

Innovating Today for the Mobility of Tomorrow





YOUR PARTNER IN NEW MOBILITY



KEEPING PACE

The future of mobility will be increasingly more **Personalized, Autonomous, Connected** and **Electric** and 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 transit operations and steadily driving improvement of the passenger experience. Transdev works with clients to plan and implement new mobility options—and are building a full suite of tailored digital products and services.

- › First and last mile services
- › Customized microtransit options
- › Integrated passenger apps
- › Autonomous shuttle integration
- › Mobility as a service solutions

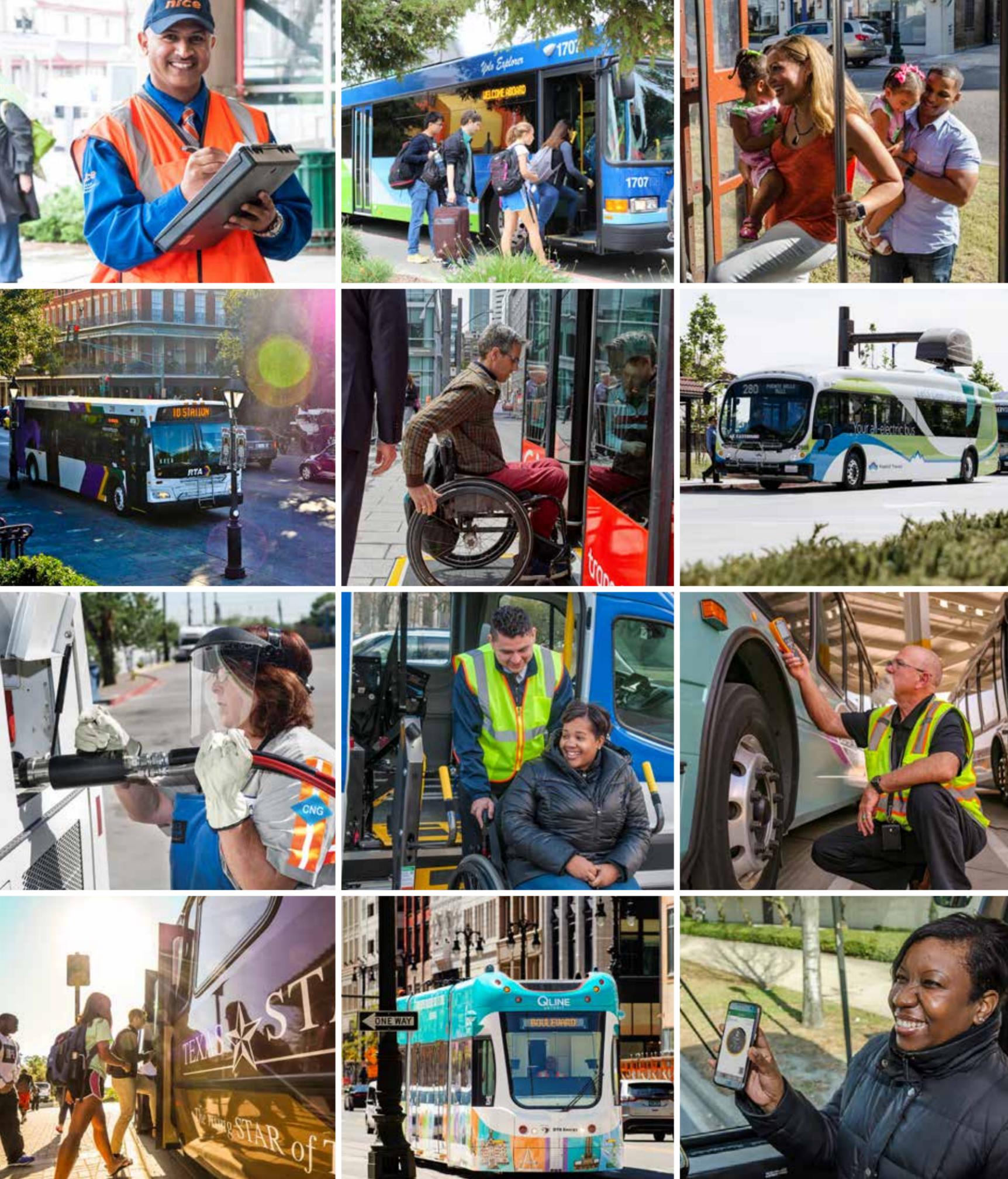
Over 200 cities and communities trust Transdev to manage and operate their transit systems, encompassing nine modes of transportation. We deliver quality, efficiency and innovative approaches to help clients achieve their vision for mobility.

