



What Are Transit Agencies Main Challenges, Priorities and Goals towards Innovation?

Marielle Villamaux, Chief Client Officer, Transdev Group

UITP Global Summit, June 10th, 2019

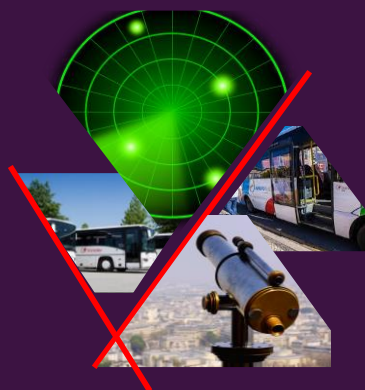




The concept of public transport must evolve, adopt an entrepreneurial approach and partner with all the different stakeholders, including the business community.



Public Transport and Business: Empowering our Cities, UITP



Public transportation agencies and transportation authorities have a powerful role to play in negotiating future mobility. They are uniquely positioned as “mobility managers” to help organize transportation options throughout an area. The role of mobility manager means shifting from simply providing traditional transit services to coordinating a diverse portfolio of services.



The Transformation of the American Commuter, APTA

The Transdev Multi-country Barometer

Running for
9 years

5 countries in the
2018 edition



193

Interviews with
Decision makers
from Public Transit
Authorities in 2018



A renowned
partner



Canada
2018

Sweden
2010 | 2018



Norway
2010

NL
2009 | 2012

France:
2014 | 2015

Germany
2009 | 2011

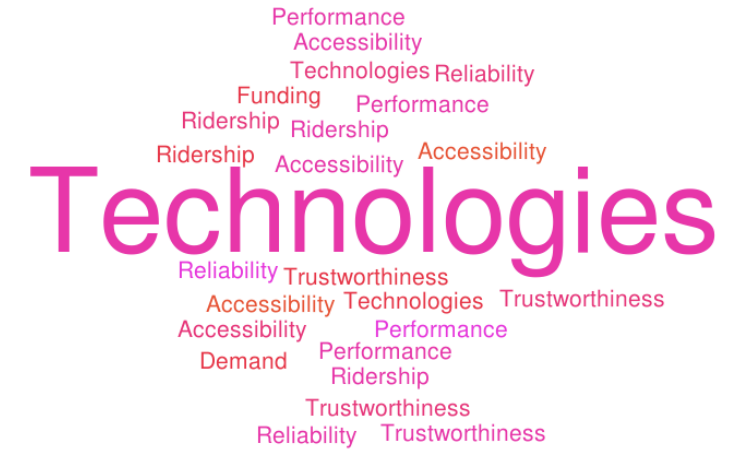
Czech Republic
2011

U.S.
2009 | 2011 | 2018



Australia & New Zealand
2010 | 2011 | 2018



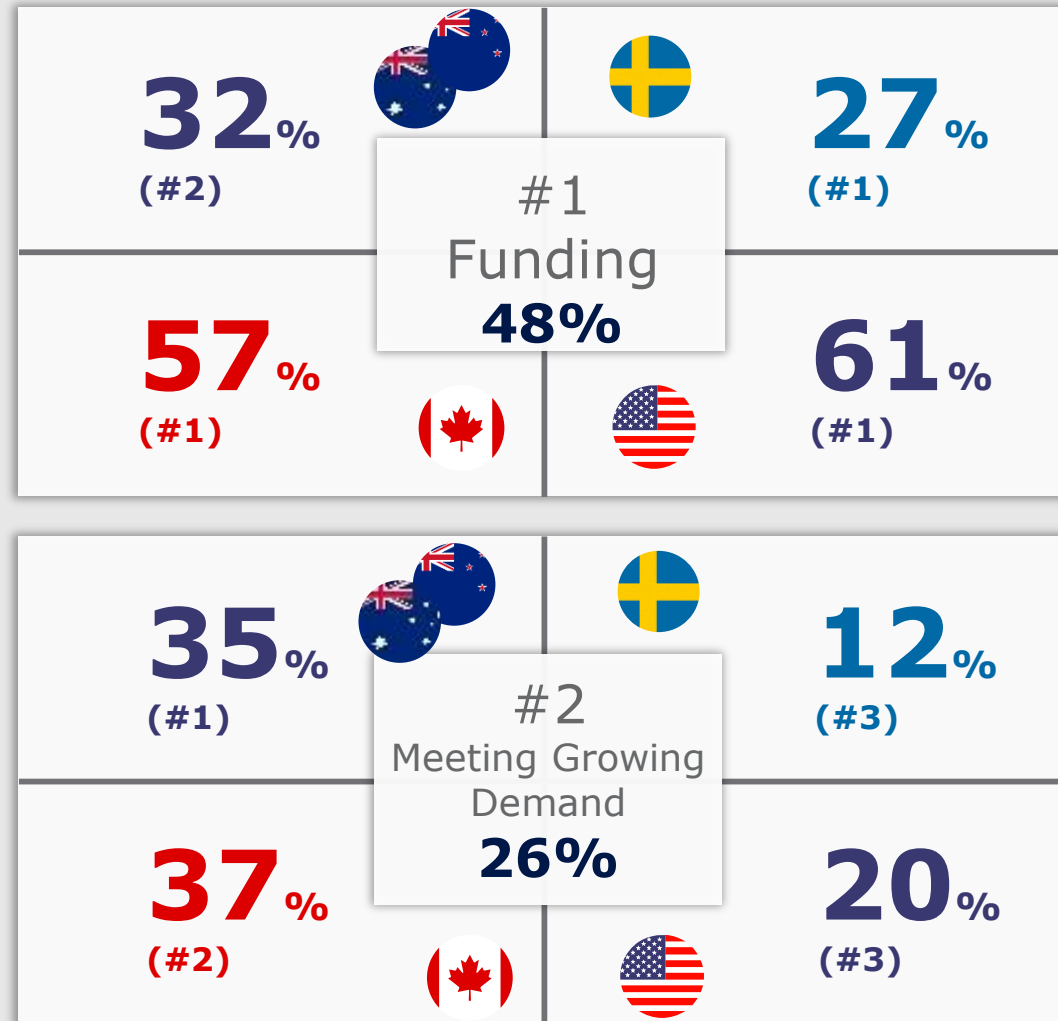


Transit Agencies, What Are Your Top 2 Challenges ?



Top 2 Challenges: Funding and Meeting Growing Demand

Top 2 Challenges
in the next 3 years



Passenger Experience

Modal Integration

Transit Agencies, What Are Your Top 2 Priorities?

