



The ATM Group

Company Overview

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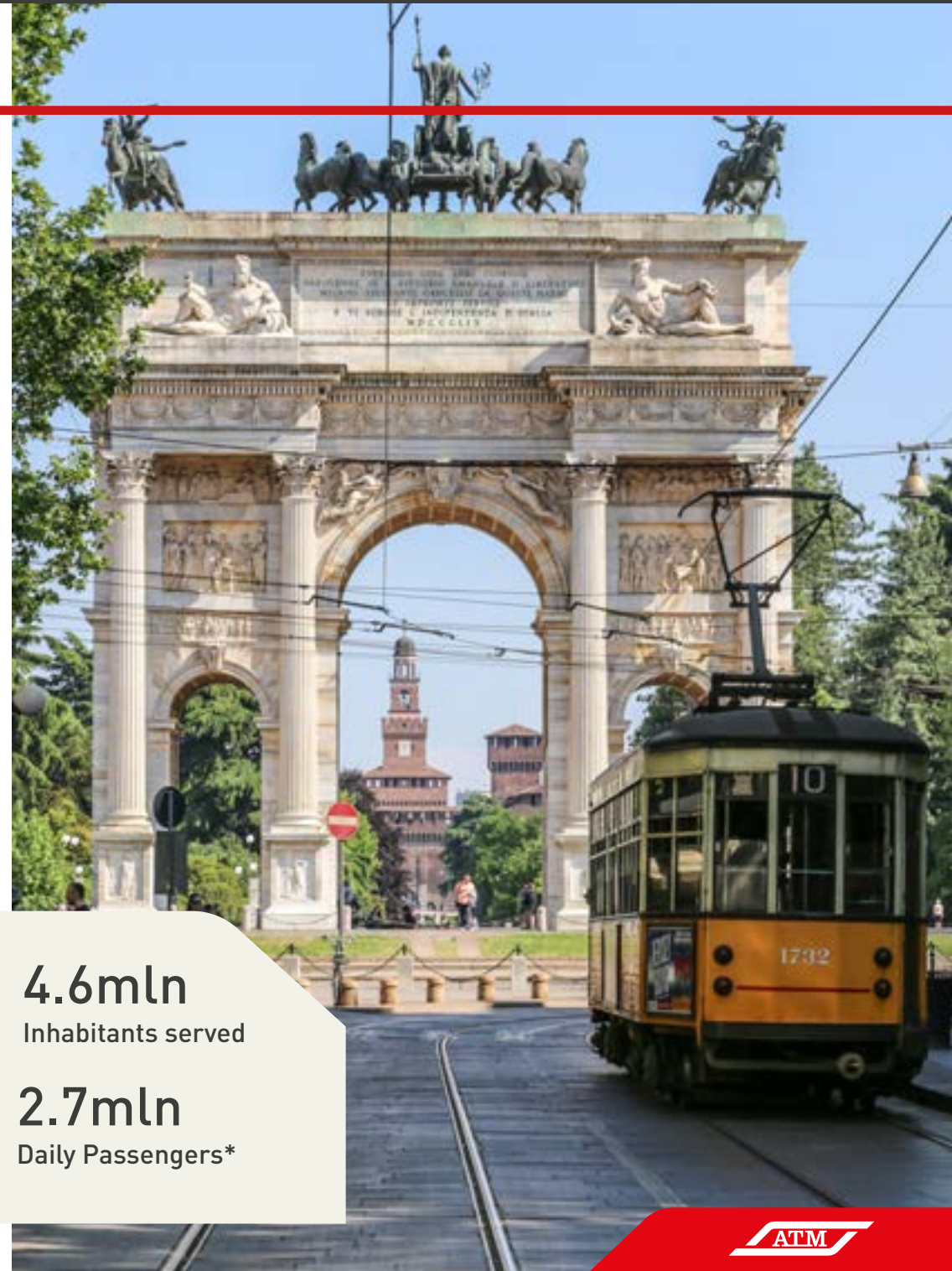
Global Integrated Mobility Provider

We are the **historical operator** of the transport services in the **Milan metropolitan area** (96 municipalities - 3,2 million inhabitants) and the **#1 operator of public transport networks in Italy**.

At international level, we are a reference **operator of public transport in Copenhagen** (1.4 million inhabitants) since 2008 and soon we will be managing the new light railway line.

We operate all modes of public transport - conventional and automated metro, bus, tram, trolleybus, cable – and we are one of the main European operators of automated metros with more than 50 km operated and 50 stations managed for over 10 years.

Our know-how covers the entire value chain of transport and mobility services: engineering, operations, maintenance, management of payment and access control systems for low emission zones (LEZ), on-street parking and car parks, towing services and bike sharing.



