



EURO
CITIES

One ticket, one tariff, one territory



Affordable public transport for all

Nice residents can now travel across the whole department on a single €1 transport ticket. The ticket covers public transport across Nice Cote d'Azur's (NCA) 46 urban and rural municipalities based around the city centre, meeting the challenge of providing cost-effective and efficient public transport for all citizens.

By pooling the resources of the two existing public transport authorities, Nice Cote d'Azur created a transport system with a single, affordable ticket for all its residents, regardless of where they live, what means of public transport they are using or where they are travelling within the urban community.

Connecting the community

The aim of the project was to provide convenient access to public transport for the whole urban and rural community, whilst also reducing the transport costs for all residents.

By introducing a €1 transport ticket, valid on the entire NCA transport network of 100 bus lines and a tramway, the municipality was able not only to facilitate travel within the area but also to create a greater sense of social cohesion and equality between its rural and urban inhabitants.

The single ticket system was introduced on 1 January 2008 and could be used on any of the public transport vehicles serving the NCA area, regardless of the transport management authority.

This programme was supported by an interoperable ticket system which was introduced using funding from the European Regional Development Fund, which by 2010 had allocated €400,000 to the project.

By the end of 2009, the two main transport management authorities within NCA had merged into one single network, 'Lignes d'Azur' serving the residents of NCA's urban and rural municipalities, including Monaco.

cities in action

July 2013

where: Nice Cote d'Azur Metropole
what: mobility
when: 2008+

Improving the experience

By combining the networks, NCA also used the opportunity to rebrand the network with a consistent identity and pricing structure, making travelling by public transport simpler and more affordable.

The pooling of resources meant the city has also been able to focus on further developments to improve the urban environment and the passenger experience.

These include the introduction of a €365 annual transport pass and the deployment of innovative technologies which allow passengers to access real-time travel information over the internet or on their mobile phones.

In addition, efforts have been made to implement energy-efficient measures to power vehicles, such as the use of biofuels made from recycled oil.

Engaging citizens

The unification of the public transport network came as the result of a long process of cooperation over technical and political issues.

NCA engaged in consultations to gather the opinions of local residents on the proposed single transport network.

This was carried out using opinion surveys and via social media to connect with citizens. A Facebook page was set up to keep residents abreast of policy developments and to facilitate debate and discussion on transport services.

Indeed, customer satisfaction increased significantly following the introduction of the single ticket, rising from 79% to over 90%.

Happy passengers

The new single transport system – which operates with a combined annual budget of €125 million - attracted a 35% increase

in the number of passengers in the Alpes-Maritimes department in 2010, the consequence of which has been a drop in the use of private vehicles.

In addition, 90% of the transport network's users have access to new technologies which allow them to plan their journeys via internet or mobile phone.

The project has attracted nationwide recognition, having won the 2009 'pass d'or' prize from French magazine 'Ville rail et transport' and a national innovation award in 2010.

And, perhaps most significantly, the authority has recorded a 93% customer satisfaction rate from passengers on the network, cementing the project's success.



'Carte Azur' is a revolution for public transport users in the Alpes-Maritimes and the Principality of Monaco. The run up to this eagerly awaited event began with the unification of public transport fares, starting with the €1.30 ticket in 2006, followed by the €1 ticket in 2008. May the 'Carte Azur' contribute to reducing road traffic, preserving our environment and making life more convenient for our citizens!



Christian Estrosi, mayor of Nice

