

Your trusted

**MOBILITY**

partner



**Proud to  
transport  
11 million  
people  
around  
the world  
every day.**



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# WHO WE ARE

**A**s an operator and global integrator of mobility, **Transdev gives people the freedom to move whenever and however they choose.**

We are proud to provide 11 million customer journeys every day thanks to efficient, easy to use and environmentally-friendly transportation services that connect people and communities.

Our approach is rooted in long-term partnerships with businesses and public authorities, and in the relentless pursuit of the safest and most innovative mobility solutions. **We are a team of people serving people, and mobility is what we do.**

**We are the**  
**MOBILITY**  
**company.**



## OUR COMMITMENT TO YOU

### Engaging communities

We are committed to creating connections with our partners, communities and suppliers based on our ethics and our values. We strive to make our services accessible and employ a workforce that reflects the communities we serve.

### Be Journey Makers

Our day-to-day work influences where our families, friends and future generations live, work and play. Beyond this, we are a community of drivers, operators and professionals whose aim is to create the best possible public transport journeys for our customers.

### Be change makers of today and tomorrow

We focus on providing integrated mobility solutions by making public transport easy and reducing the use of private vehicles. Our aim is to continuously innovate and improve the safety, reliability, and efficiency of our services with our customers at heart.

# WHERE WE OPERATE



## OUR OPERATIONS IN AUSTRALASIA

Transdev is at the heart of keeping communities moving, providing public transport services in seven locations in Australia and New Zealand.

We pride ourselves on leading the way in public transport through the collaboration of our teams and a shared commitment to excellence in all that we do.

As a truly multi-modal operator, we specialise in the operation and maintenance of a number of vehicle modes, including passenger trains, light rail, ferries, buses, coaches, on demand transport and autonomous shuttles.

We are committed to being a diverse and inclusive workplace and proud to be an accredited WGEA Employer of Choice for Gender Equality.

**+160M**  
**customer journeys**  
**each year**

**5,800**  
**employees**

**2,010**  
**vehicles and vessels**

**7**  
**modes**

 **AUCKLAND** 



  **WELLINGTON** 







**YOUR  
TRUSTED  
PARTNER**





We design, develop and operate innovative mobility solutions for everyone. Our experience operating different modes of transport, knowledge of our customers and communities, mobile technology and our forward looking collaborative approach, positions us to be a key player in the mobility of tomorrow.

As a global operator of mobility solutions, we support public transport authorities, customers and businesses in providing safe, flexible and seamless travel solutions.

We partner with governments and public transport authorities to keep communities moving through the provision of public transport services. We provide transport solutions for infrastructure projects, businesses, schools and universities, and community organisations.

Above all the safety of our customers and our employees is our top priority. We are dedicated to continuous improvement and creating a safety culture that is shared by all of our teams.

# OUR SOLUTIONS

Every day, we help move hundreds of thousands of customers safely in Australia and New Zealand. Our success relies on the commitment and efforts of our people, working closely with our clients to deliver better mobility solutions for the community.



## Sydney, NSW, Australia

### Light Rail

For more than 20 years Transdev has been proudly operating light rail services in Sydney's Inner West on behalf of Transport for NSW. Now operating as the L1 Dulwich Hill Line, the 12.7 kilometre route connects Central Station and Dulwich Hill via 23 stops. Each year our team of 170 Journey Makers transport more than 11.1 million customers.

### *Creating future connections*

Transdev, as part of the ALTRAC Light Rail consortium, will operate and maintain the new CBD and South East Light Rail network when it opens in December 2019. The 12 kilometre route will feature 19 stops.

In late 2018, Transdev was awarded the contract to supply, operate and maintain the new Parramatta Light Rail Stage 1, as part of the Great River City Light Rail consortium. A major infrastructure project for the NSW Government, Parramatta Light Rail Stage 1 will connect Westmead to Carlingford via the Parramatta CBD and Camellia with a two-way track spanning 12 kilometres.





## Ferries

Transdev has proudly operated the iconic Sydney ferries network since 2012 on behalf of Transport for NSW. Our team of nearly 600 Journey Makers transport 15 million customers annually, operating seven days a week for 20 hours a day, covering 38 wharves over eight key routes, around Sydney Harbour and along the Parramatta River.

### *Delivering service innovation*

In early 2019, Transdev was awarded the continuation of the Sydney Ferry contract for a term of nine years. The new contract will deliver a range of new benefits to customers including more frequent services, new vessels and a trial of new On Demand Ferry service in the Bays Precinct later this year.

