



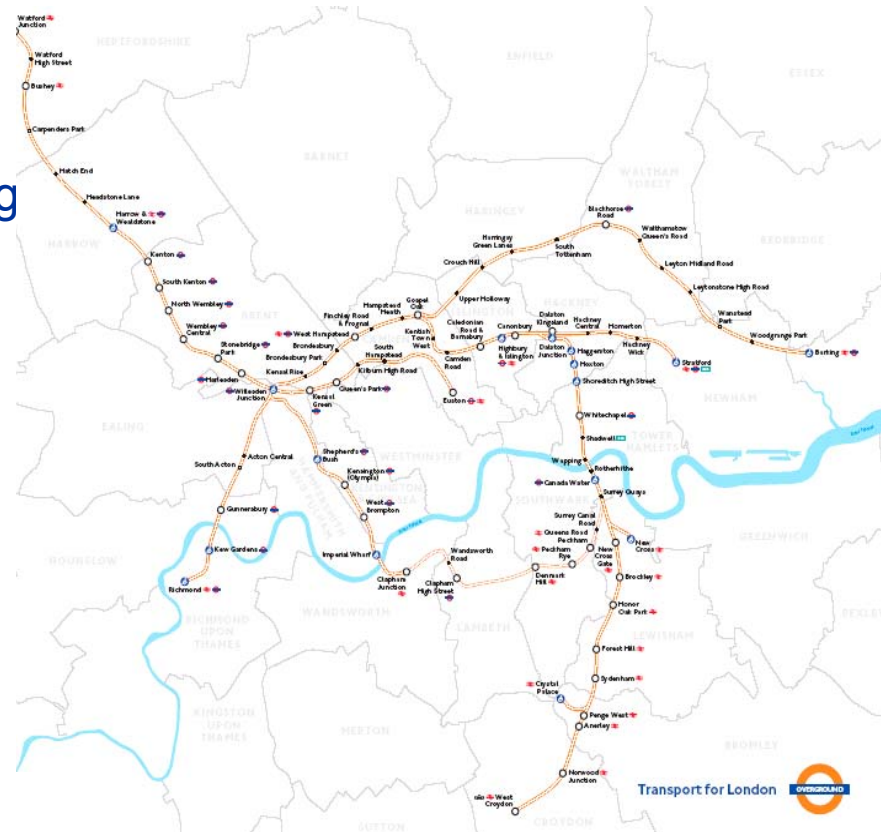
**London  
Overground**

**London Travelwatch Board  
Update, June 2009**

**Julie Dixon  
Head of Stakeholder Management**

# London Overground – November 2007

- Run down 'Silverlink' services transferred from Govt and launched November 2007
- Key aim: create an orbital network serving 20 Boroughs
- Moving to the 'Overground standard':
  - Oyster PAYG ticketing and TfL fares structure
  - Staff at all stations during operating hours
  - More reliable and more frequent services
  - Additional policing and security staff
  - Station improvement programme
- Operated by 'LOROL' (MTR/DB) on 7-year Concession let by TfL



# Achievements – first year of operation

- Increase in evening services and longer hours of operation
- Consistent increases in train performance – with existing equipment
  - 99% of services operated
  - 92.4% Public Performance Measure (P11/09)
- Revenue grew 18% in first year
- Ticketless travel reduced from around 15% to below 4% through gating and additional police
- Immediate increase in Customer Satisfaction to 75%
- Station gates and Oyster, and station clean and repair completed



# Stations Improvement Programme

## £40m Programme for phases 1-3:

- Phase 1 Gates and Oyster completed in November 2007
- Phase 2 Clean and repair completed in summer 2008
- Phase 3 Refurbishment works
  - Stakeholder engagement being completed
  - Work due to start in late June 09



## Phase 4 Remodeling

- Top 4 locations confirmed: Hackney Central, Camden Road, West Hampstead, Gospel Oak (Not funded)
- Crystal Palace – jointly funded with third parties (jointly funded by TfL, NR)



# New trains

- 54 trains forming new electric fleet (378's) under construction - to be introduced from June 2009, total cost of NLL and ELL fleet £260m
- Provides dramatic improvement in capacity as well as ambience, reliability, air-conditioning, information, accessibility
- 'Tube' style layout with wide, walk through, gangways
- Incorporates regenerative braking (i.e. returning electricity to the grid when braking, saving approx. 20% of energy consumed)
- Stakeholder pre-view event, 3rd June 09  
Media launch and first train in service to follow
- Test testing underway – 2000 miles fault free
- Driver training programme underway
- Train introduction plan - TBC
- New diesel fleet (172's) on order for Gospel Oak Line - delivery expected early 2010



