

# in brief

Arriva is one of the UK's largest regional bus operators, with around 4,700 buses.

## Background

Arriva operates local bus services in major urban areas like Liverpool, Leeds, Leicester, Glasgow and Newcastle.

There is also a strong presence in the Midlands and Southern Counties, with a mix of inter-urban trunk routes and market town networks. Arriva buses also provide important links in rural areas like north Wales and Northumberland.

Arriva's UK Bus division also includes Tellings Golden Miller group which operates bus, coach and airport-related transport services.

## Safety First

Stringent engineering regimes ensure that Arriva's fleet is maintained to the highest standards of safety, so that customers are assured of a reliable service.

The safety of our employees is a main priority, whether working on the road with customers or in workshop and office environments in support roles.

Standards of safety awareness are maintained through comprehensive training and inspection regimes. Training includes safety theory, vehicle safety maintenance, analysis of accident causes and driving regulations.

To enhance the safety and security of our employees and passengers, more than 88 per cent of Arriva's UK bus fleet is fitted with CCTV.

## Investing in the Future

Arriva values its employees and opportunities for development are available for most UK bus employees through the Skills for Life training.

Improving accessibility for people with restricted mobility continues to progress as a result of ongoing investment in new buses. The proportion of accessible low floor vehicles in our UK bus fleet is now 82 per cent, up from 74 per cent in 2008.

During 2009 Arriva accelerated the roll-out of EcoManager, a dashboard-mounted fuel-saving system, to help cut exhaust emissions from its UK bus fleet. Driver training and adoption of eco-driving techniques are central to delivering the improvements in fuel consumption that the technology supports.

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## Community Involvement

Arriva recognises its position of responsibility in the communities it serves, often as a major employer. Local Arriva bus businesses and their employees support countless local charities and organisations.



Arriva's Healthy Schools Bus initiative, developed in partnership with Liverpool City Council's Healthy Schools project and the Everton Foundation, took exercise and healthy eating messages to more than 6,000 pupils during 2009.

## Customer Focus

Strong regional management teams ensure Arriva is well placed to serve customers locally and to work with public and private sector partners to deliver effective transport solutions.

Arriva has a national customer services department bringing a consistent approach to handling enquiries, dealing with feedback and responding promptly to complaints.



Across two locations, our customer service representatives handle calls from customers in the Midlands, Southern Counties, and Shires and Essex areas, Scotland, Wales, and the North East, Yorkshire, and North West areas of England.

Arriva Customer Service **0844 800 44 11**  
(Open from 8am to 6pm, Monday to Friday)

Related website:

[www.arribus.co.uk](http://www.arribus.co.uk)

*Committed to delivering a better service*



Contact Corporate Communications Department  
Arriva plc on T: +44 (0)191 520 4000 for more information

[www.arriva.co.uk](http://www.arriva.co.uk)

 **ARRIVA**

Arriva Buses in the UK - regions