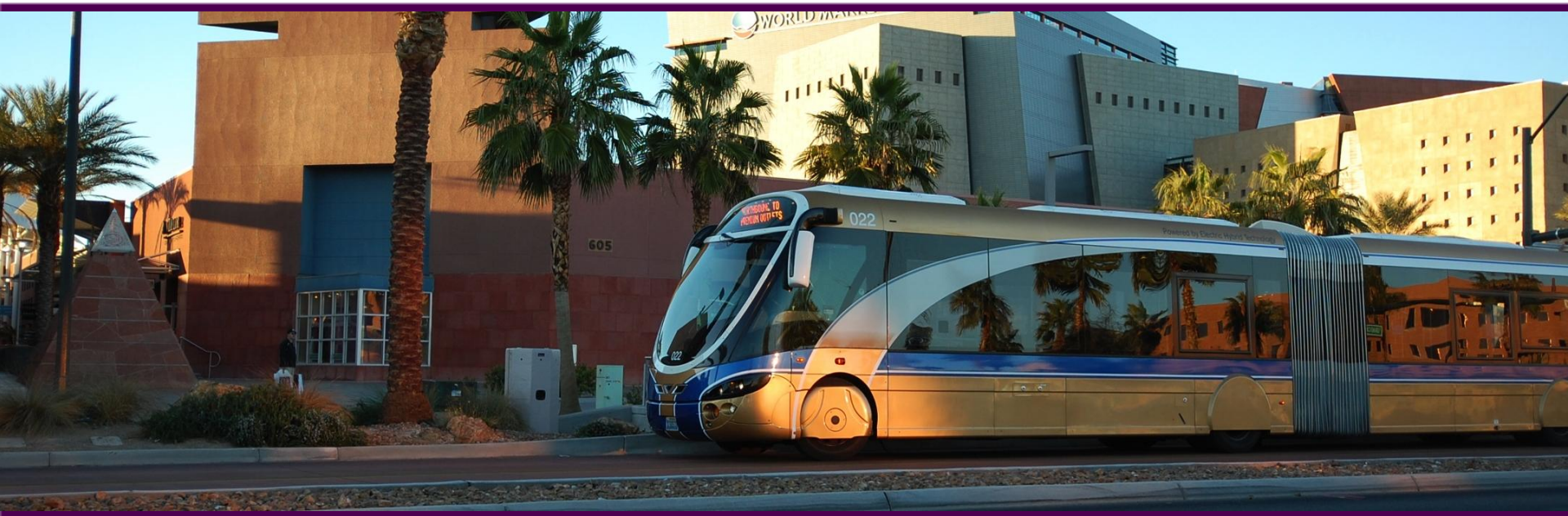
TECHNOLOGY TO IMPROVE PUBLIC TRANSPORTATION



VEOLIA
TRANSPORTATION

Mobility, Inspired by You.

VEOLIA
TRANSPORTATION

Our Parent Company: Veolia Transdev



€7.8 billion revenue*



102,000 employees



13 transport modes - 25 light rail networks
3.3 billion trips/year - 60,000 vehicles



