



## **Arriva Rail London granted contract extension to operate London Overground for a further two years**

Arriva Rail London (ARL) has been granted a two-year extension to its contract with Transport for London (TfL) to operate the London Overground network on its behalf.

ARL has managed the network since November 2016, after signing a seven-and-a-half-year contract with an option to extend for up to two additional years. Following the contract extension, ARL will manage the London Overground up until May 2026.

**Paul Hutchings, Managing Director at Arriva Rail London, said:** “I’m sure I speak for the entire ARL family in saying how thrilled we are to operate the London Overground for up to two years. Approaching the end of the original contract gave us a chance to reflect on our colleagues’ industry-leading achievements over the past six and a half years, from the launch of the Night Overground in 2017 to opening Barking Riverside station in 2022. I have no doubt that the team will continue to excel during the extension and build even further upon the legacy we have already created for the London Overground.”

**Rory O’Neill, TfL’s General Manager for London Overground, said:** “I am very proud of everything we have achieved at London Overground but that would not be possible without the close collaboration with Arriva Rail London. There has been a great deal of change, not only at London Overground but in the rail industry, since the pandemic but ARL, supported by TfL, has risen to the challenge as we adapt to changing customer travelling habits. We continue to welcome growing numbers of customers back and with the help of ARL will build on that success.”

Over the past six and a half years ARL has been delivering improvements for London Overground customers through more frequent services, new trains and improved interchanges. Most recently ARL delivered new station entrances at Hackney Central and Imperial Wharf. Funded by Department for Transport (DfT) and delivered in close partnership with TfL, these new entrances provide more capacity and make it quicker and easier for customers to access London Overground services. These improvements are just some of the initiatives taking place to encourage people back on the TfL network following the pandemic. With new travelling patterns and more leisure travel, these changes will ensure TfL can continue to meet increasing passenger demand as well as supporting new homes and jobs. With the network now operating a modern air-conditioned fleet of trains and with 30 per cent of Londoners less than a 15-minute walk away from a station, there has never been a better time for customers to make the most of fast, frequent and reliable London Overground services.

ARL has demonstrated its ability to adapt to disruption and fast-changing situations, having maintained some of the highest levels of performance in the country while also taking on growing numbers of passengers. Despite the complexity of operating nearly 1,600 services for over 430,000 passengers every day, London Overground was one of the first networks to restore services to 100% following the Covid-19 pandemic.

ARL has always put the customer at the heart of what it does. As well as receiving the lowest level of customer complaints of any train operating company over the past two years, ARL has run several initiatives to create strong relationships with the communities local to London Overground stations. These initiatives range from turning disused station spaces into community hubs for local residents, to hosting gardening clubs for school pupils who have little access to green spaces.

**ENDS**

## **NOTES TO EDITORS**

Arriva Rail London (ARL) has been granted a two-year extension subject to the signing of a contract deed of amendment. This is expected to be complete by the end of July 2023.

The two-year extension to 3 May 2026 includes a TfL break option at May 2025, to be called by 31st August 2023.

Images with captions are available to preview at the end of this document and can be downloaded [here](#).

For further information or images, please contact Robyn Ashley, Communications Manager at Arriva Rail London: [Robyn.Ashley@arrivarl.co.uk](mailto:Robyn.Ashley@arrivarl.co.uk).

### **About Arriva Rail London:**

Arriva Rail London is the train operating company responsible for running the London Overground network under a Concession Agreement with Transport for London (TfL). The seven-and-a-half-year concession commenced on 13 November 2016. Working in partnership with TfL, Arriva Rail London strives to deliver improvements for London Overground customers through more frequent services, new trains and improved interchanges, as well as developing stations and lines to meet increasing passenger demand and to support new homes and jobs.

Arriva Rail London is part of the Arriva group. Arriva is a leading provider of passenger transport across Europe, employing around 34,600 people and delivering around 1.5 billion passenger journeys across 10 European countries. We are part of Deutsche Bahn (DB), one of the world's leading passenger and logistics companies. With buses, trains, coaches, trams, waterbuses, bike-sharing systems, and on-demand transport solutions, Arriva proudly connects people and communities safely, reliably and sustainably, delivering these services in a better way, every day. The activities of Arriva are divided into four lines of business: UK Bus, UK Trains, The Netherlands and Mainland Europe. Arriva has operations in the Czech Republic, Croatia, Hungary, Italy, the Netherlands, Poland, Slovakia, Slovenia, Spain and the United Kingdom.

[www.arrivarailondon.co.uk](http://www.arrivarailondon.co.uk)

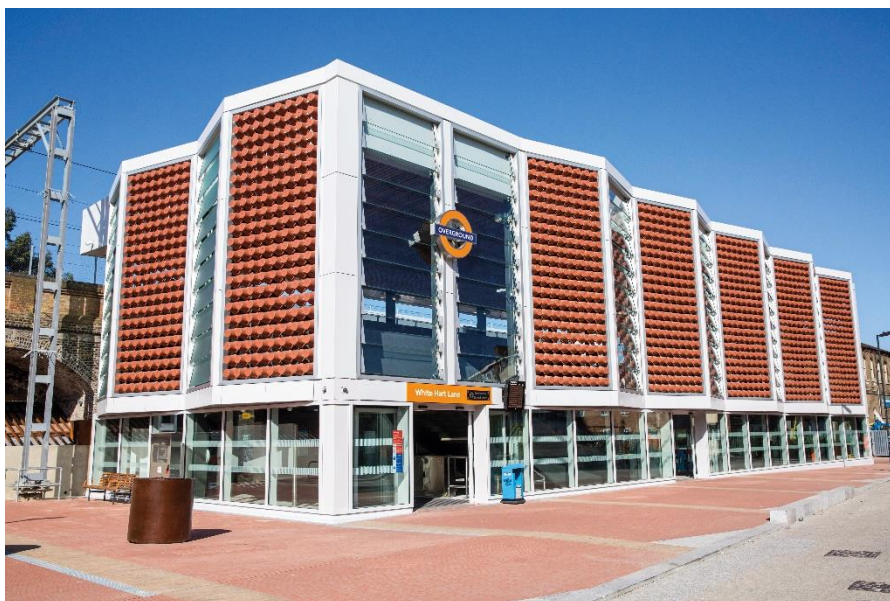
## Images



2017: Night Overground launched in December. 24-hour services between Dalston Junction and New Cross Gate begin running throughout the weekend for the first time. This is extended to Canonbury and Highbury & Islington in February 2018.



2018: Gospel Oak to Barking line reopens in January after being fully electrified, enabling the introduction of new Class 710 Aventra electric trains in May 2019. The new trains add 50% extra capacity, are completely walk-through, fully air conditioned, have USB charging points and provide real-time customer information screens.



2019: The revamped White Hart Lane station enters into service on the London Overground in August, providing better connections to nearby Tottenham High Road and the brand-new Tottenham Hotspur stadium.





2020: Final Class 317 service on the London Overground operates in February. The final class 315 service runs on the London Overground in October 2020.



2021: Roll out of 129 upgraded customer information screens completed. The screens are installed at 35 stations and include a 4mx2.5m flagship screen at Shepherd's Bush station, which trials the busyness indicator technology. This is followed by the rollout of busyness indicator screens at 33 London Overground stations in April 2023, helping passengers to work out where to stand on the platform.



*2022: Barking Riverside station opens in July, adding 4.5km of railway to the Gospel Oak to Barking line and marking the first extension to the London Overground network since 2015.*