Train Operating Company key statistics

April 2022 to March 2023

3 August 2023

London Overground

This publication is an annual summary of key statistics for London Overground covering passenger usage, performance, and passenger experience alongside reference data on number of employees, number of stations managed and route kilometres operated. Most of the data in this publication is also available on the various ORR data portal theme pages. TOC key statistics brings all the information together from the range of topics as a summary for each operator.

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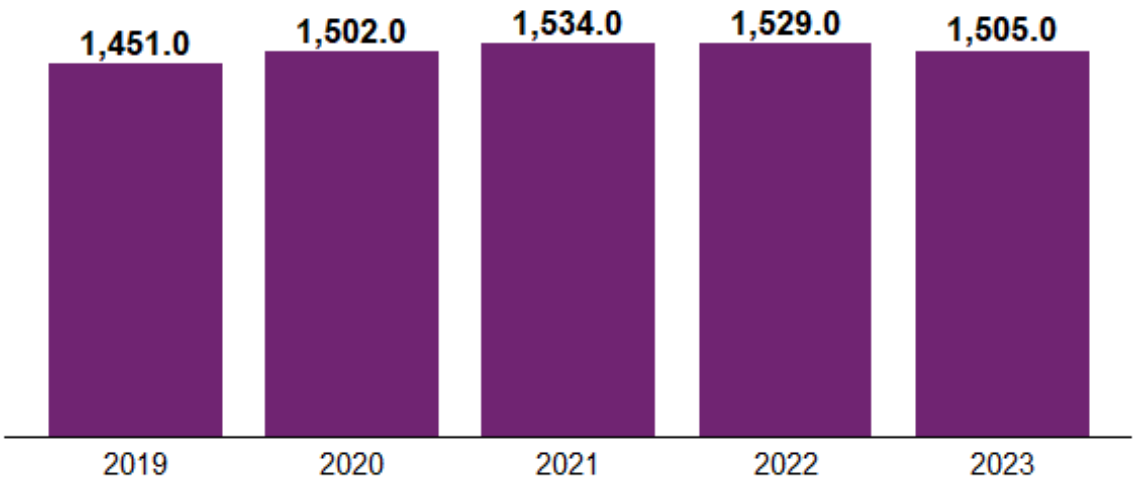
Next publication: July 2024

Key statistics

Number of full-time equivalent (FTE) employees is calculated by comparing an employee's average number of hours worked to the average hours of a full-time worker.

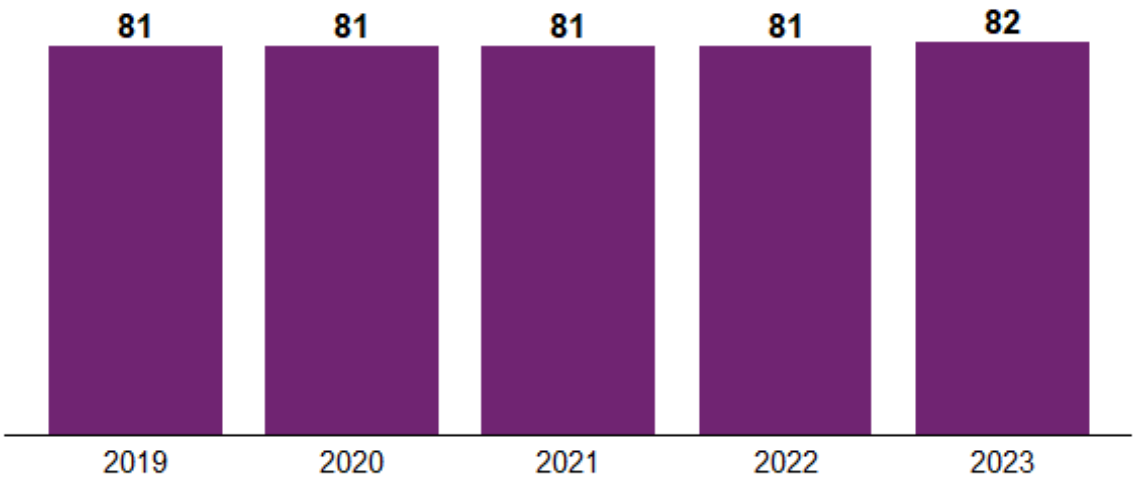
Number of FTE employees, London Overground, as of 31 March, 2019 to 2023



London Overground's number of FTE employees was 1,505.0 as of 31 March 2023.