5 continents - 27 countries

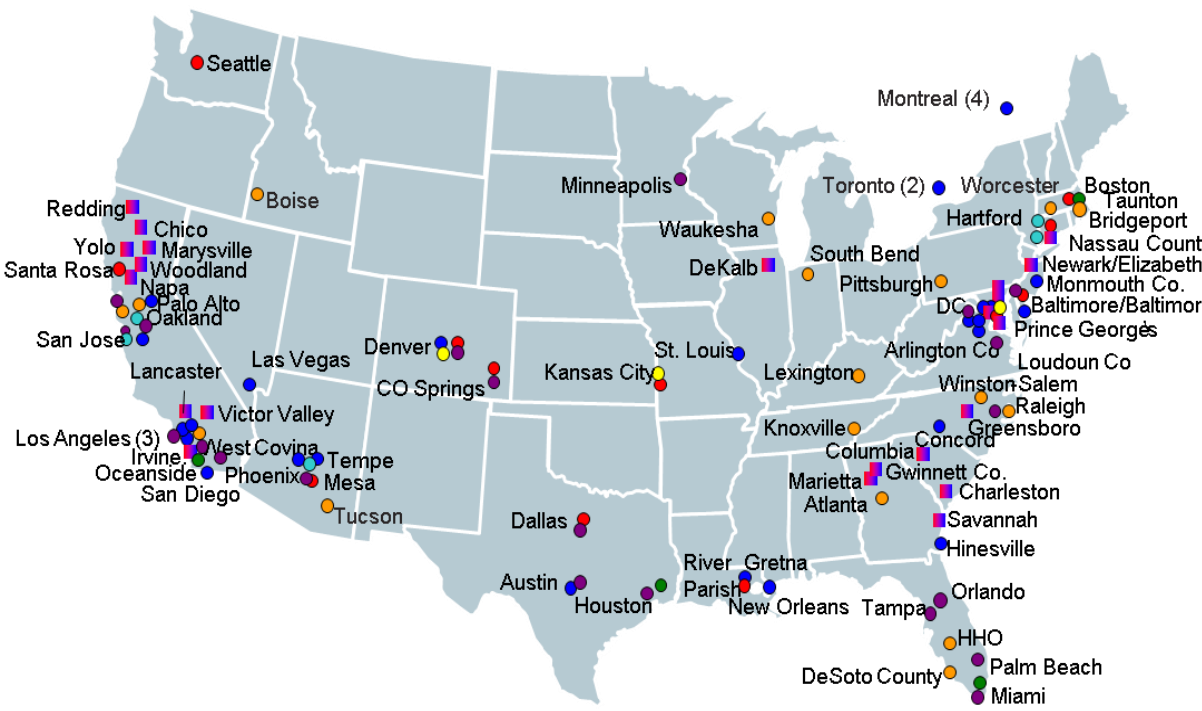
* Consolidated revenue 2010

ity, Inspired by You.

VEOLIA TRANSPORT TRANSDEV

Veolia Transportation: U.S. Footprint

- Leader in the delivery of bus, BRT, rail, paratransit, & on-demand
- 18,000 employees in North America



Our Vision



"Setting the standard for innovative and sustainable mobility solutions that enhance the passenger experience and support long term growth of cities and regions"

MARKET FORCES & TRENDS: 2012



VEOLIA TRANSPORTATION

Mobility, Inspired by You.

VEOLIA TRANSPORTATION

A mobility market in (r)evolution

- MASSIVE URBANIZATION
- ENVIRONMENTAL POLLUTION

→

- CLEANER, MORE EFFICIENT TRANSPORTATION

- PASSENGERS' EVOLVING EXPECTATIONS
- NEW MOBILITY BEHAVIORS & NEEDS

→

- EASY TO USE, PERSONALIZED SERVICES
- INTEGRATED MULTIMODAL SYSTEMS

- PRESSURE ON PUBLIC FINANCES
- TRANSPARENCY & GOVERNANCE REQUIREMENTS

→

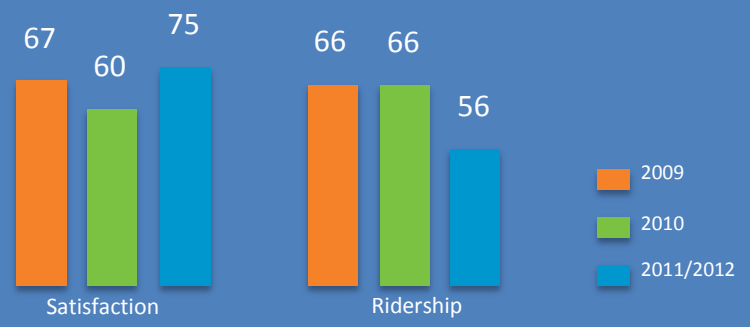
- FOCUS ON EFFICIENT OPERATIONS
- NEW PUBLIC/PRIVATE PARTNERSHIPS

Survey of Transit Leaders

•Passenger Satisfaction leads the list of concerns

Increase passenger satisfaction	75
Increase ridership	56
New technologies for passenger on-time information	53
New technologies for customized information to passengers	39
New technologies to support operations	35