## Buses

As one of the largest bus operators in Sydney, Transdev has been providing services to local communities on behalf of Transport for NSW, for nearly 20 years. Our operating region covers three geographic areas – South Sydney, South West Sydney and Sydney's North Shore. Our team of 1,000 Journey Makers are dedicated to providing safe, reliable and enjoyable transport for over 23.5 million customers every year.

## On Demand Transport

Transdev has proudly operated various on demand public transport trials as part of Transport for NSW's innovative on demand pilot program since November 2017. Transdev Link currently services the Sutherland Shire, and Ride Plus previously operated in Manly and the Eastern Suburbs. Transdev Link allows you to book a vehicle to pick you up from home or a convenient nearby location, to take you to a local transport hub or landmark. Our services in the Sutherland Shire have been well received by customers with over 61,800 customer trips being completed in the first 19 months and a 4.89 customer service star rating.





## Armidale, NSW, Australia

### Autonomous Shuttle

Transdev is proud to be partnering with Armidale Regional Council and Transport for NSW in their Regional Automated Vehicle Trials. This year, we commenced on-the-road trials of an autonomous shuttle in the regional New South Wales town of Armidale. The Armidale Region Driverless Initiative or ARDi is a fully electric automated vehicle. It has capacity to carry up to 14 passengers and uses the latest technology in radars, lidars, stereo cameras, odometry and GPS to navigate on a predefined routes with minimal human intervention. The trial will initially run for 12 months and in three phases.



