



LOROL

Company Fact Sheet 2016

London Overground Rail Operations Limited (LOROL) operates London Overground rail services on behalf of Transport for London (TfL)

LOROL

Overground House
125 Finchley Road
Swiss Cottage
London
NW3 6HY

T: 020 3031 9200

W: www.lorol.co.uk

www.twitter.com/ldnoverground

Contact: **Peter Austin, Managing Director**

The London Overground network:

- Links 23 of London's 33 boroughs and the City of London
- Manages 81 of the 111 stations served by the London Overground
- Covers 104 miles (167km):
 - Richmond to Stratford
 - Watford Junction to Euston
 - Barking to Gospel Oak
 - Highbury & Islington to New Cross, Clapham Junction, Crystal Palace and West Croydon
 - Liverpool Street to Enfield Town, Cheshunt and Chingford
 - Romford to Upminster
- Carries 585,000 passengers on a typical week day, five times more than in 2007
- Manages 160 million passenger journeys a year
- Operates a fleet of 31 4-car, 57 5-car and eight 2-car diesel trains
- Is delivered by a workforce of around 1,500
- Has one of the best right-time punctuality rates in the UK



The concession

LOROL was awarded a seven year concession for the London Overground network in 2007 by TfL. A two-year contract extension means the company will deliver services until 2016.

In March 2016 TfL announced its intention to award the next contract to operate London Overground services, which commences on 13 November 2016, to Arriva.

LOROL was awarded 'Rail Operator of the Year' for a second year running at the 2016 London Transport Awards. In 2015 the business was re-accredited by Investors in People (IiP) and was also awarded 5-star EFQM accreditation.

Customer service

Customer satisfaction with LOROL continues to be strong. The most recent Passenger Focus survey reports 88% customer satisfaction, among the best in the industry.

LOROL is leading the railway industry in customer service innovation, utilizing technology to enhance passenger communication, particularly during disruption.

LOROL was the first train operator in the world to introduce Smartwatches in any service or operational setting and in the last year the business has rolled out 'Orinoco', a real-time app designed for LOROL people by LOROL people. LOROLpedia – a searchable knowledge base for employees – has also been unveiled to help provide great customer service.

Operations

Despite operating a busy network with many challenges, LOROL continues to maintain a strong level of PPM (public performance measure) performance (95%).

1,485 services operate on the Overground network each weekday –1,056 more than at the start of the concession.

LOROL operates 7.4% of all UK rail services on just 0.5% of track mileage.

Fleet

London Overground trains stop 17,000 times a day. This is demanding schedule and so LOROL is always looking at ways to improve the reliability of the fleet. Over the last year, 15 fleet improvement modifications have taken place, making the fleet one of the most reliable on the UK network when measured by workload.

Revenue protection

LOROL continues to meet its pledge to keep ticketless travel below 5%, reducing it from 13% in 2007 to 0.64% at the end of 2015. West Anglia delivered a result of 3.41% in the same Ticketless Travel Survey, a significant reduction from 14.47% when the route joined the Overground network.

Passengers on the Overground can select from a range of payment options, including Oyster 'pay as you go' at all stations and contactless card payment. Apple Pay, Android Pay and bPay by Barclaycard are also available. More than half of all journeys are made as 'pay as you go'.

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.

In 2010 services began on the reconstructed core section of the East London Line to West Croydon and Crystal Palace, extending to Clapham Junction in 2012 creating an orbital network around London.

When West Anglia Inner services transferred to LOROL in 2015 the Overground increased by one-third. Today, 385 services and a core fleet of 31 trains operate on West Anglia.

In December 2015 work to increase the capacity of the London Overground by 25% by introducing five-car trains on the network was completed. Alongside the delivery of 57 new carriages, this major expansion project included the extension of two depots and works to increase the length of 25 platforms.

Funding to electrify the Gospel Oak to Barking line has been confirmed and work is expected to take place on this project up to February 2017.

Accessibility

LOROL was the first train operating company in the UK to offer 'Turn Up and Go'(TUAG) in March 2014. More than 50% of stations served by LOROL are now step free from street to platform and since the launch of TUAG, LOROL has assisted nearly 27,500 mobility impaired passengers.

Works to install lifts at stations, providing step free access from entrance to platform, will take place at a number of stations in 2016 including South Tottenham and West Hampstead. Works are also planned to install a dedicated station footbridge at Upper Holloway.

Station refurbishment

A series of refurbishment projects to enhance the station environment and passenger experience are planned for 2016.

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

LOROL's Station Safety Working Group (SSWG) reviews station safety and identifies areas for improvement wherever possible. They have spearheaded projects including the chemical treatment of floor surfaces at stations, the installation of anti-slip mats to reduce slips, trips and falls, and the ongoing rollout of a project to install Automatic External Defibrillators at locations across the London Overground network.

Every LOROL station (excluding West Anglia) has achieved secure station accreditation. West Anglia stations will have completed their secure station accreditation by November 2016.

Crime on the London Overground has reduced by 8.3% according to the Annual TfL Crime & Antisocial Behaviours Statistic Bulletin (2014-2015). All LOROL stations are staffed during operating hours, with CCTV in place across the network.