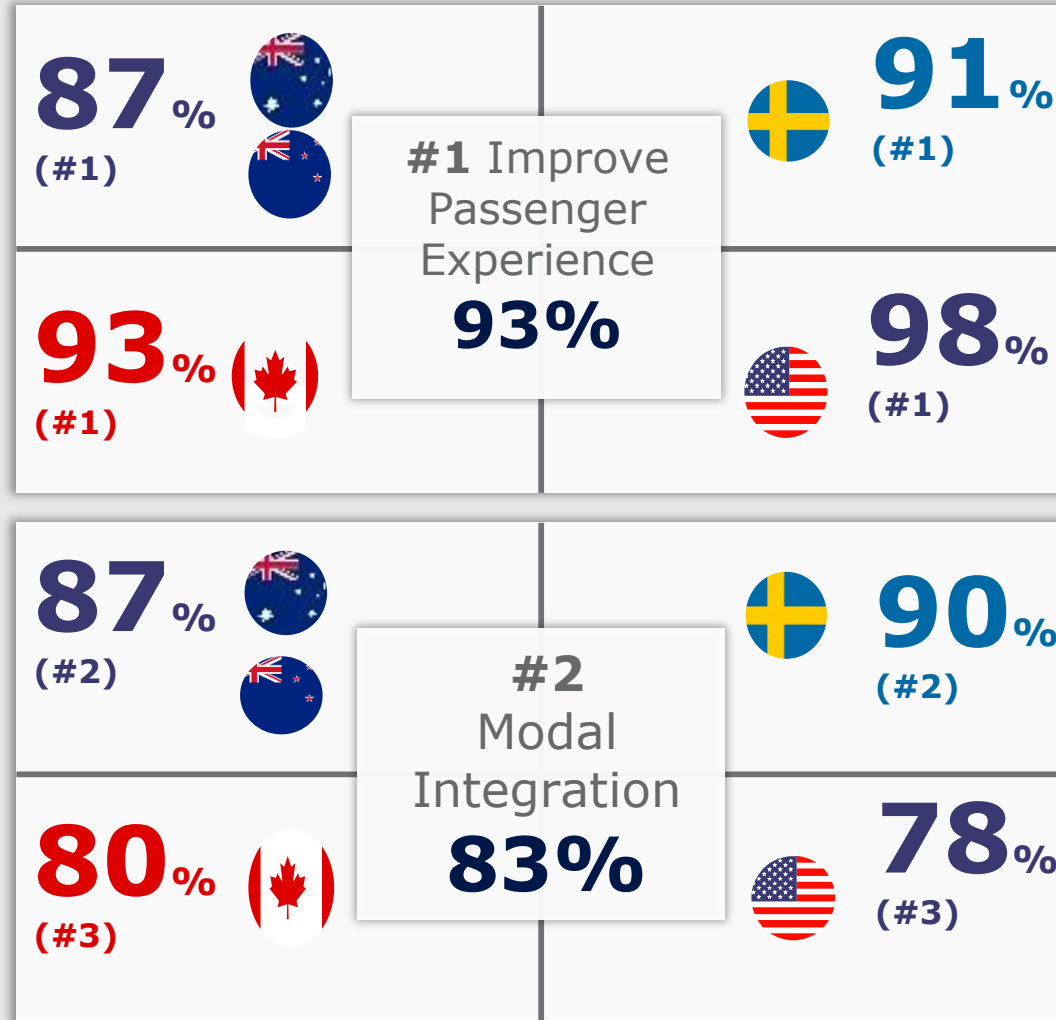
Safety

Network Expansion

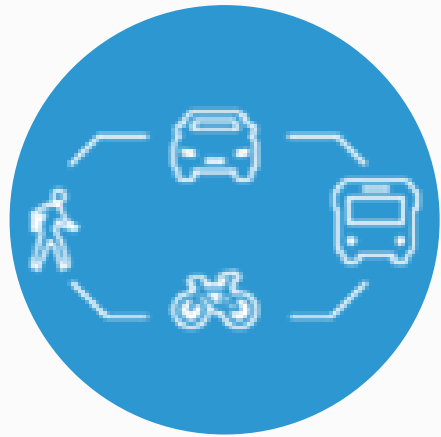
Staff Courtesy

Top 2 Priorities: Improving Passenger Experience and Modal Integration

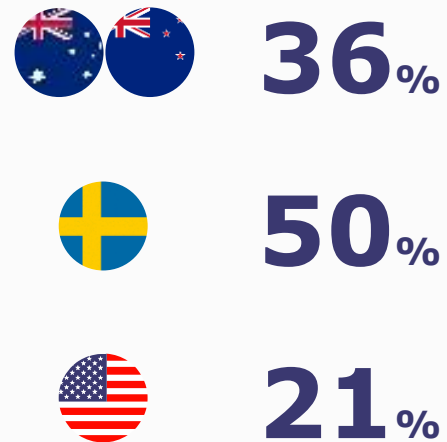
Top 2 Priorities in the next 3 years



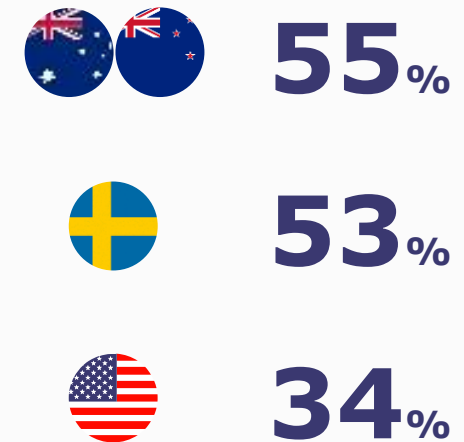
The Focus on Modal Integration Has Grown in Recent Years



