

# First Transit Overview

**First Transit is one of the largest private sector providers of public transit management and contracting in North America.**



We operate 335 contracts across North America



We are one of the largest providers of airport shuttle services in the USA



We carried around 350m passengers in 2016/17



We are proud to partner a number of universities, including several Ivy League colleges

## First Transit is one of the largest private sector providers of public transit management and contracting in North America.

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.

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.

For more information visit: [www.firsttransit.com](http://www.firsttransit.com)

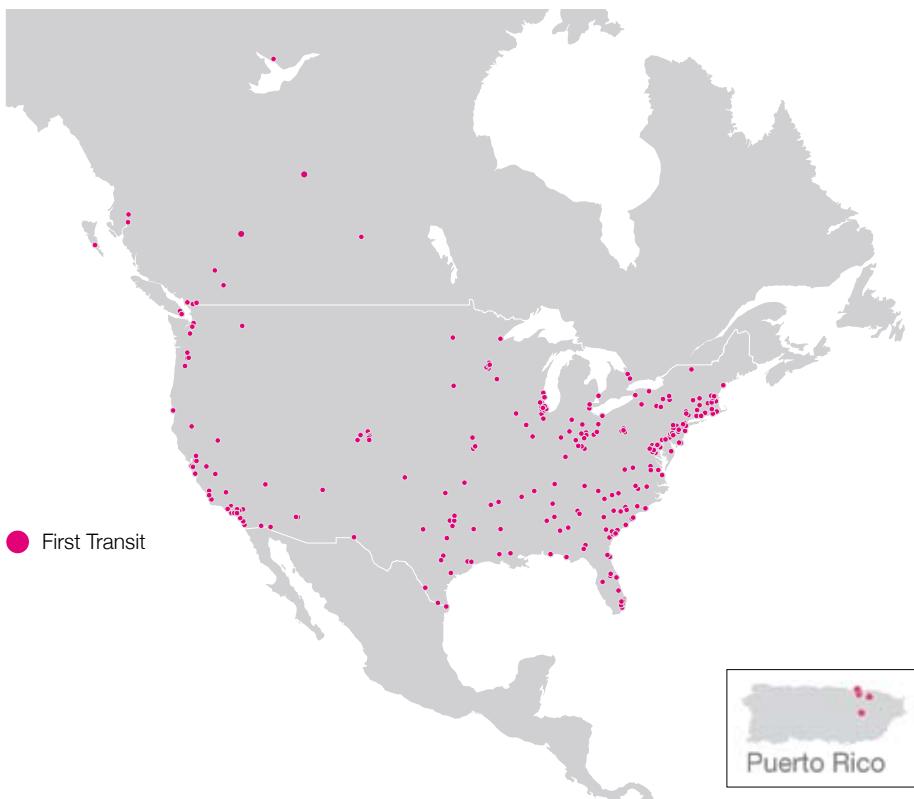
Our customers include transit agencies, universities and state transportation departments. Our market leading university shuttle bus portfolio is the largest in the USA, including partnering with several Ivy League colleges. We have recently won new paratransit contracts in Houston, Chicago and Minneapolis, new vehicle maintenance contracts in Florida and renewed key services in Portland, Denver, New Jersey, and Washington, DC. 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.

## Building business through our relationships

We have sixty years of experience across North America and operate a wide and diverse mix of different sizes and types of transport services across approximately 335 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.

## Where we operate



## Innovative solutions

We continue to invest in technology, rolling out our paperless engineering shop system and developing our 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 has international scope, scale and management expertise, coupled with high level of investment in our people and technology and long-standing customer and industry relationships.

We are exploring growing potential opportunities are also 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 as we explore potential opportunities in these areas. Our initial US commuter rail contract, Denton Country Transit Authority's A-Train, in Texas, began operating in October 2016 and is already showing signs of success.



**19,500**

We employ 19,500 people across North America



**48,000**

We operate and manage more than 13,000 vehicles and maintain a further 35,000



**9/10**

Surveys show customer service ratings of 8.84 out of ten - the highest for five years



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

## Growing internationally

We are partnering with the government of Panama to provide transit management for the MetroBus system in Panama City. MetroBus operates 1,200 buses and seven bus stations, providing bus service to more than 500,000 daily passengers. We have also signed a small employee shuttle contract in India, which has meaningful potential for future growth.

## Piloting new technology

First Transit has launched the first autonomous vehicle passenger shuttle pilot in North America.

In partnership with EasyMile, this pilot at the Bishop Ranch Office Park in San Ramon, California will connect tenants to multiple transit options including bus, bike and car-sharing services.

The shuttle will run a fixed-route stopping at designated stops within the office park. The pilot will begin with two vehicles, each with a customer service agent onboard for passenger questions and information. Each shuttle can carry 12 passengers and can operate for 14 hours on a battery charge. It is designed to travel short distances using pre-programmed routes.

## Flying ahead

Our shuttle segment, which is the only part of the division in which we provide capital for vehicles, continues to win new business. We have been awarded a contract at Sacramento Airport thanks to a new partnership arrangement with LAZ Parking, one of the largest parking companies in America, and expanded our presence at Philadelphia International Airport.