

company factsheet 2020



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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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
- 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. Approximately 90% of trains arrive at their destination within three minutes of their scheduled time.

1,529 services operate on the London Overground network each weekday.

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 May 2019. The line will be extended to Barking Riverside with the first train services expected in late 2021.

In late 2019, Class 710 trains were also introduced on the Watford to Euston route increasing service to 4tph.

Stations

Since October 2016 key station improvement works have been carried out at 26 London Overground Stations.

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

All Overground stations have achieved secure station accreditation and Arriva Rail London is in the process of transitioning to the new BTP/DfT Secure Station Accreditation Scheme.

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 the 2% target, with the Overground seeing a reduction from 13% in 2007 to just 1.39% at the end of 2019.

Passengers are making increasing use of 'contactless' transactions. Contactless transactions have increased from 36m in 2016/17 to 62.6m in 2018/19, an increase of 74%.

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.

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.

Arriva Rail London is rolling out deaf awareness training to 350 London Overground employees. The course bolsters the current disability awareness training, as part of the customer service induction.

Crime is low on the network. In 2018-19 there were 8.74 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 75,000 passengers who require additional assistance to complete their journey, with the demand for assisted journeys growing strongly.

Today, 51% 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 a number of financial bids in progress to secure funds for future enhancements.

Fleet

A fleet of 106 trains operate on the network comprising of 49 4-car and 57 5-car electric trains. These trains make around 17,000 station stops each day.

In 2020, Class 710 'Aventura' trains will begin operating on the West Anglia routes, replacing the legacy fleet of Class 315s and 317s.