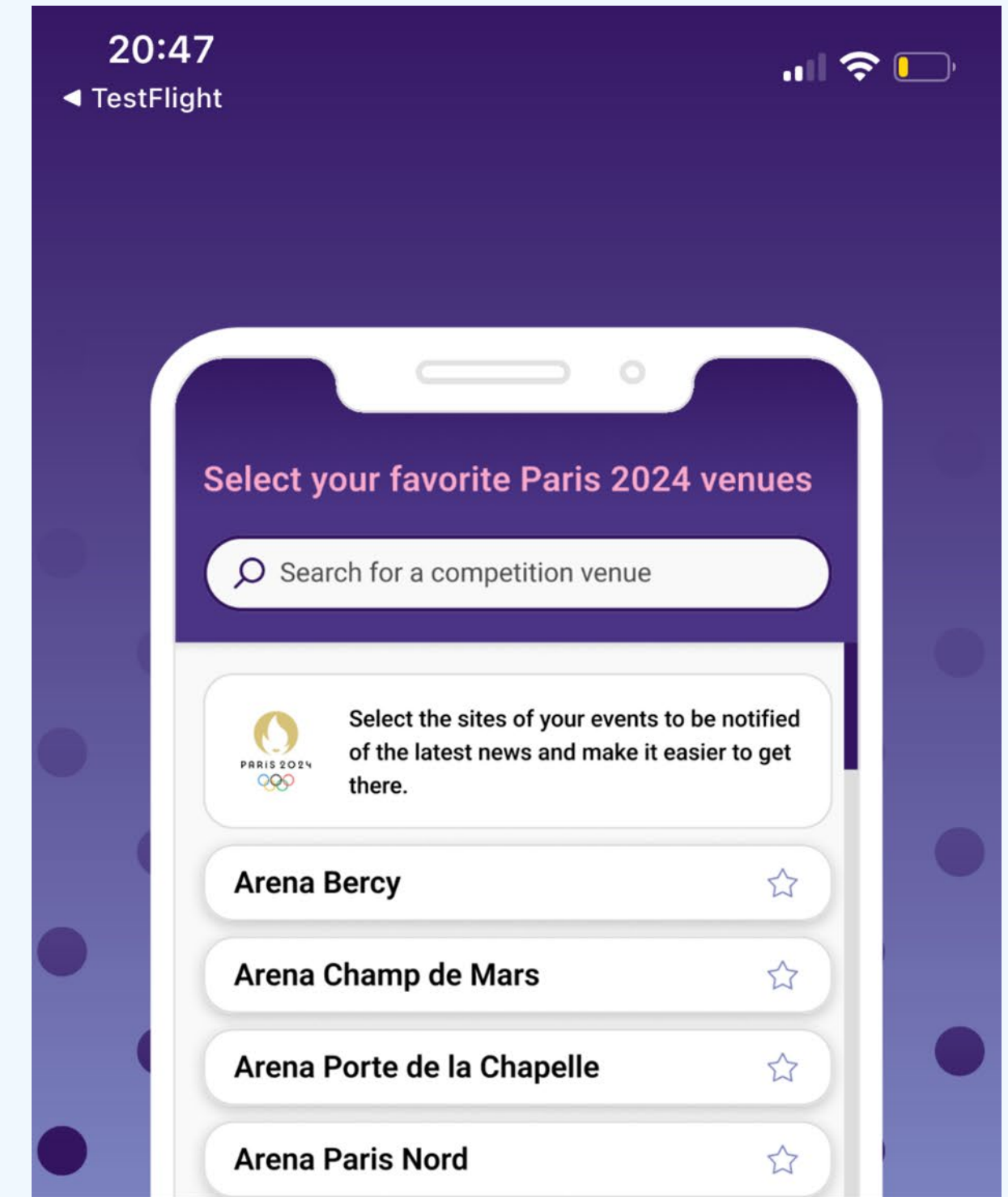
BUY YOUR TICKETS WITH EASE

Your Paris 2024 pass, Navigo Easy pass, tickets t+... all in one place!



