

Transforming the Overground

A LOROL Perspective



We will transform our railway, connecting communities across London



LOROL – Who Are We

- A joint venture between DB Regio and MTR of Hong Kong
- Awarded a 7 year concession to run the Overground network from November 2007. Last Thursday we were three!
- A concession – similar to a DfT franchise except that TfL take the majority of the revenue and many of the outputs are more tightly specified.
- For us 'Opening New Railways' means:
 - The East London Line
 - Plus a transformed North London Railway (described back in 2006 as London's forgotten railway)



The Overground



TfL Objectives / Our Contracted Obligations

- Step change in passenger experience
- Full integration into the TfL network
- Significant station upgrades
- Improved train service performance
- Successful commissioning of the East London Line
- Introduction of new trains
- More trains, increased ridership and revenue
- 2012 Olympics



So How are we doing 3 years on?

- Oyster pay as you go and full station staffing from day 1
- More trains on time and increased off peak services
- The East London Line – up and running
- New stations at Imperial Wharf and Shepherds Bush
- New platforms at Stratford
- Station refurbishment programme on site at the majority of stations. 6 stations complete to date
- All eligible stations are DfT 'Secure Stations'. A team of Travel Safe Officers covering afternoons and evenings
- Youngest fleet in the country
 - TfL procured class 378s
 - LOROL procured class 172s
- 4 car trains on the Euston - Watford line & NLL / WLL



East London Line

Opened 27 April 2010



East London Line continued

With a fleet of new trains, eight new stations and six miles of new railway...



East London Line continued

300 new staff to the rail industry and a new control centre at New Cross Gate

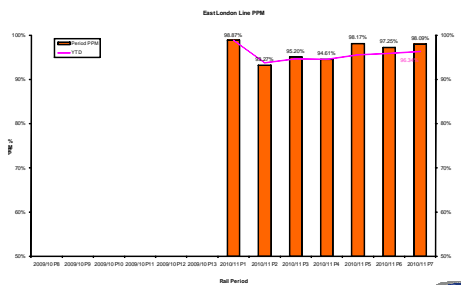


East London Line

- Opened 4 weeks early
- 132 new drivers
- 80 new members of stations staff
- 8 new stations – maintenance and cleaning arrangements to keep them pristine
- New Control at New Cross Gate
- Over the first 6 months an average of 96.34% arrived with 5 minutes – one of the best performing railways in the country!
- 85% of passengers 'satisfied or very satisfied'
- 20,000 use the route each day and growing fast

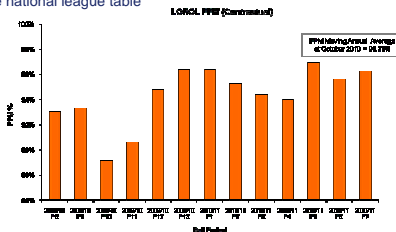


...One of the Best Performing Railways in the Country



Overground train service performance

PPM 91.065 (MAA) at start of Concession to 94.215 (MAA – Oct 10). From 8th to 5th in the national league table



New Trains – Transforming the Fleet

A new fleet of 8 x class 172 trains on the Gospel Oak to Barking Line
All units in service from October 2010



New trains continued – 51 x 378s Procured by TfL

The new class 378s with open 'tube-style' interiors



Replacing 35 year old class 313 trains



4 Car Trains – On the DC, WLL and NLL

A 33% increase in Capacity. Over half of NLL services are now 4 car



Transforming the Stations

Refurbishment of 44 inherited stations in progress. 6 complete, with the programme due to finish in Spring of next Year

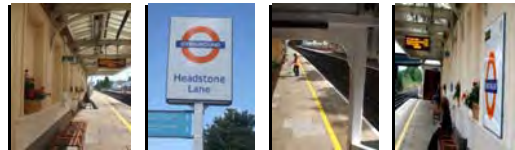
Headstone Lane station before LOROL took over

From this...



Transforming the Stations

...to this, the same station transformed by LOROL's refurbishment work



Still to Come

- East London Line extension through to Highbury (8 trains an hour will go through to provide direct interchange with the NLL from Spring 2011)
- Higher frequency NLL and WLL with 8 trains per hour between Willesden and Stratford in the peaks (May 2011)
- 4 trains per hour all day on the WLL (May 2011)
- 4 trains per hour all day service on the Gospel Oak to Barking Line (January 2011)
- Olympics

"We will transform our railway connecting communities across London"



And to Finish – Some Statistics

- 835 trains each day
- 4% of all national rail services on just 0.6% of the national network
- Average age of the fleet – less than a year
 - **The most modern fleet in the country**
- Passenger journeys up 60% in a year
- 52 million passenger journey a year
- A workforce of 1200 – doubled in 3 years
- Ticketless travel at around 3%
- Customer satisfaction up 7% in a year (TfL CSS survey)

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