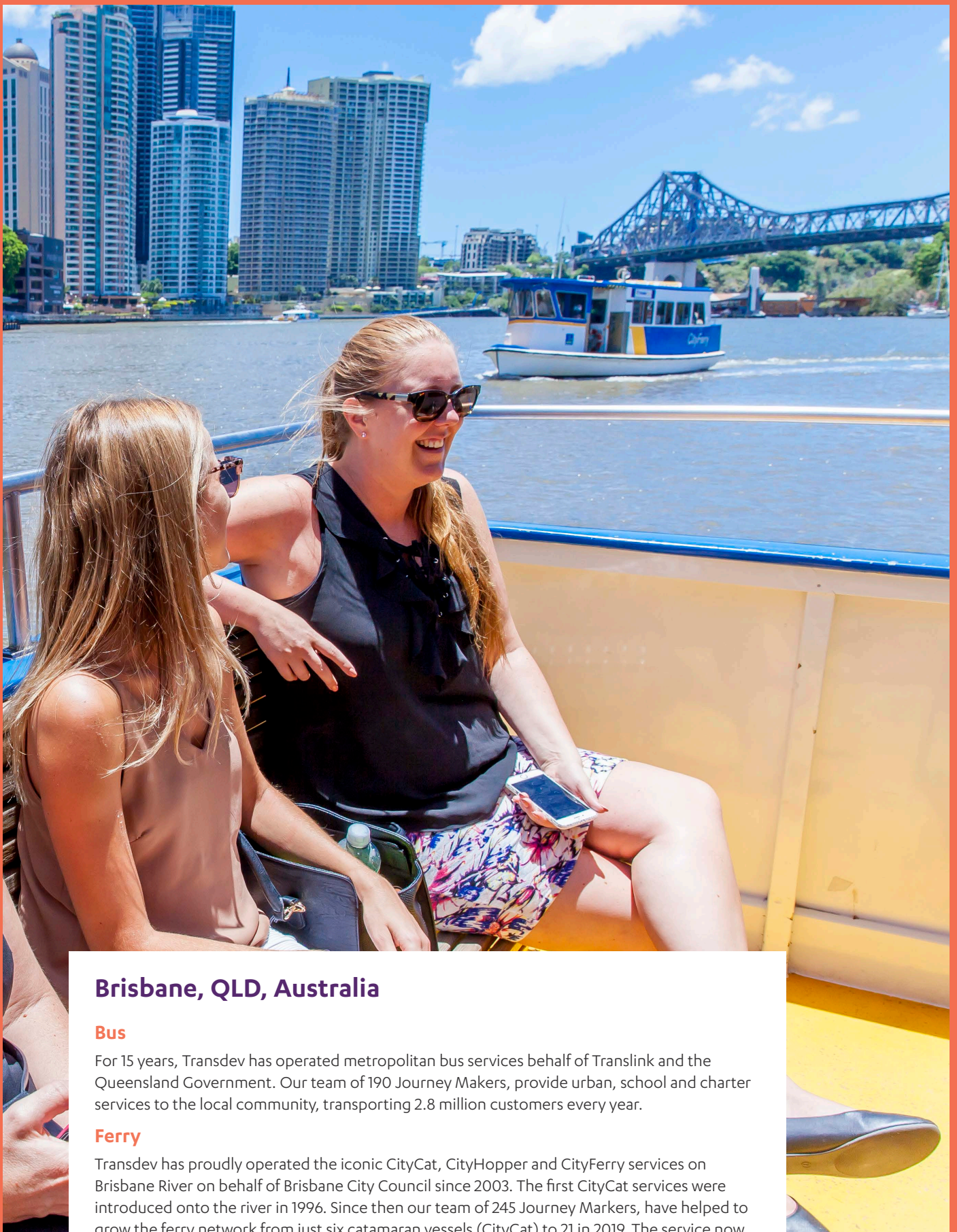
## Melbourne, VIC, Australia

### Bus

Transdev provides bus services for a third of Melbourne's bus network on behalf of Public Transport Victoria. Our team of more than 1,300 Journey Markers operate 47 routes, and a fleet in excess of 500 vehicles to deliver 30 million customer journeys each year. Both urban and school services are covered by Transdev, as well as the popular SmartBus services including the Doncaster Area Rapid Transit (DART) and the cross city orbital routes. DART routes provides an easy and efficient travel option to and from the CBD for those who live in the Doncaster area.







## Brisbane, QLD, Australia

### Bus

For 15 years, Transdev has operated metropolitan bus services behalf of Translink and the Queensland Government. Our team of 190 Journey Makers, provide urban, school and charter services to the local community, transporting 2.8 million customers every year.

### Ferry

Transdev has proudly operated the iconic CityCat, CityHopper and CityFerry services on Brisbane River on behalf of Brisbane City Council since 2003. The first CityCat services were introduced onto the river in 1996. Since then our team of 245 Journey Markers, have helped to grow the ferry network from just six catamaran vessels (CityCat) to 21 in 2019. The service now moves over 5.7 million customer each year and is popular with residents and visitors alike.





## Perth, WA, Australia

### Bus

Transdev is one of Perth's largest public transport bus operators. We provide bus services in Rockingham, Mandurah, Fremantle, Perth and Joondalup areas, including the free Central Area Transit (CAT) services on behalf of Transperth. Our team of more than 1,135 Journey Markers move more than 32 million customers per year.



## Auckland, New Zealand

### Passenger rail

Transdev has proudly operated Auckland's passenger rail services since 2004. Our team of 580 Journey Makers provide over 22 million customer journeys per year, on board 180,000 services. Our reliability rates, averaged over two years, stand at ninety-eight per cent.



## Wellington, New Zealand

### Passenger rail

In Wellington, Transdev works in partnership with Hyundai Rotem to operate and maintain the city's passenger train services on behalf of Greater Wellington Regional Council. We run more than 2,100 services each week facilitated by our team of more than 430 Journey Makers, delivering more than 14 million customer journeys annually.

We have 154 kilometres of track with 49 stations on five train lines to move customers around Greater Wellington.



## Australasia

### Transdev Maintenance Services

Transdev Maintenance Services provide civil and facilities maintenance services. They are currently charged with managing our fixed infrastructure assets, in addition to providing specialised project management support Transdev's light rail, bus and ferry operations. In the case of light rail, Transdev Maintenance Services is responsible for Civil Asset and Facilities maintenance across the Sydney Light Rail network. This will remit will expand to include Parramatta Light Rail when services commence in 2023.



# OUR INNOVATIONS

Transdev is a pioneer in Mobility as a Service, a top name in the operation of autonomous vehicles, and the leading European operator for electric mobility solutions.

We are constantly evolving our offering in an industry moving faster than ever before. Technology is rapidly pushing the boundaries of what is possible in the public transport sector, and this is requiring operators to embrace a new forward-thinking customer focus.

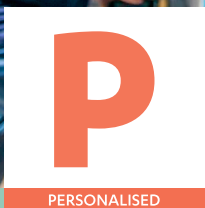
As a result, innovations is central to our operations to ensure we support our clients, customers and communities in delivering the mobility of the future.

