THINKING LIKE A PASSENGER
For over 100 years, Keolis has been helping more people travel safely, comfortably and efficiently than anyone else in the world.

"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.

Outstanding service. Unparalleled experience. Innovative thinking. Just a few of the reasons top leaders from Massachusetts to Melbourne (Australia) have chosen Keolis.

Keolis is a leader in the passenger transportation industry, carrying people via train, bus, trolley and taxi all across North America.

Globally, Keolis has $7 billion in annual revenue, 54,000 employees, and contracts that transport 2.5 billion passengers in 15 countries.

Services and expertise:
- Commuter rail
- Light rail
- Fixed-route
- Shuttle service
- Paratransit service
- Taxi service
- Municipal fleet maintenance
- Call center management
- Transport system design
- System optimization and integration
- Public-private partnerships
A benchmark operator internationally, Keolis helps transportation leaders meet the challenges of today's complex systems, while always operating at the highest levels of safety, reliability and efficiency.

**PERFORMANCE**
Since Keolis began operating the Virginia Railway Express, ridership has increased, customer satisfaction has risen sharply and on-time performance has continuously improved to record levels.

**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.

**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 successes at ensuring smooth transitions.

“Keolis saved Broward County $7.6 million over 5 years in fleet management costs...by maximizing fuel efficiency through technology, operator scheduling efficiency, and maintenance quality.”

*Broward County Auditor, June 2012*
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.

QUALITY
Our services improve the quality of daily life by reducing traffic, pollution and congestion, while getting our passengers where they need to go safely and efficiently. When our clients and communities feel pride in their transportation system, we know we’re doing our job right.

COMMUNITY
Giving back to the communities we serve is part of our core values. We provide high quality employment opportunities and we seek to work with local vendors and service providers for our procurement needs whenever possible.

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.

“Keolis hit the ground running with a team of professionals seldom seen in our industry. Your well-thought out transition plan was executed to near perfection.”

M.J. Maynard
Assistant General Manager of Southern Nevada Regional Transportation Commission