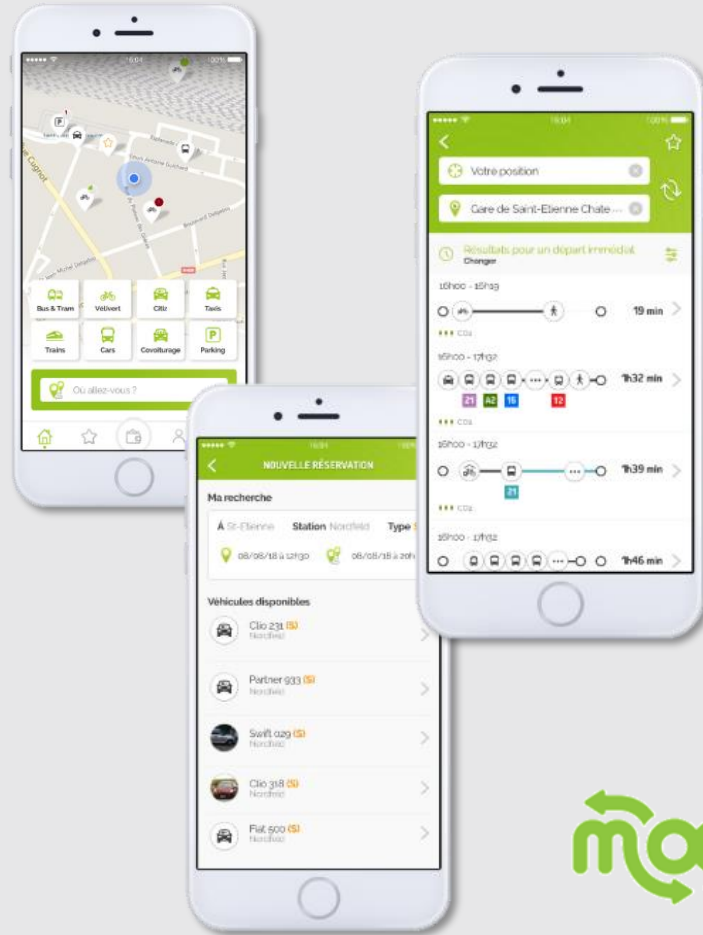
2010/2011
% Top of the list priority



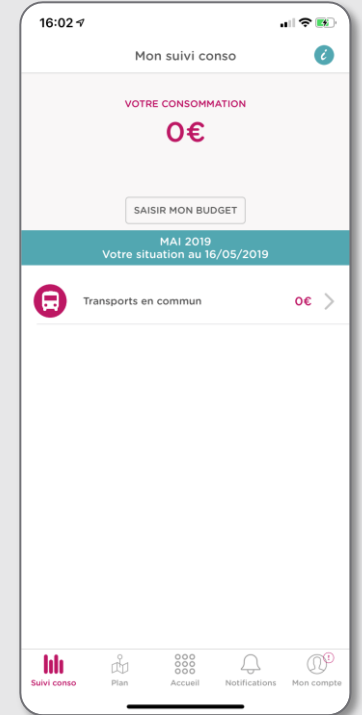
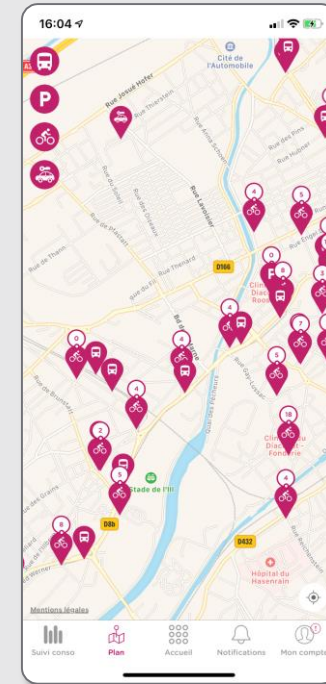
2018
% Very likely to undertake actions – Next 3 years



Transit Agencies, How Advanced Are You With MaaS?