Key Data

Considering Milan and Copenhagen



7

Modes of Transport



4.6mln

Inhabitants served



30,000

Daily Runs



2.7mln

Daily Passengers*

*Pre-Covid data

The ATM Group

Global Integrated Mobility Provider

Urban and Suburban Public Transport

Metro Systems, Buses, Trams, Trolleybuses, Cables



Automated Metros



Rail Diagnostic and Maintenance

Of fleet, Infrastructures and Technology Networks



Management of Mobility Technologies

LEZ, Access and Traffic Control



Bike Sharing



On-street and off-street car parks, control and towing away



Tourist Services



ATM KPIs

Key Performance Indicators for Operations, Quality and Service in Milan



General Indicators*

Number of passengers: 900 mln (pre-Covid)

Kms covered: 220 mln

Daily runs: surface 25,000 metro 2,400

Served area: 657 km²

Revenues: 1,009.3 mln euros



Service Indicators***

Service Regularity

Buses: **99.4%**

Trams: **99.1%**

Trolleybuses: **98.9%**

Metro lines 1-2-3: **99.9%**

Metro line 5, automated: **99.8%**

Punctuality

Buses: **99.2%**

Trams: **99.2%**

Trolleybuses: **98.9%**

Metro lines 1-2-3: **99.8%**

Metro line 5, automated: **99.7%**

Accessibility of rolling stock for passengers with reduced mobility

Surface vehicles: **85.2%**

Metro stations lines 1-2-3: **71.3%**

Metro stations lines 4-5, automated: **100%**

Metro accessibility for sight-impaired passengers

Stations equipped with public address system: **90%**

Stations equipped with tactile paths: **95.7%**



Quality Indicators**

Customer satisfaction

Overall Satisfaction with ATM service : **97%**

Information to customers

Average response time to requests: **4.10** days

Phone calls managed by a call centre operator within 30 seconds: **80%**

* Financial Report 2021

** Customer Satisfaction Survey October 2021

***Mobility Charter 2022 (Carta della Mobilità 2022)

Operations and Maintenance



Operations

- Operations planning
- Vehicle rotation organisation
- Staff shift organisation
- Operations control and monitoring (OCC)
- Final evaluation of KPIs (regularity, punctuality, availability)



Maintenance

- Planning and carrying out of maintenance
- Vehicle overhaul (metro, trams, buses, trolleybuses)
- Scheduling, maintenance and planning of infrastructure and installations renewal
- Data archives and warehouse management by means of ERP (SAP)
- Organisation and management of vehicle depots and workshops
- Predictive / on condition diagnostics
- Assistance / emergency services carried out by technical staff



Safety and quality

- Process analysis and risk assessment
- Prevention and protection measures
- Health surveillance of workers
- ISO 9001-14001
- SA8000



Training

- Basic training
- Training on the Job
- Training for safety at workplace
- Continuous training

Know-How for Cities



Planning

- Catchment Plans
- Urban and Mobility Plans
- On-road Parking and car parks
- Mobility feasibility studies



Local Public Transport

- Studies on LPT networks
- Service planning
- Transport infrastructure feasibility studies



Technologies

- Road pricing
- Traffic lights
- Operations rooms
- Purchasing / Supply Chain
- Ticketing
- Passenger Information



ATM

Commitment

- **We support urban transformation for more livable, sustainable and smart cities.**
- Our hallmark is **operational excellence**: operational structures, measuring quality as a business driver, attracting and growing talent.
- We are **pioneers in sustainable mobility**: this is at the heart of ATM's strategic project, as clearly stated by our ambitious 'Full Electric Plan' providing for the complete conversion of the bus fleet to electric.
- **Technological innovation** is part of our DNA: transforming the customer experience by expanding the range of services to customers, modernizing infrastructures and operational patterns.
- We also have **international ambitions** for long-term **partnerships with Mobility Organizing Authorities**: Milan and Greater Milan, Copenhagen, etc. Trust, reliability and efficiency are guaranteed by our know-how.



International Experience

We choose **projects and environments that are aligned with our business**, our long-term partnership approach and our modernization ambition for the benefit of our customers.

As transport service operator in **Copenhagen** since 2008, we have built up a trusting partnership that has been renewed several times:

- **2008**
Takeover and operations of Lines M1 and M2 of the automated metro
- **2018**
Award of the contract to operate the Tramway (opening in 2025 and operations until 2040)
- **2019**
Opening and operations of the M3 line
- **2022**
Progressive opening of Line M4 (2022 - 2024)

From 2011 to 2013, we oversaw the mobilization, start up and management of the Automatic People Mover at Princess Noura University in, **Riyadh**.



Copenhagen Automated Metro Lines

Through Metro Service A/S, we manage four automated metro lines in the city of Copenhagen, with a transport capacity of 130 million passengers per year.



M1-M2 and M3-M4 (Cityringen)

Lines: 4

Length: 36 km

Number of stations: 41

Service: 24/7

Passengers/year: 130 mln

Metro



Milan Automated Metro Lines - M4

M4 is the latest automated metro line of Milan. Running through the city center, it will connect Linate Airport to the Western part of the city.



A new step in the metro network extension

Length: 15.9 km

Headway: 90/120 s

Number of stations: 21

Number of trains (4 cabs): 47

GoA: 4



Milan Automated Metro Lines - M5

The M5 line connects the North-Eastern area of Milan to the Western area, where the football stadium of San Siro is located.