PREVIOUS

NEXT



SELECT YOUR FAVORITE PARIS 2024 VENUES

By selecting them, you'll be kept up to date with the latest news and will be able to visit them more easily. The selection tool will launch after this screen.



PREVIOUS

START

Public Transport App Usage



1.2 million of downloads

- iOS: 791,000
- Android: 426,000



Olympic Games

- 929,000 users
- 4.8 millions itineraries
- Mean of 20,000 visits per hour

Paralympic Games

- 212,000 users
- 567,000 itineraries
- Mean of 5,000 visits per hour

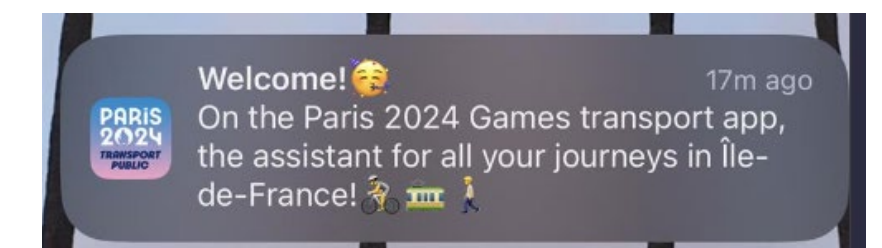
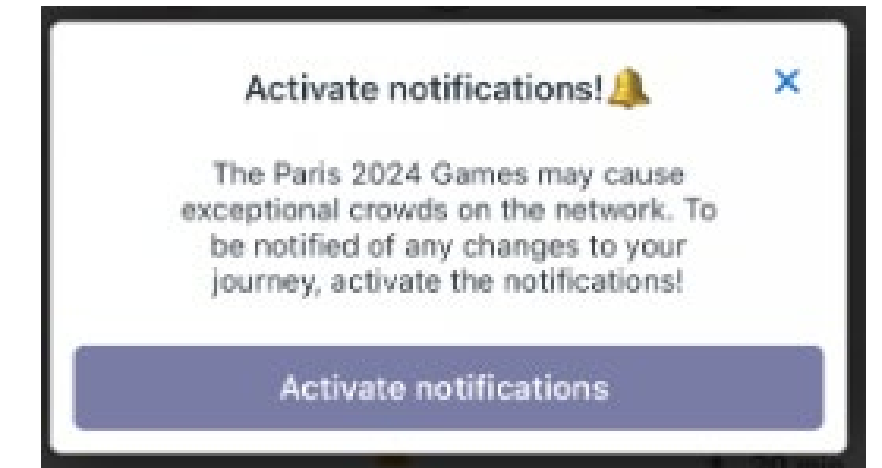
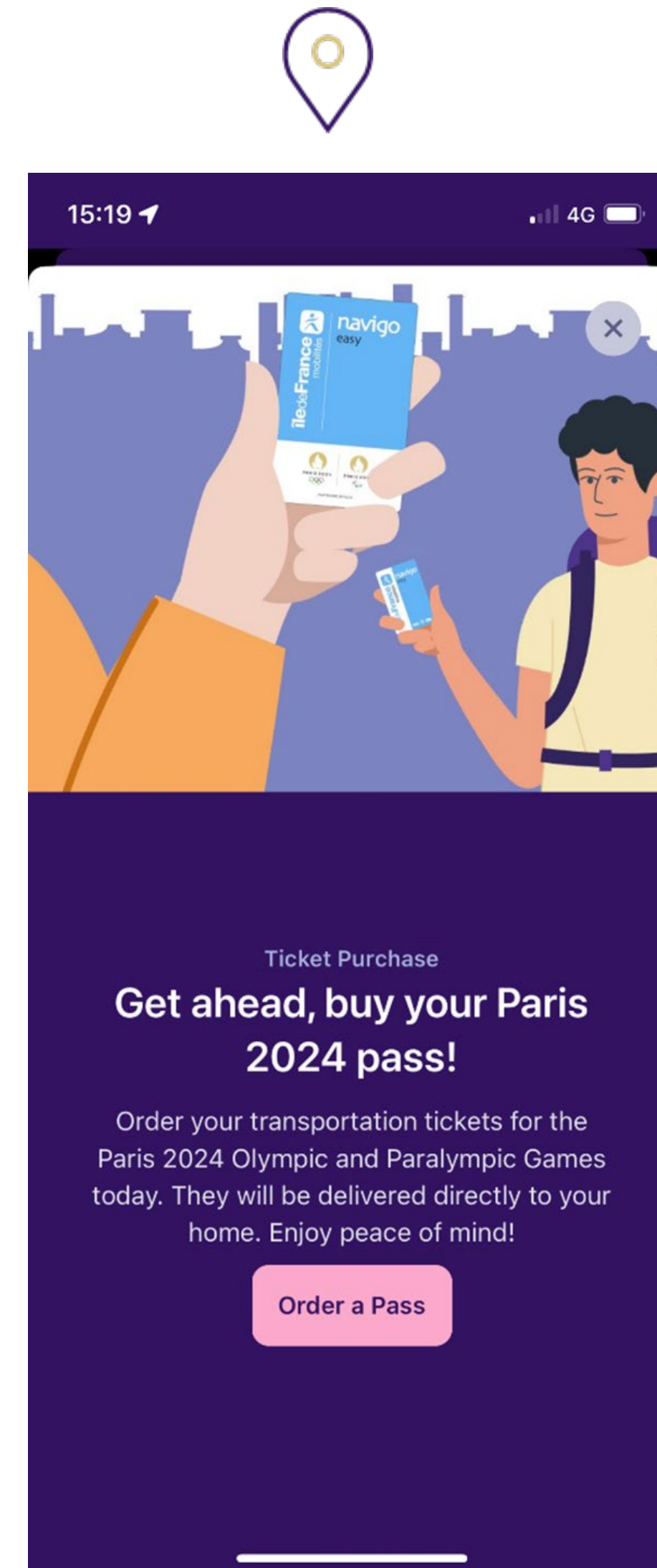


