



# Arriva Rail London Company Factsheet 2018

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

## Arriva Rail London

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**Will Rogers, Managing Director**

The London Overground network:

- Links 23 of London's 33 boroughs and the City of London
- Manages 81 of the 112 stations served by the London Overground
- Covers 7 routes and 104 miles (167km):
  - North London Line: Stratford to Clapham Junction and Richmond
  - Gospel Oak to Barking
  - Watford Junction to London Euston
  - Romford to Upminster
  - East London Line: Highbury & Islington and Dalston Junction to West Croydon, Crystal Palace, New Cross and Clapham Junction
  - London to Enfield and Cheshunt: London Liverpool Street to Enfield Town and Cheshunt
  - London to Chingford: London Liverpool Street to Chingford
- Carries 660,000 passengers on a typical week day, seven times more than in 2007
- Manages 189 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
- Operates 24-hours a day from New Cross Gate to Highbury & Islington all weekend

## 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.

## Performance

Despite operating an increasingly popular network, the Overground continues to maintain a strong level of performance. Around 90% of trains arrived at their destination within three minutes of their scheduled time.

1,514 services operate on the London Overground network each weekday – that is 1,085 more than at the start of the concession.

## 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 which created an orbital network around London, as well as the integration of West Anglia services in May 2015.

In 2017/2018 Arriva Rail London introduced 24-hour services on the East London Line between Highbury & Islington to New Cross Gate over the weekend for the first time.

Electrification works on the Gospel Oak to Barking line has taken place ready for the new Class 710 Aventura trains. The line will be extended to Barking Riverside with the first train services expected in late 2021.

## Stations

Since October 2016 station improvement works have been carried out at 23 London Overground Stations.

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

All Overground stations have achieved secure station accreditation.

All Overground stations are staffed during operating hours, with CCTV in place across the network.

## Tickets to travel

Ticketless travel on the network remains below 5%, with the Overground seeing a reduction from 13% in 2007 to just 0.97% at the start of 2018.

Passengers are making increasing use of 'contactless' transactions. Contactless transactions are around 1.3 million, a 63% increase since 2016.

London Overground continues to evolve to meet customer preference for contactless transactions, with the availability of Oyster 'pay as you go', contactless card payment, ApplePay, Android Pay.

## Customer experience

The latest National Passenger Survey reports 87% 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 an employee designed real-time app, Orinoco, means employees have the latest information for customers at their fingertips.

In 2017 a screen was introduced at Shoreditch High Street station displaying which carriages are less busy on the next train. By helping customers find more quiet carriages they can board quicker and easier, helping keep our trains on time.

Crime on the London Overground reduced by 22% in 2016/17 compared to 2015/16.

## Accessibility

The London Overground was the first network in the UK to offer 'Turn Up and Go' service (TUAG) in March 2014.

Since the launch of TUAG, the London Overground has helped more than 45,000 passengers who require additional assistance to complete their journey, with the demand for assisted journeys growing strongly.

Today, more than 50% of stations served by London Overground are step free from street to platform.

Infrastructure upgrades continue at stations to assist with the provision of step free access for passengers, with five stations funded for future lift installation.

## Fleet

A fleet of 96 trains operate on the network comprising of 31 4-car, 57 5-car and eight 2-car diesel trains. These trains stop around 17,000 each day.

In 2018 Class 710 'Aventura' trains will begin operating on the West Anglia and Gospel Oak to Barking route.