# London Overground Infrastructure Improvements

- Major Olympic legacy for London
- Complex works – renewing old infrastructure on the national rail network
  - renewal and re-signalling, doubles capacity.
  - works are delivered by Network Rail and their principal contractor Carillion
  - 4 tracking on busiest section
- Total scheme cost c. £326m
  - contributions from Olympic Delivery Authority, Network Rail, and DfT
- New passenger timetable from 20<sup>th</sup> April to facilitate works
- Stakeholders, Media and Passenger Communications Strategy
  - TfL leads communications for service changes and alternative travel arrangements with stakeholders and customers
  - NR leads communication on the works with stakeholders and local residents
  - Coordinated media and stakeholder activities
  - Programme shared with LTW



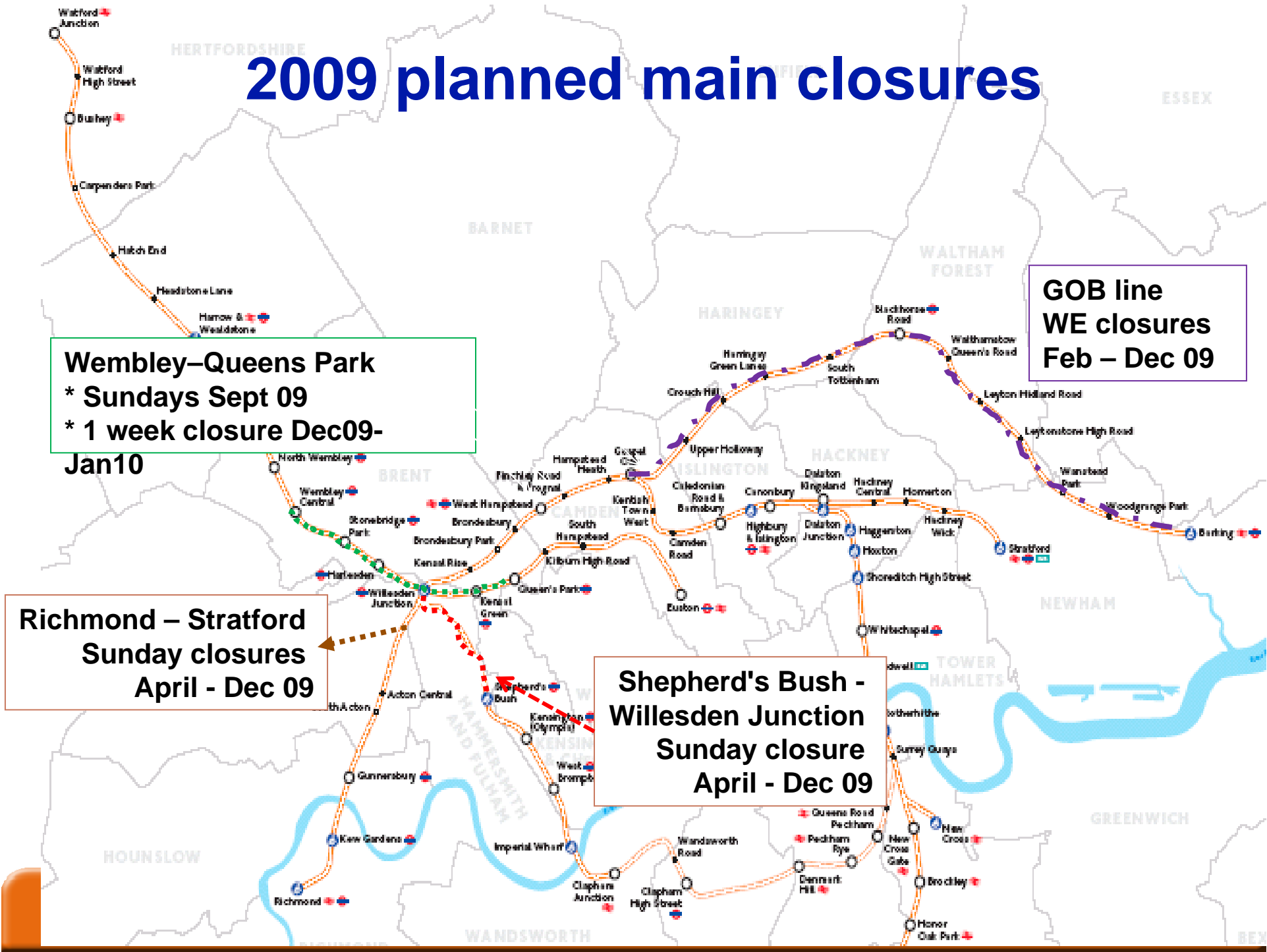
# 2009 planned main closures

**GOB line  
WE closures  
Feb – Dec 09**

**Wembley–Queens Park  
\* Sundays Sept 09  
\* 1 week closure Dec09-  
Jan10**

**Richmond – Stratford  
Sunday closures  
April - Dec 09**

**Shepherd's Bush -  
Willesden Junction  
