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YOUR PARTNER IN NEW MOBILITY



KEEPING PACE

The future of mobility will be increasingly more **Personalized, Autonomous, Connected** and **Electric**. Transdev is ready with innovative, new solutions.

Thrive in a new mobility landscape.

The pace of change is accelerating. Passenger expectations are rising. Public agency funds and resources are limited. Transdev helps meet these challenges.

We are building on decades of experience delivering quality, safe transit operations and steadily driving improvement of the passenger experience. Transdev works with clients to plan and implement new mobility options—and provides a full suite of tailored digital products and services.

- › First- and last-mile mobile apps and services
- › Customized microtransit options
- › Integrated passenger apps
- › Autonomous shuttle deployment, integration and operations
- › Mobility as a Service solutions
- › Brokerage and non-emergency medical transportation platform and operations

Over 200 cities and communities trust Transdev to safely manage and operate their transit systems, encompassing seven modes of transportation. We deliver quality, efficiency and innovative approaches to help clients achieve their vision for mobility.

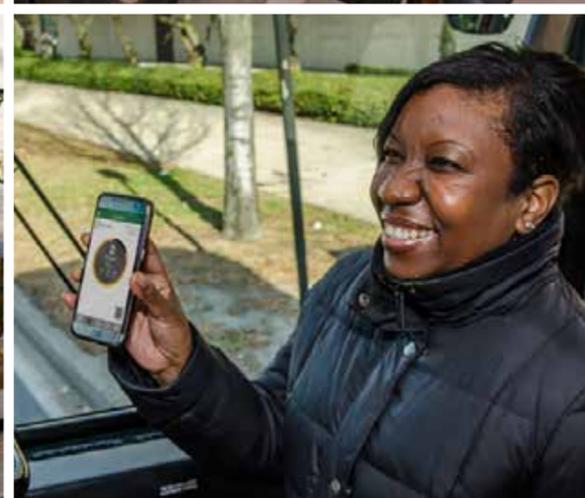
2B annual passenger trips globally

82K+ employees worldwide

18 countries across five continents

#1 largest operator of streetcars and light rail systems in the world

transdevna.com/about



SEAMLESS JOURNEYS

Our multi-modal expertise sets us apart.

Transdev has a proven track record of helping clients operate and integrate transportation modes to optimize connections and enhance passenger convenience.

MOBILITY AS A SERVICE

Transdev specializes in creating seamless connections to let passengers navigate safely and effortlessly from bus to train to ferry to bike.

"Mobility as a Service" (MaaS) has emerged as an innovative, integrated way to help passengers move more easily. In some of Transdev's client cities, customers can choose all of their transportation from one integrated app and pay for all their mobility services they use each month in one combined bill.

Transdev is developing a technology platform for MaaS in pilot programs around the world. We have launched apps, first- and last-mile solutions, predictive trip planners, on-demand circulators and more in dozens of contracts, which are all key precursors to MaaS.

INTEGRATED PASSENGER APPS

Our GoMobile app and platform helps passengers better navigate transit systems. They can track their vehicle on a map and see real-time arrival information, plus schedules, maps, service alerts, trip planner, and digital ticketing—all in an integrated app. And it's customizable for any transit system.



TORONTO

Cityway, a Transdev company, created an integrated trip planner in Toronto. The app enables access to all available modes in the area—providing access to data from a consortium of 20 transit agencies in the region.

Cityway delivers sophisticated, customized technology projects with expertise in intermodal trip-planning for MaaS, first- and last-mile solutions, mobile ticketing and more.

transdevna.com/services

INNOVATIONS IN MOBILITY

New solutions for clients and passengers.

Transdev provides solutions that anticipate and satisfy the needs of clients and passengers.

ON-DEMAND MICROTRANSIT

Transdev and many of its clients have been experimenting with on-demand solutions to supplement existing service and increase ridership.

LONG ISLAND

In Nassau County, on one of the nation's first fixed route, on-demand hybrid routes, our service can deviate upon request to predetermined stops, serving a larger footprint more efficiently and responding to individual rider needs.

FRANCE

In Vitrolles, an on-demand service connects riders from a transit hub to their preferred building in a large office park, replacing fixed route bus service. This service is popular and costs significantly less than the fixed route service it replaced.

IMPROVING THE FUNDAMENTALS

Transdev offers many in-house and third party innovations to help improve the basics in transportation operations.

