

# London Overground: providing a high-quality train service around the Capital

London Overground has a key role to play in providing the Capital with a world-class transport system that befits its world-city status.

Launched in November 2007, London Overground is a train service that's setting new standards in rail travel and helping customers to move around the Capital more easily.

Managed by Transport for London and operated by London Overground Rail Operations Limited, we operate the following services:

- Stratford to Richmond
- Watford Junction to Euston
- Clapham Junction to Willesden Junction
- Barking to Gospel Oak.

The railway links 20 of London's 33 boroughs. It remains an important factor in our region's economy, because as well as creating new jobs for local people, it provides better access to centres of employment and has opened up new travel opportunities.

## Smartening up our service

From the outset, it was clear that a great deal of work would have to be done, in order to bring the London Overground service in line with 21st century requirements.

Following decades of neglect and under-investment the stations looked old-fashioned and dingy, and the trains were shabby, cramped and unreliable, with some parts of the network dating back to Victorian times.

But that's all changing now, thanks to the many improvements we are implementing, right across the network.

In fact, we introduced a number of changes on our very first day of operation, including Oyster pay as you go across the network and ensuring that all London Overground stations are staffed during operating hours.

Many other improvements followed, hot on the heels of those early changes. In December 2007

we extended operating hours across the network, to more closely match the service offered on the Tube. All our stations were subjected to a "deep clean", to remove the chewing gum and layers of grime that had been allowed to build up over the years. We also smartened up our station premises with new-style bench seating for customers and freshly painted walls.


Recent survey results confirm that these changes have had a noticeable impact on the service we provide:

- within six months of taking over the network, the number of trains arriving at their destination within five minutes of the timetabled arrival time had risen from 87.3% to 94.7%
- by the end of the financial year 2007/08, our customer satisfaction rating had reached a new high of 75%
- the number of reported crimes on our network is falling and ticket fare evasion is now running at less than 3%
- the majority of our stations have been awarded secure station status by the British Transport Police.

## Investing in further changes

London Overground still has a very long way to go before it can truly deliver an excellent service, so we have many more changes in the pipeline, as part of our long-term investment programme.

We will be introducing a brand-new fleet of specially designed trains on the network during 2009. These trains will accommodate more passengers and provide a more pleasant customer experience, featuring air-conditioning, fittings that are both modern and easy to clean, real-time information relayed through on-board audio and visual announcements, and increased security, with clear sightlines for passengers and CCTV.



By 2011 we will be providing a more frequent, metro-style service, with a minimum of four trains running per hour, all day, every day and up to eight trains per hour on the busiest parts of the network. This will mean that our customers will be able to simply “turn up and go”, just like they do on the Tube.

By the end of 2011, we will have modernised all stations on the London Overground network. This includes cladding the walls with graffiti-resistant panels and tiles, to ensure that they keep looking good for a long time to come. In the interests of customer safety and station security, we will be installing better lighting and signage in all our station buildings too, along with more CCTV, extra Help Points and enhanced information systems.

We hope to secure funding so that some stations can also undergo reconstruction work, to achieve an improved layout that will help to ease congestion at the busiest times of the day.

### Meeting our biggest challenge

Every day, around 68,000 journeys are made on our network. So our biggest challenge by far will be to upgrade our infrastructure while at the same time keeping services running smoothly.

We have meticulously planned our improvement programme. Wherever possible, Network Rail carries out the necessary upgrades outside of the working week. However, at times we will need to put in place longer-term line closures because a number of extensive engineering projects will be involved, like widening tunnels or reconstructing bridges. Next year, although we haven't yet finalised the timings, we're confident that most of the work will be carried out at weekends.

### Planning your journey

We fully appreciate how inconvenient these closures will be for our customers. To help them plan their journey there will be information at all affected stations, summarising the alternative routes and public transport options.

Up-to-date information can also be accessed from our website at [www.tfl.gov.uk/Overground](http://www.tfl.gov.uk/Overground)

### Extending our reach

The East London line closed in December 2007, marking the start of a major extension programme. The engineering works include replacing the existing track, signalling and communications equipment, building new bridges, widening a tunnel and constructing four new, step-free stations at Haggerston, Hoxton, Shoreditch High Street and Dalston Junction. We expect to re-open the line in mid-2010.

Further extension work will be carried out in 2011, to integrate the network by joining the extended East London line (running between West Croydon and Dalston Junction) to the Stratford to Richmond line at Highbury & Islington.

Looking well into the future, Transport for London aims to complete the Capital's orbital route by extending the East London line still further, from Surrey Quays to Clapham Junction.