Number of stations managed only includes stations called at by a mainline train service as of 31 March. Stations which have been permanently closed or where mainline services have ceased indefinitely are not included.

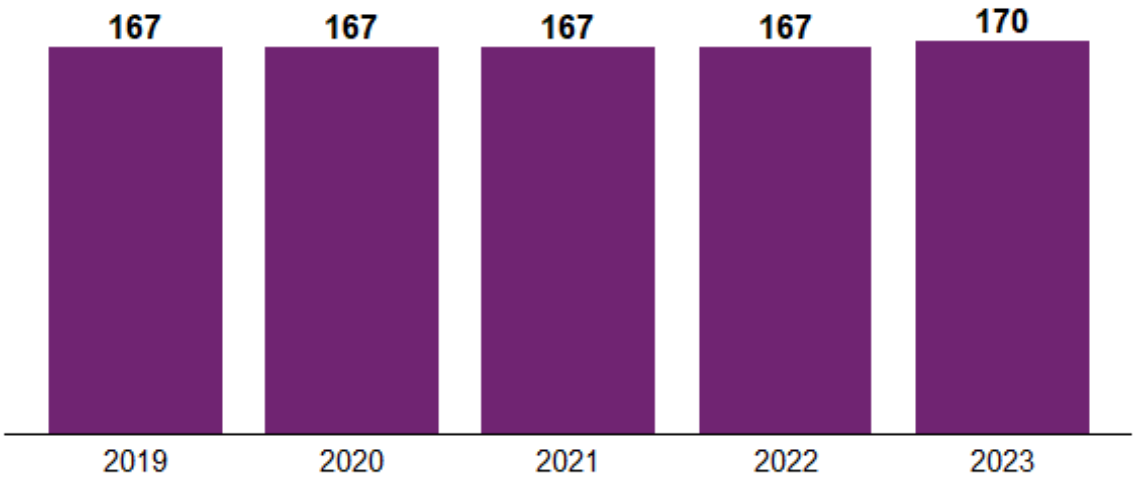
Number of stations managed, London Overground, as of 31 March, 2019 to 2023



London Overground managed 82 stations as of 31 March 2023.

Route kilometres operated includes the total extent of route available to operate on as of 31 March. It does not take into account multiple track routes (i.e. double tracks are only counted as one route kilometre but would be two track kilometres).