5.1 million push notifications

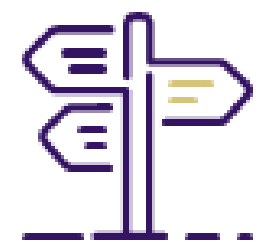


Paris 2024 Unlimited Travel Passes:

- 2 Million sold across all sales channels



A route planner adapted to the period of the Olympic and Paralympic Games



Offering specific routes for journeys to Olympic and Paralympic sites



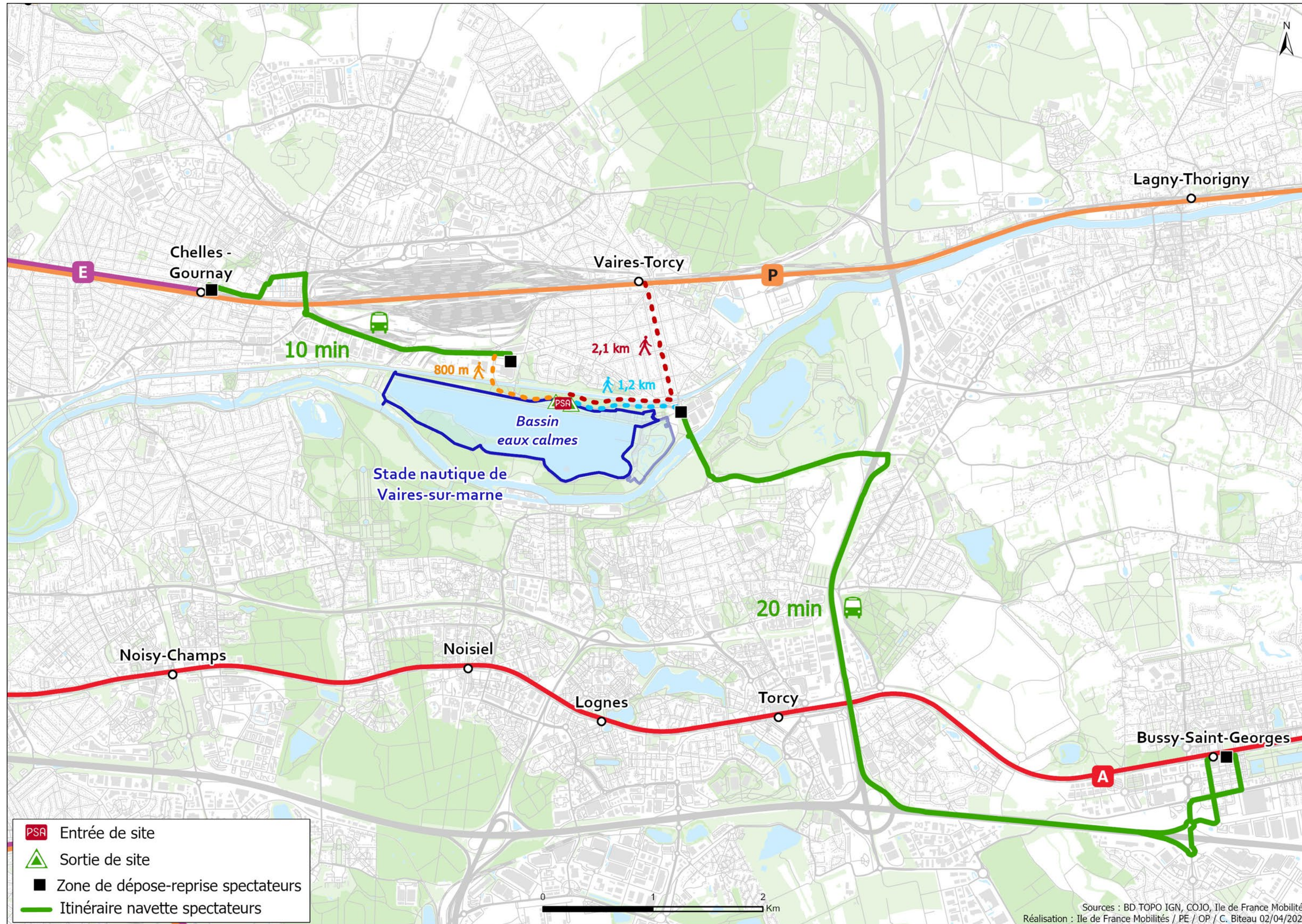
Ensuring real-time management of flows and disrupted situations



Integrating specific transport offers (Olympics and Paralympics shuttles)



Transport Plan Example : Vaires-sur Marne Nautical Stadium



	Station	Distribution if spectators chose the shortest route	Target to comply with capacity issues
<i>Still-water stadium</i>	Vaires-Torcy (line P)	20 %	40 %
	Chelles-Gournay (RER E)	70 %	35 %
	Bussy-Saint-Georges (RER A)	10 %	25 %

	Station	Distribution if spectators chose the shortest route	Target to comply with capacity issues
<i>White-water stadium</i>	Vaires-Torcy (line P)	65 %	60 %
	Bussy-Saint-Georges (RER A)	35 %	40 %

Transport Plan Example : Vaires-sur Marne Nautical Stadium



Point de situation du 08/08/2024 à 11:00

Vaires-sur-Marne - Bassin eaux calmes Code session : CSP03

Arrivées sur site

Sport : Canoé Ligne **Début :** 10:30 **Fin prévisionnelle :** 14:30 **Jauge prévisionnelle :** 14 798 spectateurs

