

# in brief

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

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

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

## Arriva Trains Wales/Trenau Arriva Cymru

Arriva Trains Wales (ATW) operates the Wales and Borders Franchise and runs both local and long distance services to destinations including major cities such as Cardiff, Birmingham and Manchester.

Arriva started operating the 15-year franchise in December 2003 and runs 955 services per day. Passengers make 25.6 million journeys across the network every year and ATW manages 244 stations of which 53 are staffed.

## Investing for the future

ATW works closely with the Welsh Assembly Government (WAG), Department for Transport (DfT), Network Rail, local authorities and transport consortia to obtain funding for projects that deliver improvements for our customers. An initial franchise commitment to invest £400,000 in five station car parks has long since been overtaken with our total investment now running at more than £20 million.

As part of the Chester Gateway Partnership, and with £1.76 million of Arriva investment, the Chester Station Concourse opened in 2008 with a new ticket office, shops, toilets and a new customer information system.

Arriva invested £3 million in a purpose-built train care facility at Machynlleth, boasting state-of-the-art cleaning and maintenance equipment. Key features include a water harvester, solar panels and automatic lighting. The facility, together with December 2008 timetable changes, has delivered significantly improved performance on the Cambrian Line.



ATW has been allocated £6m from the first wave of the National Station Improvement Programme (NSIP). Carmarthen was the first station to be completed, with upgrades including new customer facilities and an accessibility friendly counter. A further 13 stations will benefit from the first phase of NSIP over the next year while 38 stations will benefit from shelters and customer information systems being replaced or installed.

## October 2010

### Customer Focus

ATW's scores in the independent National Passenger Survey have continued to improve year-on-year since the start of the franchise, achieving 88 per cent overall satisfaction in Spring 2010.



Customers are seeing better service and facilities on our trains and work continues to improve station facilities and car parking.

ATW's performance, against the national Public Performance Measure (PPM), stands at 95.6 per cent for the 12 months to May 2010. This is one of the highest performance figures in the rail industry and the highest for a train company of our size and complexity.

December 2008 saw major enhancements to ATW services, especially in North Wales. Services from North and Mid Wales were extended to Birmingham International Airport. Journey times in West Wales improved and extra Sunday services now operate between Cardiff and Manchester.

A Premier Service linking North and South Wales was launched in 2008, cutting half an hour off the regular Holyhead – Cardiff journey. The Premier Service offers First Class facilities including a restaurant car.

Working closely with stakeholders including the WAG and Network Rail, ATW introduced a half hourly Merthyr Tydfil – Cardiff service in 2009.

### Arriva in the Community

ATW has had significant success with its 'Adopt a Station' initiative, which asks local residents, businesses and schools to help us monitor their local station and work with us to improve the travelling environment. More than 170 stations have been adopted and we have seen some fantastic work transforming the look of our stations.



Related websites: [www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)

*Committed to delivering a better service*

*Yn ymrwymedig i ddarparu gwasanaeth gwell*

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