•Satisfaction Even Higher than Ridership Building



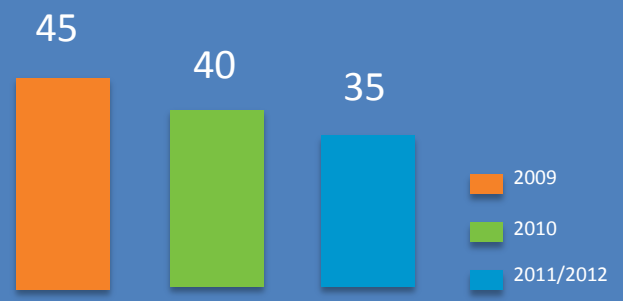
Mobility, Inspired by You.
VEOLIA TRANSPORTATION

Survey of Transit Leaders

- **Modal Integration ranks 2nd**

Safety enforcement	44
Improve modal integration	35
Cost reduction	27
Implement new services (light rail…)	22
Proactive environmental programs	17
Reduce the use of cars	17

- **Commitment to Modal Integration Still High despite Economic Pressures**



Rapid Technology Changes in All Major Areas - With Resulting Workforce Training Needs

- Safety
- Operations
- Fare Payment
- Customer Service
- Maintenance
- Service Design









SAFETY



VEOLIA TRANSPORTATION

Mobility, Inspired by You.

VEOLIA TRANSPORTATION

SMARTDRIVE



Safety

VEOLIA
TRANSPORTATION

Unique Technology to Record Unsafe and Fuel-Wasting Behaviors

- SmartDrive captures many data points, providing a profile on each driver and his/her eco-driving practices
- **Sophisticated accelerometer/motion detector** recognizes quick accelerations or quick braking as it happens, -- these events are unsafe and waste fuel
- **A direct connection to the engine computer provides speedometer records, idling records, HVAC usage**

SmartDrive – The Full System

Drivers Self Improve
Instant in-cab driving feedback and weekly scorecards empower drivers to continually improve safety and performance.

We Record and Review
SmartRecorder scapture video, audio, speed, engine data and location when triggered. SmartDrive scores every uploaded event for quick response.



and Reinforce
Easily see improvements and continuing problems across drivers and sites.

Managers Respond
Present the facts with objective video and coach with confidence.

TECHNOLOGY TO IMPROVE OPERATIONS



VEOLIA TRANSPORTATION

Mobility, Inspired by You.

