

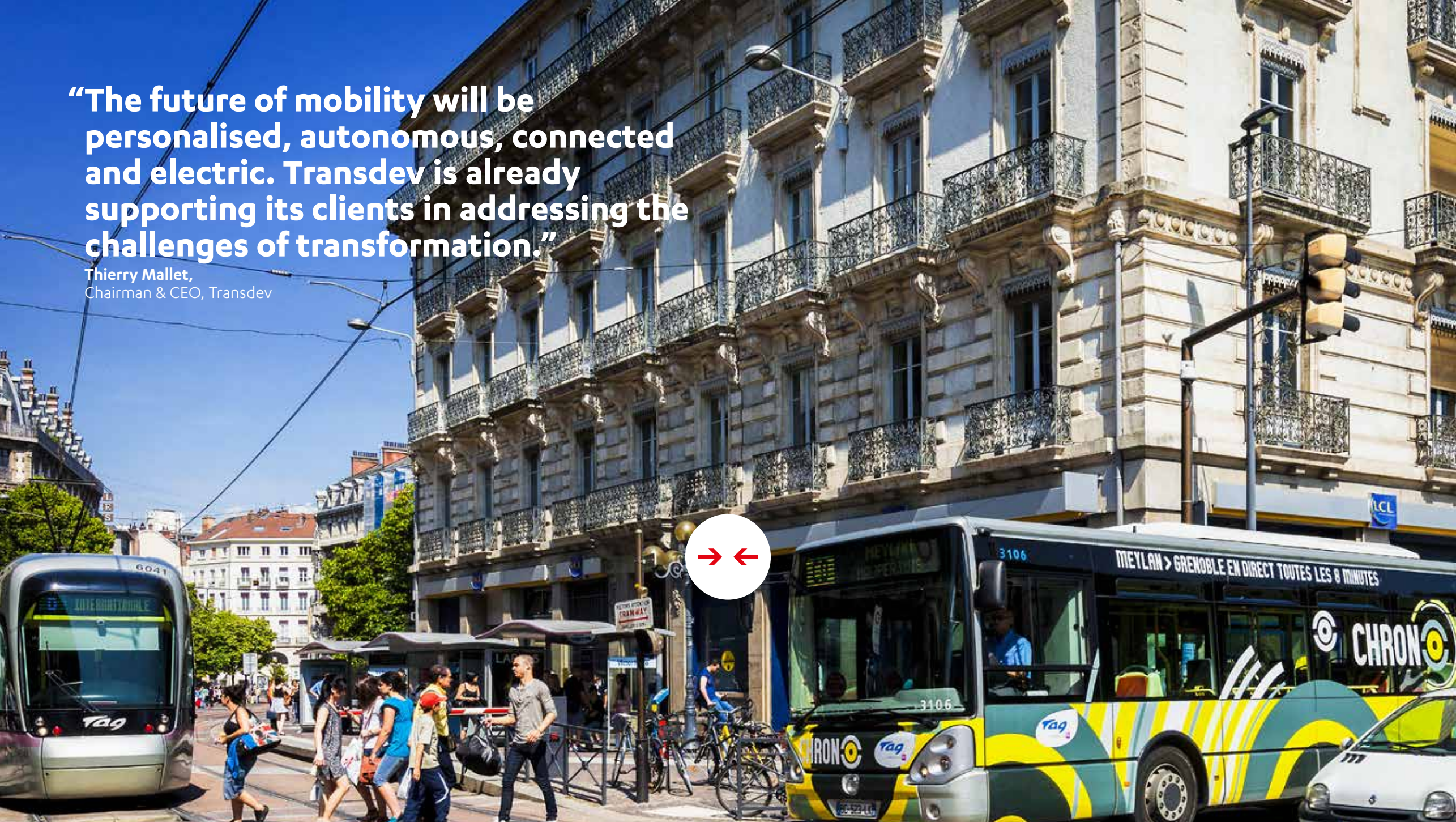


Moving Forward



“The future of mobility will be personalised, autonomous, connected and electric. Transdev is already supporting its clients in addressing the challenges of transformation.”

Thierry Mallet,
Chairman & CEO, Transdev



13 transport modes: from mass transit to individual mobility solutions

Rail | 33 networks in 6 countries

Metro | 3 metro lines in Mumbai (India), Seoul (South Korea) and Paris-CDG airport (France)

Tramway and tram-train | World leader with 22 networks in 9 countries

Bus rapid transit | A pioneer in the field, with TEOR in Rouen (France)

Bus | 24,600 vehicles in 13 countries

Coach | Leader in intercity transport in France

Ferry | 90 ferries, 13 networks in 5 countries

Taxi/private driver | Connexion, leader in transport on demand in the Netherlands with 30% of market share

Car sharing | 2 services in France: Nice and La Rochelle

Paratransit and ambulance services | Witte Kruis, the first ambulance service provider in the Netherlands with 130,000 patients carried every year

Shared shuttles | Leader in the USA with 9 million passengers

Bike services | 16 cities in France

Parking | 130,000 off-street and on-street parking spaces in France

Key figures

€ **6.7** billion
net revenue

83,000
employees

19 countries

43,300
vehicles

26,600
“clean” vehicles

Euro 5, Euro 6, standard, hybrid, full electric, NVG and biogas, LPG





Innovating to create the mobility of the future

TRANSDEV ANTICIPATES CHANGE, CONCEIVING THE MOBILITY OF THE FUTURE WHICH WILL BE P.A.C.E.: PERSONALISED, AUTONOMOUS, CONNECTED AND ELECTRIC.

