



ATM

# The ATM Group

## Company Overview





# The ATM Group

## 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.

**ATM operates all modes of public transport:** conventional and automated metro systems, buses, trams, trolleybuses, cable cars and bikes. ATM has been running automated metro for over 10 years and currently manages 6 automated lines in Milan and Copenhagen.

**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

\*Pre-Covid data



7

Modes of Transport



30,000

Daily Runs



4.6mln

Inhabitants served



2.7mln

Daily Passengers\*



# The ATM Group

## Global Integrated Mobility Provider

### Urban and Suburban Public Transport

Metro Systems, Buses, Trams, Trolleybuses, Cables



### Automated Metros



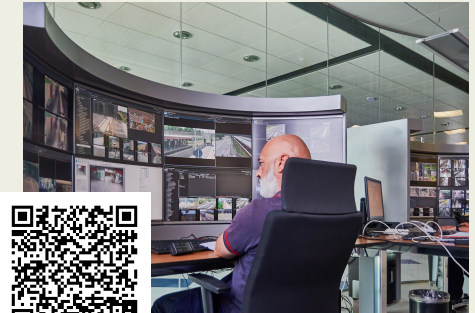
### Rail Diagnostic and Maintenance

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:** 164 mln

**Daily runs:** surface 25,000 metro 2,700

**Served area:** 657 km<sup>2</sup>

**Revenues:** 1,091.5 mln euros



### Service Indicators\*\*\*

#### Service Regularity

Buses: **99.1%**

Trams: **98.3%**

Trolleybuses: **98.3%**

Metro lines 1-2-3: **99.6%**

Metro line 5, automated: **99.9%**

Metro line 4, automated: **99.4%**

#### Punctuality

Buses: **99.1%**

Trams: **99.1%**

Trolleybuses: **98.5%**

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

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

**Accessibility of rolling stock** for passengers with reduced mobility

Surface vehicles: **86.1%**

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

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

**Metro accessibility** for sight-impaired passengers (lines 1-2-3)

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

Stations equipped with tactile paths: **97.9%**

**Metro accessibility** for sight-impaired passengers (lines 4-5): **100%**



### Quality Indicators\*\*

#### Customer satisfaction

Overall Satisfaction with ATM service : **99%**

#### Information to customers

Average response time to requests: **3.44** days

Phone calls managed by a call centre operator for information and assistance requests: more than **140,000**

\* Financial Report 2022

\*\* Customer Satisfaction Survey June 2022

\*\*\*Mobility Charter 2023 (Carta della Mobilità 2023)

# 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 (metros, 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.





# Copenhagen Transport Management

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 automated lines M1 and M2 (end of contract October 2010)
- **2009**: award of the contract to operate automated lines M1 and M2 (5+3 contract starting from October 2010)
- **2014**: contract extension for the operation of automated lines M1 and M2 until 2018
- **2017**: award of the contract to operate automated lines M1 and m2 (5+3 contract starting from October 2019)
- **2018**: award of the contract to operate the surface light rail (opening in 2025 and operations until 2040)
- **2019**: start of the contract to operate automated lines M3 and M4 (5+3 contract starting from September 2019)

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.

Metro Service A/S will also run the new light rail line, scheduled to open in 2025.



## M1-M2 and M3-M4 (Cityringen)

**Lines: 4**

**Lenght: 38.7** km

**Number of stations: 41**

**Service: 24/7**

**Passengers/year: 130 mln**





# Milan Automated Metro Lines - M4

M4 is the latest automated metro line of Milan. The first section of the new fully automated line M4 was inaugurated on 26 November 2022.

Running through the city centre, it will connect Linate Airport to the Western part of the city.



## A new step in the metro network extension

**Lenght:** 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

**Lenght:** 13 km

**Frequency:** 180 s

**Number of stations:** 19

**Number of trains:** 21

**Passengers/year:** 50 mln

**GoA:** 4





# Technology Innovation at the Heart of our Development

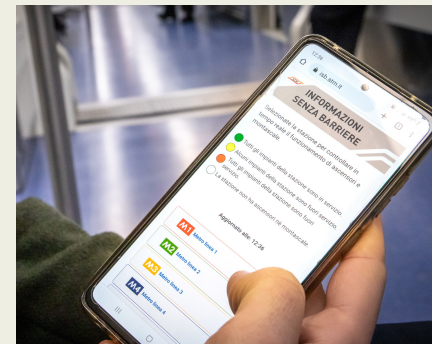
## Contactless solutions and digital payment system

- More than 16 million contactless payments at the metro ticket gates in 2022
- Since April 2023, contactless payment devices on every surface vehicle
- Purchase of tickets and passes online and via the APP (7.5 million downloads)



## Accessibility of information

- «Information without barriers» is the ATM platform that provides real-time information on the accessibility status of Milan metro network
- The service marks a further step towards making public transport accessible for everyone, allowing people to be constantly updated on the lifts and stairlifts status of the 5 metro lines



Scan the QrCode  
and discover the platform

# 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  
since 2018



**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 CO<sub>2</sub> 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





**[www.atminternational.com](http://www.atminternational.com)**

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