VEOLIA TRANSPORTATION

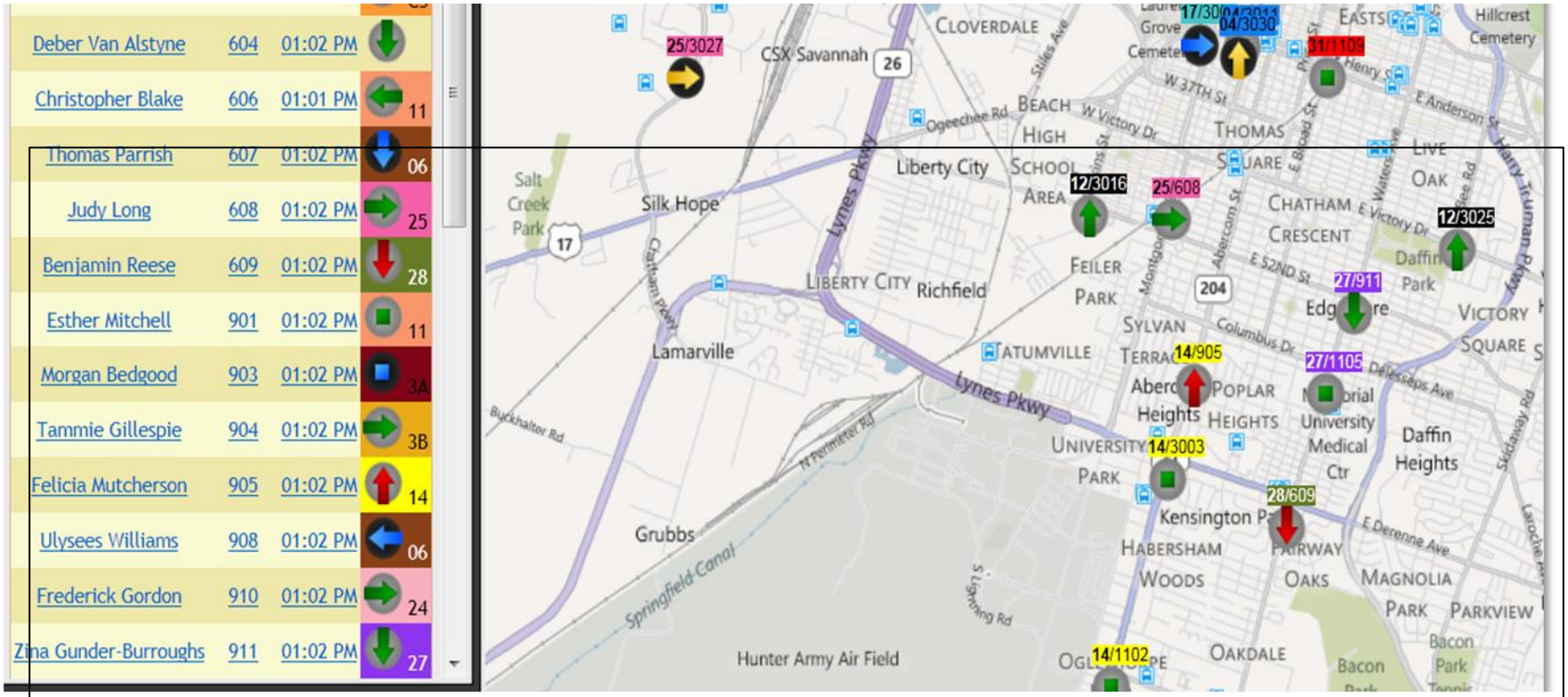
VEOLIA'S SHADOW:
