Train Operating Company key statistics

April 2023 to March 2024

30 July 2024

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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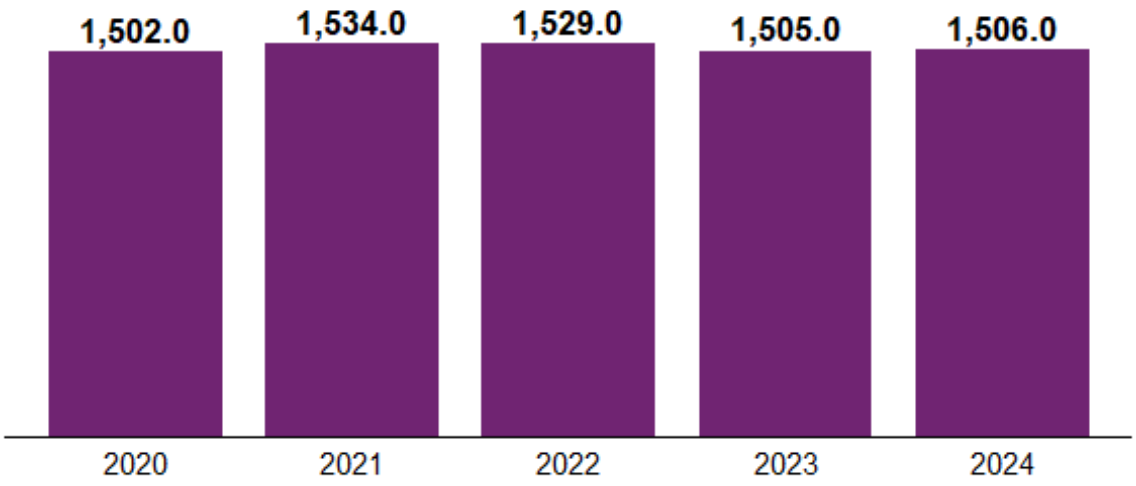
Next publication: July 2025

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.

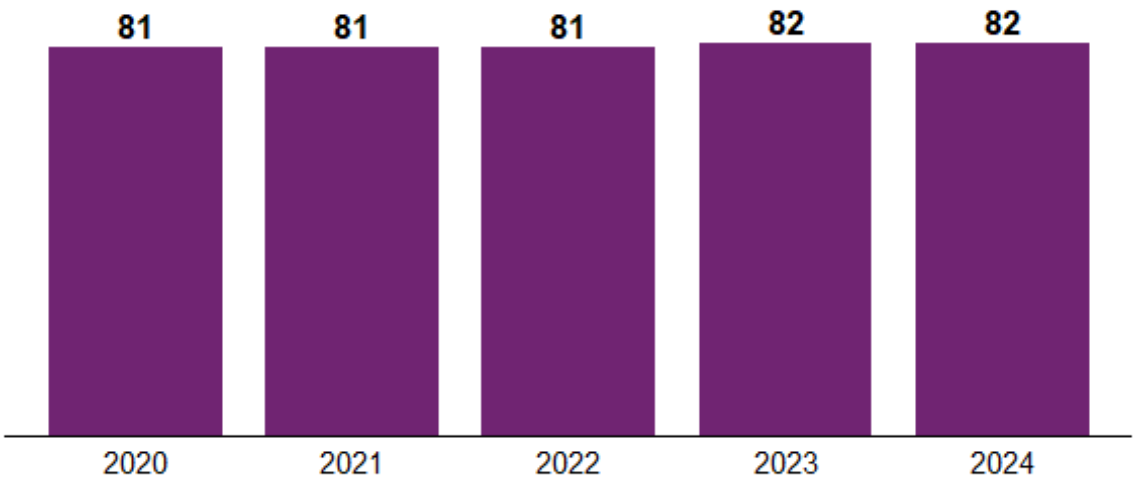
Number of FTE employees, London Overground, as of 31 March, 2020 to 2024



London Overground's number of FTE employees was 1,506 as of 31 March 2024.

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.

