



Arriva Rail London Company Factsheet 2016

Arriva Rail London operates London Overground rail services on behalf of Transport for London (TfL)

Arriva Rail London

Overground House
125 Finchley Road
Swiss Cottage
London
NW3 6HY

T: 020 3031 9200

W: www.arrivarailondon.co.uk

www.twitter.com/ldnoverground

Will Rogers, Managing Director

 **ARRIVA** Rail London

The London Overground network:

- Links 23 of London's 33 boroughs and the City of London
- Manages 81 of the 111 stations served by the London Overground
- Covers 104 miles (167km):
 - Richmond to Stratford
 - Watford Junction to Euston
 - Barking to Gospel Oak
 - Highbury & Islington to New Cross, Clapham Junction, Crystal Palace and West Croydon
 - Liverpool Street to Enfield Town, Cheshunt and Chingford
 - Romford to Upminster
- Carries 585,000 passengers on a typical week day, five times more than in 2007
- Manages 160 million passenger journeys a year
- Is delivered by a workforce of around 1,500
- Has one of the best right-time punctuality rates in the UK

The concession

The London Overground concession was introduced in 2007 following proposals put forward by the Department of Transport (DfT) for a London Regional Rail Authority to give Transport for London (TfL) regulatory powers over rail services in and around London.

TfL made the decision to let the concession as a management contract taking on all the revenue risk – setting fares, buying rolling stock and defining service levels.

In March 2016, a seven and half year contract was awarded to Arriva and on 13 November 2016, Arriva Rail London began operating the London Overground.

Customer service

The latest National Passenger Survey reports 88% overall customer satisfaction with the London Overground, among the best in the UK rail industry.

Arriva Rail London is leading the railway industry in customer service innovation, utilising technology to enhance passenger communication, particularly during disruption.

The Overground was the first service in the UK to use Smartwatches in an operational setting and in the last year the business has rolled out 'Orinoco', a real-time app designed for and by employees working for the Overground. ARIVU – a searchable knowledge base for employees – has also been unveiled to help provide great customer service.

Extending and expanding the network

The London Overground network has expanded significantly since 2007, growing from a series of fragmented lines to a highly successful network. Key expansion projects have included the extension of the East London Line to Clapham Junction in December 2012 that created an orbital network around London, as well as the integration of West Anglia services in May 2015.

When they transferred to the London Overground network, the West Anglia services between Liverpool Street and Enfield Town, Cheshunt and Chingford, and Romford to Upminster increased the size of the Overground by one-third. Today, 385 services and a core fleet of 31 trains operate on West Anglia.

In December 2015 work to increase the capacity of the London Overground by 25% by introducing five-car trains on the network was completed. Alongside the delivery of 57 new carriages, this major expansion project included the extension of two depots and works to increase the length of 25 platforms.

Electrification works on the Gospel Oak to Barking line is expected to finish in February 2017.

Fleet

A fleet of 96 trains operate on the London Overground comprising of 31 4-car, 57 5-car and eight 2-car diesel trains.

London Overground trains stop 17,000 times a day.

As of early 2018 eight brand new four-car Class 710 'Aventra' trains will begin operating on the West Anglia and Gospel Oak to Barking route.

Revenue protection

Ticketless travel on the network remains below 5%, with the Overground seeing a reduction from 13% in 2007 to just 0.64% in December 2015. West Anglia delivered a result of 3.41% in the same Ticketless Travel Survey, which is a significant reduction from 14.47% when the West Anglia route joined the Overground network.

Passengers on the Overground can select from a range of payment options, including Oyster 'pay as you go' at all stations and Contactless Card payment. Apple Pay and bPay by Barclaycard were also launched in July 2015. More than half of all journeys are made via 'pay as you go'.

Operations

Despite operating a busier network with challenges such as the introduction of five-car trains, the Overground continues to maintain a strong level of PPM performance. As of September 2016 94.7% of trains arrived at their destination within five minutes of their scheduled time.

1,485 services operate on the London Overground network each weekday – that is 1,056 more than at the start of the concession.

Accessibility

The Overground was the first service in the UK to offer 'Turn Up and Go' (TUAG) in March 2014. Today, more than 50% of stations served by London Overground are step free from street to platform and since the launch of TUAG, the Overground has assisted nearly 27,500 mobility impaired passengers.

Works to install lifts at stations, providing step free access from entrance to platform, continue to take place at a number of stations including West Hampstead. Works are also planned to install a dedicated station footbridge at Upper Holloway, as well as the provision of platform 'humps' at Canonbury to enable ramp free access to trains.

Station refurbishment

During 2016, a series of station refurbishment projects to enhance the station environment and passenger experience have been carried out, including the introduction of new gatelines at Walthamstow Central and South Tottenham, as well as the renewal of station lighting at Honor Oak Park that is expected to reduce electric consumption at the station by as much as 70%.

Cycle parking is available at the majority of Overground stations and the business is working towards introducing cycle parking at all stations, where space permits.

All Overground stations (excluding West Anglia) have achieved secure station accreditation. West Anglia stations will have completed their secure station accreditation by November 2016.

Crime on the London Overground has reduced by 8.3% according to the Annual TfL Crime & Antisocial Behaviours Statistic Bulletin (2014-2015). All Overground stations are staffed during operating hours, with CCTV in place across the network.