Keolis in North America

Keolis is a leader in the passenger transportation industry, carrying people via train, bus, light rail and taxi through public contracts in California, Florida, Nevada, Ontario, Quebec, Virginia and Massachusetts.

The largest light rail operator in the world, Keolis has $7 billion in global annual revenue, 54,000 employees, and contracts that transport 2.5 billion passengers in 15 countries. Keolis’ North American headquarters is located just outside Washington D.C., with corporate offices in Los Angeles and Montreal.

Our motto “Thinking Like A Passenger” means we are completely focused on exceeding expectations. Making sure every vehicle is clean, every staff member courteous, every journey on-time. Our century of experience in operating complex passenger transportation systems means our customers—transportation authority leaders and public officials—can feel confident about the services we provide their communities.

Services and expertise:

- Commuter rail
- Light rail
- Bus and shuttle service
- Paratransit service
- Taxi service
- Municipal fleet maintenance
- Call center management
- Transport system design
- System optimization and integration
- Public-private partnerships

2014 Highlights

- In May, Keolis, as part of the GrandLinq consortium, was selected by the Region of Waterloo to operate and maintain a new light rail system in Ontario, Canada. Ground was broken this summer for the new ION light rail system, a public-private partnership valued at approximately $550 million CAD over 33 years. The 19 km system is scheduled for completion in 2017.
- In July, Keolis began operating the Massachusetts Bay Transportation Authority Commuter Rail system, the fifth largest rail system in the US and the single largest
transportation contract in the country, pledging improved customer service and on-time performance. Keolis manages rail lines spanning 388 miles over 14 routes serving 138 stations, carrying more than 36 million passengers per year throughout Greater Boston.

The Keolis Difference

Efficiency: Keolis has helped public agencies save millions of dollars by evaluating and adjusting schedules and service routes, improving fare collection and providing effective human resource management.

Safety: We use the latest technologies and best training and implementation practices to ensure the safety of our passengers, our employees and our communities.

Customer Service: We make it our mission to understand the needs of the communities we serve through surveys, social media, and by sending our managers out to meet with passengers face-to-face. We use that information in our constant quest to improve service. We’ve learned over the years that when you treat people as you’d like to be treated, good things happen.

Innovation: From our use of alternative fuels to smartphone apps that help passengers navigate their way through Boston’s commuter rail system, Keolis puts technology to work in bringing the very best solutions to the people and places we serve.

Professionalism: When taking over operations, we have been widely recognized for our success at ensuring a smooth transition.

Diversity: We are strongly committed to diversity and inclusion at every level of the organization. Our Disadvantaged Business Enterprise programs provide contracting opportunities to small businesses owned and controlled by socially and economically disadvantaged individuals.

*Getting people where they need to go is what we do first.*

*“Thinking Like A Passenger” is what we do best.*