We provide public transport authorities and passengers with new digital, technological and energy-related solutions in an environment where user patterns are evolving and mobility is experiencing profound change.

PROMOTE personalised mobility tailored to needs to improve passenger journey

This means mobility combining multiple modes of transport with on-demand solutions to optimize the choices and convenience of every passenger. With MaaS (Mobility as a Service) we harness the best possible leverage from complementary modes. The concept is being tested in Helsinki under the name "Whim", where a single mobile app and a single travel pass give access to all the available transport services, including taxis. In Saint-Etienne, France, the Moovizy app offers real-time multimodal information and purchase of travel tickets.

DEVELOP services using driverless vehicles

Flexible, economical, clean and capable of completing the first or last mile of a public transport journey: autonomous vehicles have a promising future. As pioneers in the field thanks to a series of pilot tests in several countries, we today operate the world's first-ever fully electric commercial driverless vehicle service: on the EDF campus in Civaux, France. We have also joined forces with Renault-Nissan to jointly develop a driverless vehicle fleet system.

OFFER increasingly-connected mobility

Because digital technology adds to the appeal of public transport, we invent innovative services such as mobile text tickets (Rouen, France), real-time predictive passenger information (Triplinx in Canada) and an application to plan last-mile transport in areas without regular services (HyperLINK in the USA, BRENGflex in the Netherlands, Chronopro in France).

ENCOURAGE eco-mobility

With the benefit of our acknowledged know-how, we test and operate a wide range of low-pollution transport solutions. Whether the idea is to replace an aging diesel fleet, reduce consumption and emissions through hybrid or full-electric vehicles or introduce "zero emission" fleets, we support local authorities in selecting and running alternative solutions.

20 million pieces of data processed in real-time every day by Optymod, a multimodal predictive GPS-based smartphone app developed by Transdev and Cityway

170 all-electric buses including 62 high-capacity vehicles fitted with the latest available storage and charging technology



Building relationships based in trust with public transport authorities

TRANSDEV MANAGES 13 TRANSPORT MODES FOR ITS CLIENTS. From trams to bikes, buses to car sharing and passenger rail to long-distance coach travel, our combination of a global vision of mobility and strong local roots helps us build effective, innovative and responsible solutions for our clients. Our driving ambition is to fulfil new demands from the public for mobility and service, while contributing to the coordinated development of livable cities.



LISTEN to the needs of public transport authorities

To meet the challenges of evolving mobility within financial constraints and tighter public funding, we offer our support to public transport authorities in towns, cities and larger regions with a constant focus on maintaining close contact, great transparency, listening to needs and understanding local issues.

DESIGN solutions suited to local circumstances

Alongside local authorities, we develop mobility solutions tailored to the needs of each region. This expertise in the public transport profession is underpinned by two key assets: our multi-local roots and our international experience.

OFFER the best service at the best cost

Whether the aim is to create new lines or improve existing networks, we ensure our transport services are managed with a focus on efficiency and cost-effective practices. We advocate increased inter-modality and new mobility solutions, such as on-demand services incorporated within the transport network. The result is a competitive model in terms of public spending expediency.

ENSURE superior operational performance

We make contractual commitments to public transport authorities to deliver on their expectations and challenges with their resources. To ensure we remain competitive, we have developed performance measurements and management tools which are deployed across all our networks and whose role is to identify our areas for customer-focussed improvement.

GUARANTEE the best safety standards

Safety is our number 1 priority: a constant concern shared by all. We capitalise on our safety management system, shared across all our operations and activities and with our community of safety managers who work hard every day on implementing our group policy.



Offering the best experience to passengers

TRANSDEV PLACES THE PASSENGER AT THE CENTER OF ITS CONCERNS.

This objective is crucial to win the service battle and make public transport increasingly attractive.

UNDERSTAND passengers

Gaining insight into passenger travelling patterns and expectations so as to design relevant and innovative mobility solutions, is the aim of our exploratory program *Transdev Explorer*. The latest report is devoted to "Digital passengers".

IMPROVE the journey experience

Our *Transdev Customer Experience (TeX)* approach seeks to better design mobility in order to enhance the appeal of public transport. It examines passengers' rational experience (punctuality, cleanliness) and their emotional state (stress, state of fatigue, etc.). The goal is to help our networks detect all of the factors likely to dissuade people from using public transport, and undertake remedial action and incentive measures.

STREAMLINE trips

With tools such as digital payment, on-board displays, clear signage at interchange hubs or remote booking, each of our journeys incorporates the notions of geolocation, real-time and even predictive conditions (*Optymod* in Lyon), road traffic conditions and multimodal aspects, including walking. Our ambition is to offer every passenger a more informed, convenient and seamless journey.

ENHANCE customer satisfaction

With programs to deal with complaints and feedbacks (*Listen*), regularly assess customer satisfaction (*SatisfAct*), measure quality (*Mystery Traveler*), and encourage and value interactions with passengers (*Meet the Managers*), our networks have a broad spectrum of methods of monitoring the quality of everyday service and perceptions of the quality of service provided.

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