Transdev's vision for the mobility of tomorrow is Personalised, Autonomous, Connected and Electric (PACE).

Our vision for the future of transport offers customers more tailored services, more choice and a better experience, as well as reduces the environmental impact of our industry.







## PERSONALISED

**Promote personalised transport to improve the overall customer journey**

We are at the forefront of delivering On Demand transport solutions around the world, from first-mile and last-mile connections, through to point-to-point services for the public transport market.

First-mile and last-mile services can be integrated with mass modes such as rail, core bus routes and ferries to make public transport more attractive to passengers, more accessible to communities in suburban and rural areas, and to community members with special mobility needs.

Locally, we have operated two on demand public transport trials in Sydney, Transdev Link and Ride Plus, as part of the NSW Government's innovative on demand transport trials. Transdev's on demand services combine pioneering technology with high operational efficiency and importantly look to improve intermodal connections with key transport hubs. Our on demand operations in Sydney are helping to change the way people think about traditional public transport services.



## AUTONOMOUS

**Develop services using driverless vehicles and shuttles**

Transdev believes that shared autonomous transport capable of completing closed circuit routes or the first-mile and last-mile of a public transport journey, have a promising future. They will offer tremendous benefits to customers and communities including: flexible, personalised and accessible services; more stops and more regular services; reduced noise and air pollution; and safer and more comfortable travel.

We are thought leaders in the field, operating shared autonomous services since 2005, moving over 3.5 million passengers in driverless shuttles, and travelling over 1.6 million kilometres without major incident. We operated the world's first fully electric commercial driverless shuttle service (Civivaux, France), and more recently we have partnered with Renault-Nissan and Delphi to develop a driverless vehicle fleet system. Locally in Australasia, we have demonstrated autonomous shuttles in eight metropolitan and regional cities, and are currently the operations and maintenance partner for the Armidale Regional Driverless Initiative. Known as ARDi, it is a collaborative project and involves the operation of a level four fully-automated shuttle.



CONNECTED

## CONNECTED

### Offer increasingly connected transport

Transdev firmly believes that the future belongs to individualised mobility. As pioneers of MaaS (Mobility as a Service), we innovate to create digital solutions that help to break down the barriers between forms of transport and offer everyone the greatest possible freedom of movement.

MaaS is a single place to plan, book and pay for all transport needs, combining public transport, car-pooling, ride sharing, bike sharing and other services.

As a MaaS pioneer, Transdev has been investing in and delivering MaaS solutions in Europe since 2015. We have invested in Whim a business to consumer solution launched in Helsinki and then Birmingham, before venturing into the business to business market with Tranzer, a Dutch MaaS solution for long-distance infrequent travellers and Everride, a German MaaS solution providing employees a mobility account.

As a MaaS accelerator, we are a collaborative partner for government. In September 2018, we launched the Mobility Account in Mulhouse, France's first MaaS. The Mobility Account is a fully integrated MaaS platform with multiple modes: bus, trams, bikes, car sharing and parking. It provides its users with an individual and tailored account enabling them to pay each month in post-payments for their journeys at the best rate, regardless of the transport operator or service provider. Transdev will release Moovizy, the new MaaS app in Saint-Etienne, France in September 2019.



ELECTRIC & ECO-FRIENDLY

## ELECTRIC AND ECO-FRIENDLY

### Encourage eco-friendly transport

Transdev is committed to the energy transition and aims for increasingly clean transport solutions. With our international expertise, we test and operate a wide range of low-pollution transport solutions to reduce the environmental impact of public transport.

Whether it's replacing an aging diesel fleet, reducing consumption and emission through hybrid technology, exploring hydrogen technology or a fully electric bus fleet, we support local authorities in selecting and operating alternative solutions.

Since March 2018 in the Netherlands, Transdev has operated the largest European fleet of electric buses and are now Europe's leading operator for zero-mobility solutions. By the end of 2024, we will have a fleet of over 1,000 fully electric buses operating globally.

We also believe that sharing international best practice is essential. That is why we organise the annual Living Lab. The concept of the Living Lab was born from meetings held in 2015 between Transdev and industry leaders from all over the world, who felt they needed a forum to discuss meaningful and real-life examples of innovative and sustainable public transport solutions. Our 4th Living Lab was scheduled in June 2019 and a report of findings will be available later in the year.



We give  
people the

**FREEDOM**  
**to move**

whenever and  
however  
they choose



## CONTACT

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