Opened in 2013, the line widely contributed to the urban regeneration of the surrounding areas, in particular the Isola district.



Milan's first fully automated driverless line

Length: 13 km

Frequency: 180 s

Number of stations: 19

Number of trains: 21

Passengers/year: 50 mln

GoA: 4



Technology Innovation for Customers



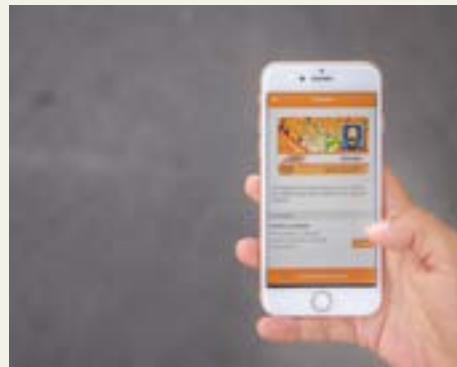
Smart Mobility Solutions and Contactless

More than 9 million credit card payments at the metro ticket gates in 2021



Testing Contactless Payment on Three Bus Lines.

Installing contactless ticket validating machines on the whole surface network



Digital Systems

Digital systems for the purchase of tickets and passes, via SMS and via the "ATM Milano" APP (5 million downloads)



New App Features

Occupancy level forecast for the 113 metro stations according to the time of day, in order for customers to better plan their journey

Pioneers of Sustainable Mobility

We have been running hybrid buses since 2010 and full electric buses and hydrogen buses since 2013.

The « Full Electric » Plan: zero emission goal and transition towards 100% electric

More than 70% of journeys are already carried out with electric traction (metros, trams, buses, trolleybuses).

The final goal is to **replace the whole bus fleet with 1,200 electric vehicles by 2030.**

All depots will be converted and three innovative structures will be built from scratch. Thanks to the plan diesel consumption will be reduced by 30 millions litres and CO2 emissions by approx. 75,000 tons/ year.



Carbon Neutrality

State of the Art



70% Km

Of Services Operated
with Electric Vehicles



Purchase of

100%

Certified Green Energy



**Self-
Production**

with Photovoltaic Panels



The Full Electric Plan 2030

Areas and Goals



+1,200
Electric Vehicles



+3
New Full Electric Depots



-30mln
Litres Diesel per Year



-75,000tons
of CO₂ per Year

New
E-Bus Fleet



Innovative Full
Electric Depots



Charging
Infrastructures



Electric Corporate
Fleet Vehicles



The New Depots

Innovative
Concept



Underground
Depot



Reduced
Environmental
Impact



Energy
Independence

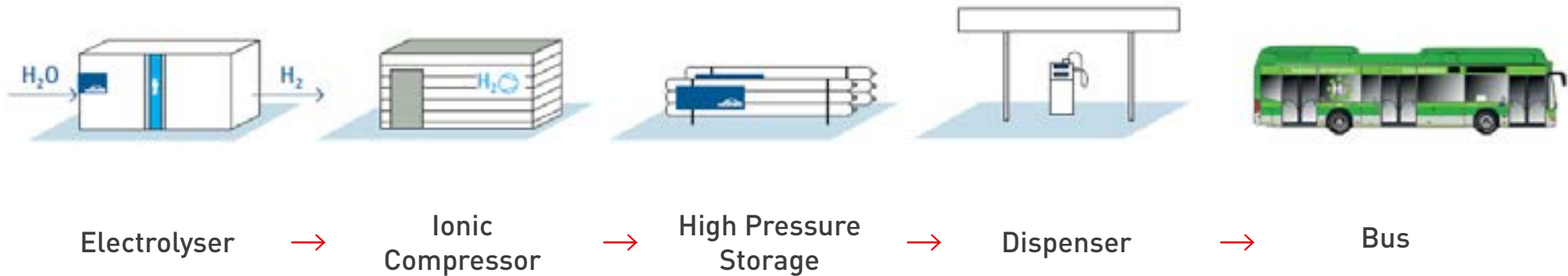


Green
Areas for
Citizens



Hydrogen Know-How

Hydrogen Production Plant and Fuelling of Hydrogen Fuel Cell Buses



Opened in 2013, the station is located in our San Donato depot and it is the **first Italian plant for hydrogen buses**.

The station, which uses untreated water and electrical energy, produces hydrogen by means of the electrolysis process; the hydrogen is stored in high pressure cylinders near the electrolyser.

The plant can produce up to 200 kg/day of hydrogen at a pressure of 400 bar.

Refuelling takes place automatically, feeding the bus tanks with up to 35 kg of hydrogen at a pressure of 350 bar; this guarantees a vehicle **range of over 250 kilometers**.

A bus can be fully refuelled in just 10 minutes, likewise natural gas vehicles.

The station activity is constantly and automatically monitored thanks to sensors making it possible to supervise the process and manage any alarms remotely.



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