



Transdev Awarded Paratransit Contract with Valley Metro

(Feb. 22, 2017) CHICAGO—Paratransit customers in the Phoenix region—including the East Valley and Northwest Valley—will soon have new tools for booking rides and seeing real-time arrival data on their Valley Metro paratransit trips. Transdev, a leading operator of paratransit networks, will begin operations July 1. The Dial-a-Ride service provides about 500,000 annual trips for eligible riders in the Valley Metro coverage area.

Transdev plans to implement a suite of technology platforms designed to enhance customer interaction and accessibility to the paratransit network. Automated, web-based technology will help passengers schedule rides, check their ride status and see real-time arrival information. In partnership with RouteMatch, Transdev will provide customers the ability to use their mobile phones to book, cancel and monitor paratransit rides.

The new passenger amenities will support service quality and responsiveness for customers while increasing the efficiency of operations. In anticipation of continued high demand for paratransit services, Transdev will partner with AAA Taxi to maximize service coverage for paratransit customers during peak usage hours.

“We’re honored that Valley Metro recognizes our industry reputation for excellent paratransit service and customer care,” said Katrina Heineking, Regional Vice President for Transdev’s Southwest Region. “With our new fleet and technology to enhance service efficiency, this is really the next chapter for the East Valley, Northwest Valley and regional Phoenix Dial-a-Ride services. We are excited about taking this step together with Valley Metro. Transdev knows the business of serving paratransit customers and the care and safety of our passengers are our highest priorities.”

Transdev operates nearly 75 percent of the City of Phoenix Public Transit Department’s fixed-route bus operations. Along with its predecessor companies, Transdev has provided bus services in Phoenix for more than 43 years.

The new contract continues Transdev’s trend of paratransit renewals and awards in major metropolitan cities across the country, including the Atlanta metropolitan area, Detroit, San Francisco/Oakland, Las Vegas, Baltimore and more.

About Transdev

Based near Chicago, Transdev is the largest private-sector operator of multiple modes of transit in North America, including bus, rail, streetcar, paratransit, shuttle, and sedan and taxi services. Globally, Transdev operates public transportation in 19 countries. Transdev is committed to being the trusted partner of cities, transit authorities and airports through quality execution and innovations in mobility. For more information, go to www.transdevna.com.

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