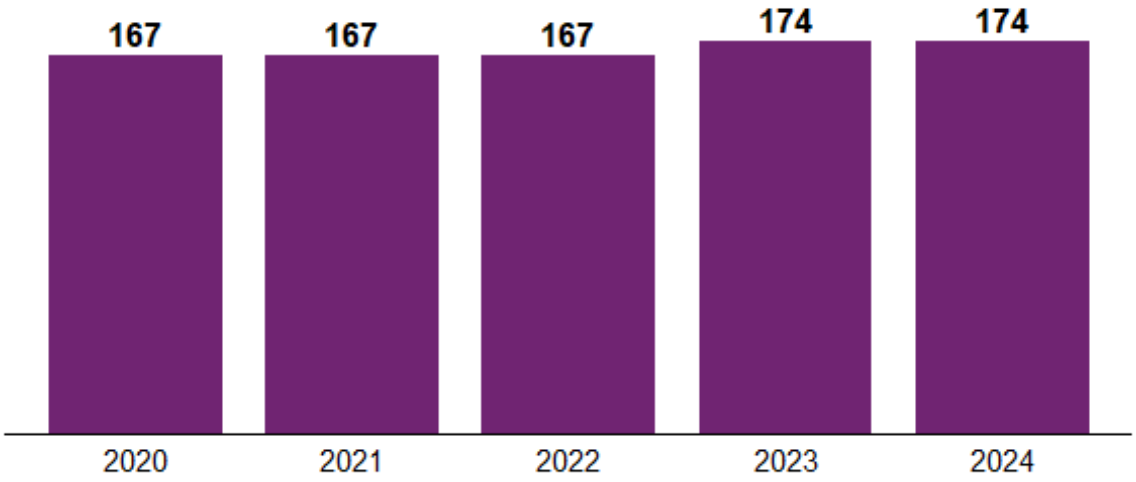
Number of stations managed, London Overground, as of 31 March, 2020 to 2024



London Overground managed 82 stations as of 31 March 2024.

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, 2020 to 2024

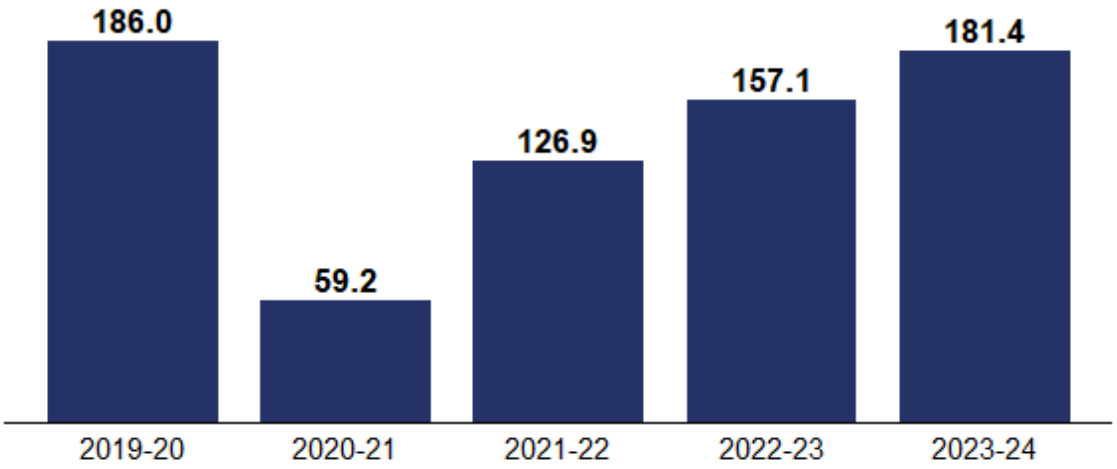


London Overground recalibrated its route kilometres calculation for the year ending March 2024. Given there were no changes to their route between year ending March 2023 and year ending March 2024, we have also updated last year's route kilometres data. London Overground operated on 174 kilometres of route as of 31 March 2024.

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.