Route kilometres operated, London Overground, as of 31 March, 2019 to 2023

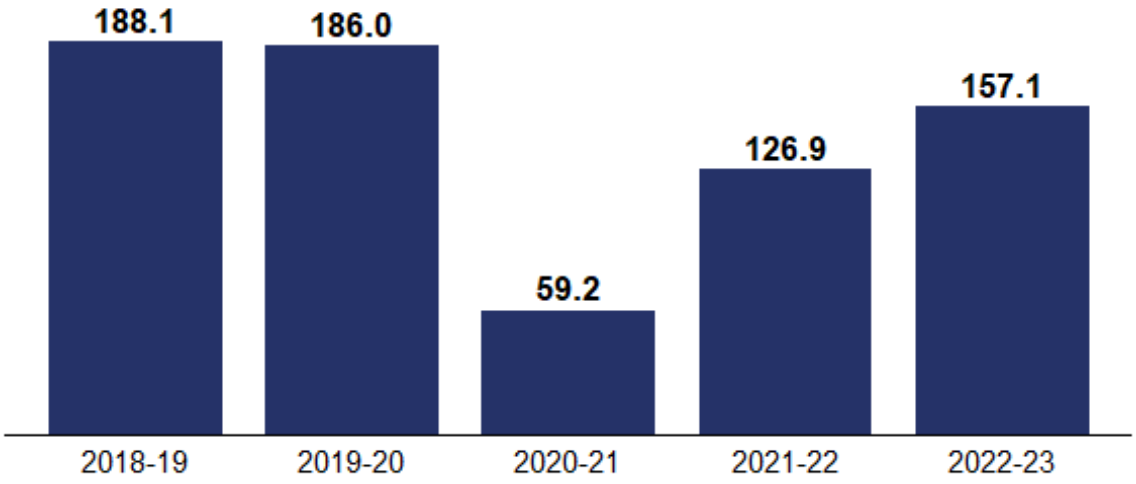


London Overground operated on 170 kilometres of route as of 31 March 2023.

Passenger rail usage

Passenger journeys are estimated based on travel from an origin station to a destination station. Where travel includes one or more changes of train, each train used is counted as one journey.

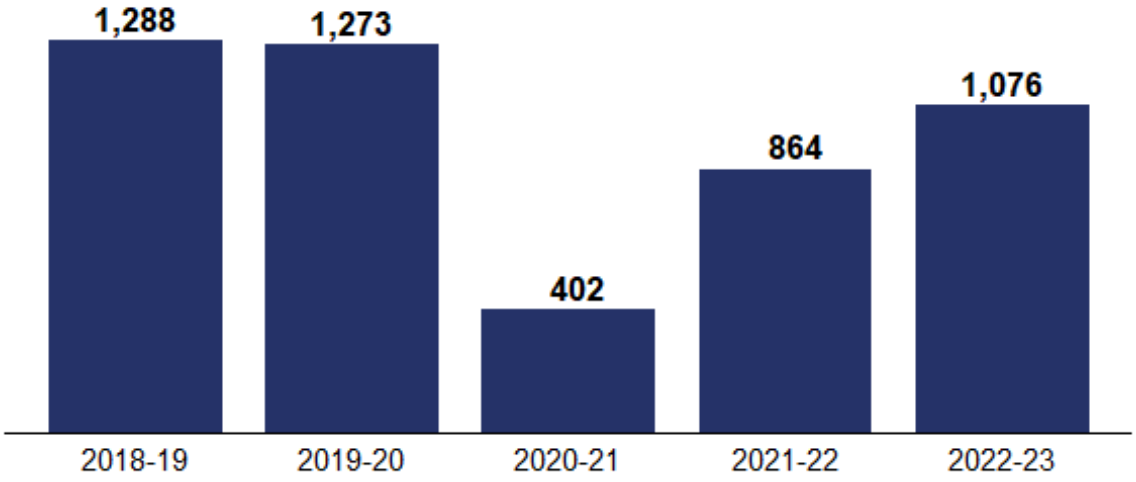
Passenger journeys (millions), London Overground, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 157.1 million passenger journeys.

Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of corresponding track kilometres between stations.

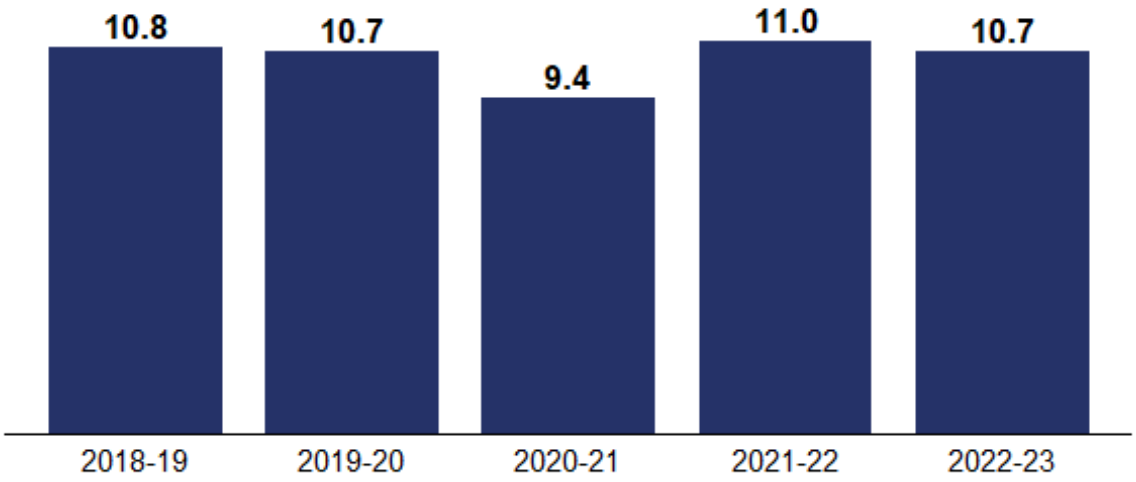
Passenger kilometres (millions), London Overground, annual data, April 2018 to March 2023



