

Group overview



TRANSFORMING TRAVEL

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

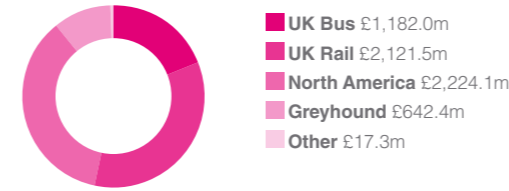
By aiming for the top in everything we do – and helping each other – we can deliver the highest levels of safety and service and give greater customer and employee satisfaction.

OUR VALUES

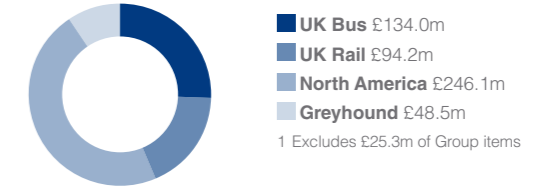
Our core values, which underpin everything that we do, are:

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

REVENUE



ADJUSTED OPERATING PROFIT¹



FIRST STUDENT

FIRST TRANSIT

FIRST SERVICES

GREYHOUND

UK BUS

UK RAIL

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 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.

First Transit is one of the largest private sector providers of transit management and contracting, 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.

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.

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.

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 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 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 operator, **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.

60,000
yellow school buses

4m
students to and from school every day

68,000
employees

Operates some **7,000** buses

Manages and operates in **235** locations

15,500 employees

Maintains over **50,000** vehicles

Operates in **150** locations

3,500 employees

3,100 destinations

22m passengers per year

9,000 employees

3m passengers every day

26,500 employees

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

285m passengers a year

13,500 employees

We operate one quarter of the UK passenger rail network

BUSINESSES

BUSINESSES

ABOUT US

ABOUT US

KEY STATISTICS

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