VEHICLE TRACKING SYSTEM



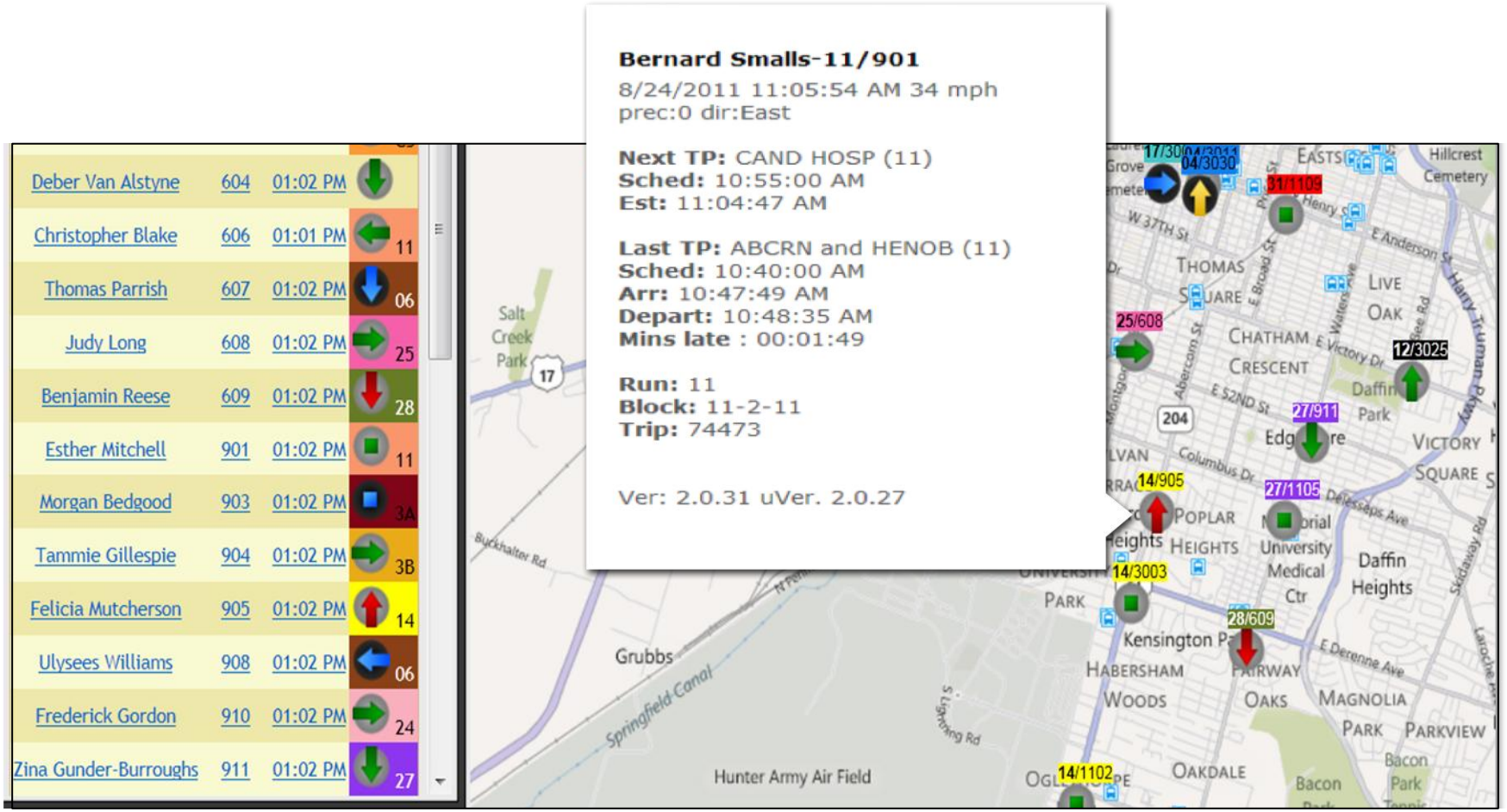
Mobility, Inspired by You.