Synthèse de la situation

Plage d'analyse : 7:30-11:00

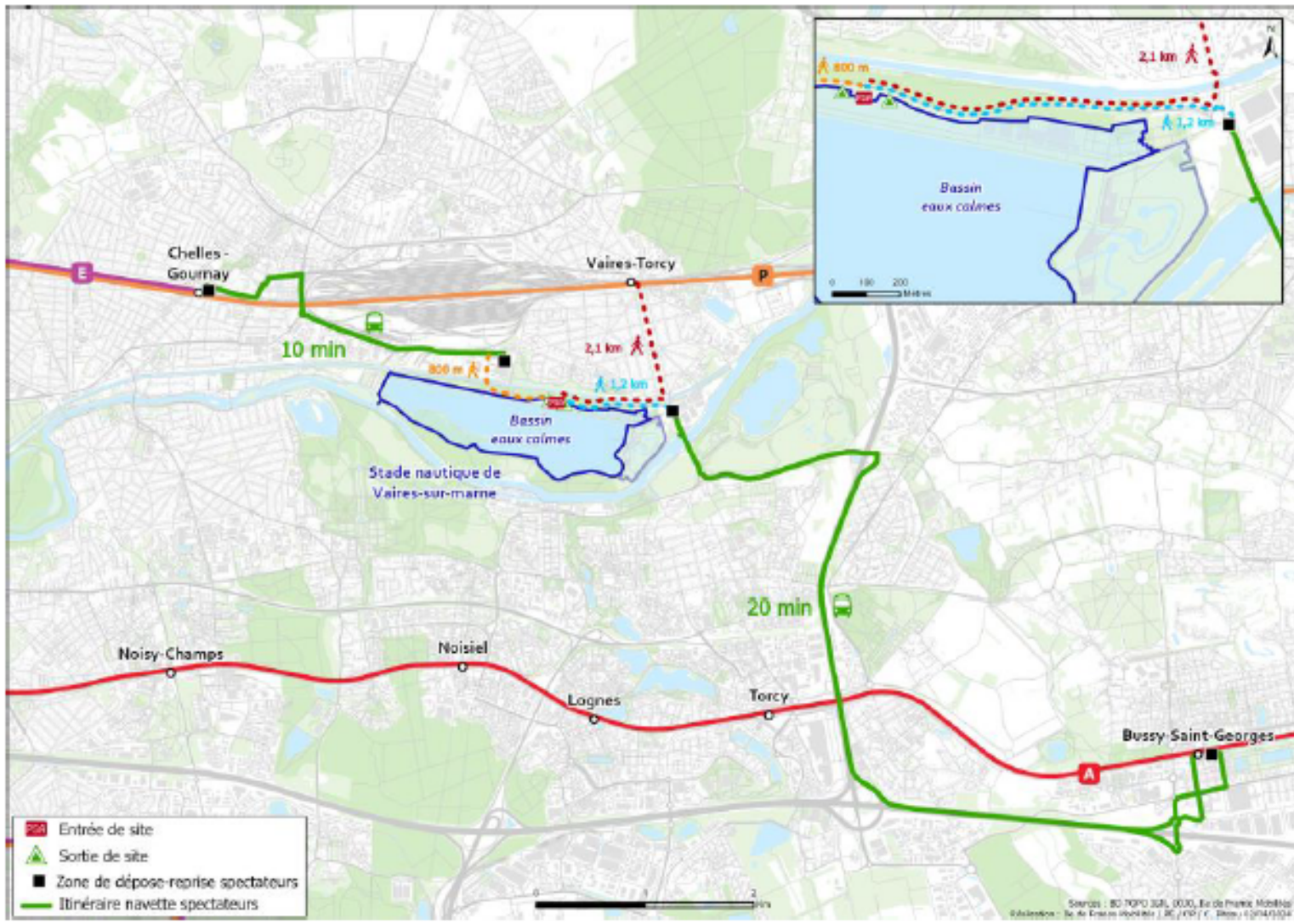
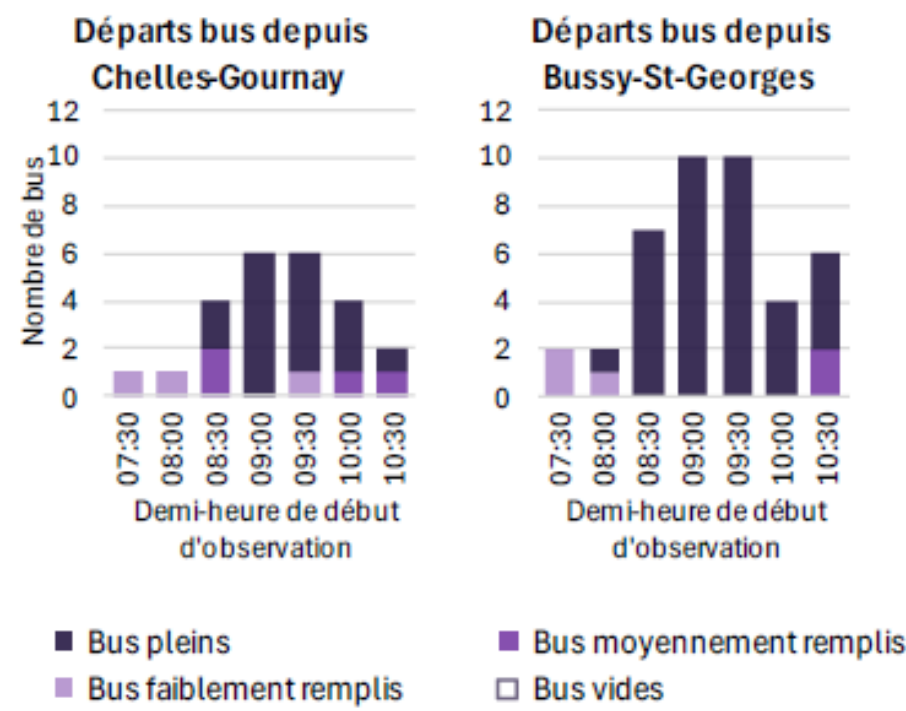
- Les spectateurs sont arrivés plus tardivement qu'envisagé (10% sont arrivés après le début de la session)
- Un léger rééquilibrage de la répartition entre les solutions de desserte en faveur des navettes depuis Chelles par rapport aux sessions précédentes
- Les navettes sont parties pleines sur la période d'analyse