Between April 2022 and March 2023, there were 1,076 million passenger kilometres travelled.

Passenger train kilometres refers to the number of train kilometres travelled by revenue earning passenger trains.

Passenger train kilometres (millions), London Overground, annual data, April 2018 to March 2023



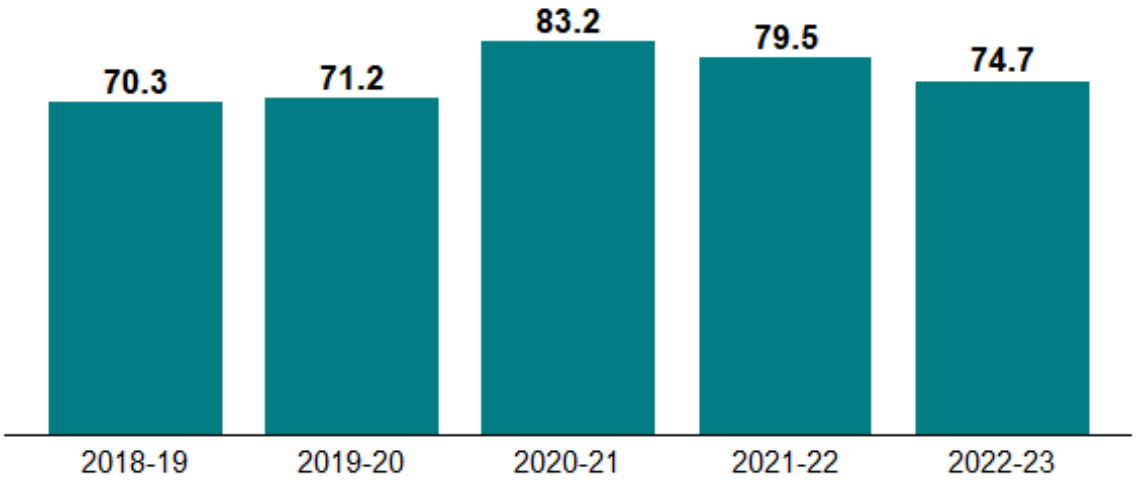
Between April 2022 and March 2023, there were 10.7 million passenger train kilometres.

More information on passenger journeys, kilometres and revenue as well as passenger train and vehicle kilometres can be found on the Passenger rail usage page on the data portal.

Passenger rail performance

On Time is the percentage of recorded station stops that were early or less than one minute after the scheduled arrival time.

