

TRANSPORT FOR LONDON

BOARD

SUBJECT: LONDON OVERGROUND REVIEW

DATE: 30 JULY 2008

1 PURPOSE AND DECISION REQUIRED

- 1.1 The purpose of the presentation is to brief Board Members on the progress and next steps of the London Overground operating concession let by TfL, which commenced on 11 November 2007. The Board asked for a review after the first few months and is asked to note progress.

2 EQUALITIES IMPLICATIONS

- 2.1 Through its Equality and Inclusion contractual requirements, the concessionaire LOROL (on behalf of London Overground) has over the last eight months engaged with communities through local authorities and employment partnerships, providing employment opportunities to local BAME people and women. This has been done through special recruitment days (in addition to local advertising) for trainee drivers and station assistants in the London Overground boroughs. As a result, at present, the BAME representation on the Overground operational workforce stands at 36 per cent. Women comprise 17 per cent of the workforce.

3 CRIME AND DISORDER IMPLICATIONS

- 3.1 The scheme includes a high security standard achieved by full station staffing across the traffic day, Help Points and a strong police presence. According to a British Transport Police Survey, almost 82 per cent of passengers feel safer on the Overground since commencement of the concession.

4 SUSTAINABILITY

- 4.1 Services will be operated by a fleet of new, 4-car electric trains capable of regenerative braking which can deliver power savings of up to 20 per cent. The increase in capacity on what is a highly congested route will permit and encourage transfer to rail from less sustainable modes.

5 RECOMMENDATION

- 5.1 The Board is asked to NOTE the presentation.