moovizy
SAINT-ÉTIENNE



COMPTE
mobilité

A Fair Interest in Maas Platforms But Varying Degrees of Implementation



48% interested 

51% have taken actions 



78% interested 

60% have taken actions 



55% interested 

40% have taken actions 



75% interested 

27% have taken actions 

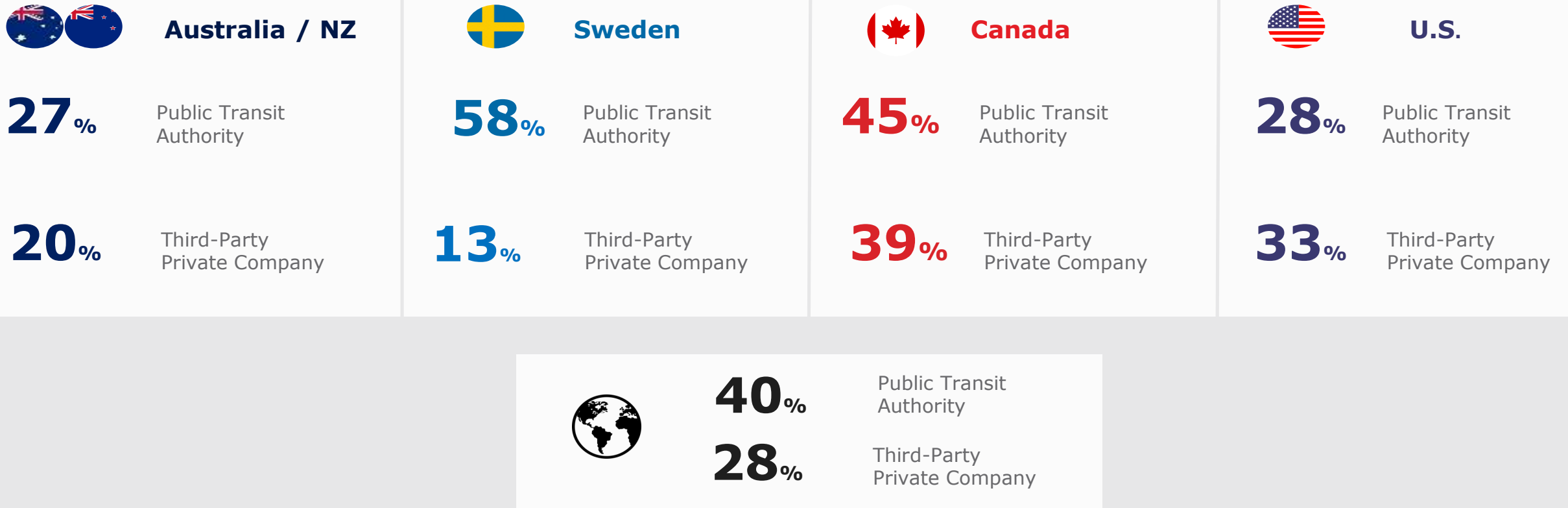


65% interested 

42% have taken actions 

A Majority Believes in the Leadership Role of PTAs

Best Suited Organization to Develop / Manage the MaaS Platform:
(% Yes)



Data Science

Autonomous Shuttles
Ride-hailing
Autonomous Shuttles
Open Data
Carpooling
Transport on Demand
Bike-sharing
Ride-hailing
Transport on Demand
Open Data
Data Science
Bike-sharing
Data Science

Autonomous Shuttles

Transport on Demand
Ride-hailing
Open Data
Bike-sharing
Autonomous Shuttles
Carpooling
Data Science
Open Data
Transport on Demand
Autonomous Shuttles

Transit Agencies, What Are Your Trending Issues in Mobility Services?

Open Data

Bike-sharing
Carpooling
Data Science
Ride-hailing
Carpooling
Open Data
Transport on Demand
Ride-hailing
Data Science
Carpooling
Autonomous Shuttles
Open Data
Transport on Demand
Bike-sharing
Autonomous Shuttles
Data Science
Transport on Demand

Carpooling

Data Science
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Bike-sharing
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Autonomous Shuttles
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Ride-hailing
Data Science
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Data Science
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Autonomous Shuttles

Transport on Demand

Ride-hailing
Ride-hailing
Transport on Demand
Open Data
Bike-sharing
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Data Science
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Data Science
Open Data
Autonomous Shuttles
Bike-sharing
Data Science
Carpooling
Bike-sharing
Open Data

Data Science

Using Data Science to Develop / Increase Customer Knowledge (Currently testing or interested in testing)



Transport on Demand



Data Science

#1

78%

Digital on-demand services (shuttles or taxis) targeted at low-density areas (Currently testing or interested in testing)



