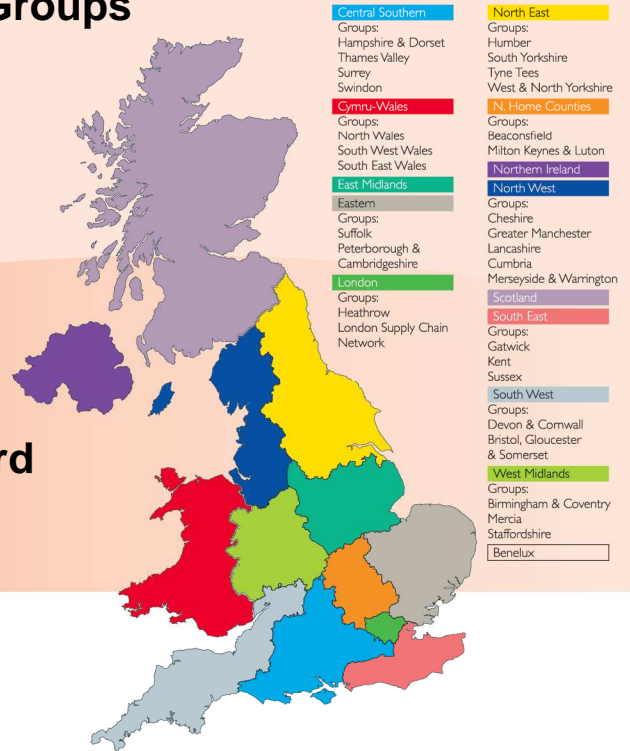


News from the Nations, Regions & Groups

CILT(UK) North East Region Humber Group

24th November 2010

10 Years of Welcoming you on board
with First Hull Trains



Hull Trains are on track.

On 23th November members and guests enjoyed a fascinating and enlightening presentation by David Townsend - Sales and Marketing Manager - First Hull Trains.

David spoke about the history of the service from its beginnings in 2000 carrying 80,000 passengers a year. Initially the service was operated by 3 trains a day, travelling from Hull to London and vice versa. In 2006 the Pioneer 222 trains were replaced by Adalante 180 trains offering more seats and enhanced passenger facilities. For 2010 the projected passenger carryings are expected to reach 800,000. The service now comprises of 7 return journeys a day during week days.

Recent surveys revealed a 91% customer service satisfaction. In addition they have won various awards and are in the running for more awards to be announced this year

With access agreements continuing until 2015 First Hull trains plan to offer even better standards of passenger comfort and facilities including free Wi-Fi.

Recently the Company celebrated 10 years of service and David confirmed that they are definitely "here for the long run".

An interesting question and answer session followed and comments made confirmed that those attending were supporters of the service.

Our thanks to Hull Logistics Institute for making the room available and especially to David for taking the time out from his busy schedule to make his presentation.