Sunday closure  
April - Dec 09**

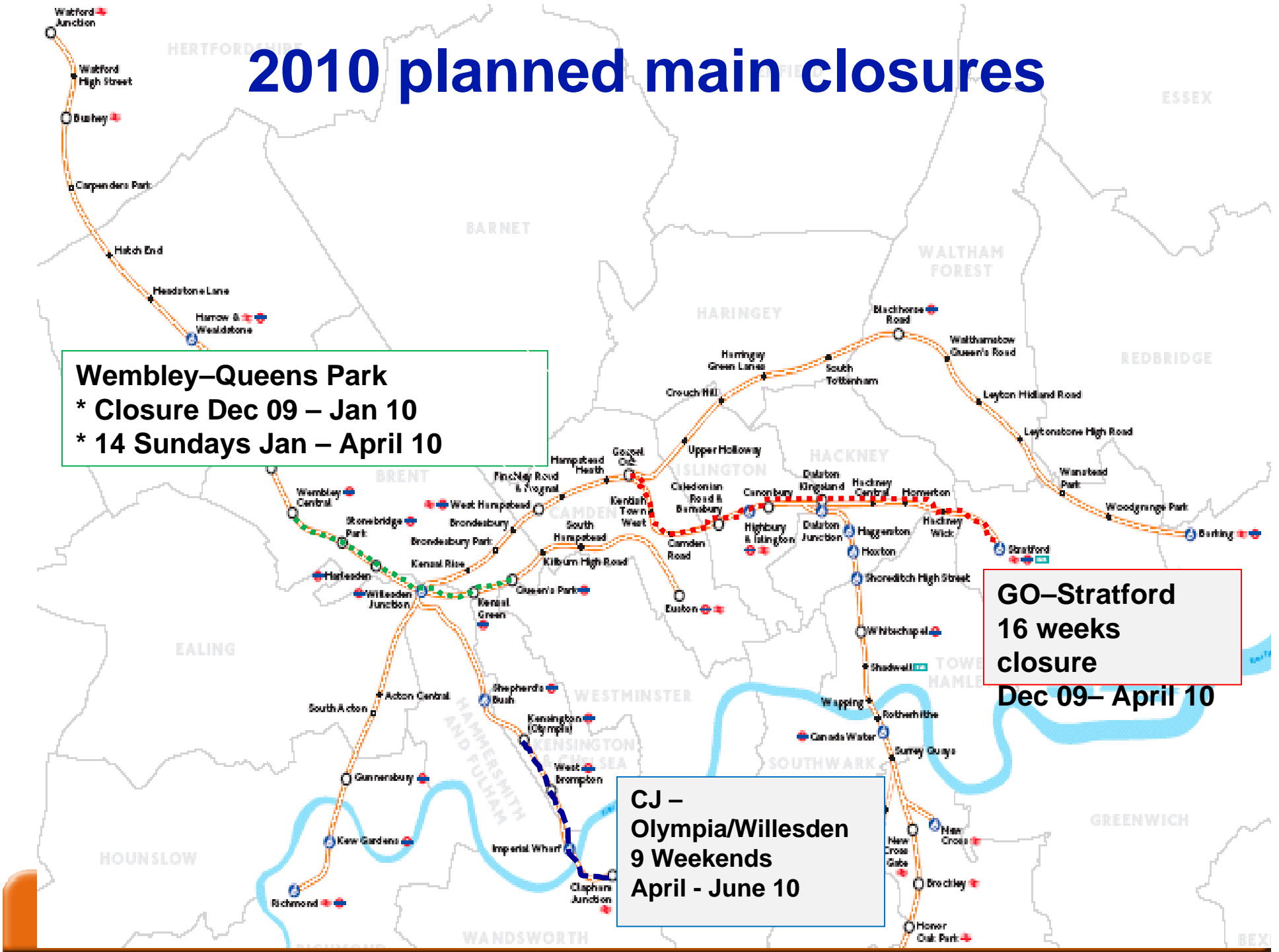


# 2010 planned main closures

**Wembley–Queens Park**  
\* Closure Dec 09 – Jan 10  
\* 14 Sundays Jan – April 10

**GO–Stratford**  
16 weeks  
closure  
Dec 09– April 10

**CJ –  
Olympia/Willesden**  
9 Weekends  
April - June 10





# TfL's planned communication, 16 weeks closure

## Media

- Joint TfL/NR press release 5th February 09 – includes details about the closure
- Planned TfL Press Release to local papers about the NLL works in early December
- Project details sent to Borough Publications

## Key stakeholder activities – September to November

- Briefing to LTW
- Briefing to NORP
- Briefing to London Councils
- Briefing to User Groups
- Individual sessions to discuss bus routing with Boroughs and local stakeholders
- Letters and posters to hospitals, schools, and places of interest e.g. Football clubs
- NR/TfL information sessions at selected stations (advertised in Metro, via posters, PA announcements, emails to stakeholders)
- NR distributes leaflet to residents affected by works
