

# Abellio facts & figures

## Abellio in 7 steps

- Aiming to become a leading operator of rail and bus services across Europe
- Operations in three countries: UK, Germany and the Netherlands
- Established in 2001 by NS (Dutch Railways), whose sole shareholder is the Dutch Ministry of Finance
- Autonomous but benefits from adopting best practice from NS
- More than 13,000 employees, serving more than 1.2 million passengers per day
- Aiming to grow a sustainable, multi-modal group of businesses that deliver high quality services
- Follows the Abellio Way – a strategic framework that enables collaborative working with our clients, partners and stakeholders across our businesses



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### Abellio UK

#### Abellio Greater Anglia

- 978 train vehicles
- 1,318 services per day
- 2,859 employees
- 179,000 passengers per day
- 89.6% PPM MAA
- 81% customer satisfaction NRPS

#### Abellio London and Surrey

- 769 buses
- 76 routes per day
- 2,294 employees
- 420,320 passengers per day
- Punctuality: Consistently top 5 in London Table of Operations
- 86% customer satisfaction (Surrey)

#### Abellio ScotRail

- 819 train vehicles
- 2,270 services per day
- 4,786 employees
- 227,000 passengers per day
- 90.4% PPM MAA
- 90.3% customer satisfaction NRPS

#### Merseyrail\*

- 177 train vehicles
- 616 services per day
- 1,254 employees
- 110,000 passengers per day
- 95.4% PPM MAA
- 93% customer satisfaction NRPS

\* Merseyrail is a 50:50 joint venture with Serco



### Qbuzz

#### Qbuzz North Netherlands

Provincial bus operations in three Northern Dutch provinces Groningen, Drenthe and in the Southeast part of Friesland.

- 376 buses
- 892 employees
- 73,000 passengers per day
- 7.6/10 customer satisfaction

#### Qbuzz Utrecht

City bus (and tram) operation in heavily populated city/urban area in the heart of The Netherlands; the City of Utrecht.

- 310 buses
- 27 trams
- 62 bus routes
- 972 employees
- 140,000 passengers per day
- 7.5/10 customer satisfaction

### Abellio Germany

Rail operations in Saxony, Lower Saxony, Saxony-Anhalt, Hesse, Thuringia and North Rhine Westphalia as of December 2016.

- 84 trains
- 830 train services per day
- 807 employees
- 80,000 passengers per day
- 93.6% PPM MAA

### Our Guiding Principles

- Simplicity
- Unity
- Ownership

### Values and Behaviours



Genuine



Professional



Pro-active



Inclusive

### NS Strategy



Passengers are first, second and third priority



Together we take passengers from door-to-door



Europe strengthens us