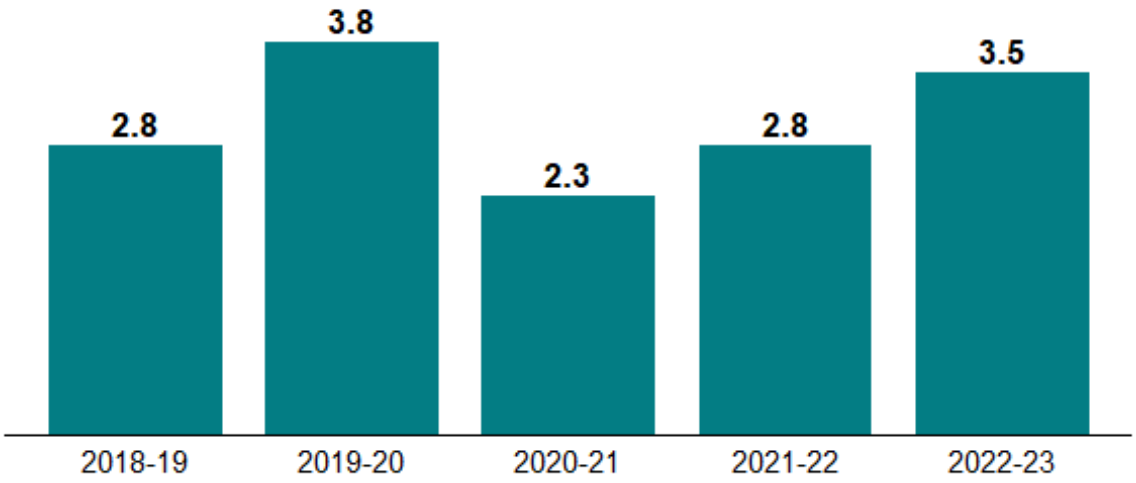
On Time (%), London Overground, annual data, April 2018 to March 2023



The percentage of trains On Time between April 2022 and March 2023 was 74.7% compared with 79.5% in the previous year.

The **Cancellations score** is the percentage of trains planned that were cancelled, whereby full cancellations are counted as one and part cancellations as half.

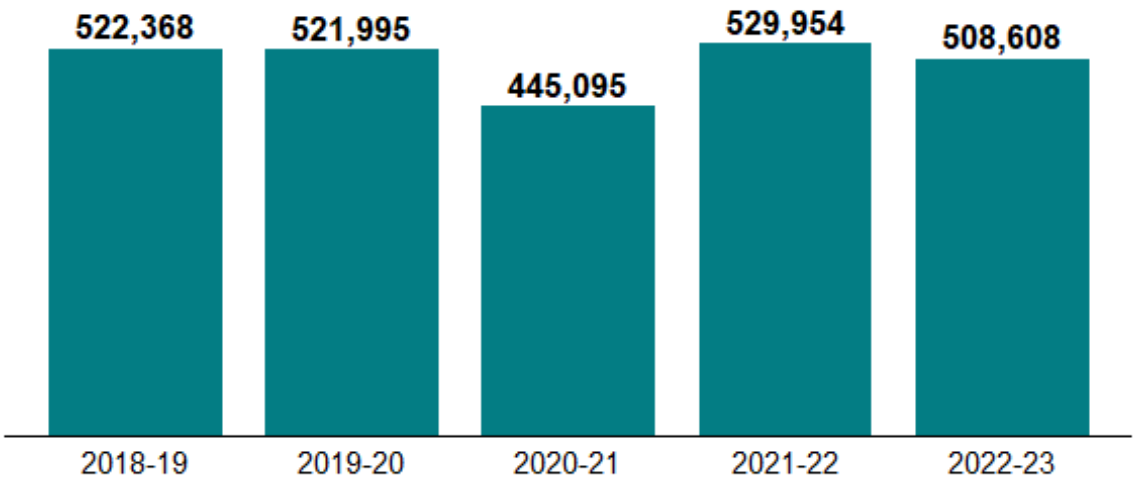
Cancellations score (%), London Overground, annual data, April 2018 to March 2023



The Cancellations score between April 2022 and March 2023 was 3.5% compared with 2.8% in the previous year.

The number of **trains planned** is based on the daily schedule as agreed between the train operator and Network Rail at 22:00 on the previous evening.

Trains planned, London Overground, annual data, April 2018 to March 2023



There were 508,608 trains planned between April 2022 and March 2023.

Delay minutes are defined as the time lost between consecutive timing points on the rail network. Delay incidents producing three or more minutes of delay on Britain's railways are attributed to either Network Rail or a train operator.

