The Night Overground service, operated by Arriva Rail London (ARL) on behalf of Transport for London (TfL), is successfully helping to keep London moving 24/7.

The service, which operates between Highbury & Islington and New Cross Gate, is a huge benefit for local businesses. It’s also boosting the already booming night-time economy in east London, creating new opportunities for theatres, live music venues and restaurants.

People going to work for a night shift or returning home after a late evening out can now travel more easily, safely and quickly.

The Night Overground service runs every 15 minutes during Friday and Saturday nights, into the early hours of Saturday and Sunday mornings.

This project has seen extensive collaboration with TfL, with ARL delighted to have been shortlisted for the Outstanding Teamwork Award at the National Rail Awards 2018.

We innovate and develop co-ordinated, connected and cost-effective products and services that shape the future of transport.

It’s one of the reasons why clients choose to work with us again and again.

Convenient and cost-effective
Bike sharing, Slovakia

Bike sharing schemes are often associated with large cities, such as London and Berlin, though many smaller cities now enjoy the benefits too. ArrivaBike is a great way to connect people and places easily, especially on short journeys.

Being able to offer partners an innovative multi-modal scheme adds value and gives us competitive advantage. Arriva Slovakia has already seen great success with ArrivaBike in Nitra: the number of rentals has risen from 8,500 last year to 24,000 this year, with 75% of rentals by local people.

We’ve now also been awarded two tenders by the Kia Foundation (owned by Kia Motors Slovakia) for the infrastructure and operations of BikeKIA in Žilina in the north-west. BikeKIA registrations opened in February 2019 and we predict the scheme will be a big hit, especially with Žilina’s large student population.

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“We bike sharing complements public transport to get people to where they want to go, with more freedom to travel on their own terms.”

László Ivan, Managing Director, Arriva Slovakia

200 bikes
27 stations
12,000 registered users

The Night Overground service
Night Overground service, UK

“The Night Overground has been a huge success since its launch, helping our customers to make the most of London’s rich night-time economy.”

David Thomas, Head of Concession for London Overground, TfL

6,000 people use the service each weekend
250,000 journeys made during 2018
98% of trains arrive and depart within 3 minutes
No need for a ticket to ride

ArrivaClick expands into Liverpool, UK

As a result of ArrivaClick’s successful launch in Kent in 2017, Liverpool is one of the first cities to introduce this innovative app-based transport solution.

ArrivaClick offers the convenience of a personalised shared bus journey – providing a corner-to-corner service that takes passengers where they want, when they want. The shortest and fastest routes are calculated, with guaranteed fares and real-time pick-up and drop-off information.

ArrivaClick is a cashless service that’s ordered using a smartphone app. Passengers travel in style, with free Wi-Fi, charging points, wheelchair space, tables and leather seats.

“The Beatles might call this a magical tour – without any mystery.”

Vicky, shop owner, Liverpool

Making connections

Innovation, UK

“ArrivaClick is a brilliant way to get around Liverpool, giving you the convenience of a taxi without paying for one.”

Vicky, shop owner, Liverpool

Signly disability support

Nearly 11 million people in the UK have some form of disability, so our services should be accessible for all. We helped develop Signly, a smart phone app that supports our deaf and hard of hearing passengers on Arriva Rail London through pre-recorded sign language videos.

Contactless payment

Bus passengers have come to expect contactless payment. It removes the hassle of paying, cuts boarding times and speeds up journeys. Following a successful trial, the service will be rolled out across our bus network in 2019.

“We are the obvious choice for our customers who we know and understand well.”

Paul O’Neil,
Managing Director, UK Bus

“Making bus travel more convenient is really important so it’s great that Arriva is introducing contactless ticketing.”

Greg Clark,
MP for Tunbridge Wells.