**London
Overground**

Progress and Next Steps

TfL Board Meeting – 30 July 2008

Contents

- Achievements to Date
- Next Steps
- East London Line Update
- Summary



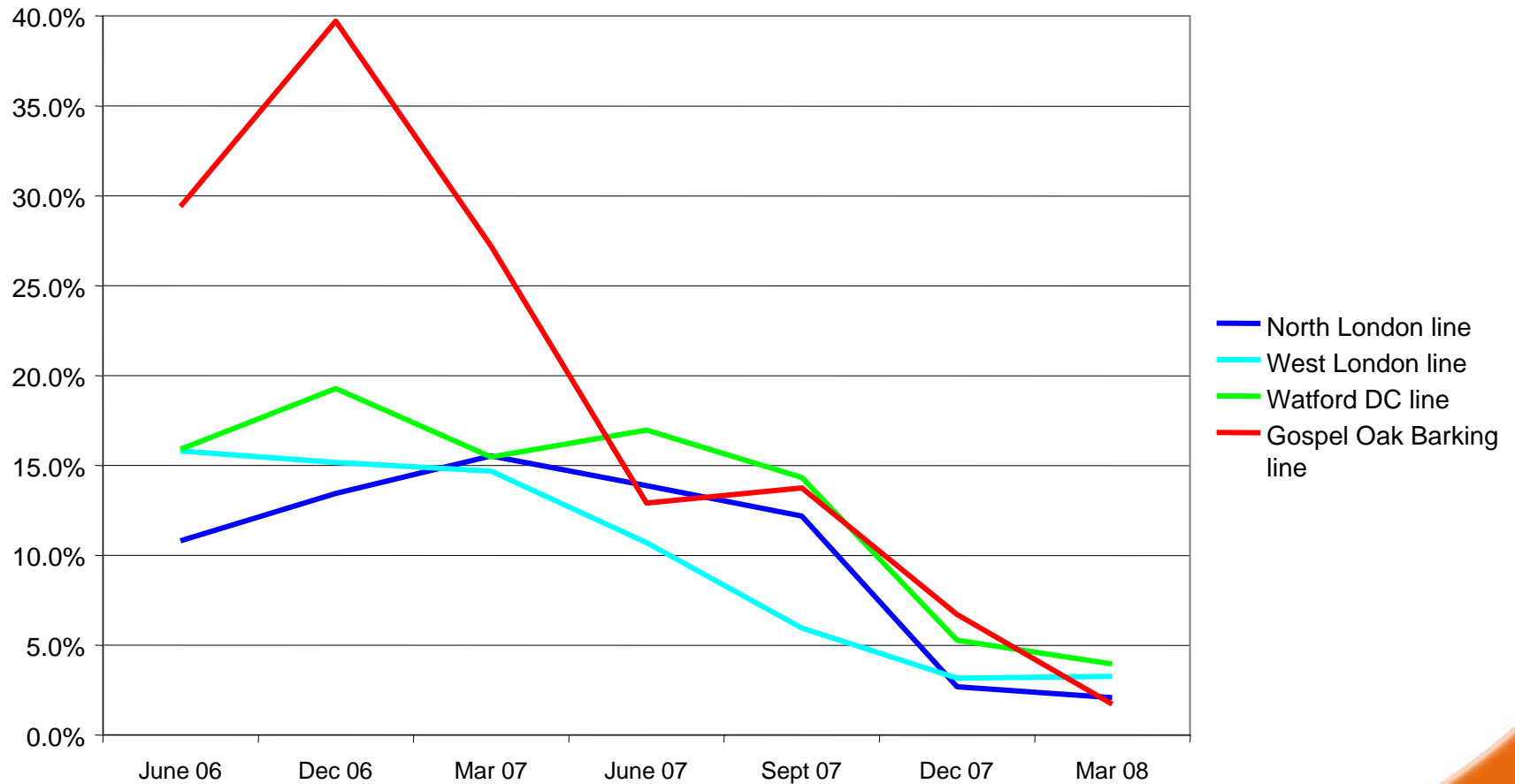
Achievements to Date

- London Overground was launched in November 2007, with all stations staffed and Oyster accepted and retailed
- Station ambience significantly improved, all stations have been deep-cleaned:
 - Platforms cleaned
 - Graffiti removed
 - Repainting of fences, footbridges and lamp-posts
 - Fixtures and fittings repaired
- Train layout currently being modified to accommodate more passengers
- Best ever customer satisfaction levels - Quarter 1 (2008) 75/100
- Security at stations is much better, with additional gates, staff presence and better policing
- Train performance (Public Performance Measure) for periods 2 and 3 was 92.8% and 92.4%, raising the Moving Annual Average to a new all time high of 91.6%
- Revenue for the first 7 periods is circa 16% up on the same period last year
- Secured station award for 10 Overground stations. Almost 82% of passengers feel safer on Overground since commencement of the concession (BTP survey).



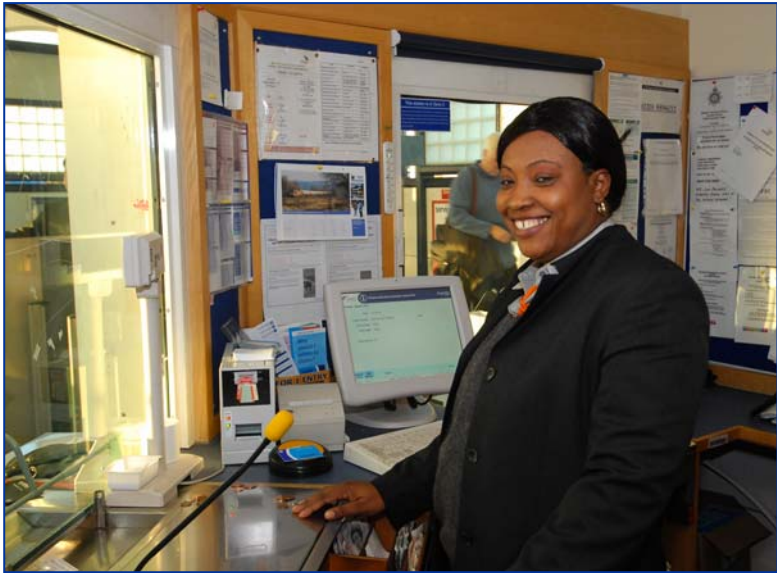
Ticketless Travel Survey Results

- Results for March 2008 survey show a continued reduction in ticketless travel



Staffing and Customer Service

- Training for existing and new staff to change previously weak customer service culture - includes diversity and community engagement modules
- Customer Relations Team is fully operational
- Control Centre has moved to Swiss Cottage allowing close working arrangements with the operations team



Next steps - Station Refurbishment

- Currently finalising plans for station refurbishment work programme; on site work due to start in early 2009
- All station works completed within 3 years
- Ambience features which include:
 - Well lit and clean stations
 - Ticket hall refurbished, systems renewed, easy maintenance
 - Common finish and consistent branding
 - Canopies and platforms refurbished
- First design for Kentish Town West and Olympia under review by TfL
- Southern stations to be upgraded, September 2009:
 - Equipped with Oyster and gating
 - Branding will follow the upgrade works
 - Crystal Palace to be to 'showcase' standard, jointly funded with third parties. Listed ticket hall to be reinstated, with step free access to reconfigured platforms
- Longer term plans for more extensive remodelling at selected stations are being developed