Conditions d'exploitation du réseau

Réseau ferré
RER A : trafic perturbé du début de service à 9h

Navettes et zones de dépose-reprise :
RAS

File d'attente	Faible	Modérée	Importante	Problématique
ZDR Chelles-Gournay	X			
ZDR Bussy-St-Georges		X		



Répartition des arrivées au niveau des gares/ZDR de desserte

Ligne	Localisation	Volume observé	Répartition observée	Objectif de répartition
P	Vaires-Torcy	3 700*	41 %	40 %
BUS PARIS 2024	ZDR Chelles-Gournay Bus Paris 2024	1 900**	21 %	35 %
BUS PARIS 2024	ZDR Bussy-St-Georges Bus Paris 2024	3 500**	38 %	25 %

* Les volumes observés incluent la demande de fond des usagers du quotidien
** Estimations basées sur des observations qualitatives

Données P24 TKT : 11 211 spectateurs présents soit 76 % de la jauge (11:05)

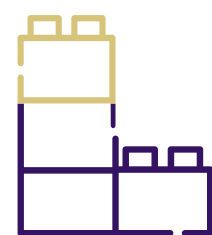
Making all available Olympic and Paralympic Games data available to multimodal digital services



Creation of an Olympic and Paralympic Games **package for multimodal digital services** on the PRIM platform