VEOLIA TRANSPORTATION

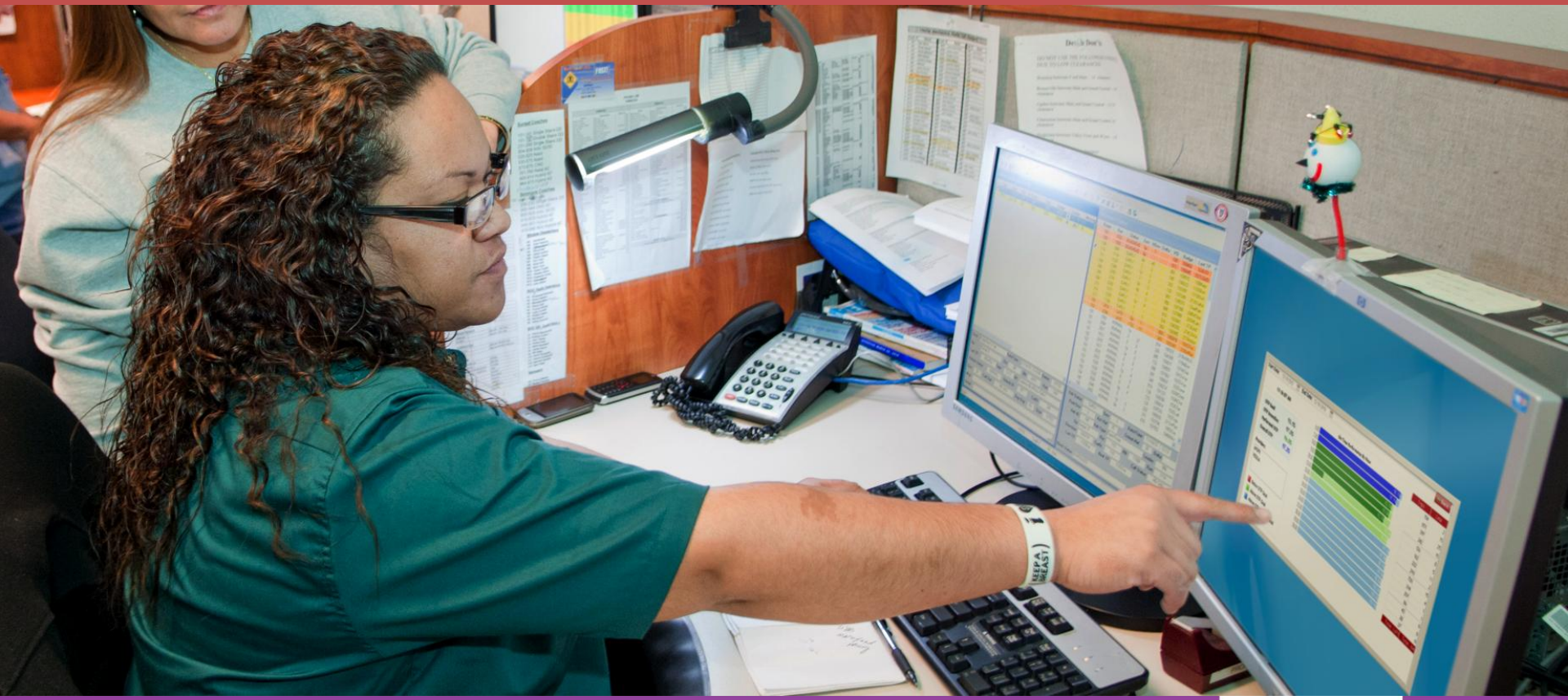
Veolia's Shadow: Real-time Dispatch Monitoring