- TfL Borough Bulletin and Stakeholder Newsletter

## Key passenger communication – September to December

- Passenger information sessions at stations
- Oyster wallets with CST phone number
- Station & agency staff on message via LOROL's training
- Posters
- Leaflets with travel information
- Agency staff to distribute leaflets
- New timetable
- PA announcements
- PA announcements at LU stations & services

## December 2009 to April 2010

- Monitor feedback received via LOROL's CST
- Monitor feedback from key stakeholders
- Review exiting communication if needed
- Preparing the messages and activities that will be delivered to inform stakeholders that services are returning to normal operation
- Preparing the messages and activities should the work over-run
- Welcome back

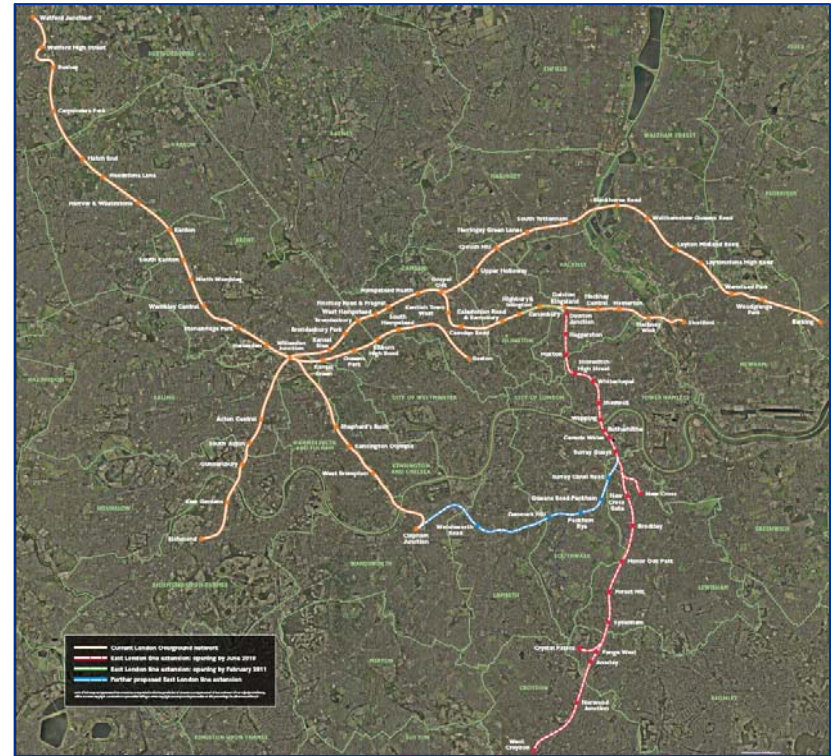


# Completing the Overground network

- Operational London Overground (Orange)
  - Renewing and increasing capacity on 'existing' routes
- East London Line Extension (Red)
  - Extension of line north to Dalston Junction and south to Crystal Palace & West Croydon by June 2010
  - Total cost circa £970m

