

# company factsheet 2018



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

Working in partnership with TfL, Arriva Rail London strives to deliver improvements for London Overground passengers through more frequent services, new trains, better facilities and improved interchanges. By developing stations and lines to meet increasing passenger demand, the partnership also supports new homes, jobs and the environment.

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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 190 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 takes revenue risk - setting fares, buying rolling stock and defining service levels.

The new concession contract was awarded to Arriva Rail London on 13 November 2016. Each period, ARL receives a fixed concession payment with adjustments based on performance across a number of measures: operating performance; revenue protection; customer satisfaction; staff behaviour and presentation; and 'KPIs' (station, train quality standards, staff, and equipment availability).

## 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.

1,529 services operate on the London Overground network each weekday – that is 1,100 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.

The Gospel Oak to Barking line was electrified in 2017/18 ahead of the introduction of the Class 710 Aventura trains in November 2018. The line will be extended to Barking Riverside with the first train services expected in late 2021.

## Stations

Since October 2016 key 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 1.2% at the start of 2018.

Passengers are making increasing use of 'contactless' transactions. Contactless transactions are around 39 million, a 42.9% 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, Apple Pay, Android Pay.

## Customer experience

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 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 is low on the Network. In 2017-18 there were 7.44 crimes per million passengers on London Overground.

## 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 65,000 passengers who require additional assistance to complete their journey, with the demand for assisted journeys growing strongly.

Today, 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 95 trains operate on the network comprising of 31 4-car, 57 5-car and seven 2-car diesel trains. These trains stop around 17,000 each day.

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