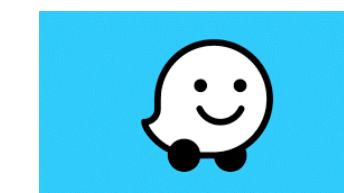
Provision of temporary data for the Olympic and Paralympic Games: POI, Park & Ride facilities, Bicycle parking, Route planner)



Provision of an Olympic and Paralympic Games **route planner via white label**

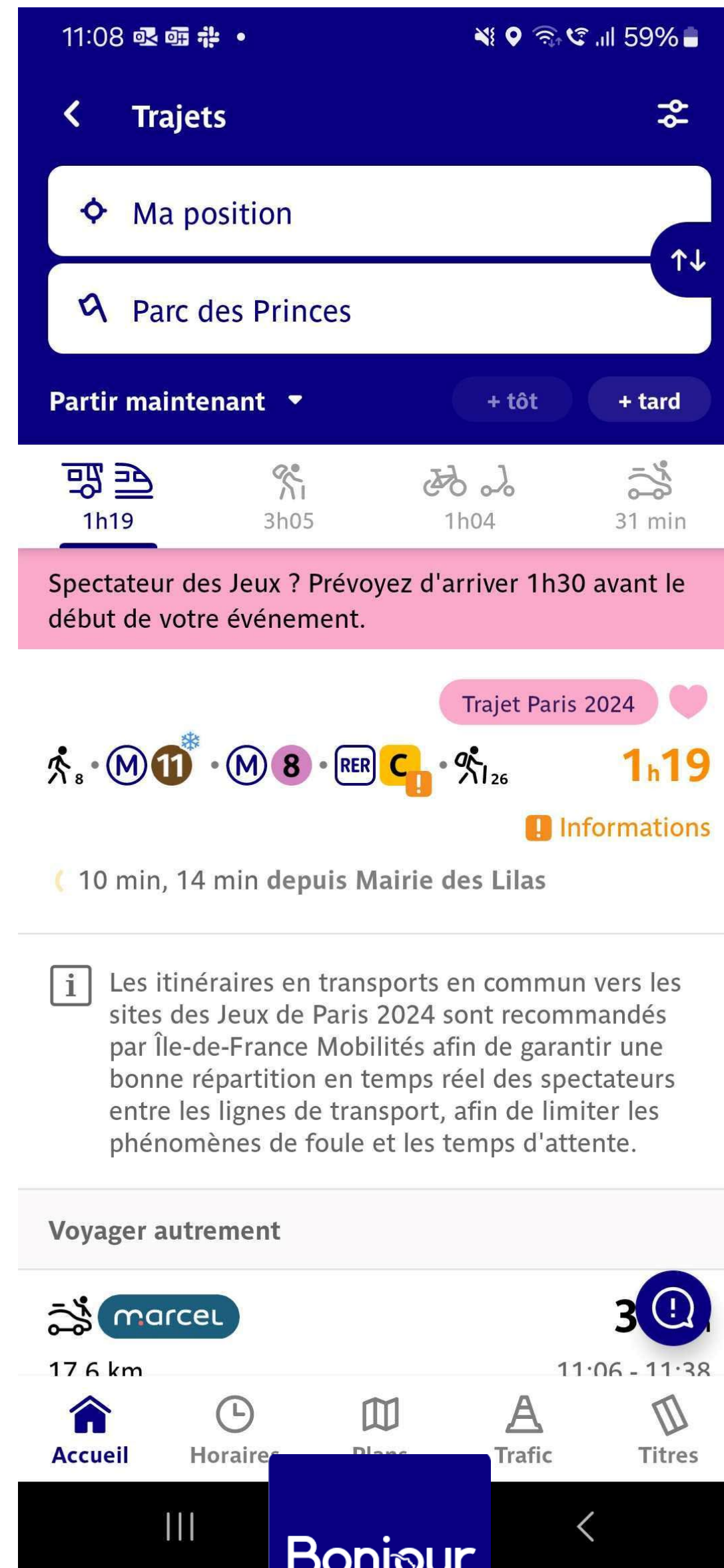


PRIM
Plateforme régionale