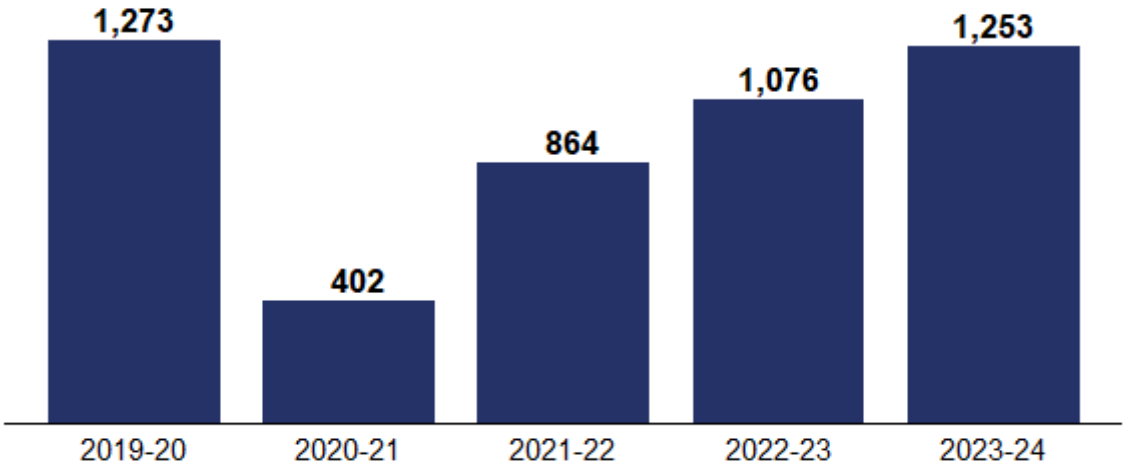
Passenger journeys (millions), London Overground, annual data, April 2019 to March 2024



Between April 2023 and March 2024, there were 181.4 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 2019 to March 2024

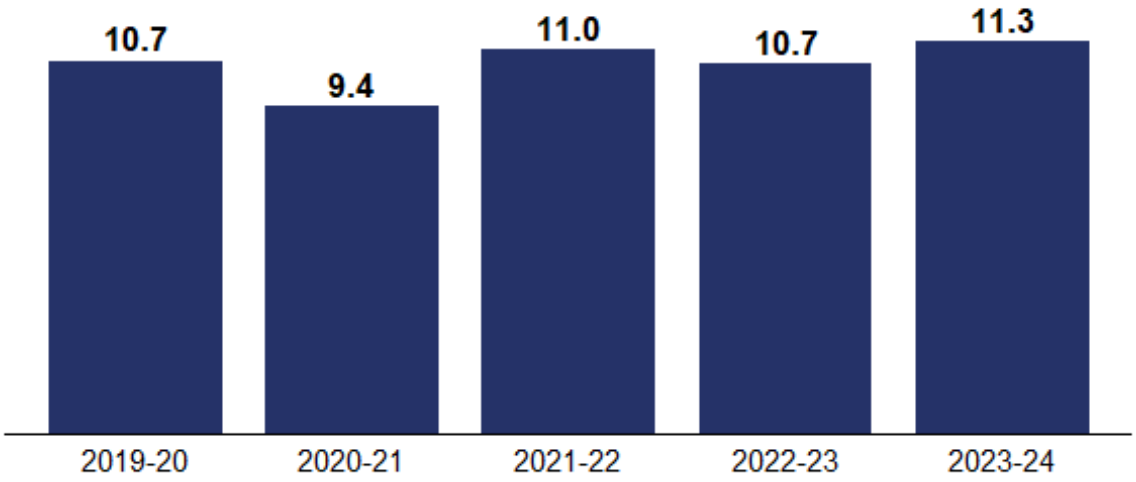


Between April 2023 and March 2024, there were 1,253 million passenger kilometres travelled.

There are series breaks in April 2020 to March 2021 and April 2021 to March 2022 for passenger journeys and passenger kilometres. For more details on the series breaks, please see Table 1223: Passenger journeys by operator.

