

atac

ROMA



The Future of Mobility in Rome

" Smart Ankara Sustainable Urban Mobility Plan "

Rome 27 September

Marketing & Communication

ATAC IN FIGURES



With over 100 years of history, Atac is the company that manages public transport in Rome and represents the first urban mobility operator in Italy, as well as being one of the largest local public transport companies in Europe.

From the historic center to the suburbs, Atac's network covers a territory of about 1,300 km²:

- **15 operational sites**, including maintenance workshops and vehicle depots
- **over 8,400 stops** of bus, tram and metro lines
- **320 surface terminals**
- **2,750 validators that allow contactless payment on the entire transport network**
- **89,000 parking spaces** (on-street and park & ride car parks)
- **2,100 parking meters with Pay&Go and Pay&Go+ digital payment**

Atac transports over **940 million passengers per year** (pre-pandemic 2019 data), including 3 million city residents, as well as commuters, city users and tourists (over 30 million every year).

Around 10 thousand employees work for Atac.

The company operates a fleet of over **2,300 vehicles - including buses, trams, trolleybuses, electric cars and metro trains.**

Atac has an active presence on all the main social media platforms and receives an average of over 50 thousand visits per day on its official website **atac.roma.it**.

THE ATAC NETWORK

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Rome: the complexity of the transport offer is directly proportional to the vastness of the territory



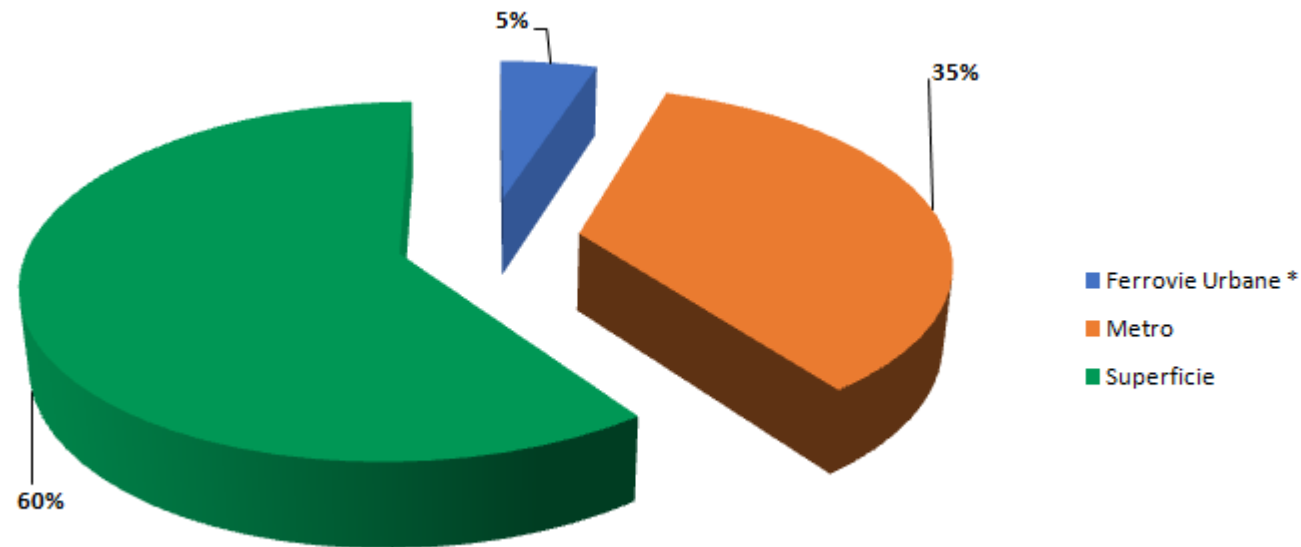
Rome 1.300 km²

City	Extension km ²
Milan	181,6
Bologna	140,7
Turin	130,2
Genoa	240,5
Naples	117,3
Palermo	158,9
Catania	180,9
Florence	102,4
Bari	116,2
Total	1369

HOW ROME TRAVELS BY LOCAL PUBLIC TRANSPORTATION

60% of our customers use surface transport, 35% use the subway and only 5% use urban railways*.

