

Appendix 1



London's Forgotten Railway

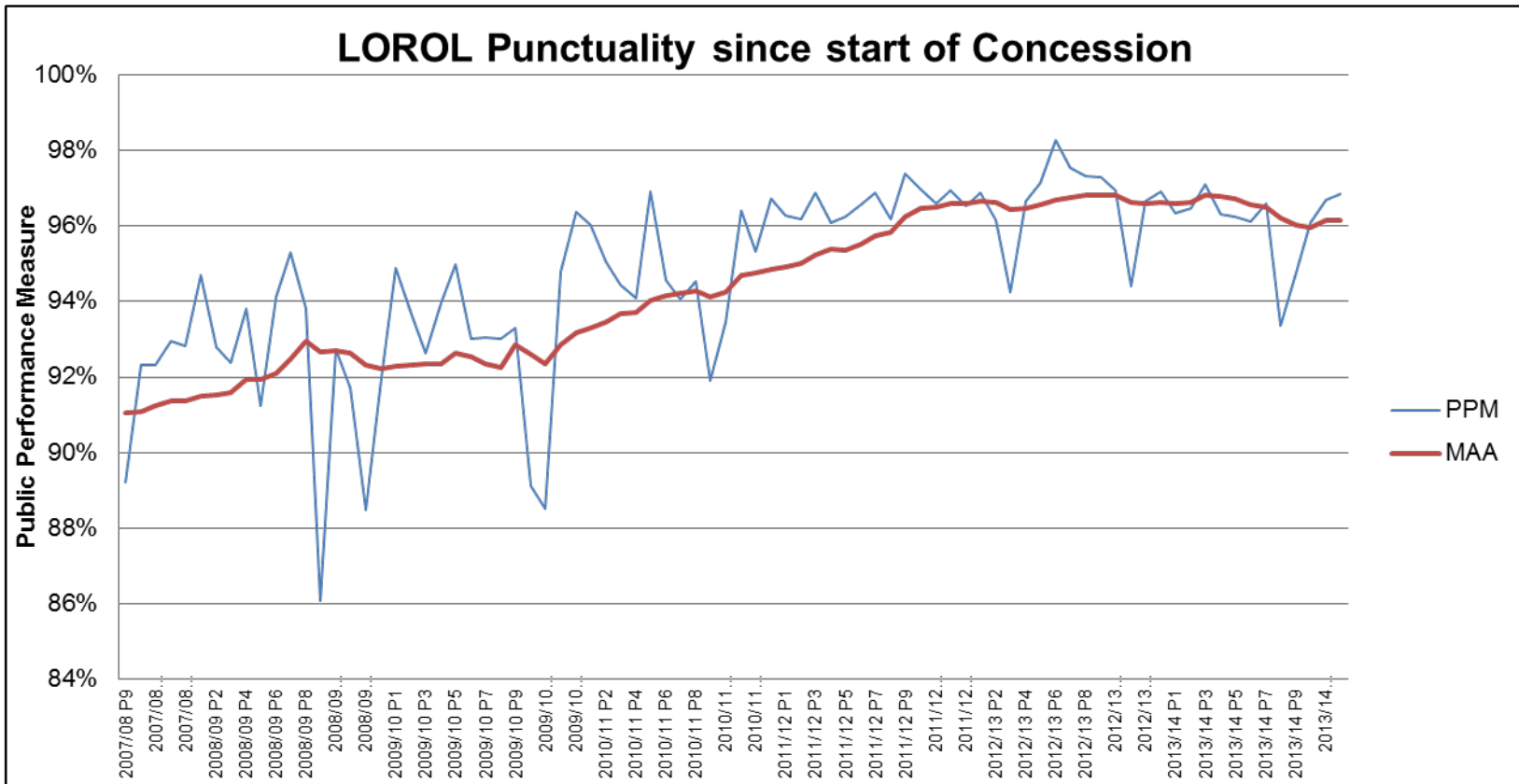


Progress

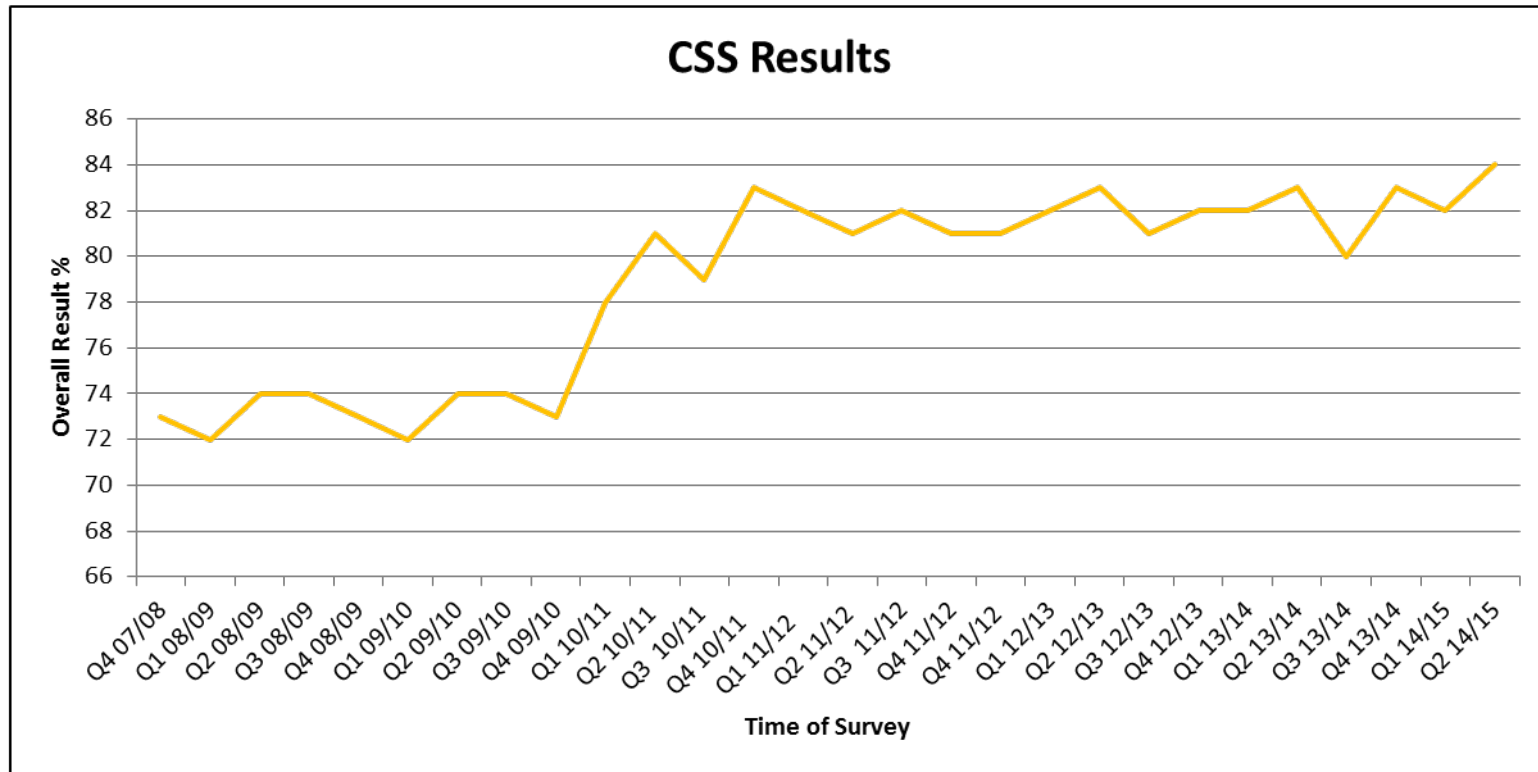
- Full Station Staffing
- New Stations
- New trains on all routes
- Longer trains
- Increased frequency
- Opening of ELL
- Station investment – CCTV, PA, Customer information



LOROL Punctuality



Customer Satisfaction Survey



LOROL Statistics

Metric	2007	Present
Standard weekday services	405	1090
PPM Moving Annual Average	91.01%	96.04%
Passenger numbers per annum	33.1m (2008)	135.5m
Ticketless Travel	12.7% (Sep 2007)	1.68%
Passenger Revenue	£34m (2008-9)	£138m (2013-14)



Approach to Success

- **Shared vision for the Overground**
- **Informed client and a clear specification**
- **Partnership approach with key suppliers**
- **Putting the passengers first**



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