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 2019 to March 2024



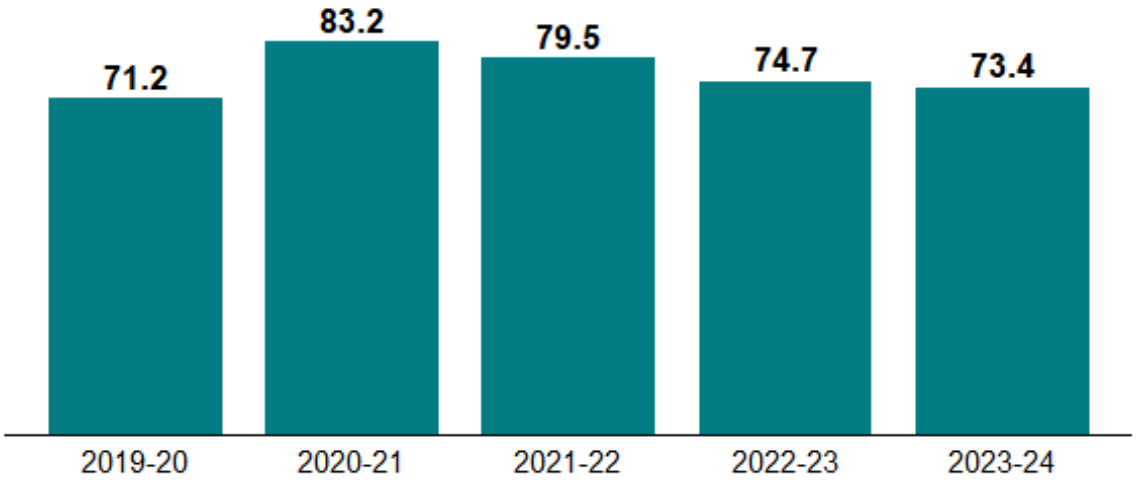
Between April 2023 and March 2024, there were 11.3 million passenger train kilometres.

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.

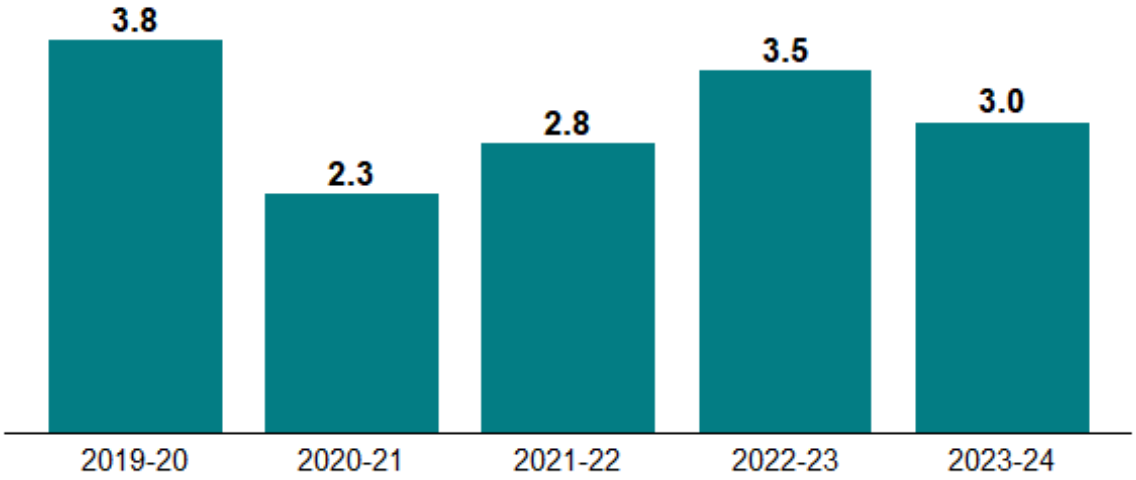
On Time (%), London Overground, annual data, April 2019 to March 2024



The percentage of trains On Time between April 2023 and March 2024 was 73.4% compared with 74.7% 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.