Customer Satisfaction Survey 2019



*From 1/7/2022 part of the urban railway asset (Roma-Lido and Roma-Viterbo) is managed by the regional companies Astral and Cotral

During 2022, Atac launched several projects that are still in progress - some of them already planned and falling into the scope of the 2025 Jubilee - aimed at achieving the goals of environmental sustainability, improvement and efficiency of the provided service, digital transition as well as customer centricity.



Surface transport

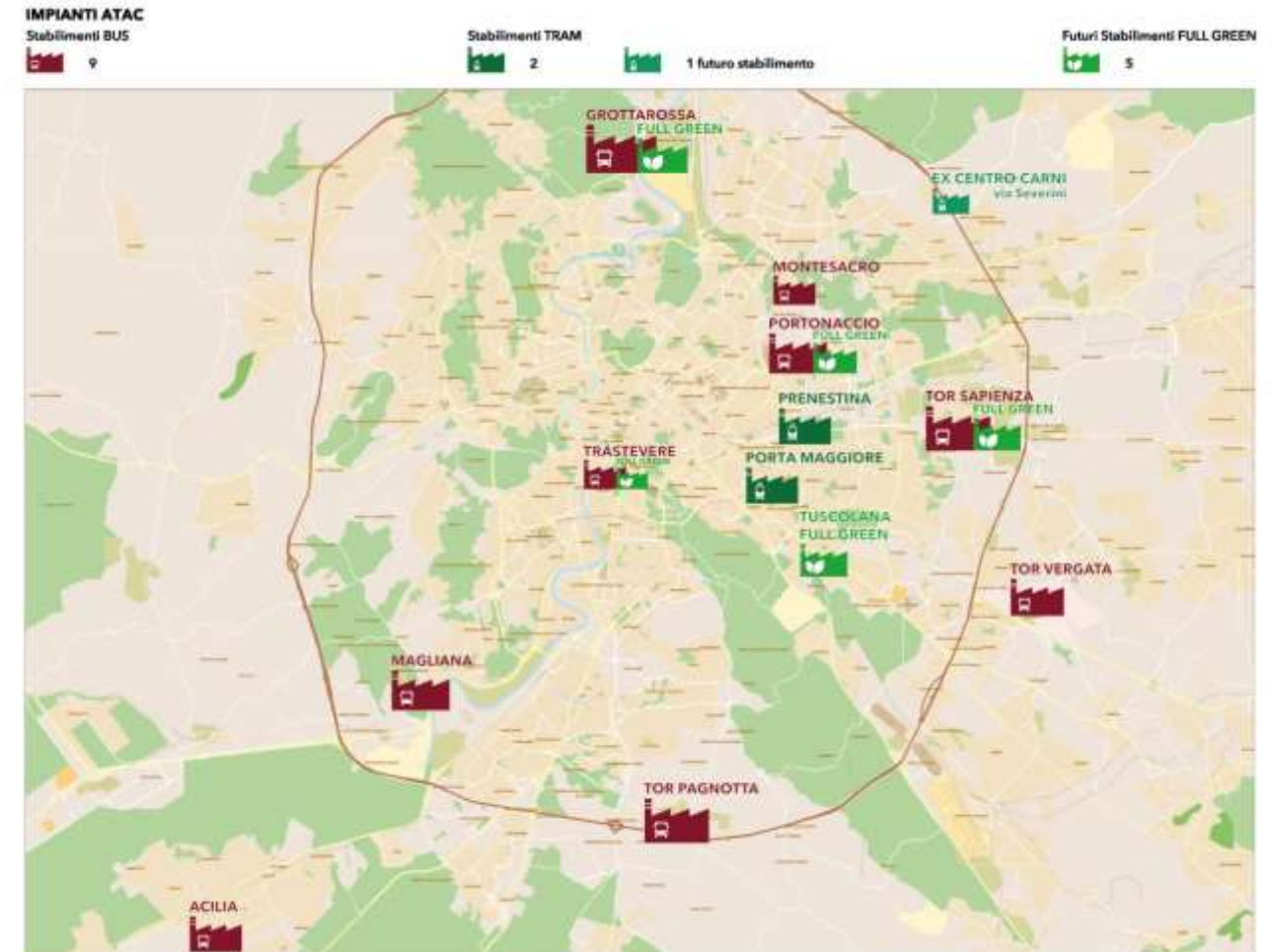
Important renovation and upgrade works on the tram lines are currently underway:

