

Who we are

First wants to lead the way in transforming the way people travel and the way they feel about public transport.

By aiming for the top in everything we do – and helping each other – we can deliver the highest levels of safety and service and give greater customer and employee satisfaction.

Our core values, which underpin everything that we do, are:

- **Safety:** If you cannot do it safely – don't do it!
- **Customer service:** Delivering our promise.



UK Bus

We are the UK's largest bus operator running more than one in five of all local bus services. A fleet of nearly 9,000 buses carries some 3 million passengers a day in more than 40 major towns and cities.

The majority of our operations are in urban areas where the bus is the most effective means of tackling traffic congestion. We continue to develop and promote effective partnerships and we are working with local authorities and other stakeholders to provide punctual and reliable services for our customers through Punctuality Improvement Partnerships, bus priority and other traffic management schemes.



We operate more than one in five of all local bus services

3m
passengers every day
26,500
employees

UK Rail

We are the UK's largest rail operator, running nearly a quarter of the passenger rail network and carrying over 285 million passengers a year.

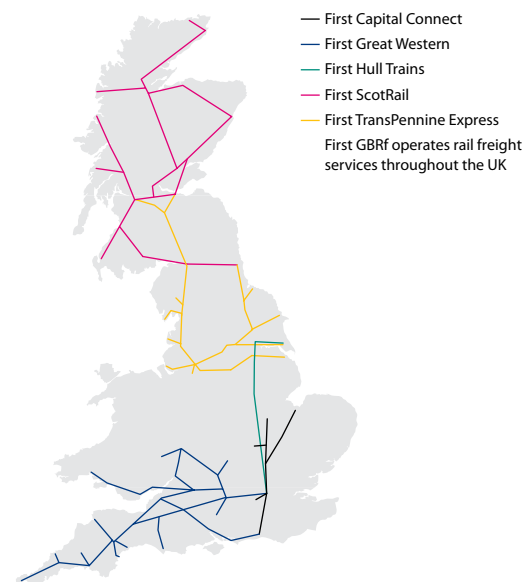
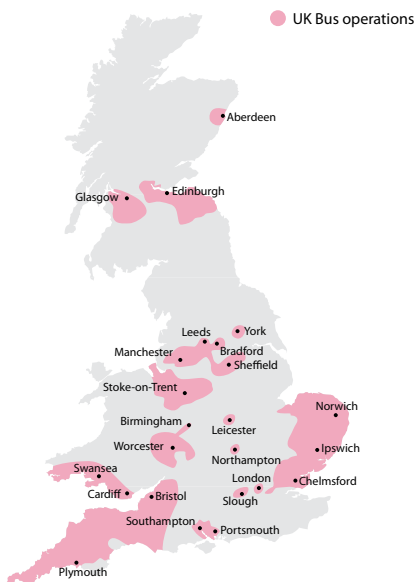
We have a strong, balanced portfolio of rail franchises and we are the only operator to run every type of overground rail service in the UK, from high speed intercity trains and overnight sleeper services to local branch lines, regional and commuter services and open access, light rail and freight operations.

We operate four passenger rail franchises – First Capital Connect, First Great Western, First ScotRail and First TransPennine Express – and one open access service, First Hull Trains. We also operate rail freight services through First GBRf, and operate the Croydon Tramlink network on behalf of Transport for London carrying nearly 28 million passengers a year.



We operate one quarter of the UK passenger rail network

285m
passengers a year
13,500
employees



Key Statistics¹ for the year ended 31 March 2009

1. Further details are available in our Annual Report 2. Distributions to shareholders comprise dividends paid of £ million

Revenue	Number of employees	Distributions to shareholders ²	Spending on goods, materials and services	Employee costs (wages, benefit & pensions)
£6,187.3 million	136,000	£84.6 million	£2,927.2 million	£2,670 million

North America

We built on the success of our North American business with the acquisition of Laidlaw International, Inc. This transformational acquisition established us as the market leader in North America and gives us the scale and opportunities to generate increased value and returns and create a solid platform for future growth. The four FirstGroup America businesses – First Student, First Transit, First Services and Greyhound – operate across the US and Canada.



First Student

First Student is the largest provider of student transportation in North America with a fleet of approximately 60,000 yellow school buses, carrying 4 million students every day across the US and Canada.

60,000 yellow school buses

4m students to and from school every day

68,000 employees

First Transit

First Transit is one of the largest private sector providers of transit management and contracting services, managing public transport systems on behalf of city transit authorities. We are one of the largest providers of airport shuttle bus services in the US and also manage call centres, paratransit operations and other light transit activities.

Operates some 7,000 buses

Manages and operates in 235 locations

15,500 employees

First Services

First Services is the largest private sector provider of vehicle maintenance and ancillary support services in the US. We provide fleet maintenance for public sector customers such as the Federal Government, cities and fire and police departments. We also provide a range of support services including vehicle maintenance, logistics support and facilities management to public and private sector clients including the US Navy and US Air Force.

Maintains over 50,000 vehicles

Operates in 150 locations

3,500 employees

Greyhound

Greyhound is the only national provider of scheduled intercity coach transportation services in both the US and Canada. Based in Dallas, Greyhound provides scheduled passenger services to approximately 3,100 destinations throughout the US and Canada carrying over 22 million passengers annually.

3,100 destinations

22m passengers per year

9,000 employees

