

in brief

Arriva is one of the three largest bus operators in the Netherlands.

It operates both bus and rail services in the north of the country and in the area around Rotterdam.



History

Arriva entered the Dutch transport market in 1998 when it acquired two bus companies. It bought Vancom Nederland, the first and to date only municipal privatisation, and purchased Veonn and Hanze under a part privatisation of the Dutch state-owned transport company Connexion.

Arriva Nederland won two large tenders to operate bus services in central Holland in 2002, the first private operator to win a franchise from the state-owned incumbent.

In recent years the company has increased its share of the rail passenger sector, with major contract wins in the northern provinces as well as the Dordrecht area, where train services operate alongside our buses.

The market

Around half of the Dutch **bus market** outside major cities is competitively tendered.

The 19 regional authorities are responsible for bus services and organise concessions which are periodically put out to tender. Contracts are typically net cost with an average length of eight years.

Very little of the **rail** network has been competitively tendered, with NS Rail operating 94 per cent of the market. Regional authorities are responsible for regional rail, and contract types differ widely between the regions. Net contracts are typical, with an average length of 15 years.

Arriva Nederland - Bus

Arriva is one of the three largest bus operators in the Netherlands operating approximately 12 per cent of the regional bus market



In 2005 Arriva won a six-year contract to operate 120 buses in Waterland, north of Amsterdam.

We also operate buses in central Netherlands, near to Rotterdam, in the DAV area and in Brabant.

October 2010

In 2008 we started operating the Hoeksche Waard and Goeree Overflakkee bus contract to the south of Rotterdam, adjacent to our DAV operations. The seven-year contract has a one-year extension option.

Arriva Nederland - Rail

Arriva initiated a joint venture with the state-owned rail operator NS Rail in 1999, combining their trains with Arriva's buses to provide integrated services in the north of the country. The joint venture represented the first rail privatisation in the Netherlands.

In 2005 Arriva won the 15-year rail contract and is now sole provider of regional rail services in the provinces of Friesland and Groningen and provides cross border services into Germany.

We invested in 43 new Stadler trains to improve comfort and service quality for our customers, with further deliveries in 2009 and 2010 bringing the fleet to 50.



Arriva Nederland operates the 12-year bus and rail DAV contract which includes trains between Dordrecht and Geldermalsen. Seven new trains were introduced in 2008 as part of the contract and a further three have been ordered for delivery in 2011.

In 2009 Arriva won the eight-year Achterhoek bus and rail tender in Gerderland, starting 2010.

Arriva in the Netherlands

Arriva's combined businesses in the Netherlands operate 560 buses, 58 trains and employ 1,600 people.

Related websites (in Dutch):

www.arriva.nl

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