- optimization of the service offered, also in anticipation of the arrival of new trams
- the action plan envisages **the construction of 44.3 km of new tramways with 104 new stops. The new network will count on 12 lines for an extension of 132 km of service.**

In January 2023, Atac published a public tender for a Framework Agreement worth over **450 million euros for the purchase of 121 33-metre trams**. A public tender of this kind hadn't been held since 1999.

The investments, to achieve sustainable mobility in Rome, also involve other vehicles used for the surface service: **33% of Atac's total journeys are already operated by its electric fleet** (subways, trams, buses and trolleybuses);

Not only green buses, but **also the reconversion of current production sites**. An operation which entails the development of a new operational model, given that the depots shall remain embedded in the urban pattern of the city, no longer being a source of noise and pollution and, at the same time, avoiding the production of "empty" kilometers due to delocalisation.



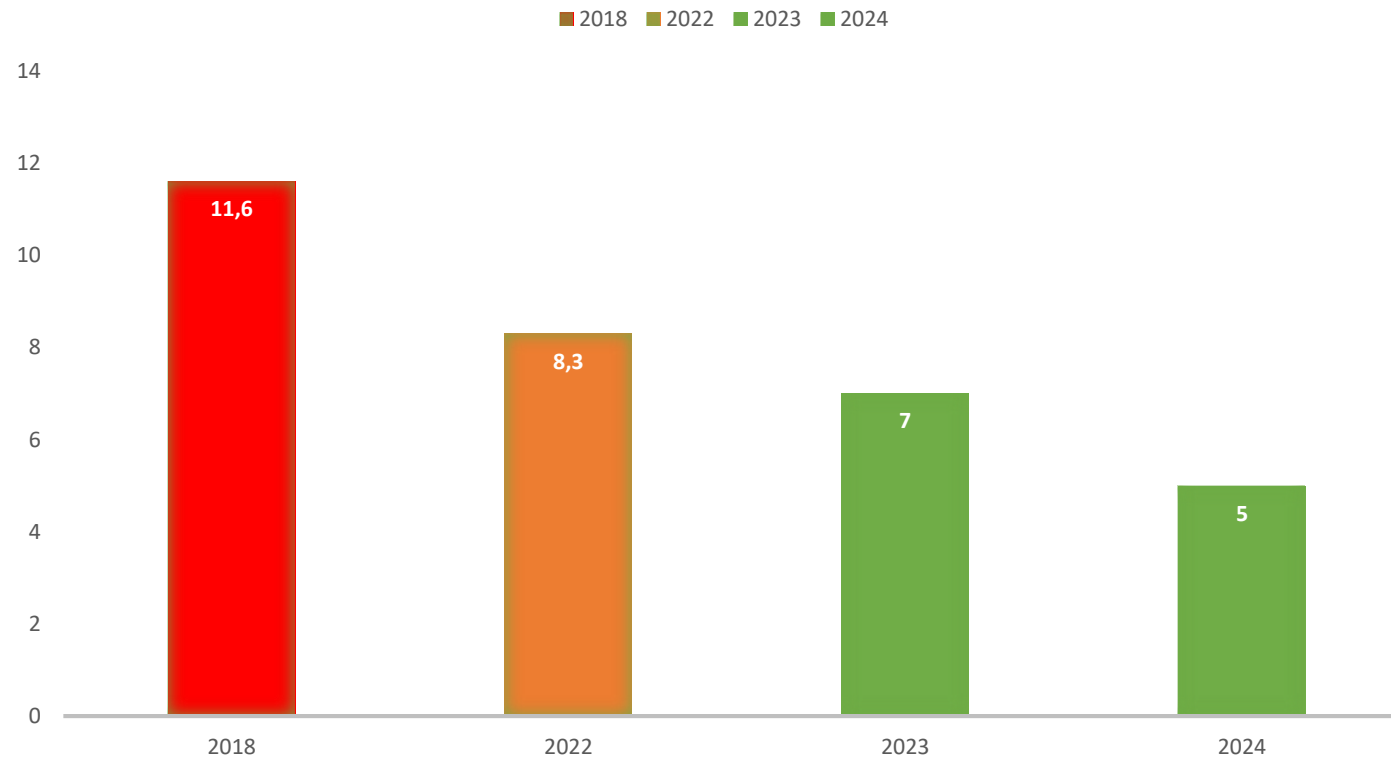


Surface transport

Our fleet will be increasingly green and sustainable thanks to the introduction into service of new latest generation buses.