Both projects facilitate Olympic services, mainly focus about 'legacy' benefits

- East London Line Phase 2 (Blue)
  - Completes the Orbital Network
  - Go ahead announced in February 2009
  - Capital cost of c £75m to make short connection to existing national rail line
  - Provides 4tph link from South London to Docklands and the City
  - Programme currently leads to opening end 2011/12



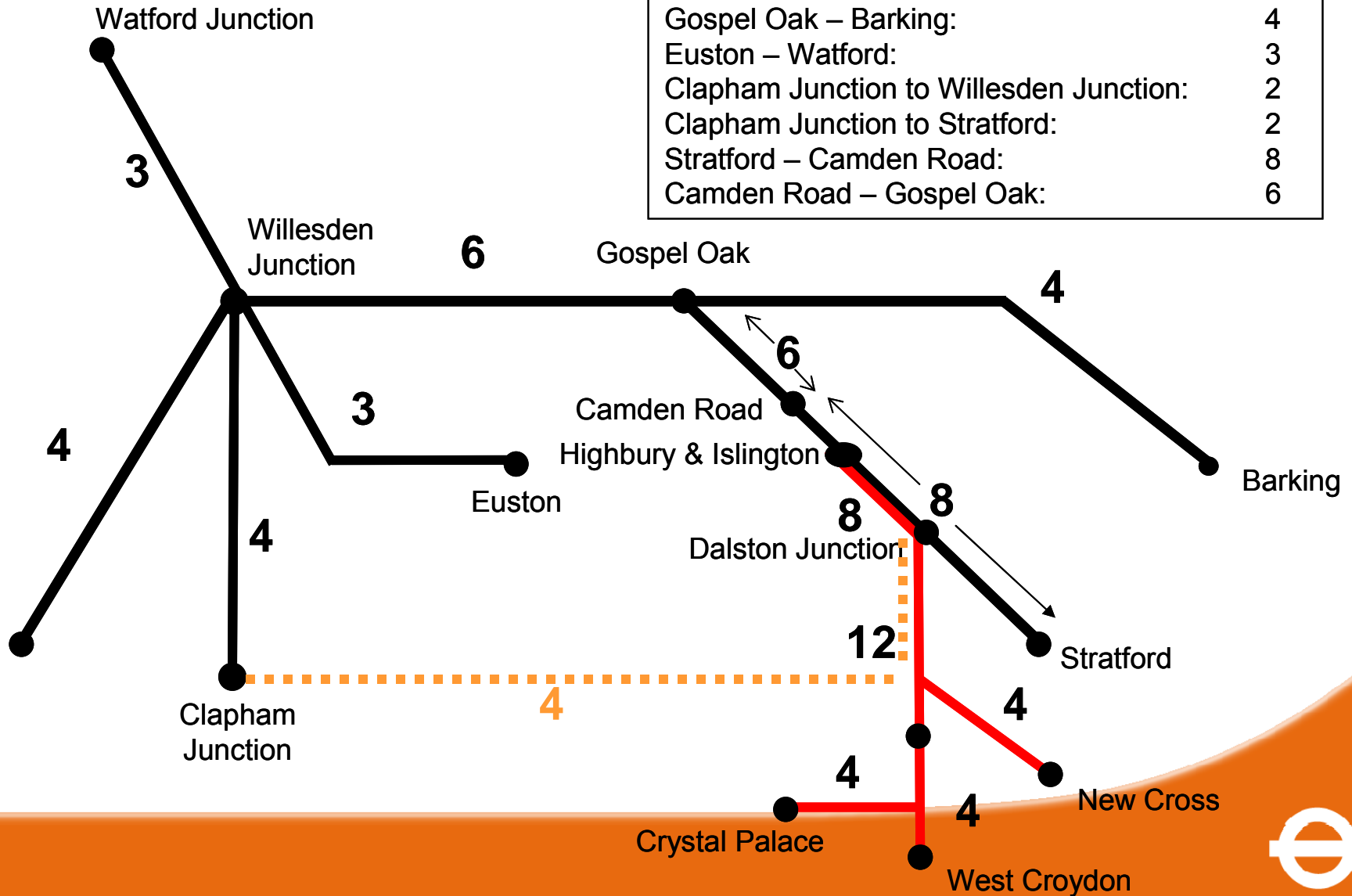
# East London Line extension in pictures