Veolia's Shadow: Real-time Dispatch Monitoring



MONITORING OUR PERFORMANCE

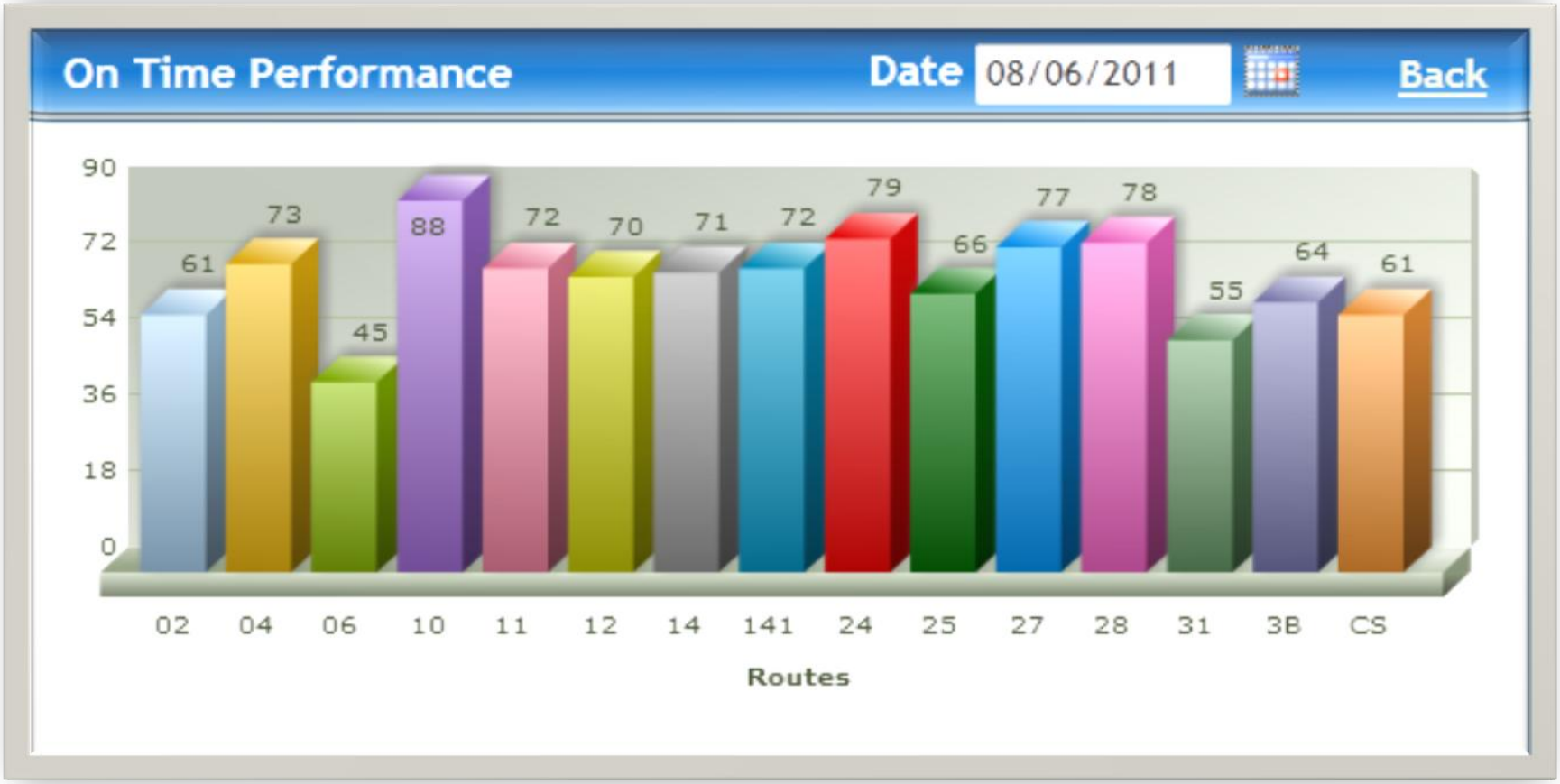


VISION REPORTS: On-Line Dashboards



- **Web-based** graphical dashboards for viewing key measurement statistics and trends
- **Immediate** access from anywhere the Internet is available

VISION MONITORS: OTP Performance Displays



PASSENGER CARE & FARE PAYMENT



VEOLIA
TRANSPORTATION

Mobility, Inspired by You.

VEOLIA
TRANSPORTATION

Passenger Care

- Customers expect the same kind of immediate, accurate info they get in other services
- In many cities, Open Data has resulted in real-time info through 3rd party apps
- New need for professionals with retail experience