The 2023-2026 bus fleet renewal plan envisages the introduction of 1057 new buses (including 411 full electric buses), compared to the current fleet of 1,830 vehicles, which will replace our end of life buses - aged 18/20 years. This will reduce the average age from the around 12 years in 2018, to around 7 in 2023 (EU average value: 10 years), up to 5 years from 2024 onwards.

AVERAGE AGE BUS FLEET



The Metro lines

The following planning and construction activities are in progress, jointly with Roma Capitale:

- train inspection and purchase of new trains
- modernisation of the network,
- comprehensive overview of possible accessibility interventions

The General and Intermediate inspection activities of the fleet are underway, with the aim of improving the service frequency by 2025 (more trains available) compared to the current one on the 3 metro lines. **The introduction of 38 new trains** is expected for metro lines A and B, the first ones during 2025.

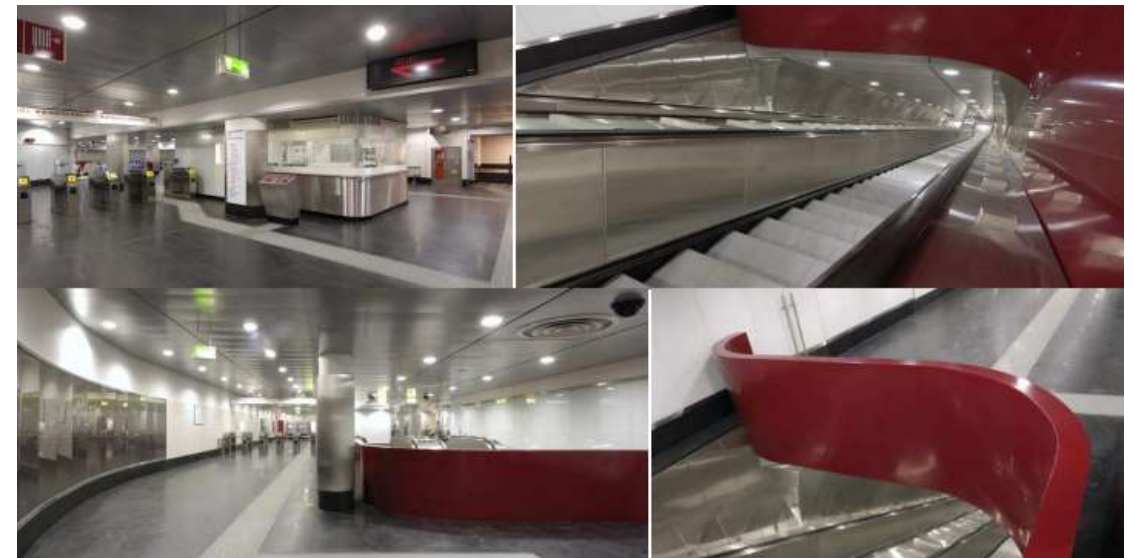
Extraordinary maintenance of the metro line A tunnels is underway and so are the works on 25 km of tracks, dating back to the 1970s, **on the historic Anagnina-Ottaviano section**, started at the beginning of July 2022. The estimated completion of the construction site is by Christmas 2023. From January 2024, the total reconstruction of the tracks will **be extended to the Ottaviano-Battistini section**, thus completing the renovation of the entire A line.

