

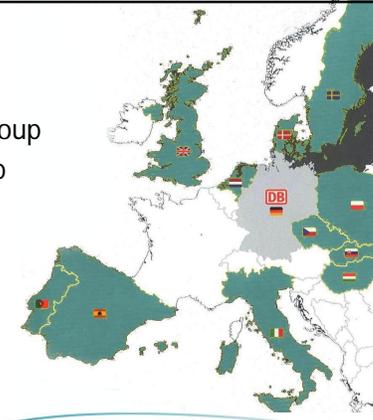


Who we are

- Part of Arriva Group
- Part of DB Group

In figures...

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



The slide features a map of Europe where Arriva's operational areas are highlighted in green, including the UK, Ireland, France, Germany, Italy, and Spain. The DB Group's areas are highlighted in grey, including the Netherlands, Belgium, and parts of Germany. The Arriva logo is positioned at the bottom right of the slide.

Arriva Malta is...

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



A collage of images on the right side of the slide shows various scenes from bus operations: a driver at the wheel, passengers boarding and disembarking, and a close-up of a bus interior. The Arriva logo is located at the bottom right.

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



An image on the right side of the slide shows the interior of a bus with a wheelchair accessible ramp extended. A person in a wheelchair is being assisted onto the bus. The Arriva logo is at the bottom right.

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



Ad Blue



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



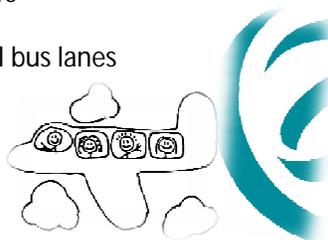
At the airport - TM

- 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

