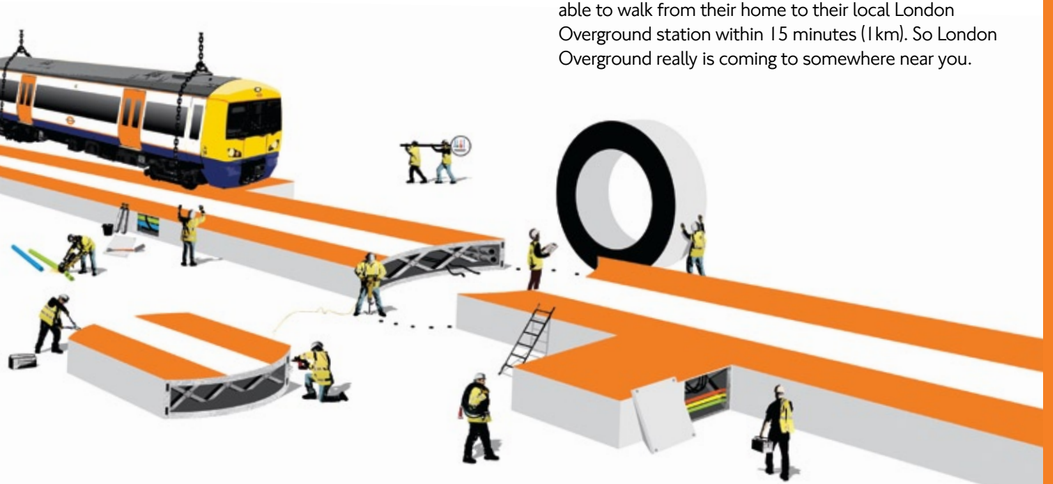
The old and the new

The London Overground network is at an exciting stage of its life – where the old is being rejuvenated and the new is about to open.

Since TfL established London Overground in 2007 we have worked hard to improve our reliability, service, safety at stations and trains. However, there is still much more to do before we reach our goal of having a full fleet of new four-car trains running every 5 - 20 minutes on all parts of the network.

As well as continuing our work to improve the existing network, we are extending the network to new areas of London.

In spring 2010 we will be opening a brand new transport link between south and north-east London. This is the result of building new stations and relaying track to replace old disused lines, which we have connected to existing lines.



New Line - Spring 2010

The new transport link has four brand new stations: Dalston Junction, Haggerston, Hoxton and Shoreditch High Street. It goes as far south as Crystal Palace and West Croydon, putting these areas of London on the Tube map for the very first time. Once completed, the link will provide a fast, frequent, high-quality service between Dalston Junction in the north and West Croydon/Crystal Palace and New Cross in the south – see map overleaf for more details.

These services add to the current London Overground network, which has services on four lines around London: Stratford to Richmond; Watford Junction to Euston; Clapham Junction to Willesden Junction; and Gospel Oak to Barking. In Spring 2011 the line will be extended further from Dalston Junction to Highbury and Islington improving interchange connections even further.

The network will pass through 20 of London's 33 boroughs, meaning that 30% of Londoners will be able to walk from their home to their local London Overground station within 15 minutes (1km). So London Overground really is coming to somewhere near you.

What's happening in south London

- Many people in north London will have seen the cranes, building works and changes to the skyline, but for those in south London our work has been less visible.
- In September 2009 TfL became responsible for 10 stations (previously managed by Southern Railway) between New Cross Gate and Crystal Palace and West Croydon. Since then we have been working to improve appearance, accessibility and customer service at these stations in preparation for the opening of the new line in spring 2010.
- We know that our customers want a modern, efficient service that's fast, frequent, clean, safe and accessible. And that's exactly what we aim to provide.
- In 2012 the final section of the network will be opened between Clapham Junction and Dalston Junction via Surrey Quays, completeing the orbital network.

What to expect

The London Overground service will be greatly improved, with:

- new journey options and faster access to The City for many – Shoreditch High Street will be just a five-minute walk away
- all stations staffed from the first to the last train
- Oyster pay as you go valid on all services
- brand new, air-conditioned trains that have been designed for optimum capacity with fast access, onboard customer information and improved security
- better stations – all will be completely refurbished with graffiti-resistant surfaces, increased CCTV coverage, additional Help Points and enhanced customer information systems
- more frequent services – we will be ramping up services as the various infrastructure improvements take place, which will enable services to run more frequently. By the end of 2011, trains will run every 5 minutes on some sections and at least every 20 minutes on others. See map for details

London Overground is being extended

London Overground frequencies from May 2011 onwards

	May 2011 onwards – Peak (off Peak)	May 2011 onwards – Saturdays (Sundays)
Richmond to Stratford	every 15 minutes	every 15 minutes
Clapham Junction to Willesden Junction shuttle	every 30 minutes	every 30 minutes
Clapham Junction to Stratford	every 30 minutes	every 30 minutes
Camden Road – Stratford	every 30 minutes in peak times only	—
Gospel Oak – Barking	every 15 minutes	every 15 minutes
Watford Junction – Euston	every 20 minutes	every 20 minutes
Highbury Islington – Dalston Junction	every 7 – 8 minutes	every 7 – 8 minutes
Dalston Junction – Surrey Quays	every 5 minutes	every 5 minutes
New Cross Gate – Sydenham	every 7 – 8 minutes	every 7 – 8 minutes
New Cross, Crystal Palace & West Croydon branches	every 15 minutes	every 15 minutes

Please bear with us

We apologise for any disruptions to your service while we implement these improvements, many of which involve working on stations, lengthening platforms and replacing track and signalling systems.

Wherever possible we work with our partner, Network Rail, to minimise disruption during the working week. However, at times we will need to put in place longer-term line closures.

We fully appreciate how inconvenient these closures will be for you. To help you plan your journey, look for information at your local stations or visit **www.tfl.gov.uk/journeyplanner**

We welcome your views

Many of the changes we've made have been in response to feedback from our customers. So if you'd like to comment on any aspect of our service and planned improvements – good or bad – we'd love to hear from you.

You can call London Overground's Customer Services Team on 0845 601 4867.

If you prefer to contact the team by email, the address is overgroundinfo@tfl.gov.uk

And if you'd like to send us a letter, the postal address is:

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Website
tfl.gov.uk

24 hour travel information
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Enhancing London Overground

MAYOR OF LONDON

Transport for London

OVERGROUND