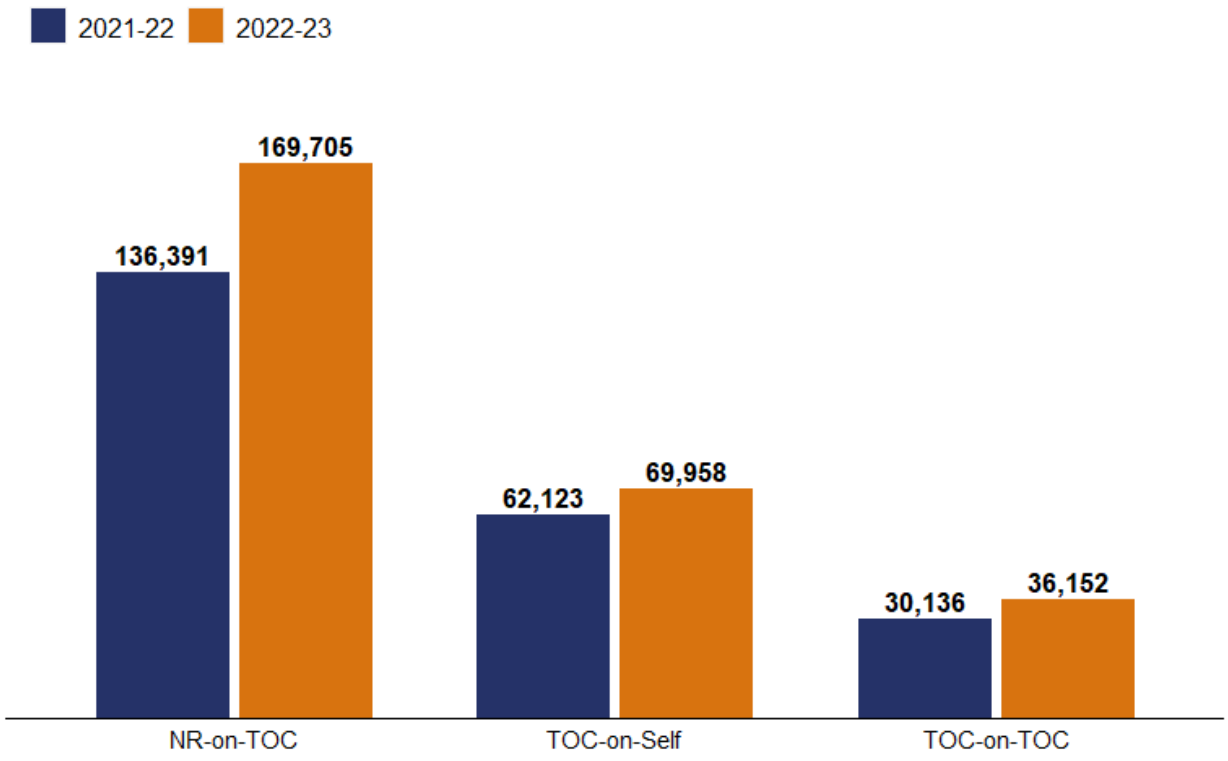
There are three types of responsibility category:

NR-on-TOC are delays attributed to Network Rail affecting train operating companies (e.g. Track, Network management, etc.).

TOC-on-Self are delays attributed to train operating companies affecting their own train operating company (e.g. their own fleet, train crew, etc.).

TOC-on-TOC are delays attributed to train operating companies affecting other train operating companies (e.g. another operator's fleet, train crew, etc.).

Delay minutes on the rail network by responsibility, London Overground, annual data, April 2021 to March 2023



Delay minutes by responsibility, London Overground, annual data, April 2018 to March 2023

