

Serves
2,300
destinations across
North America



Greyhound employs
5,500
people across
North America



Greyhound has a fleet
of approximately
1,400
vehicles



14 million
passengers carried
each year

Greyhound's iconic brand and unique national network is synonymous with affordable long distance travel in North America.

Greyhound is a unique business with an iconic brand; the only national operator of scheduled intercity coach services in the US and Canada, providing scheduled passenger services to 2,300 destinations carrying approximately 14 million passengers a year.

By linking large 'point-to-point' short haul markets together to serve more than 245,000 smaller 'network' markets, we have the only true intercity coach network in North America. Also, Greyhound is the only US-based intercity bus company to operate domestic services within Mexico.

Greyhound Express, which operates 'point-to-point' services between 1,000 combinations of city pairs, is broadening the range of customers using intercity coach services by attracting a younger, urban demographic with less interest in maintaining a private car.

Through our long-standing Greyhound programme, 'Home Free', operated in partnership with the National Runaway Safeline, we have continued to provide free tickets home to runaway and homeless youth.

Enhancing our service for customers

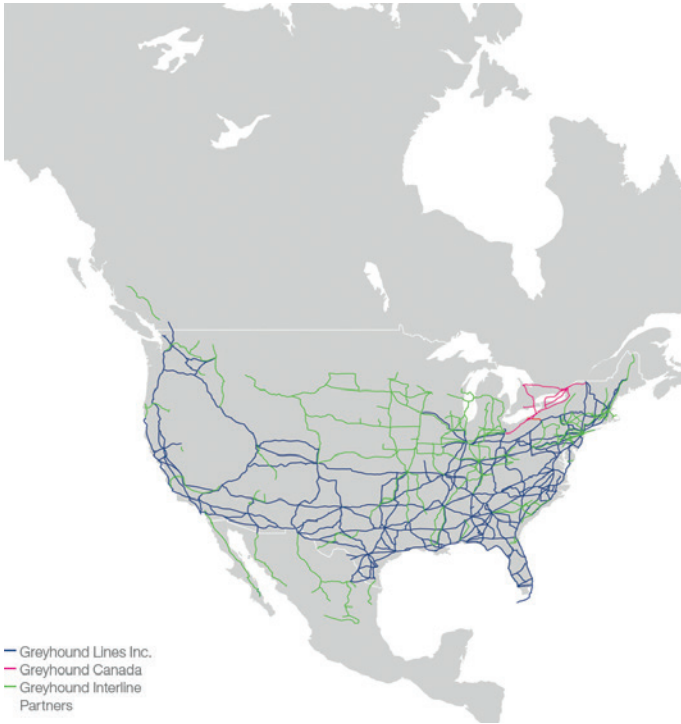
Greyhound has taken several steps to transform all areas of the customer experience over recent years through investment in technology.

During the current year the business has delivered further enhancements to its website, mobile app, customer call handling and onboard infotainment systems, as well as bus-side ticket scanning, which streamlines boarding times.

We have overhauled the booking system, based on customer insight and rigorous testing and can now deploy airline style yield management and real time pricing throughout the network. The result streamlines the online booking process, promotes higher travel frequency amongst existing passengers and attracts new customers to Greyhound.

The majority of our customers now buy tickets online or via our new smartphone apps, and our fleet offers modern buses with amenities such as free Wi-Fi, guaranteed seating and better legroom than the low-cost airlines.

Where we operate



Transformed web and smartphone experiences

Greyhound's award-winning website has completely reinvented the way customers plan and book bus travel. Featuring a fresh, modern design, simple navigation and rich content, the site was built from the ground up to help our customers find the best fares, book more easily, and check out travel tips and suggestions for their next trip.

We have launched mobile ticketing across the entire network, allowing customers to purchase tickets quickly and easily from the greyhound.com website and board a bus by simply showing their mobile device.

We have completed the transition to paperless boarding; now every driver can board customers quickly and efficiently with their driver device.

We continue to invest in customer service training and apprenticeships to improve our customer relationships further at the front line.

Our environmental impact

Greyhound also continues to work to improve our environmental impact, principally through our investments in more efficient and aerodynamic buses.

At 33.6g CO₂(e) per passenger km, intercity travel by Greyhound already offers the lowest per-passenger carbon emissions of any modal alternative – around 87% lower emissions than an equivalent domestic passenger plane journey and 81% lower than the average US passenger car, largely unchanged from last year.

Our 2018/19 investments in new, lower emission vehicles helped us drive down emissions, energy use and improve local air quality, reducing our emissions of particulates by 16%, and we expect to make further progress as our fleet modernisation programme continues.

Improving the passenger experience

Greyhound continues to invest in its fleet and we have modernised all of our buses within the traditional network. In the last year, our fleet renewal plan saw the introduction of 120 new buses with high-quality amenities to improve the travelling experience for our customers, including free Wi-Fi, leather seats and generous legroom as standard.

We have deployed a world class on-board entertainment programme across our fleet, including channel programming which has led to double digit improvements in customer satisfaction.

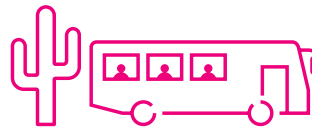
We are also investing in ticketing and customer relationship systems in our traditional Greyhound network nationwide, including real-time pricing to enhance the customer experience.



Free Wi-Fi is standard on all Greyhound services alongside world-class on-board entertainment



Greyhound Express serves more than 1,000 city pairs in more than 135 markets



We were the first international coach operator to launch domestic services in Mexico



Our online sales channels are built to work best on mobiles, and then adapted for desktop use