Jubilee 2025 projects

Two tender procedures are underway for the two projects managed by Atac: the Smart Stop Plan and the **MA Line Station Restyling**.

The MA line is, among the 3 lines, the busiest and it is directly connected to the Vatican area and to the 3 major Basilicas (San Pietro, San Giovanni, Santa Maria Maggiore). The project, presented by Atac and financed by the Jubilee 2025 funds, **will start in 2024** and will see the first three tourist stations such as **Spagna, Ottaviano and Cipro** completed by 2025.

The intervention involves a complete infrastructural and design redevelopment that will allow significantly increase the quality of the perceived decoration.



Digital Transition: customer services

In terms of travel comfort, the use of new technologies is essential to establish a new relationship with customers.

The "Smart Stop Plan" is among the strategic projects that Atac has presented, obtaining funding through the Jubilee 2025 funds and which will place us first in Europe in proximity information.

It is a **new digital and connected circuit** that will improve the customer's public transport experience, particularly of surface transport, given the extent and complexity of the territory, providing information directly at the stop with **over 800 new installations** (435 smart bus shelters with LCD and Interactive Touchscreen and 405 Electronic bus stop poles). This new circuit will be added to the approximately 350 electronic poles already existing in the area, meaning that 1 in 8 stops in Rome will be "talking".



Digital Transition: sales channels

In terms of digitalisation and improvement of the "customer experience", in January 2023 the process of installing the Tap&Go validators on board of all surface vehicles, followed the installation of the system on all subway gates, already completed in 2019. For the customer, therefore, it is now possible to purchase the ticket with credit, debit or prepaid card directly on board or at the turnstile, at the over 2,750 available validators.

Tap&Go is a contactless payment system that we have introduced in Rome, starting from 2019, first in the subways and then extended to the entire transport network starting from December 2022. The service is highly appreciated by customers, both in terms of ease of use and functionality.

In the first half of 2023, an 89% increase in travel tickets purchased with payment cards and debit cards was calculated, with daily peaks of over 70,000 taps and with over 3 million unique users who have already used it to travel by public transport.



29
million
the taps made until
today on the network

25%
the BIT tickets
purchased using the
Tap&Go system out of
the total BITs sold

+3
million
unique travellers

70,000
the highest number of
taps recorded in a
single day

79%
of Tap&Go users are
Italian, mostly Roman



Digital Transition: sales channels

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The first 100 METs (**new automatic ticket vending machines**), which **will soon become 250**, have been activated in all metro stations and allow our customers to purchase different travel tickets on a rechargeable chip-on-paper card, also paying by credit card. The machines also allow to top up passes on chip-on-plastic cards and to activate the cards.

In June we started testing the **national Maas4Italy** project. Until November 2023, thousands of people will test the effectiveness of the MaaS (Mobility as A Service) App from which they can access public transport travel times, rent a vehicle, book and pay for a sharing vehicle, as well as have access to mobility solutions that include the use of public transport, taxis and/or shared vehicles such as scooters or cars.

As MaaS Operator designated by Roma Capitale, Atac is working on a proprietary app which will be developed in a MaaS perspective and available on stores by the first months of 2024.

