

in brief

August 2008

Arriva 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 Trains

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

Arriva operates both the Arriva Trains Wales/Trenau Arriva Cymru and CrossCountry passenger rail franchises. With Arriva's combined 3,700 UK Trains employees and 211 trains we run the UK's most extensive rail franchise and virtually all train services in Wales.

CrossCountry

In 2007 the Department for Transport awarded Arriva the CrossCountry rail franchise. CrossCountry is the UK's most extensive rail franchise. Stretching from Aberdeen to Penzance, and from Stansted to Cardiff, it covers around 1,500 route miles and calls at more than 120 stations.

crosscountry



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

CrossCountry's innovations, which are planned for introduction in the first two years of the franchise, feature the following benefits for travellers:

- 35 per cent increase in seating capacity in critical evening peak on principal routes by June 2009
- 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 to provide 550-seat trains on busy routes
- Wi-Fi available to all Voyager and HST passengers, free in First Class.

Arriva Trains Wales/Trenau Arriva Cymru (ATW)

Arriva began operating the 15-year integrated ATW franchise in December 2003.

The franchise provides inter-urban, rural and commuter passenger rail services throughout Wales and the English border counties.

Our network stretches from Manchester through north and south Wales and across to Birmingham and Gloucester. We operate a fleet of 120 trains covering over 1,009 route miles.

Each year our trains travel some 13.7 million miles. The business is supported by more than 2,000 employees and we manage 237 stations of which 53 are staffed.

Investing for the future

ATW has worked closely with the Welsh Assembly Government to obtain funding for several projects that

deliver improvements for our customers. They include:

- £1 million for North Wales station improvements
- a £2 million investment in CCTV on its entire train fleet
- improvements to Cardiff Bay station and increased services from Cardiff Bay, and
- a £50 million investment over the franchise life to fund additional rolling stock to accommodate high demand on the Valley Line network.

As part of the franchise, we have successfully introduced a new timetable which is delivering improved performance for our customers adding:

- an additional 950 services a week across the network including a new two-hourly service linking north and south Wales
- 1,000 extra seats a day on peak time Cardiff Valley services.



In December 2006, we introduced 11 modern Coradia trains. They operate between Cardiff and Holyhead and West Wales and Manchester and have boosted seat capacity by 10 per cent.

The company is also investing £1.25 million in Chester station, a major hub. Improvements will include a new booking office and travel information centre, new retail outlets, improved customer information system and CCTV.

We are focused on delivering continued improvements, listening to our customers, and working with stakeholders to ensure the franchise has the resources needed to respond to growing demand.

Adopt a Station

ATW has had significant success with its 'Adopt a Station' initiative, which asks local residents, businesses and/or schools to help us monitor their local station and work with us to improve the travelling environment.

ATW – Machynlleth train care facility

ATW has invested £3 million in a new purpose-built train care facility at Machynlleth. The facility boasts state-of-the-art cleaning and maintenance equipment and has key features including a water harvester, solar panels and automatic lighting.

Related websites:

www.arrivatrainswales.co.uk
www.crosscountrytrains.co.uk

*Committed to delivering a better service
Yn ymrwymedig i ddarparu gwasanaeth gwel*

