Innovating Today for the Mobility of Tomorrow
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.

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.

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- 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

transdevna.com/about
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.

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.

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.

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†

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.

† Transdev Multi-Country Barometer, a survey of leaders of transit agencies in the U.S and four other countries in 2018.
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.x, 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.x 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
DELIVERING AUTONOMOUS VEHICLES

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.

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.

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.

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.

220K miles have been clocked up by Transdev autonomous vehicles across the globe.

3K daily passenger trips on AVs.

3K daily passenger trips on AVs.

transdevna.com/av