

Arriva signs six-year contract for Chiltern Railways services

December 3, 2021



ARRIVA Group has announced it has signed a six-year National Rail Contract with the Department for Transport for its Chiltern train operating company.

The contract starts 31 December.

The new contract means Chiltern Railways will continue operating its existing services between London and Buckinghamshire, Oxfordshire and the West Midlands, providing journeys for business and leisure customers and connecting cities and towns to support the region's social and economic recovery.

Arriva says the contract will allow it to accelerate a path to decarbonisation, drawing on recent Chiltern trials of hybrid fuel technologies and extensive experience across its European markets, where new technologies have already been implemented, including battery operated trains which can run on non-electrified tracks in the Netherlands, for example.

Chiltern says it has committed to :

- To continue and expand the trials of HybridFlex technology which converts existing trains to diesel-battery hybrid with zero emissions whilst at stations
- To work on a business case for converting all diesel trains to hybrid technology
- To introduce Delay Repay 15 which means customers can make compensation claims when a train arrives 15 minutes or more late at its destination
- An improved onboard customer environment with new LED lighting and CCTV on the vast majority of trains and a plan for a light refresh of train interiors with the owners of the trains
- Extended opening hours for the customer contact centre to ensure we offer an enhanced customer experience 7 days a week

Richard Allan managing director of Chiltern Railways said, "I'm delighted and proud that Chiltern Railways has agreed a new National Rail Contract with the Department for Transport for the next six years. This gives certainty to customers and stakeholders and is a vote of confidence in our future and in the hard work of the Chiltern team which has made us one of the best performing train operators over many years."

"We are determined to modernise Chiltern Railways again and ensure we are fit to meet the challenges of the future. We look forward to continuing to serve our customers and attracting more customers to use the railway."

David Brown, managing director of parent company, Arriva UK Trains, said:- "Today's news is very much welcomed. The agreement reflects the partnership which has been established with government and I'm optimistic about the on-going and strategic contribution Arriva Group can make to rail reform and the delivery of a new era for passengers."

"Rail plays a vital role in the re-building of the economy and the decarbonisation agenda. We have a strong track record of growth and efficient operation, and we will continue to provide cost-effective solutions to some of the big challenges the country faces as it builds out of the pandemic. Foremost among these is working in partnership to drive cost efficiencies, attract more passengers to rail, helping to fuel economic growth and tackling climate change."