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Arriva Business Solutions



Contents

Solutions Overview	3
Transport Solutions	4
Event Transport	5
Travel Vouchers	6
Sustainable Travel Schemes	7
College Transport	8

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Solutions Overview

Arriva have assisted many businesses with their transport needs. A wide range of solutions are available, all of which have been tried and tested. The services offered include:

Sustainable travel schemes – we work with a range of employers and stakeholders to develop sustainable travel schemes, aimed at promoting bus use for staff or customers

Travel vouchers – we can provide businesses with travel vouchers, to then pass to people who will use the bus services

Education – We work with a range of schools, colleges and universities to ensure our bus service and ticket solutions meet the needs of the provider and the students

Developers – We can work with developers of both residential and business developments to review the current bus service networks

Event transport – We can manage event transport on behalf of festivals, councils and other types of events to run and oversee the transport solution for the mass movement of people

Rail replacement – We can work with train companies to arrange a vast range of rail replacement work

Advertising – we can work with employers, stakeholders and partners to advertise their business throughout our fleet and to our customers

Case Study

Transport Solutions

Company: **Flintshire County Council**

THE PROBLEM

Businesses can often spend large amounts of money on bespoke shuttle services of varying quality and without researching existing bus networks. One of our stakeholders and partners, Flintshire County Council, was spending hundreds of thousands of pounds per year, organising coaches on behalf of employers to move large amounts of people to various locations. With income for local authorities declining, a new way of thinking was required.

THE SOLUTION

Arriva worked with the partner to review the spend, timetables and bus networks. Postcode plotting was undertaken, plus Arriva held sessions with the employers who would be affected by these changes. As a result, certain users migrated onto already existing bus networks and revisions were made to bespoke routes.

THE RESULT

Flintshire County Council have managed to save a substantial amount of money per year as a result of this. It has had a positive environmental impact as there are now fewer buses on the road. Arriva can help manage any employers full travel needs, such as organising specific bus routes, sourcing suppliers of different modes of travel or offering a full travel solution through one point of contact.





Case Study

Event Transport

Company: **Middlesbrough Council**

THE PROBLEM

Radio 1's Big Weekend is a huge event held annually in the UK. In 2019, the event was hosted by Middlesbrough Council, attracting more than 75,000 people over its three days. The logistics of planning and operating a transport strategy to accommodate event goers from across the region would be crucial to the safe running of the event. An event starts and ends with transport, so getting this right is pivotal for any event regardless of size, and particularly one with such a high profile.

As one of the major public transport operators in the UK, with a burgeoning reputation as the go-to event transport company, Arriva were chosen to oversee the transport. Working in conjunction with key stakeholders, Arriva would ensure the safe operation of a bespoke and inclusive transport strategy.

THE SOLUTION

Arriva carried out a full analysis of event-goers postcodes, to determine demand for possible routes. Eight bespoke services were identified offering round the clock coverage from the Tees Valley area to the event. In addition to these services, a shuttle service was also included to allow event goers the opportunity to access Middlesbrough City Centre, bringing much needed footfall into the city. There were over 200 vehicles used on each of the three main days across the routes. Given the size of the operation, Arriva utilised the services of other local operators to assist with the delivery, management and overseeing of these relationships. Supervisors, planners, schedulers, marketers and a dedicated Event Transport Manager from Arriva were all involved to ensure the transport strategy was delivered for the client.

THE RESULT

The event was a huge success; with 30,000 individual passenger journeys to and from Stewart Park on bespoke routes, eight dedicated routes planned in conjunction with key stakeholders and over 200 vehicles supplied over the three days.

Craig Cowley, Planning and Delivery Manager for Middlesbrough Council, stated, *"I'd like to thank on behalf of the Council, both yourselves and your wider teams at Arriva for delivering this on our behalf. I've heard from our team how brilliantly you rose to the challenges thrown at the bus provision over the 3 days of the event. As an event goer on the Saturday, it was great to observe how the shuttle was working prior to operation and for attendees, it worked seamlessly."*

Case Study

Travel Vouchers

Company: DWP

THE PROBLEM

Employers, training providers, local authorities and similar organisations run programmes and support people in relation to travel. Handling large amounts of cash to reimburse for travel can be timely and takes a large amount of resource.

THE SOLUTION

Arriva have developed a range of travel vouchers which are simple and easy to administer. Businesses can hold these in stock and simply pass to the users of Arriva services. The vouchers are simply exchanged on the bus for a relevant ticket. Businesses can obtain discounts on these tickets when bought in bulk.

THE RESULT

Arriva have developed a range of partnerships through this offer, including DWP offices.

Heather Jones, Provision Manager for DWP, has worked with Arriva for a number of years on this solution and says, *"The Arriva travel vouchers have helped a number of our clients throughout the years attend interviews, work experience and take their first steps into work. They are crucial for our front facing staff to utilise as a resource. Not only that, the process is easy and cuts down massive amounts of administration time involved in dealing with cash handling."*



Department
for Work &
Pensions



Case Study

Sustainable Travel Schemes

Company: **CBRE**

THE PROBLEM

City centre parking and availability is becoming more and more of an issue for employers and landlords. The Royal Liver Building is a prime example of this. Based near the Albert Dock in Liverpool, the iconic building has over 1500 staff positioned within it with various tenants. Car parking spaces, although offered, are at a premium. Arriva and CBRE, who manage the building, joined forces to create a solution to this.

THE SOLUTION

Arriva and CBRE created a landing page for staff who work in the Liver Building to access a range of discounted tickets, journey planning and various events that were planned and held. This has resulted in a number of new staff trying the bus for the first time and sticking with using public transport to get to and from work. The scheme also offered free child travel for weekends and bank holidays for those buying a ticket, promoting public transport to younger audiences.

THE RESULT

Arriva and CBRE now have a solid partnership with Arriva, contributing to the overall travel plan and holding regular events and updates for tenants and staff.

Employees within the Royal Liver Building have been using the Corporate Ticketing Scheme for 12 months and Ian Edwards, Senior Building Manager for CBRE, has commented, "Not only does this scheme offer value for money to our staff, it also has a wide range of other benefits including helping businesses with staff retention. We believe the scheme plays a part in the fight to reduce traffic in the city centre and promotes greener travel as a whole. It has been a very useful addition for our business and I would strongly recommend other businesses in this region considering the Corporate Ticketing Scheme."

Case Study

College transport

Company: **Wirral Met College**

THE PROBLEM

Wirral Met is a further and higher education college with over 10,000 students in attendance. Learning takes place across four main campuses on the Wirral. The College provides free travel to students dependent on their household income.

Wirral Met was looking for a solution to meet the needs of the student population. The College has high numbers of students who require passes to get to and from college and wanted a more flexible way of offering passes to meet the needs of the student, as well as working with a bus provider on improving the knowledge of local bus networks for staff and students.

THE SOLUTION

Arriva provided Wirral Met with weekly vouchers to be given to students. The vouchers are exchanged for a weekly saver ticket on bus, which can be used for travel on any Arriva bus throughout the North West. Arriva drew up a travel plan which could be used by students and staff to guide and navigate the Arriva network. This solution was trialed during term three at one of the four campuses, the ticket was offered for all age ranges of students, simplifying the process for the College.

THE RESULT

The journey vouchers worked brilliantly for Wirral Met, and the college agreed to use them across all four campuses for the academic year. As the vouchers only provided one week of travel, the College could hand them out as and when they were needed. This, combined with Arriva's competitive weekly pass price, has ensured the College has been able to utilise the vouchers as a way of keeping student engagement active throughout their academic year.



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