

in brief

October 2010

Arriva is one of the UK's largest bus operators, with some 6,300 buses.

Arriva London operates more than 1,700 buses.

Background

Arriva is one of the largest bus operators in London, providing bus services under contract to Transport for London (TfL). Contracts involve routes, vehicles and timetables specified by TfL and are closely monitored to ensure services are of the highest quality.

Our London operations represent around 30 per cent of the group's UK bus division. We operate approximately 20 per cent of this market, covering almost 66 million miles a year. Also in London, we run The Original Tour, which provides sightseeing tours of the capital.

Arriva London operates from nine garages in north London: Barking, Clapton, Edmonton, Enfield, Lee Valley, Palmers Green, Tottenham, Stamford Hill and Wood Green. Its six south London garages are: Battersea, Beddington Farm, Brixton, Croydon, Norwood and Thornton Heath.

Safety First

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

Environmental commitment

In 2007 Arriva joined forces with TfL to trial the world's first Hybrid double decker bus. In 2009 Arriva added 11 more hybrid buses to its London fleet, with 30 more set to enter service during 2010.



Hybrid buses reduce CO₂ emissions using a combination of an electric motor and a small diesel engine.

Investing in the Future

The Original Tour has invested in excess of £5 million in low floor wheelchair accessible buses, which now represent over one third of the sightseeing fleet. The investment will play an important role in serving the huge influx of tourists expected for the Olympics and Paralympics in 2012.

Training and Development

All new bus drivers in London undertake a BTEC qualification covering the driving and customer care skills needed to safely operate

bus services in London. The qualification also gives drivers information about how best to help customers with disabilities, and how to defuse potential conflict situations.

Community Involvement

Arriva recognises its position of responsibility in the communities it serves, often as a major employer. Employees support countless local charities and organisations and the company helps out local schools and charities wherever possible.



Heritage Fleet

The Arriva Heritage Fleet has been maintained to ensure the legendary Routemaster double-deckers, which were taken out of service in December 2005, are not forgotten.



The Routemasters have been extensively restored to an excellent condition by our staff and are available for private hire around the capital. Our customers have included Chelsea and Arsenal football clubs celebrating successful seasons with open top parades in front of thousands of fans.

Contacts:

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Related websites:

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www.theheritagefleet.com

Committed to delivering a better service



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Arriva Buses in the UK - London