d'information pour la mobilité

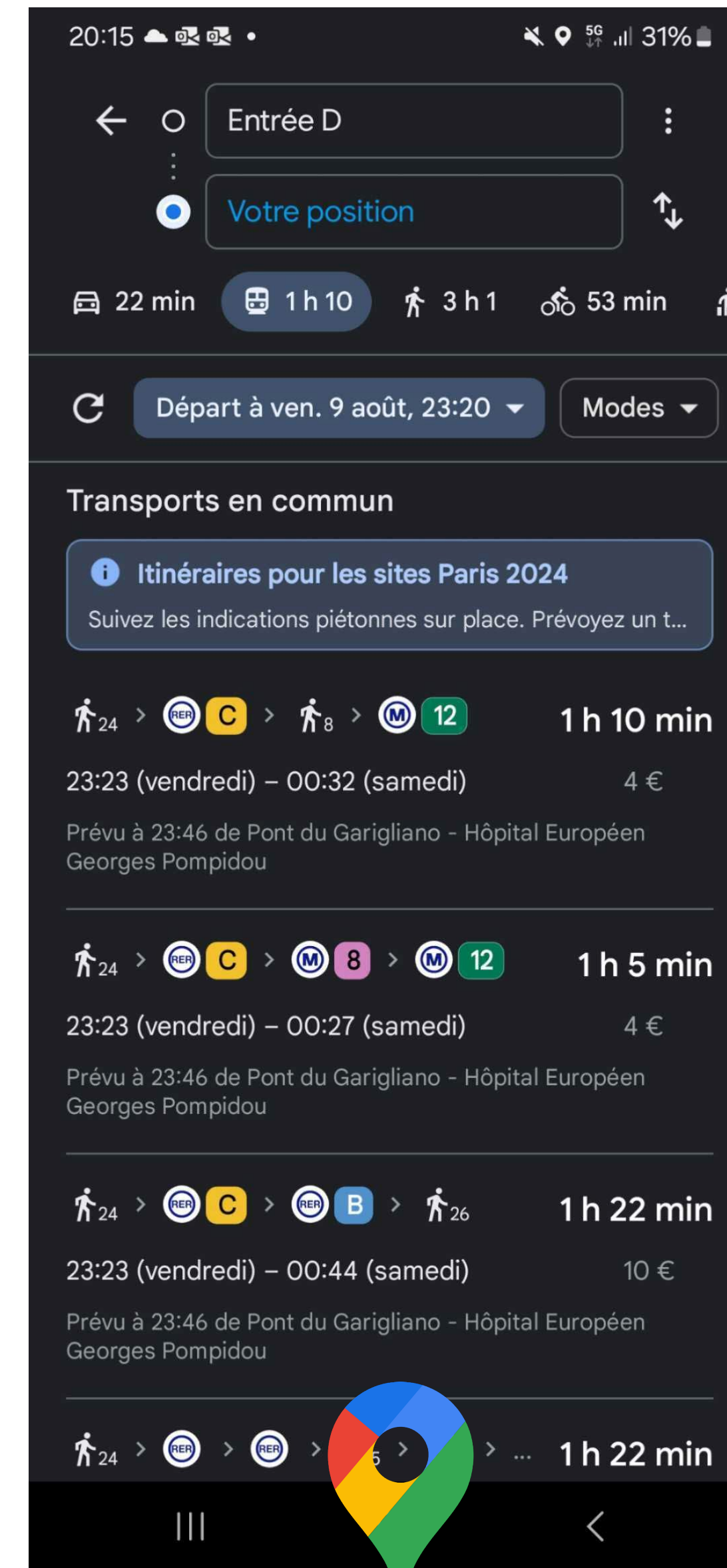




Citymapper



Bonjour RATP



Google Maps

Thank you!

For any additional questions, please contact **Françoise Guaspere**, Senior Policy Officer at Ile-de-France Europe

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