



We operate more than  
**300**  
contracts across  
North America



One of the largest  
providers of airport  
shuttle services  
in the USA



We carry more than  
**318m**  
passengers a year



Leading the sector  
in autonomous  
vehicle technology

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Within it, our Vehicle Services division is one of the largest private sector providers of vehicle maintenance and ancillary support services in North America.

### We are the largest, or near largest, private operator in each of our core business segments:

- fixed route
- paratransit (non-emergency medical transportation)
- shuttle
- transport call centres
- vehicle maintenance services
- Shared autonomous vehicles

In all these areas, we have unrivalled expertise and are a market leader. We have experience of every type of contract and it is through this experience that we continually deliver value for our customers and grow as a business.

Our customers include transit agencies, universities and state transportation departments. Our market leading university shuttle bus portfolio is the largest in the USA, including partnering with several Ivy League colleges. An area of strong growth and focus for us is the shuttle bus market and we have contracts at airports across the USA including Detroit, Houston and Dallas/Fort Worth.

We are exploring opportunities in light rail, commuter rail and bus rapid transit in North America, where we continue to benefit from the strong expertise in our UK divisions. In emerging mobility services, our partnership with Lyft to provide wheelchair accessible and other paratransit services has been extended to several more US cities.

As well as anticipating further growth in our core markets, particularly in shuttle and in vehicle services, we continue to pursue opportunities in connected transport sectors where we have now established our credentials – such as commuter rail, bus rapid transit, and autonomous vehicle management.

As these markets continue to evolve, we will look to enhance existing and new partnerships leveraging our partnership with Transportation Network Companies. Our services are a compelling option for both local authorities and private customers to outsource their transportation management needs.

# Where we operate



## Building business through our relationships

We have 60 years of experience across North America and operate a wide and diverse mix of different sizes and types of transport services across more than 300 contracts. We have a solid core of knowledgeable transport managers with an unrivalled reputation for professionalism and innovation.

Client relationships are key in this market and our reputation in one area of First Transit has been an important factor in winning business in another, building on our existing relationships.

## Technology and innovation

We continue to invest in technology, implementing proven technology to offer immediate improvement and effective management of service at the start of our contracts. Our extensive experience runs the gamut of transit technologies, from mobile apps to every major transit scheduling software application in the market today.

We have rolled out paperless engineering shop systems and developed predictive analytics tools throughout our engineering operations. We are at the forefront of the industry in developing mobile apps for our clients allowing registered riders to access timetables, the location of services in real time and monitor disruption to services.

First Transit is also a leader in operating mass transit technologies with low or no tailpipe emissions, such as the electric vehicles we operate in Minnesota as well as for our various SAV projects. We recently also added more than

40 electric vehicles to our shuttle fleet for one of our university campus clients, with further vehicles being added to the fleet in the year ahead.

Also, last year we changed our entire bus shuttle fleet at Philadelphia International Airport to run on compressed natural gas (CNG).

## Growing internationally

We currently operate in 300 locations, including 39 US states, Puerto Rico and Canada. Through our partnership with the government of Panama, we provide transit management for the MetroBus system in Panama City. This includes 1,200 buses and seven bus stations, providing convenient mobility for more than 500,000 daily passengers.

## Piloting new technology

First Transit is leading the testing of shared autonomous vehicle (SAV) passenger shuttles with multiple initiatives across North America. In California, we have an exclusive agreement with the GoMentum Station testing centre, where we carry out industry-leading research and development, and we are deploying the country's first commercially operated service on public roads.

Our shuttles are also playing an active role in the leisure industry, transporting sports fans at Globe Life Park, home of the Texas Rangers, and AT&T Stadium, home of the Dallas Cowboys.

We are actively developing our expertise in Mobility as a Service (MaaS) systems, and we were recently selected as a MaaS preferred partner by Denton County Transportation Authority.



Proud partner to more than 35 universities, including several Ivy League colleges



We operate and manage more than  
**14,200** vehicles



Paperless workshops allow our technicians to be more productive, using tablets in our service bays.



We employ  
**20,000** people across North America