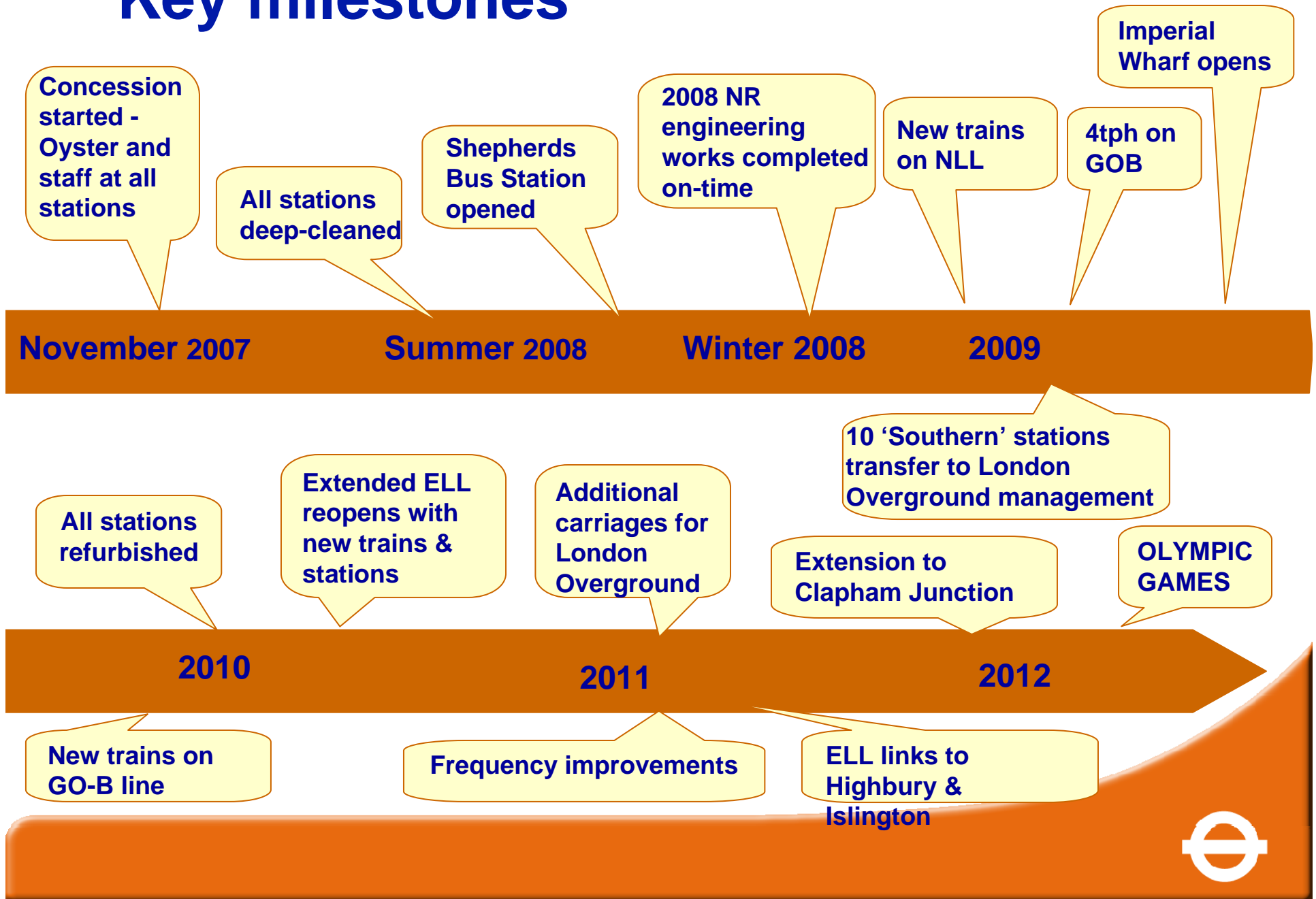


# Planned peak passenger services, 2012

Key (peak trains per hour)	
Richmond – Stratford:	4
Gospel Oak – Barking:	4
Euston – Watford:	3
Clapham Junction to Willesden Junction:	2
Clapham Junction to Stratford:	2
Stratford – Camden Road:	8
Camden Road – Gospel Oak:	6



# Key milestones



**[tfl.gov.uk](http://tfl.gov.uk)**