2B annual passenger trips globally

82K+ employees worldwide

20 countries across six continents

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



SEAMLESS JOURNEYS

Our multi-modal expertise sets us apart.

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

GLOBAL INTEGRATOR AND OPERATOR OF MULTIPLE MODES

Transdev specializes in creating seamless connections to move passengers effortlessly from bus to train to ferry to bike. Our GoMobile app delivers personalized passenger information including real-time connections between modes, service alerts, and trip planning.

BUILDING MAAS SOLUTIONS

"Mobility as a Service" (MaaS) has emerged as an innovative and integrated way to help passengers navigate more easily. Customers pay a monthly fee and have access to all the modes and options available and can pay for them on a common platform.

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.



TORONTO

In Toronto, Cityway created TripLinX, an integrated trip planner with all available modes, for a consortium of the 12 transit agencies in the region.

A subsidiary of Transdev, Cityway delivers sophisticated, customized technology projects with expertise in intermodal trip-planning for MaaS, plus first and last mile solutions, electronic 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.

INTEGRATED 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.

ON-DEMAND MICROTRANSIT

Our microtransit platform and service, Link, helps clients provide new options to connect people to transit from their home or office. A recently completed pilot program in Tampa provided proof that shared first and last mile options are popular and practical. We've taken that experience to Nassau County, where our on-demand shuttles connect people to bus and rail stops, and to LA Metro where we are helping examine the feasibility of microtransit options.

IMPROVING SERVICE DELIVERY

Access to real-time info is enabling better service information for both passengers and dispatchers. Tablets ensure more effective on-the-go management of service alerts and issues. Improved routing algorithms deliver more efficient routes. These are some of the ways we are helping clients reimagine and improve mobility.



UNIVERSITY OF CENTRAL FLORIDA

Transdev has helped Orlando's UCF, with 66,000 students, answer passengers' perennial question, "Where is my ride?" Delivering the power of big data to operations of any size, our Crystal AVL technology provides passengers with real-time tracking info and dispatchers with actionable information on driver on-time performance and vehicle health, safety, and service quality.

transdevna.com/innovations

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 in low-density areas over the next three years*



PASSENGERS AT THE HEART

132K pieces of feedback handled in 2017

95% 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.

SAN DIEGO

At a major transit center in San Diego, we've launched an ambassador program that helps get passengers to their destinations. Each ambassador is armed with a tablet that easily shows the ideal route and any connections to help riders move easily throughout the system. Our client was so impressed they replicated the idea.



LONG ISLAND

In this large transit system serving Nassau County, we place different types of service to meet different types of passenger needs and to 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



220K miles have been clocked up 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

Florida is serving as the perfect transit playground to develop and grow autonomous solutions that supplement public transit networks.



GAINESVILLE

Gainesville is 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 is supplementing the public transit network starting in fall of 2018.



JACKSONVILLE

Part of Jacksonville's innovative vision includes transforming the city's existing people mover into dedicated "freeways" for autonomous, shared rides. Transdev was the first operator selected for a six-month pilot to examine the feasibility of using the 12-person AV shuttle for future service.

BABCOCK RANCH

Transdev is the mobility provider at Babcock Ranch, a new 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, starting in fall 2018, 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.



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