

in brief

Arriva is one of the largest public transport operators in Denmark.

History

Arriva entered the Danish transport market in September 1997 with the acquisition of Unibus Holdings.

Arriva went on to make further acquisitions in Denmark. In 1999 it bought Bus Danmark and in April 2001 purchased Combus. During 2004 it acquired Wulff, which had operations in Jutland and Copenhagen.

In 2007 Arriva completed the acquisition of Veolia Transport in Denmark, the second largest operator in the Danish bus market. The operations have been successfully integrated establishing scale in the bus market. We are now focusing on improving the quality of our contract portfolio and are successfully retaining contracts at improved prices.

The market

In Denmark **bus** service tendering is well established with 90 per cent tendered.

Six Passenger Transport Authorities have responsibility for bus services. Contracts are typically gross cost with an average length of six years. Quality and service incentives/penalties apply.

The **rail market** opened to public tendering in 2000. Danish State Railways operates approximately 75 per cent of train kilometres in Denmark, under direct award.

Bus

Arriva is the largest bus operator in Denmark operating around 60 per cent of the market in Copenhagen, and approximately 50 per cent of the services outside the capital. Arriva also operates demand response vehicles and water buses.



In 2009 Arriva started operating a unique electric bus system in the city centre of Copenhagen.

October 2010

Rail

Arriva was the first private company to be awarded a passenger rail franchise in Denmark. In 2003 it started operating an eight-year concession in Jutland, and during 2009 re-won this contract for a further eight years, from 2010, with a two-year extension option.

Arriva operates approximately 15 per cent of the regional rail network, with operations focused in the Jutland area.



Our rail operating performance in Denmark continues to be excellent, with market-leading punctuality contributing to record levels of customer satisfaction.

Arriva in Denmark

Arriva's Danish operation employs 4,000 people and operates 1,400 buses and 47 train sets.

Related websites (in Danish):

www.arriva.dk

www.arrivatog.dk

Committed to delivering a better service

Fordi god service er en mærkesag



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 **ARRIVA**

Arriva Denmark