- › New Mobileye installations in Washington, D.C., San Francisco and Lansing are helping drivers on busy urban streets stay safe and avoid collisions.
- › Using a data-driven approach to maintenance, teams leverage years of nationwide information collected on Transdev-operated vehicles to compare their performance with fleets of the same age and vehicle type.
- › Meeting headways can be challenging in heavy traffic, so Transdev has introduced new anti-bunching software that accurately meters buses to meet promised frequencies.

transdevna.com/innovations



PHOENIX

At Phoenix Valley Metro and other Transdev paratransit operations, we are implementing a single workplace command console that transforms data into a more intuitive format to better identify areas of opportunity for improving service performance. Dispatchers and schedulers can easily identify routes and events with alerts or exceptions which may negatively impact performance, and take action.

74% of U.S. transit authorities see MaaS as a major opportunity over the next three years*

68% of U.S. transit authorities plan to use first- and last-mile solutions to increase service and connect more passengers to transit*



*Transdev Multi-Country Barometer, a survey of leaders of transit agencies in the U.S and four other countries in 2018.

PASSENGERS AT THE HEART

145K pieces of feedback handled in 2018

94% of cases closed within three days

Setting high standards for the passenger experience.

Passenger expectations are rising and Transdev is dedicated to meeting and exceeding them—ensuring the best possible experience on every trip.

UNDERSTANDING OUR PASSENGERS

T.ex, our formal audit of the passenger journey, is a proven methodology designed to assess all aspects of transit trips. It deploys multidisciplinary teams using various passenger personas to create tangible action plans for improvement.

ASSESSING OUR PERFORMANCE

Our Mystery Traveler program sends third-party undercover auditors to report on the passenger experience in all capacities: from riding, to calling, to buying tickets. Through objective, quality-based results, we work to improve all aspects of service.

LISTENING TO OUR RIDERS

Transdev's proprietary customer feedback management program, LISTEN, is designed to record, respond to and analyze customer feedback across multiple channels.

A CUSTOMER-FOCUSED CULTURE

Our award-winning Going for Care change management program engages all departments in improving the consistency of service. It provides first-rate training for frontline staff and helps teams track progress to improve satisfaction and loyalty.



NEW ORLEANS

Our team implemented Transdev's T.ex methodology and rigorously assessed the entire passenger experience, evaluating every step from the decision to take a trip until completion. They identified pain points and opportunities to improve from the perspective of multiple personas, and created prioritized action plans to implement changes.



CONTRA COSTA

Our My Transit Manager mobile app for paratransit riders and their caregivers puts trip information at their fingertips. Paratransit riders and caregivers can view trip confirmations, track their vehicle, and receive alerts.



LONG ISLAND

In this large transit system serving Nassau County, we utilize different types of service to meet different types of passenger needs and simultaneously maximize our client's resources. From headway management on high frequency routes to microtransit in less populated areas, we customize service options to move the most passengers in the best way.

transdevna.com/passengers



1M miles have been clocked by Transdev autonomous vehicles across the globe

3K daily passenger trips on AVs

AUTONOMOUS VEHICLES

Delivering autonomous alternatives.

Transdev is at the forefront of autonomous vehicle (AV) technology, combining decades of management and operational expertise with the skills needed to integrate today's emerging mobility options.

OPENING NEW POSSIBILITIES

We're helping clients launch autonomous shuttles that are well integrated with existing mobility options, and over time can expand connections within communities.

DENVER
A self-driving shuttle connected passengers from the commuter rail station to two corporate campuses and a park and ride lot via four stops in a successful pilot project that concluded in August of 2019.

LIVERMORE
Beginning this year, the Livermore Amador Valley Transit Authority in California and Transdev are testing a self-driving, shared autonomous vehicle service. As part of a larger mobility lab project in the downtown-Dublin area, the project will augment the fixed route system by providing first- and last-mile solutions.

GAINESVILLE
Gainesville will be the latest city in Florida to launch Transdev's AV operations with a new route connecting passengers from the University of Florida to downtown Gainesville. The new service will supplement to existing fixed-route bus service.

BABCOCK RANCH
Transdev is the mobility provider at Babcock Ranch, a completely solar-powered town in Southwest Florida, developed by Kitson & Partners. We are operating on-demand AV service today, and will integrate more modes as the city expands.

AV SHUTTLES ON-DEMAND
In Rouen, in the Normandy region of France, we operate shared-ride AVs that connect a tech business cluster to the city's robust public transit system. AVs operate on open roads on three circuits of 6.5 miles each. This is the first on-demand AV service on the open road in Europe.

transdevna.com/av



Transdev North America
720 E. Butterfield Rd., Suite 300
Lombard, IL 60148
Tel.: (630) 571-7070
www.transdevna.com