Two New Step Free Overground Stations in West London

- Shepherd's Bush station
 - Station work to be completed soon, opening early October 2008
 - 'Westfield' development planned opening 30 October 2008
 - Trains timetabled to stop at Shepherd's Bush
 - Branded Overground from opening
 - Information provision for maps, leaflets, timetables made
 - Interchange with the Tube
- Imperial Wharf station
 - Construction managed by St George (developer)
 - Construction expected to start Summer / Autumn 2008
 - The build is due to take approx 18 months
 - Will be served by West London Line – 4 trains per hour (tph) in peak
 - TfL provided £1 million



New Trains

- Increasing capacity on existing trains
 - Seat removal programme to be completed soon
- New 4-car electric trains under construction at Derby
 - Introduced from early 2009
 - First train ready end of 2008
 - Phased delivery from January / February 2009
- New 2-car diesel trains on order for delivery Winter 2008 / 2009 for the Gospel Oak / Barking Line

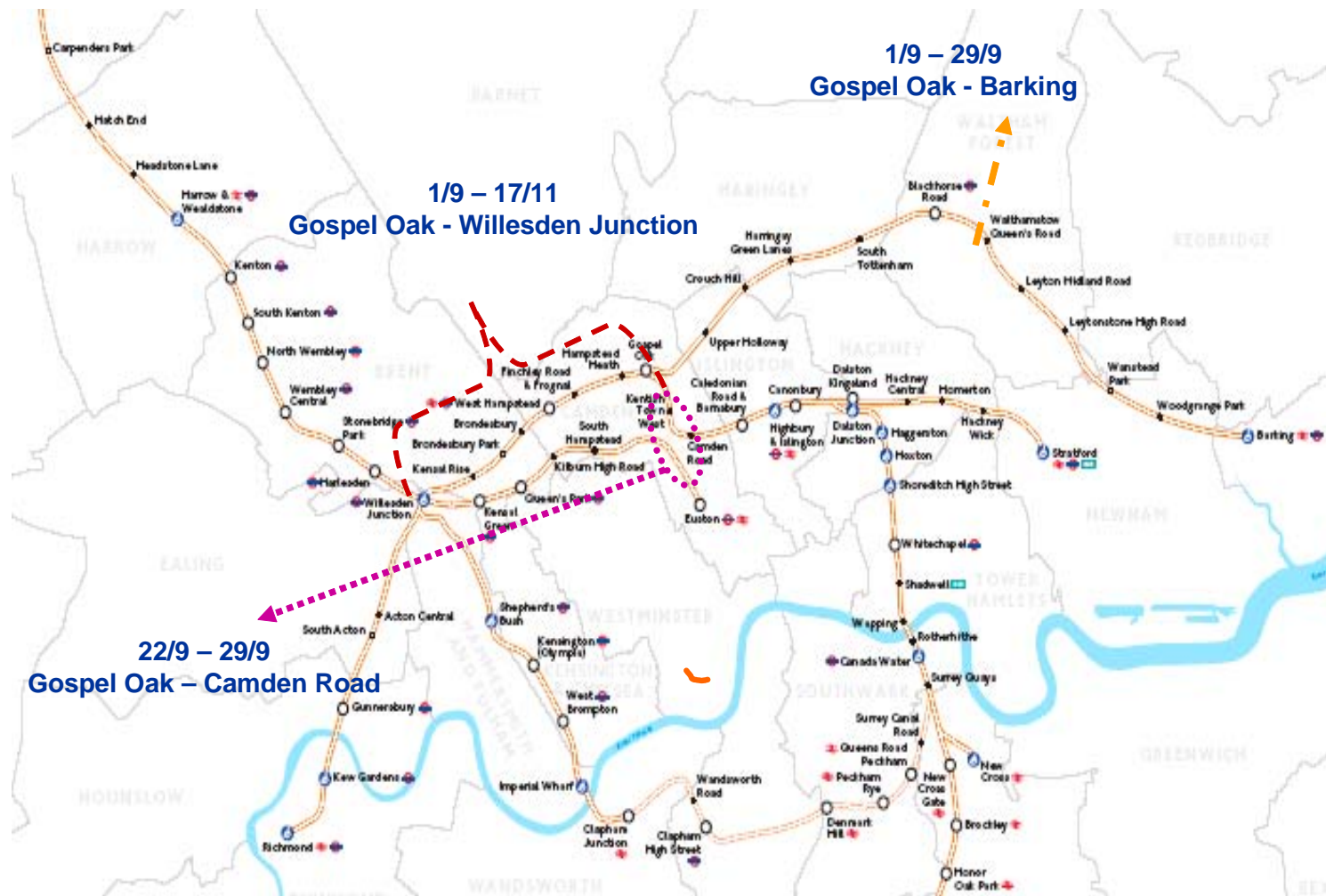


Infrastructure Works

- Autumn 2008
 - Network Rail is upgrading key freight routes on the National Rail network, some of which are on London Overground
 - Necessary line closures will affect Overground services
 - A tunnel is to be widened near Hampstead Heath and three bridges to be reconstructed in Islington and Waltham Forest
- 2009 / 2011 Works (subject to TfL Board approval)
 - TfL is funding enhancements to the Overground with the ODA's support, to increase frequencies on all lines by 2011
 - Network Rail is carrying out works to the infrastructure (track / signalling / power) to enable TfL to operate a safe, efficient and higher frequency service.