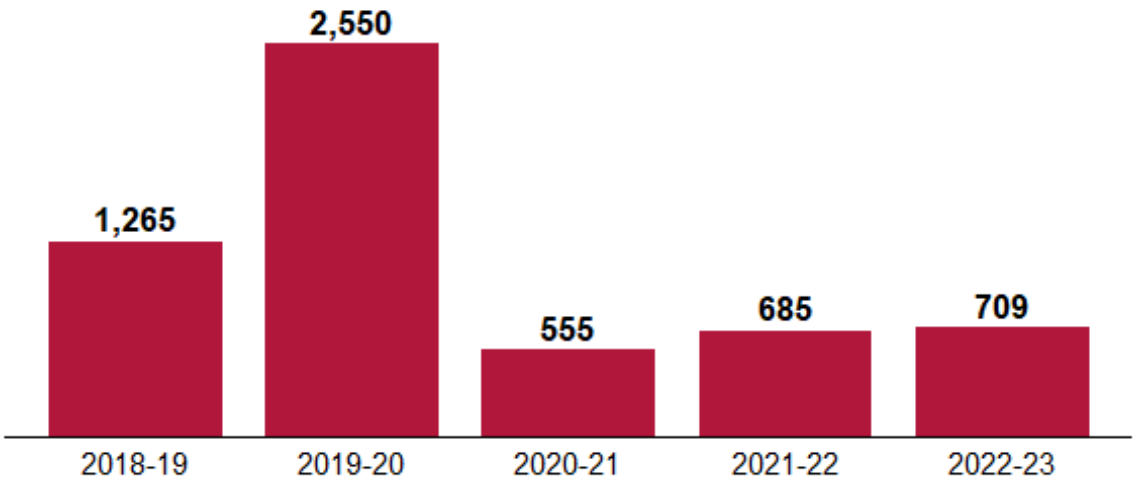
Delay type	Apr 2018 to Mar 2019	Apr 2019 to Mar 2020	Apr 2020 to Mar 2021	Apr 2021 to Mar 2022	Apr 2022 to Mar 2023
NR-on-TOC	163,972	179,202	92,584	136,391	169,705
TOC-on-Self	90,033	89,618	41,613	62,123	69,958
TOC-on-TOC	54,044	58,292	20,216	30,136	36,152

More information on punctuality, reliability and causes of delay for passenger trains can be found on the Passenger rail performance page on the data portal.

Passenger experience

Complaints are defined as ‘any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy’.

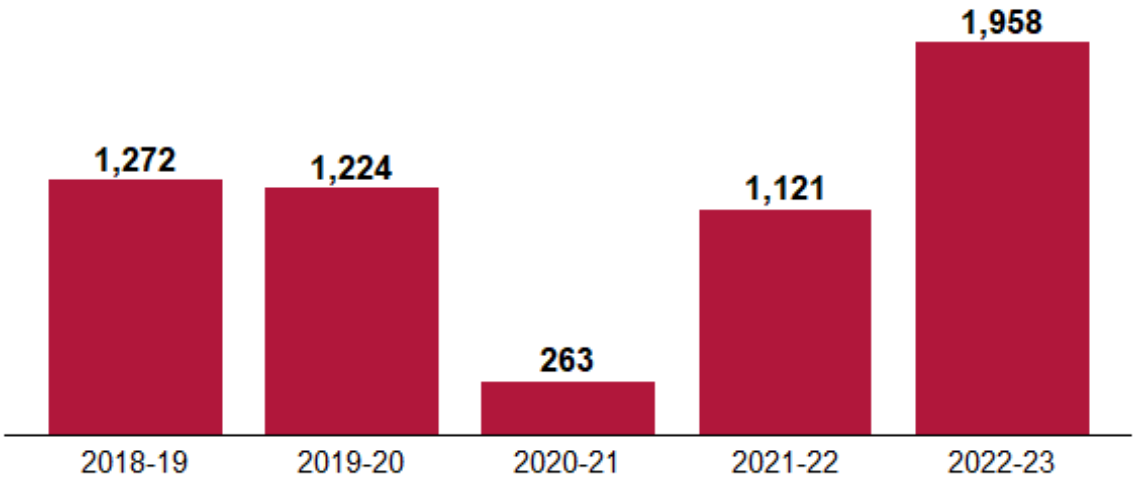
Complaints closed, London Overground, annual data, April 2018 to March 2023



The number of complaints closed between April 2022 and March 2023 was 709.