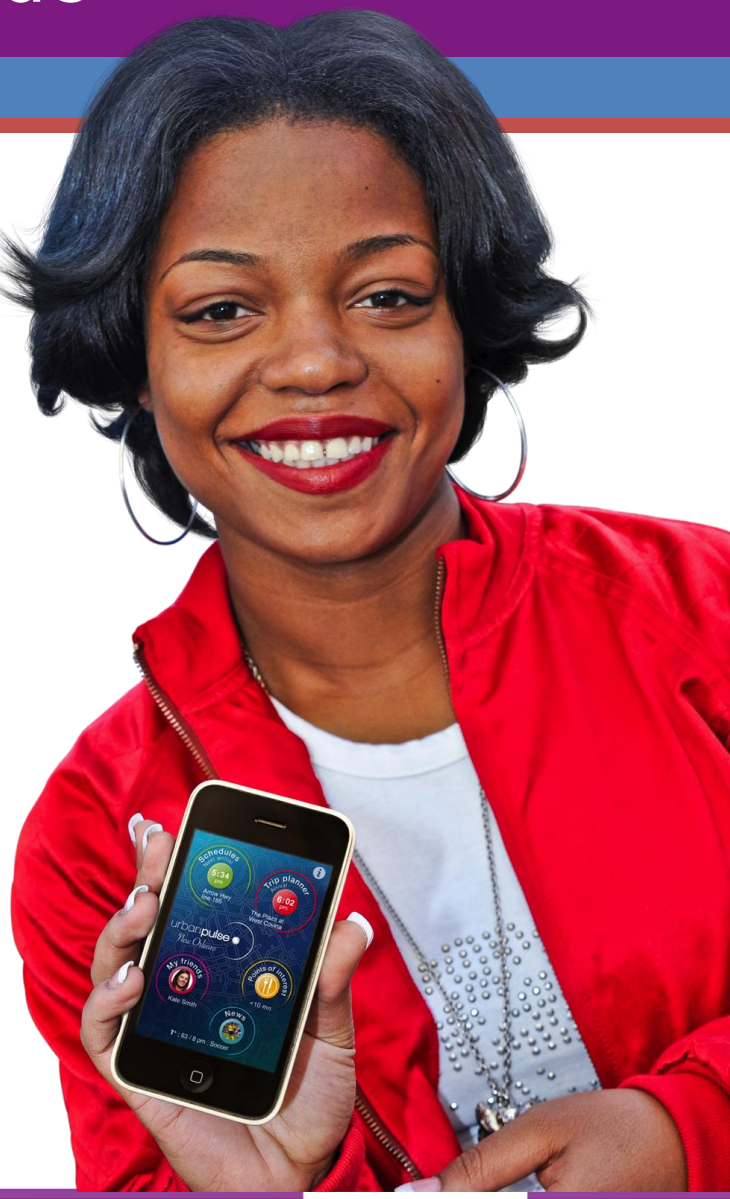



04 // 08 // 12
Contact
Media
Doing Business
En Español
nice
NASSAU INTER-COUNTY EXPRESS
Passenger Information
Maps and Schedules
Accessibility
About NICE
Nassau-Veolia Partnership
1 2 3 4 5 6
Michael Setzer,
CEO, Veolia Transportation
in Nassau County
On the Path to Improving NICE
Service Adjustments/Additions April 8, 2012
NICE is proposing a series of service adjustments, reconfigurations and improvements to be effective April 8th. NICE is committed to answering questions and listening to your input...
MORE
NEW n6 Express
We are pleased to propose a new n6 Express route to the 179th Street subway stop, which will run every ten minutes during rush hours. It will have only four stops to speed travel time...
MORE
NEW n22 Express
Service Alerts
Maps and Schedules
Able-Ride FAQs
Connections to the LIRR
Using Your Metro Card
Students
News and Events
Plan Your NICE Trip

“Where’s My Ride”

Next three buses coming to your stop – through our “Where’s my Ride” technology





Fare Payment

- Advanced ticketing
  - Real-time statistical analysis
  - Revenue and payment handled off bus
  - Reduces operating costs, speeds up travel
  - Add value on the Internet today
- Can create offers to build traffic at off-peak hours, for students, seniors, etc.
- Mobile phone as your ticket in Europe now

Nice, France



- State of the art of connectivity between modes demonstrating a new era of mobility
- Pioneer in digital services
- The Green City of the Mediterranean

True Connectivity

- **State of the art of intermodality**
  - Entirely redesigned system for easy, connected passenger experience
  - New light-rail line
  - 117 regular bus lines
  - 4 integrated park & ride facilities
  - A fleet of 1,750 bicycles available in 175 distribution points
  - New electric car-sharing fleet



HIGHLIGHTS ▼

- 34% increase in ridership across the whole network in the first year of operation, 25% of whom were entirely new public transit customers

Enhanced Smartphone

- **Smartphone is your ticket - BPASS**
  - Use your mobile phone to
    - Purchase tickets
    - Validate – get onto train/bus/bikes/cars/parking lots with a mobile phone like a contactless card
    - Access real-time information, multiple modes
- **Multi-channel and on-line passenger information**
  - Multimodal information panels on buses & trains
  - 1,400 bus & rail stops have NFC tags for real time information
  - An intelligent region-wide trip calculator
  - Comprehensive mobility app







Results - Nice

- **Reduced congestion from the city center**
  - New fleet of electric car-sharing vehicles, bicycles
- **Green infrastructure**
  - Conform to the latest environmental standards
  - Reduced energy consumption
- **Eco-driving**
  - Training programs are developed and followed by our drivers to provide a greener, safer and smoother ride
- **Innovative fuels**







HIGHLIGHTS ▼

- ISO 14001 certification for the entire network and ISO 9001 for the bus & tram depot
- An efficient P+R: 528,750 less vehicles in the city center
- 8% modal shift from car users thanks to an improved mobility offer

MAINTENANCE & SERVICE DESIGN



VEOLIA TRANSPORTATION

Mobility, Inspired by You.

VEOLIA TRANSPORTATION

Maintenance

- “Greening” of the industry
  - Alternative fuels
  - Hybrid and electric buses
  - More than 100 difference computers in a bus
- Technicians are no longer just “wrench turners”
- Requirements have actually exceeded ASE standards in some cases
- More paperless shops

Planning and Development

- Technologies in major cities include predictive modeling
- Allows transit agencies to clearly determine usage and productivity
- Reallocate resources between unproductive and productive routes

Preparing our Workforce For Today and Tomorrow







Empowering People

- Half our leadership team started as drivers
- Training needs/costs a major challenge
- Imagine the kinds of innovations that will be possible…how to prepare?