48%



79%



70%



66%



67%

#3



Autonomous Vehicles



Data Science

#1 **78%**



Transport on Demand

#3 **67%**

Autonomous Shuttles (Currently testing or interested in testing)



48%



42%



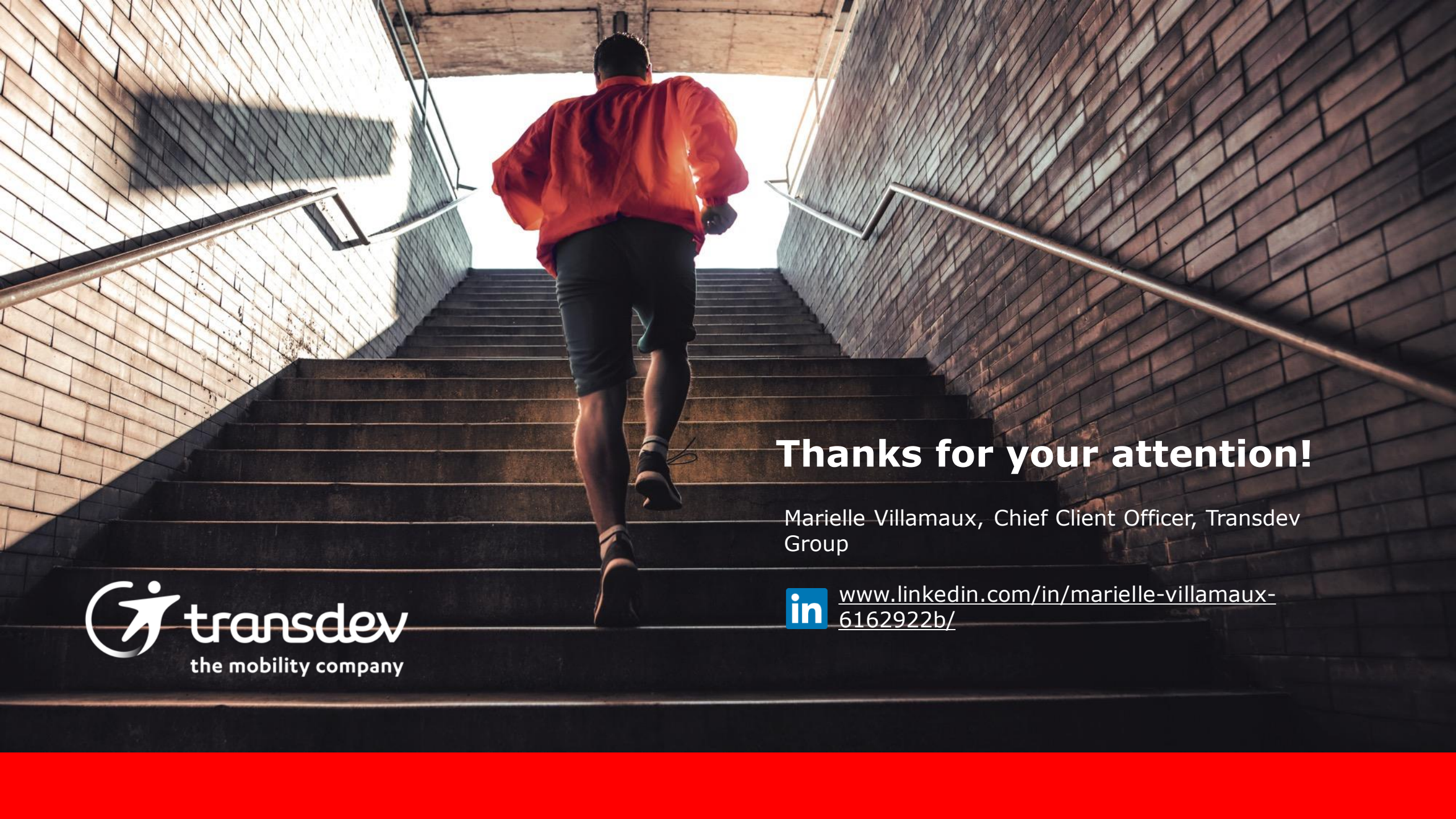
30%



53%



43%
#7



Thanks for your attention!

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