# UK Rail Overview

**We are one of the largest rail operators in the UK and run every sort of railway - long distance, regional, commuter and sleeper operations.**

We are the only operator running every type of service, from Land's End to John O'Groats

**1st** First ScotRail is Rail Business of the Year and FTPE is European InterCity Operator of the Year

**330m** Across our rail services we carried 330m passengers in 2013/14

**90%** Punctuality and performance scores are around 90% in our franchises

**We are a leading train operator, with experience of running every type of service - long distance, regional, commuter and sleeper services.**

We have three franchises – First Great Western, First TransPennine Express and First ScotRail, plus an open access passenger service, First Hull Trains. We also operate the Tramlink service on behalf of Transport for London and the Heathrow Connect service with Heathrow Airport.

As one of the most experienced operator in the UK, we are uniquely positioned to work with our partners to add value and improve services. For instance, First ScotRail's alliance agreement with Network Rail has already highlighted the importance of partnership working through the Paisley Canal electrification project, which was completed in just four months and at less than half of the original cost estimate.

We have proposed and delivered more than £650m capital investment into our franchises since 2006. Since we began running rail operations, we have introduced a total of 740 additional vehicles across our various franchises, which has also led to the creation of new depot facilities and jobs.
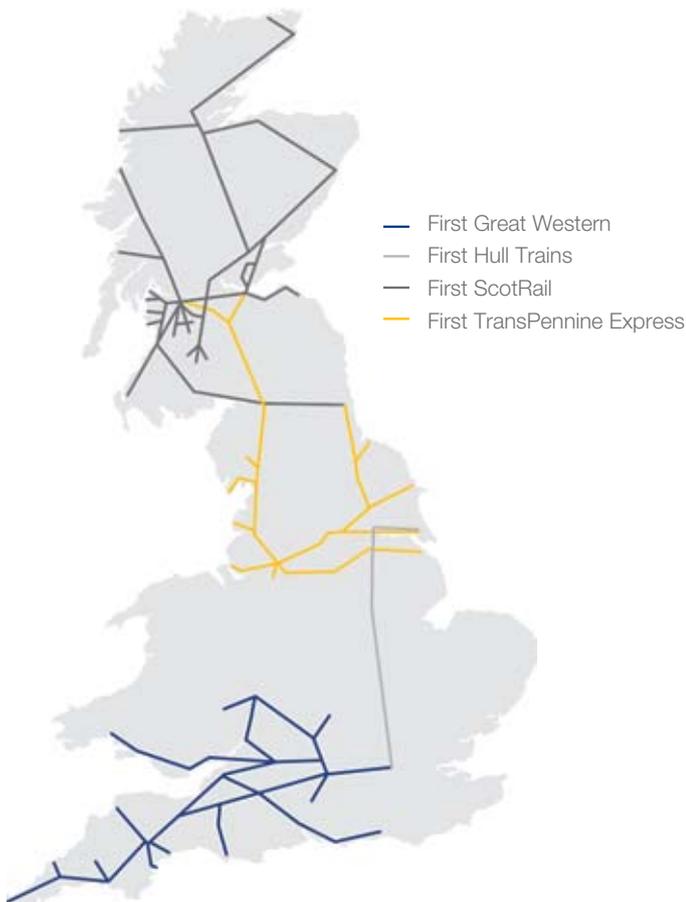
Even through the recession our rail services have delivered growth. For example, at First TransPennine Express passenger levels have nearly doubled since 2004 – cutting taxpayer subsidy as a proportion of passenger revenue by 80% as a result. Now, new trains coming into service will provide a 30% more capacity for the franchise.

We are embracing new technology to enhance the customer experience. The customer app for our operating companies has been downloaded more than one million times; and between First ScotRail and First Great Western, we are leading the largest roll out of free Wi-Fi on the UK rail network.

**GLASGOW 2014**
XX COMMONWEALTH GAMES
**Proud Supporter**

First Bus and First ScotRail were proud to be official supporters of the Glasgow 2014 Commonwealth Games, providing passenger rail and bus services. We are proud of our Scottish heritage and the important role we play connecting people and communities up and down Scotland.

## Our Train Companies



— First Great Western
— First Hull Trains
— First ScotRail
— First TransPennine Express

### About our Train Operating Companies

|  | Passenger Journeys (2013/14) | Passenger Satisfaction (National Passenger Survey, Spring 2014) | Weekly Services | Performance* (P1, 2014/15) |
|---|---|---|---|---|
| First Great Western | 100m | 80% | 9,000 | 92% |
| First ScotRail | 86m | 90% | 16,000 | 95.1% |
| First TransPennine Express | 26m | 85% | 2,000 | 94.6% |
| First Hull Trains | 0.8m | 96% | 90 | 96.0% |

* Punctuality performance measure (PPM), moving annual average



We have joined Nectar to become the first UK rail operator to partner with a national loyalty points scheme

First ScotRail is the largest employer in the UK to secure Investors in People Gold status

First TransPennine Express has grown from 11m passenger journeys in 2004 to 26m in 2013/14

## Improving rail services across the country

### First Great Western

We worked closely with Network Rail as they restored the line at Dawlish, Bridgwater and Maidenhead following extreme flooding in February 2014 - we operated a revised timetable and rail replacement bus service, with support from colleagues in our other train companies and UK Bus division. As part of a new, direct franchise award, we are looking to improve the timetable between London and the south west, and are creating more capacity by reclassifying first class seats to standard on intercity routes. We are pleased to have agreed a £150m package of improvements for Cornwall, which sees a a major upgrade to the Sleeper service, improved signalling on the main line, and a new timetable which delivers earlier and more frequent services for Devon and Cornwall.

### First ScotRail

First ScotRail played a major role in delivering the Glasgow 2014 Commonwealth Games, putting on its busiest timetable ever, which delivered more than one million passenger journeys over the Games period. We have secured Investors in People (IiP) Gold status, the UK's most recognised people award, for its sustained investment in staff training. First ScotRail is now the largest IiP Gold-accredited company in the UK, measured by the number of people employed. We are trialling smart ticketing on the ScotRail network, and will use this experience to help roll out smart ticketing across our other franchises. We are proud to have won the national Rail Business of the Year Award.

### First TransPennine Express

We launched 'TransPennine Plus', a new electric fleet and timetable, which was enabled by the Government's Northern Hub electrification project. These new longer carriages were all in service on the Manchester-Scotland route by mid-2014, providing an improved timetable and in turn freeing up carriages to increase capacity on the popular Manchester-Leeds route. First TransPennine Express was named European InterCity Operator of the Year at the European Rail Congress in November 2013.

### First Hull Trains

First Hull Trains is the UK's most popular train operator, according to the latest independent survey. We have assembled and led a consortium of local councils, businesses and industry stakeholders which has progressed plans to privately fund the electrification of a section of the Hull route. We are proud to support Hull's status as the UK's City of Culture 2017.

### Tramlink

We operate the Tramlink network on behalf of Transport for London, which continues to see strong patronage. In 2013/14 more than 31m passengers used the network, an increase of 13m since the start of operations.

**For more information visit: www.firstgroupplc.com**