

in brief

Arriva UK Trains is a division of Arriva plc, one of the largest transport services organisations in Europe.

Arriva operates CrossCountry the UK's most extensive rail franchise and virtually all train services in Wales.

Arriva UK Trains

Arriva's UK Trains division is responsible for the management and development of the group's rail businesses in the UK.

Arriva operates both the CrossCountry and Arriva Trains Wales/Trenau Arriva Cymru passenger rail franchises. With Arriva's combined 3,800 UK Trains employees and 217 trains we run the UK's most extensive rail franchise and virtually all train services in Wales.

CrossCountry

Arriva operates the nine-year CrossCountry franchise. CrossCountry is the UK's most extensive rail franchise. Stretching from Aberdeen to Penzance, and from Stansted to Cardiff, it covers around 1,600 route miles and calls at more than 100 stations.

crosscountry



Arriva operates the franchise under a CrossCountry brand and livery. The centre of the operation is in Birmingham, at the heart of the network and the largest city served by it.

CrossCountry's innovations, introduced in the first two years of the franchise, delivered the following benefits for travellers:

- 35 per cent increase in seating capacity and 25 per cent extra luggage space in critical evening peak on principal routes
- at-seat catering on all routes, for all passengers
- radical improvements in ticketing and reservation booking, including home printing of tickets and tickets by mobile phone, with discounted tickets available much closer to the start of travel
- investment in improved rolling stock, with all other trains refurbished to the standard of the popular Voyagers
- the reintroduction of High Speed Trains (HSTs) to provide 550-seat trains on popular routes

We have improved and redesigned our website to make online booking simpler for our customers with facilities to book tickets, reserve seats online for free and find the best available fares through a new text alert system.

CrossCountry is the first UK train operator to offer a free application for Apple iPhone users which provides instant access to live train times. Passengers can see what time their train will arrive, plan their connections and view calling points, changes and platform numbers.

October 2010

Route map



Franchise facts

Stations served: 118
Route miles: 1,600
Weekday services: 293
Passengers carried: > 30 million passenger journeys a year anticipated
Annual train mileage: Approximately 16 million
Employees: Approximately 1,580
Longest journey: 08.20 Aberdeen-Penzance (699 miles)



Related websites:

www.crosscountrytrains.co.uk

Customers can contact CrossCountry by calling 0870 0100084 or by email to customer.relations@crosscountrytrains.co.uk

Committed to delivering a better service

Arriva UK Trains - CrossCountry

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

www.arriva.co.uk

