

company factsheet 2021



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

Working in partnership with TfL, ARL 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
- Pre-Covid carried 660,000 passengers on a typical week day and managed 190 million passenger journeys a year
- Is delivered by a workforce of around 1,500
- As of Period 3 2021/22, ARL are the second highest performing operator nationally, as measured by Public Performance Measure (PPM, % of trains arriving within 5 minutes) moving annual average (MAA)

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 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 94% of trains arrive at their destination within three minutes of their scheduled time.

1,591 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.

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 is currently being extended by 4.5km to a new station at Barking Riverside.

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

Stations

Key station improvement works continue to be carried out across the London Overground network. This includes two new stations at White Hart Lane and West Hampstead, and another under construction at Barking Riverside, which will extend the current line beyond Barking to a new residential area under development, expected to come into use in 2022. Second entrances, currently under construction, are also being introduced at Hackney Central and Imperial Wharf, due to complete late 2021 to early 2022.

Other station enhancements include 129 upgraded customer information screens installed at 35 stations and platform end trespass mitigations at over 40 locations. Many more improvements are in delivery or planned.

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 accreditation through the BTP and DfT's Secure Stations 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.

Innovation is a key part of ARL's vision, including the development of an innovation portal called Launchpad, design sprints and annual investment in 10 employee ideas, research and development, and proof of concepts.

In the past 18 months, the Overground was the first service in the world to introduce an ePaper customer information display. A range of Internet of Things (IoT) sensors on stations have been trialled and virtual station tours are in development for all 81 Arriva managed stations.

Crime is low on the network. In 2020-21 there were 11.08 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 1,000,000 passengers who require additional assistance to complete their journey. Passenger Assist is also offered and supported, allowing passengers to pre-book assistance in advance.

Today, 54% of stations served by London Overground are step free from street to platform with either lifts or ramps.

Infrastructure upgrades continue at stations to assist with the provision of step free access for passengers, with a further five stations proposed to be made step-free by 2024 as part of the Department for Transport's Access for All programme.

Fleet

A fleet of 111 trains operate on the network comprising 57 5-car Cl.378, 48 4-car Cl.710 and six 5-car Cl.710. These trains make around 17,000 station stops each day.

In 2020, ARL replaced the legacy fleet of Class 315s and 317s with brand new Class 710 'Aventura' trains.