 - Network Rail is also renewing life exposed assets, such as signalling, to improve reliability



2008 Network Rail Infrastructure Works - Dates of Closures



Temporary Bus & Train Services During Autumn 2008 Closures



- Buses every 15 minutes
- 3tph Watford / Stratford
- 2tph Highbury / Stratford
- 4tph Richmond / Willesden
- 2tph Clapham to Willesden



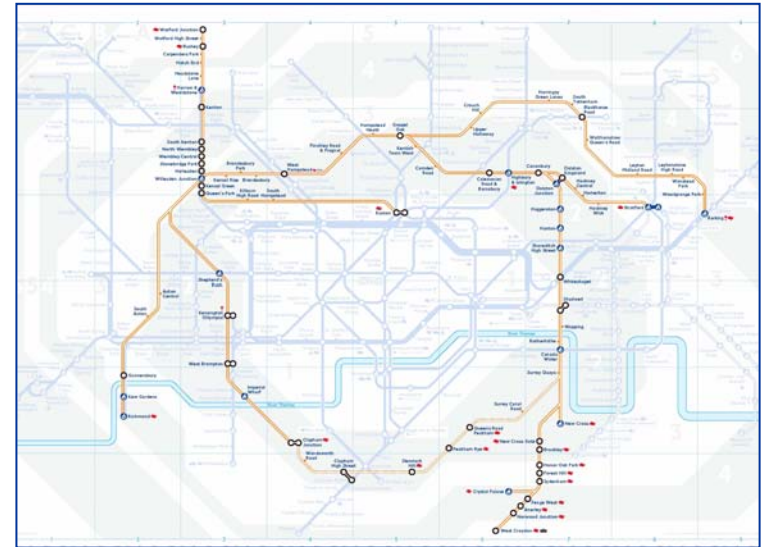
East London Line Update

- Works programme includes
 - Track and signalling upgrades
 - Extension from Shoreditch to Dalston
 - First track to be laid in Summer 2008
 - Construction of 4 new step free stations
 - New depot at New Cross Gate
- Three new bridges have been installed
 - Shoreditch High Street (29 March)
 - GE19 (5 May)
 - New Cross Gate (11 May)
- Aim to complete exterior of four new stations by Autumn 2008
- Link between ELL and NLL in 2011 creating the beginning of an orbital network



Completing the Network

- ELL extension to Clapham Junction
 - Strong stakeholders support
 - Supported in Network Rail's Southern Route Utilisation Study (RUS)
 - Benefits to South London Line stations and to Thameslink
 - Currently discussing funding options - capital costs of the scheme are £105m
- Southern stations transfer (2009)
 - Creates new Overground connections with long distance services
 - Links with Tramlink



Summary

- New longer trains
- Enhanced stations, staffed and with better security
- Increase train frequencies (doubled frequency on the core NLL to 8tph)
- A connection at Highbury & Islington, with 8tph
- 12tph on the core section of the extended East London Line to Crystal Palace and West Croydon
- Significant improvements in the efficiency and reliability of the service
- Improved customer satisfaction

