



Media Release
September 26, 2018

As mentioned by Mr Eric Moinier, MD, Keolis Hyderabad MRTS Ltd., which is the operator of Hyderabad Metro during yesterday's media interaction, Hyderabad Metro stood first in passenger satisfaction, among 13 mass transit systems across the globe which are operated by Keolis group. Keolis group is a French global giant which operates metros, tramways, modern bus systems etc., in many top cities in several continents. They recently conducted a passenger satisfaction survey of public transport in 13 cities(all operated by them) & Hyderabad stood first with 98% passenger satisfaction score, overtaking London metro, Melbourne tramway, Boston metro, Stockholm bus system, Lyon metro & bus systems, Manchester metro, Bordeaux tram & bus systems etc.

MD, HMRL Mr.NVS Reddy thanked Mr Bernard Tabary, Keolis global head for giving very good inputs, setting high operational standards & operating Hyderabad Metro as one of the best in the world.

A summary of the study results of Keopulse, the Keolis group barometer of passenger experience is attached.

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