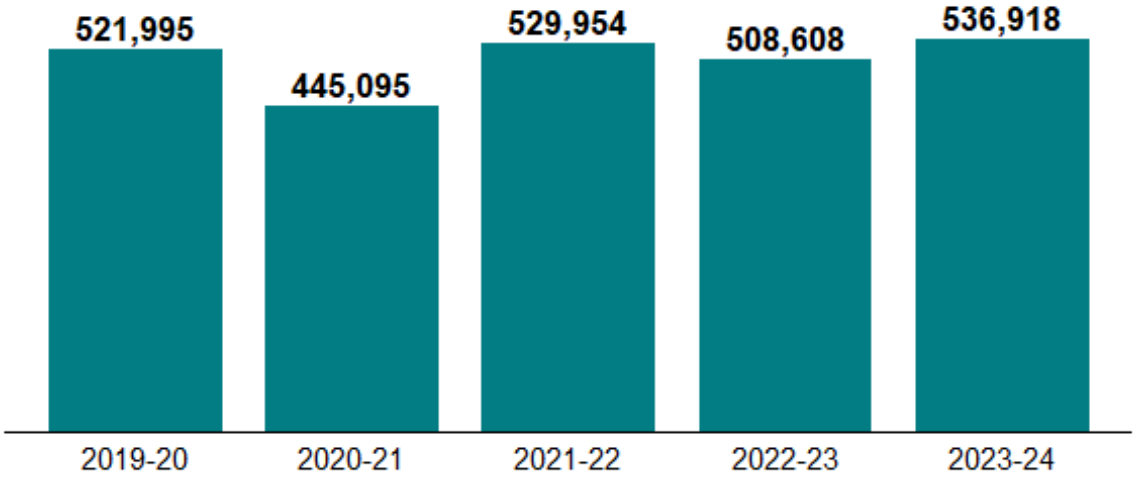
Cancellations score (%), London Overground, annual data, April 2019 to March 2024



The Cancellations score between April 2023 and March 2024 was 3.0% compared with 3.5% 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 2019 to March 2024



There were 536,918 trains planned between April 2023 and March 2024.

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.

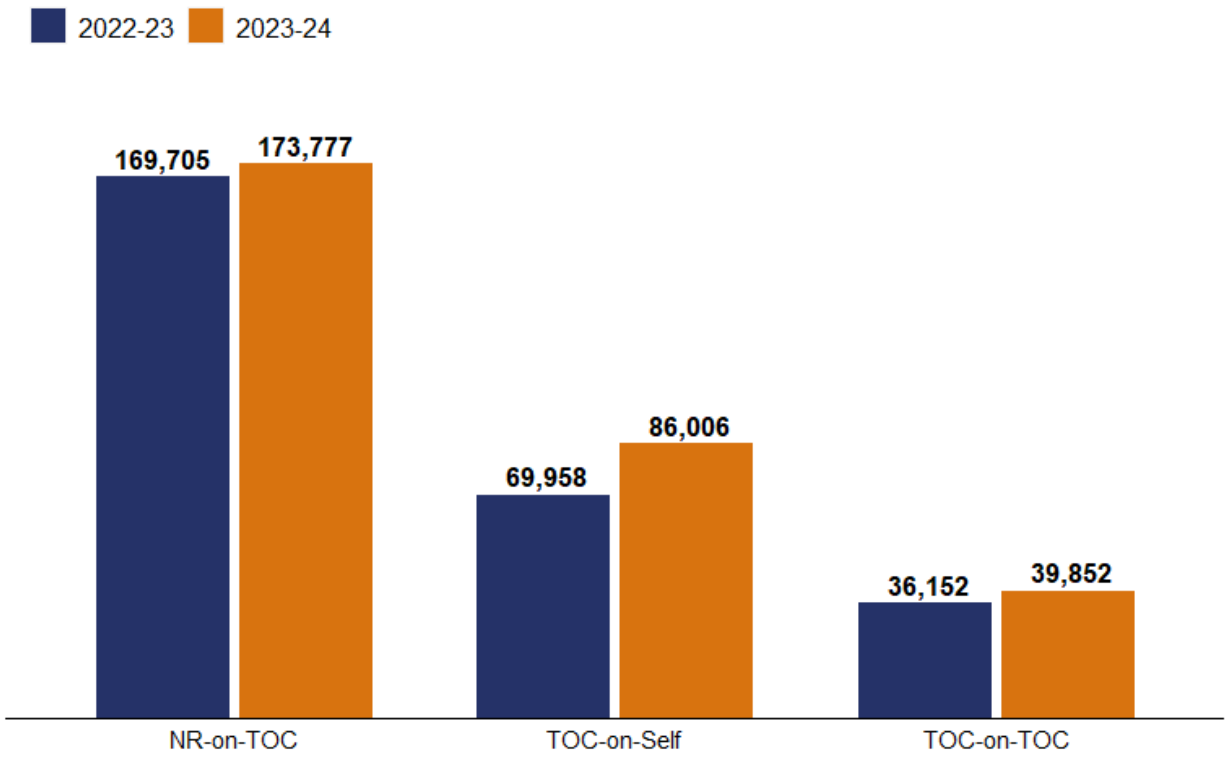
There are three types of responsibility category:

