



Who we are

- Part of Arriva Group
- Part of DB Group

In figures...

- 12 countries
- 1.5bn+ passenger journeys a year
- 47,500+ employees

Arriva Malta is...

- Almost 300 buses
- Around 1200 employees
- One of the top 5 employers in Malta

Our services

- The only scheduled services operator in the country
- Contract for 10 years with a decrease PSC
- 110 routes
- 26M+ kms a year
- 34M+ passengers a year
- Fully accessible fleet

Split of competences with TM

- TM is the regulator and the client body
 - Decision on routes and frequency
 - Road traffic control and priority measures
 - Control and management of quality of service
- Arriva is the operator in a wide definition:
 - Invest in rolling stock and IT as well as bus stops
 - Deliver operations
 - Marketing and communication
 - Control service via control room
 - Maintenance of rolling stock, IT, bus stops, ...
 - Corporate Social Responsibility



ARRIVA

Our IT equipment

- Fully integrated system of:
 - Ticket machines
 - GPS and fleet localisation
 - Route control and information
 - On-board and off-board information to passengers
 - Eco-driving



ARRIVA

Our Green Technology



OPTARE HYBRID ECO BUS



EURO 5 ENGINES



Ad Blue

ARRIVA

At the Airport - Routes

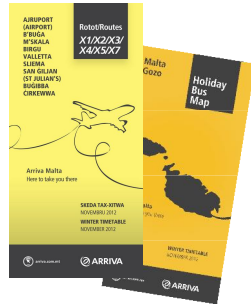
- Creation of all EXPRESS routes
 - X1, X2, X3, X4, X5, X7
 - Many feeder routes to create effective interchange
- Number of passengers went up to 2M+ in 2012
- Mainly bendy buses with high capacity, low floor and space for luggage



ARRIVA

At the Airport - Information

- Ticket booth
- Real Time Information
- Ticket Vending Machine
- Leaflets



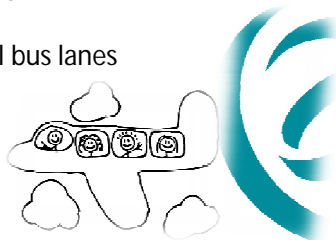
At the airport - TM

- Dedicated bus stops and shelters
- Traffic control and bus stops availability



At the Airport – Needed improvements

- Routes should be more direct and targeted to groups of customers
- Need for additional bus lanes and priority at congestion points



Thanks

