MTR's LOROL Tops UK Rail Performance Charts

London Overground Rail Operation Ltd (LOROL), has become the best-performing UK franchise operator in the national performance charts for the year ending April 2011. Since the MTR Corporation, and its German partner Deutsche Bahn took over the London Overground railway operations in November 2007 the concession has moved from being eighth amongst 19 UK rail operating companies to the top position.

Overall, LOROL achieved an impressive, 94.9 percent performance rate for the past year, securing itself as the country’s most punctual franchise.

A new fleet of longer trains to boost capacity and an increase in manpower at stations during busy periods to better manage train dwell times are just two of the improvements that have been introduced to move LOROL steadily up the performance charts since 2007.

Mr Jeremy Long, Chief Executive Officer – European Business of the MTR Corporation attributes the encouraging result to “greater focus on punctuality throughout the organisation, better designed timetables, better fleet reliability and is working with Network Rail to improve infrastructure resilience.”

Mr Long adds that communication to raise awareness among staff at all levels has been key to achieving service improvements.

Mr Lincoln Leong, Finance and Business Development Director of MTR Corporation congratulated the staff of LOROL for their outstanding achievement.

“It is no small feat to move LOROL from eighth place to the top in just over three years and it is a reflection of the team’s unrelenting dedication. With stations now being upgraded and renovated, passenger experience with LOROL will be further enhanced,” Mr Leong said.

LOROL is the train operating company that runs the 110-kilometre London Overground network under a Concession Agreement with Transport for London (TfL). More than 200,000 passenger trips are made on the network each day.

The London Overground network comprises five rail lines including the East London Line section opened last year to serve the 2012 Olympic Games.

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1. LOROL achieved an impressive 94.9% performance rate for the past year, making it the country’s most punctual franchise. Mr Lincoln Leong, Finance and Business Development Director (left) and Mr Jeremy Long, CEO - European Business, of the MTR Corporation gives credit to the hard work of LOROL staff.

2. A LOROL train near Shoreditch High Street Railway Station, London.