Arriva Malta

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

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

Our Green Technology

OPTARE HYBRID ECO BUS

EURO 5 ENGINES

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
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