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 2022 to March 2024



Delay minutes by responsibility, London Overground, annual data, April 2019 to March 2024

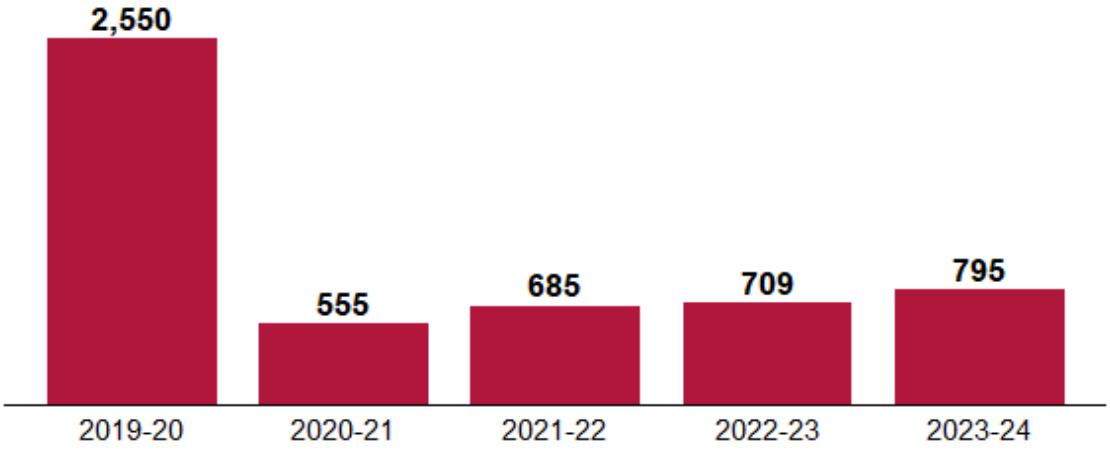
Delay type	Apr 2019 to Mar 2020	Apr 2020 to Mar 2021	Apr 2021 to Mar 2022	Apr 2022 to Mar 2023	Apr 2023 to Mar 2024
NR-on-TOC	179,202	92,584	136,391	169,705	173,777
TOC-on-Self	89,618	41,613	62,123	69,958	86,006
TOC-on-TOC	58,292	20,216	30,136	36,152	39,852

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’.

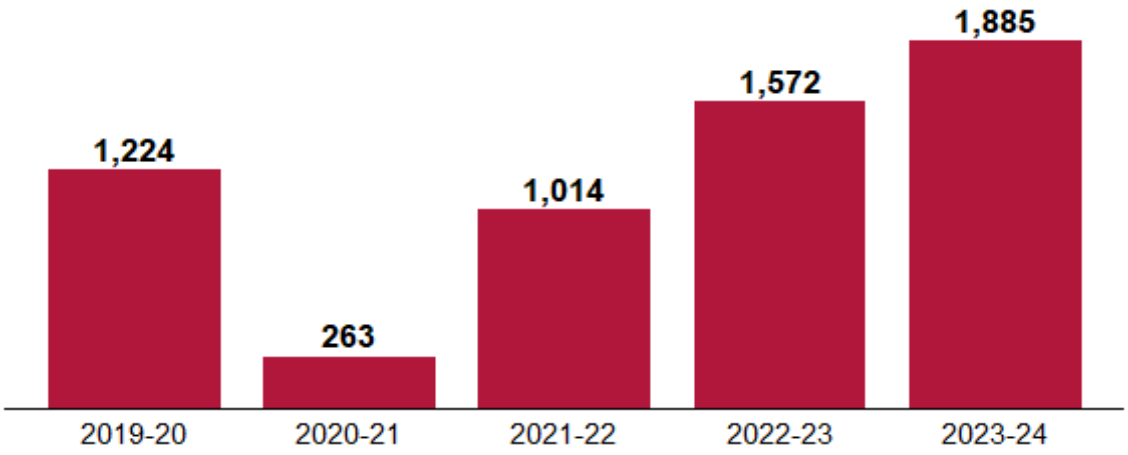
Complaints closed, London Overground, annual data, April 2019 to March 2024



The number of complaints closed between April 2023 and March 2024 was 795.

