



> What is London Overground?

On 11 November 2007, TfL took over the management of the four rail services in Inner London when the Department for Transport agreed to split what was the Silverlink franchise.

TfL took responsibility for the following services:

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

TfL launched this new service, rebranding it London Overground with the distinctive TfL roundel. The services TfL inherited were somewhat run down and neglected and it set about transforming the railway to give passengers a modern, high-frequency train service aligned with services on other TfL modes, such as buses, Docklands Light Railway and London Underground.

Current benefits on the network include Oyster pay as you go facilities and stations that are staffed at all times while trains are operating. In the first 18 months of operation, TfL

completed a deep clean and repair of all stations. During summer 2009, TfL began a programme of refurbishments across the stations, to improve the station environment and increase safety and security measures with more CCTV. The programme included significant upgrades to the passenger information available at all London Overground managed stations.

In July 2009, TfL introduced a brand new fleet of 54 trains specifically designed for London Overground. The trains have a number of passenger benefits, including more capacity, air-conditioning, audio and visual announcements and CCTV, which is monitored by the driver. In 2011, a fourth carriage will be added boosting capacity by 50 per cent.

The London Overground network will expand over the next couple of years. In June 2010, the East London line will open, running from Dalston Junction in east London, south to West Croydon and Crystal Palace. It will offer a turn-up-and-go service for people living in south and east London. In 2011 the East London line will link to the Stratford to Richmond service at Cannonbury



and Highbury & Islington station and provide an important link for the London 2012 Games.

In February 2009 funding was announced for a further extension of the service between Surrey Quays and Clapham Junction. Due to open by 2012 this will complete the London Overground orbital service.

TfL's is investing £1.4bn to transform this network with new trains, service frequency improvements on all routes, more staff and new and refurbished stations.

London Overground services are managed by London Overground Rail Operations Ltd (a consortium of MTR Laing and Chiltern Railways) through a unique, tightly managed contract.