Passenger assists data shows the number of assists that have been requested through the National Passenger Assistance Booking System (unbooked assistance such as ‘Turn Up and Go’ assists is not included).

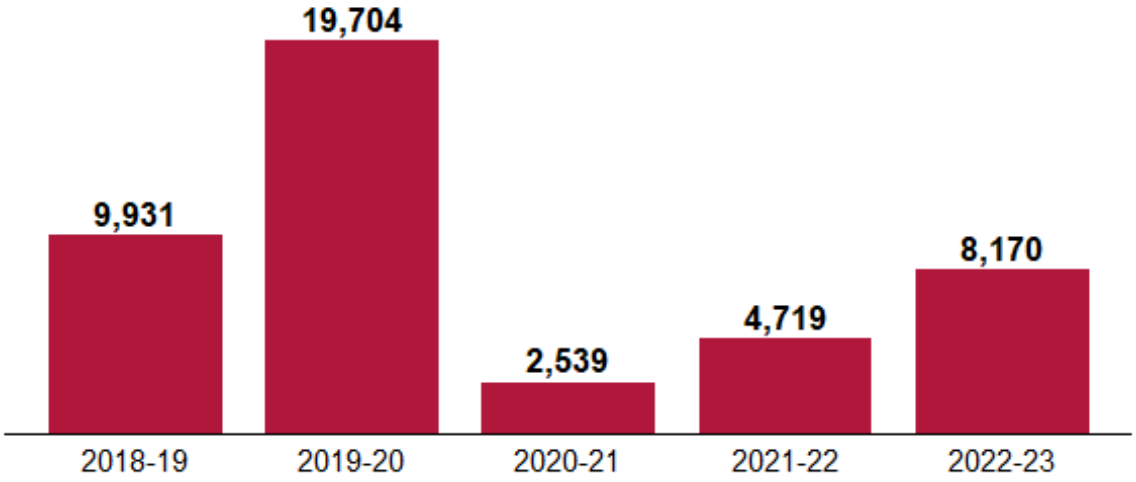
Number of passenger assists, London Overground, annual data, April 2018 to March 2023



There were 1,958 passenger assists booked between April 2022 and March 2023 compared with 1,121 in the previous year.

Delay compensation claims closed refers to volume of claims closed when the train operator issues payment for a successful claim or when the passenger was informed that their claim was rejected.

Delay compensation claims closed, London Overground, annual data, April 2018 to March 2023



8,170 delay compensation claims were closed between April 2022 and March 2023, compared with 4,719 in the previous year.

More information on complaints, delay compensation claims and passenger assistance can be found on their respective pages on the data portal.

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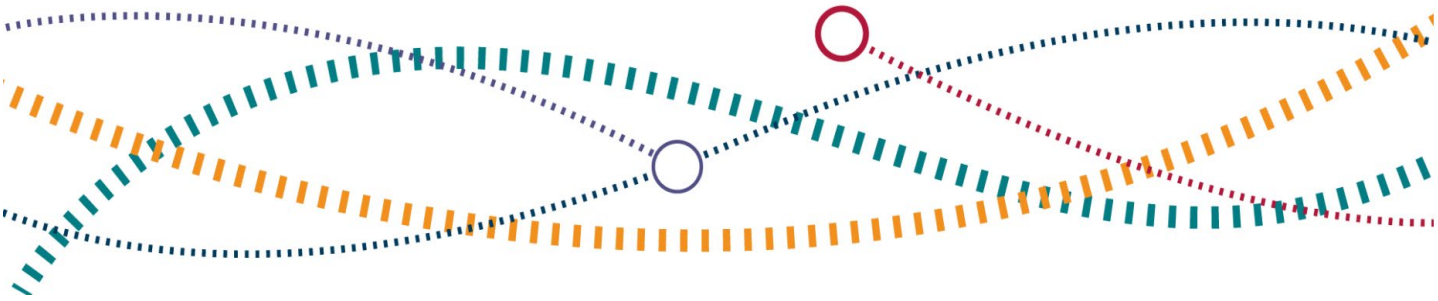
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