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 2019 to March 2024

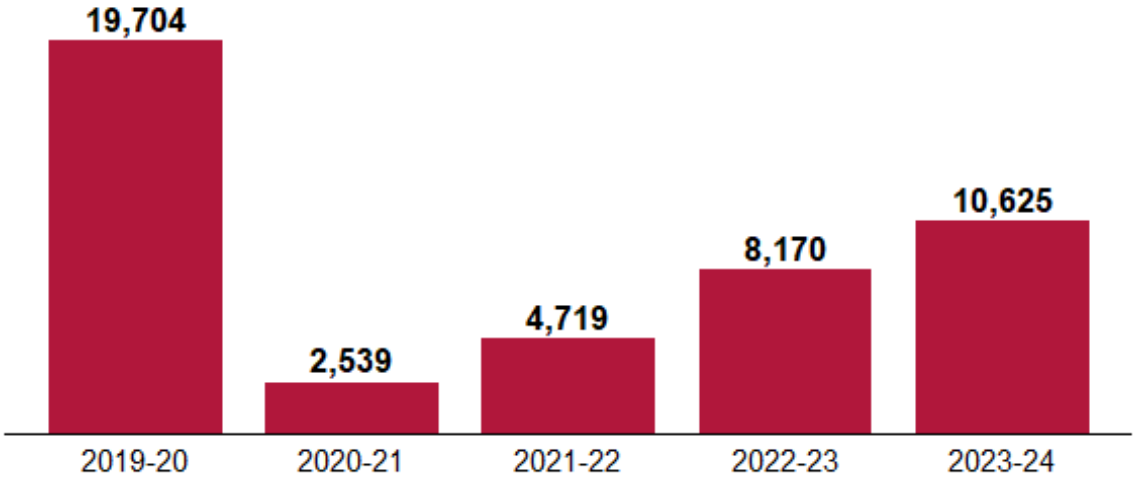


There were 1,885 passenger assists booked between April 2023 and March 2024 compared with 1,572 in the previous year.

There are series breaks between April 2020 and April 2022. For more details on the series breaks, please see Table 4213: Passenger assists by station operator.

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 2019 to March 2024



10,625 delay compensation claims were closed between April 2023 and March 2024, compared with 8,170 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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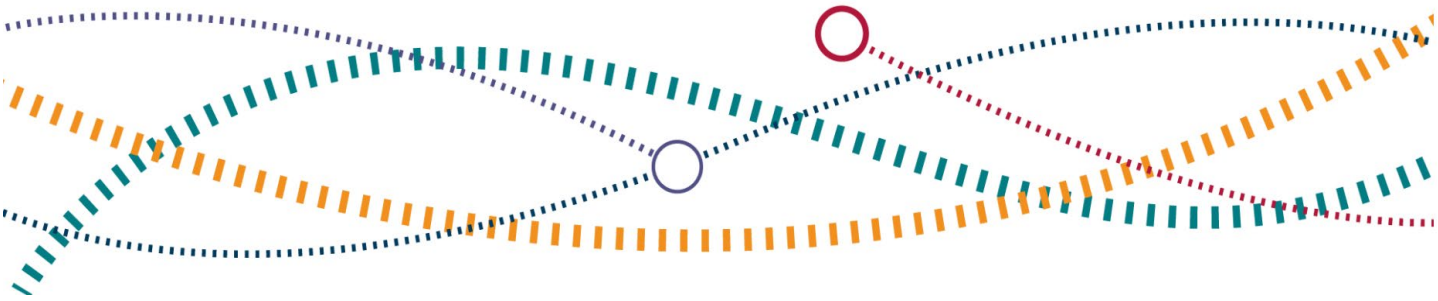
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