

in brief

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Arriva is one of the UK's largest bus operators, with more than 7,000 buses.

Arriva London operates more than 1,500 buses.

Background

Arriva is one of the biggest bus operators in London, providing more than 19 per cent of the capital's 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.

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.

In total Arriva London operates more than 60 million miles each year, enabling nearly 330 million passenger journeys.

Safety First

Stringent engineering regimes ensure that 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.



The groundbreaking bus will reduce CO₂ emissions by more than 30 per cent, using a combination of an electric motor and a small diesel engine, which keeps the battery pack charged. The vehicle also recycles energy which would otherwise be wasted whilst braking.

Investing in the Future

The Original Tour, Arriva's sightseeing division, 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:

www.arrivalondon.com
www.theoriginaltour.com
www.theheritagefleet.com

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