

## Arriva Trains Wales, November 2015

*Connecting people & communities to what is important to them*

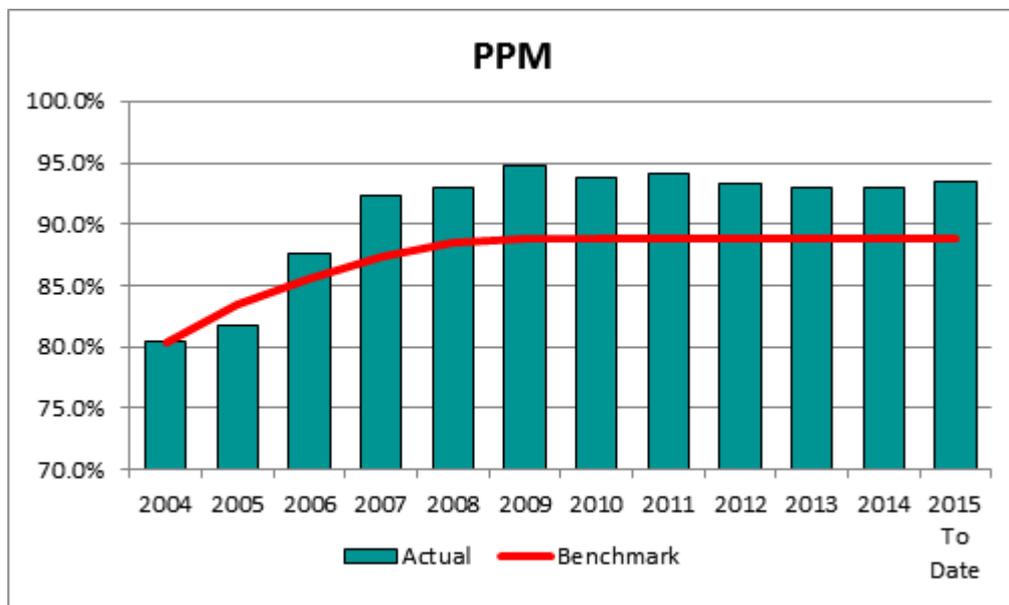
### Key Achievements

- Customer satisfaction at record levels - 89% (Spring 2015)
- Outstanding Performance - we are consistently one of the top 'right time' performing rail operators in the UK.
- £45million of investment since the start of the Franchise vs £400k contractual requirement.
- One of the largest employers in Wales, employing more than 2,000 people and creating an extra 300 jobs since the beginning of the franchise.
- Recent recruitment has included 21 apprentices and 13 graduate trainees.

### Key Performance Measures

1. Public Performance Measures (Industry standard measures for Reliability and Punctuality)

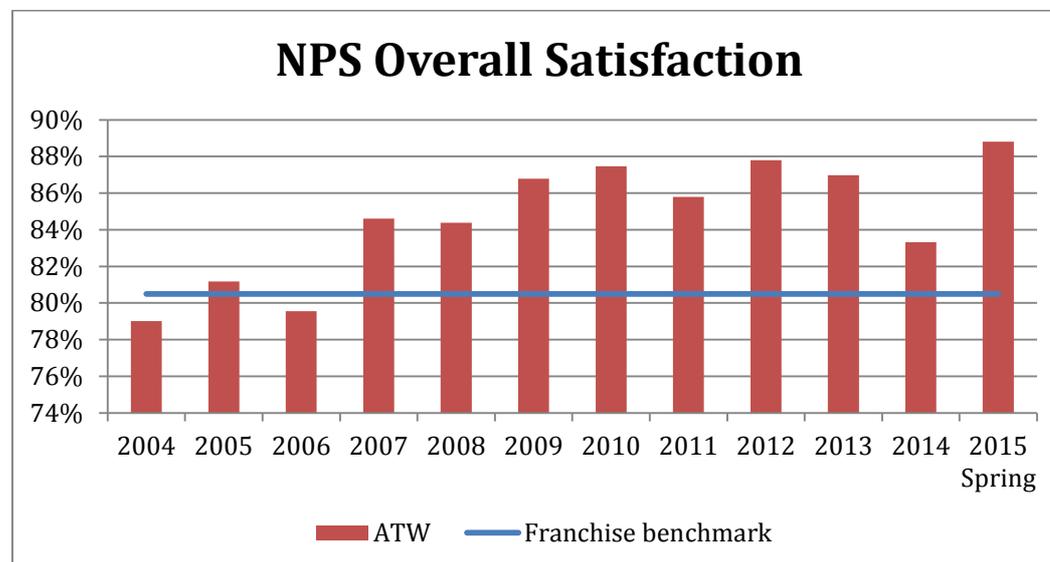
- Annual reliability and punctuality currently 97.9% and 93.5% respectively.
- Top 5 industry performer
- Second-best right-time operator (Trains arriving and departing within 1 minute of scheduled time)



The graph shows the dramatic strides taken in improving punctuality and reliability as per the industry PPM measure. We consistently out-perform the benchmark set at the start of the franchise, which represented the levels of performance considered challenging but achievable at that time.

## 2. National Rail Passenger Survey

- Overall satisfaction has now risen to 89%, up 10% from when the franchise started and 8% above the franchise benchmark.
- 31 out of the 32 different areas of measurement have improved over the past decade



The independent National Rail Passenger Survey demonstrates customers' opinions of the work we have done over the years.

## Investment in franchise

We have invested £45 million against a franchise requirement of only £400,000. ATW investment includes:

- Over £11m on train refurbishments (Class 158 fleet & loco hauled services)
- Chester station (£2m)
- Train Driver simulators (£2m)
- Improved staff facilities (£2m)
- Ticket gates (£3m)
- 123 Ticket vending machines all across the network (£5m)
- Brand new depot at Machynlleth (£3m)
- New wheel lathe (£2m)
- Numerous other smaller projects, such as station lighting enhancements worth a total of £10m
- National Stations Improvement Programme in partnership with others, plus numerous improvements to accessibility.
- Major station refurbishments included Aberystwyth, Llandudno and Rhyl and new stations at Ebbw Vale Town, Pye Corner, Energlyn and Churchill Park, Fishguard and Goodwick.

## **New and improved services**

ATW has consistently acted to add capacity and improve services whilst working with a limited fleet size. We provide 20% more services (65,000 services every year) than the franchise agreement specifies and added over 525,000 annual seats to the timetable in 2012 alone. Around 5000 extra trains a year were added in May 2013 for Gowerton following the station improvements and Loughor viaduct redoubling – all at no additional cost to the tax payer. In 2015 at the request of the Welsh Government, extra services were added on the Heart of Wales and Cambrian lines and timetables extended to the new Ebbw Vale Town station. Two new innovative Smartphone mticket products were launched as were the UK's first video assisted train Ticket Vending Machines. ATW is a key supporter of community projects including Disability Sport Wales, Velothon Wales and Cardiff Half Marathon.

## **Franchise Overview**

Our network extends throughout Wales and the border counties of England, providing local and long distance services to destinations including major cities such as Swansea, Cardiff, Newport, Birmingham, Chester and Manchester.

- 2,204 employees
- Franchise started in December 2003 for 15 years
- 1,009 route miles
- 956 services operated per day
- 27.4 million passenger journeys per year
- A fleet of 128 trains
- 247 stations, 55 of which are staffed

*Passionate, proud people delivering excellent service - every time.*