

FLEET MANAGEMENT

LONDON OVERGROUND - CLASS 378 BOMBARDIER ELECTROSTARS



Record-breaking success during the London 2012 Olympic Games

During the London 2012 Olympics, Bombardier trains and services teams in the UK helped London's rail transport operators carry more passengers than ever before without any major disruption. Bombardier supported 9 train operators and more than 800 Bombardier trains on key routes into and around London during this highly challenging period.

Reliability and availability were maintained at an exceptional level despite a considerably reduced maintenance window. Passengers, politicians and the media united in praising the performance of London's transport network.

Behind the scenes, Bombardier's Service teams were working to ensure that fleets serving the capital were meeting the additional demand of train operators and their passengers.

Supporting London Overground

London Overground Rail Operations Limited (LOROL) operates a fleet of 57 four-car Class 378 BOMBARDIER* ELECTROSTARS* on London's North London and East London lines on behalf of Transport for London (TfL).

The ELECTROSTAR vehicles are maintained at a purpose-built depot at New Cross Gate, which is supported by Bombardier maintenance teams and Bombardier Asset Information Management Services (AIMS).

Outstanding reliability: 98.12% PPM

The London 2012 Olympics - Raising the bar

London Overground services carried 6.7 million passengers during the London 2012 Olympics - an increase of 47 per cent compared to the previous year, with LOROL operating more than 14,000 trains. The maintenance window for the fleets reduced from a typical 8 hour window to just 3 hours yet availability and reliability remained exceptional.

SERVICES

BOMBARDIER
the evolution of mobility

State-of-the-art trains

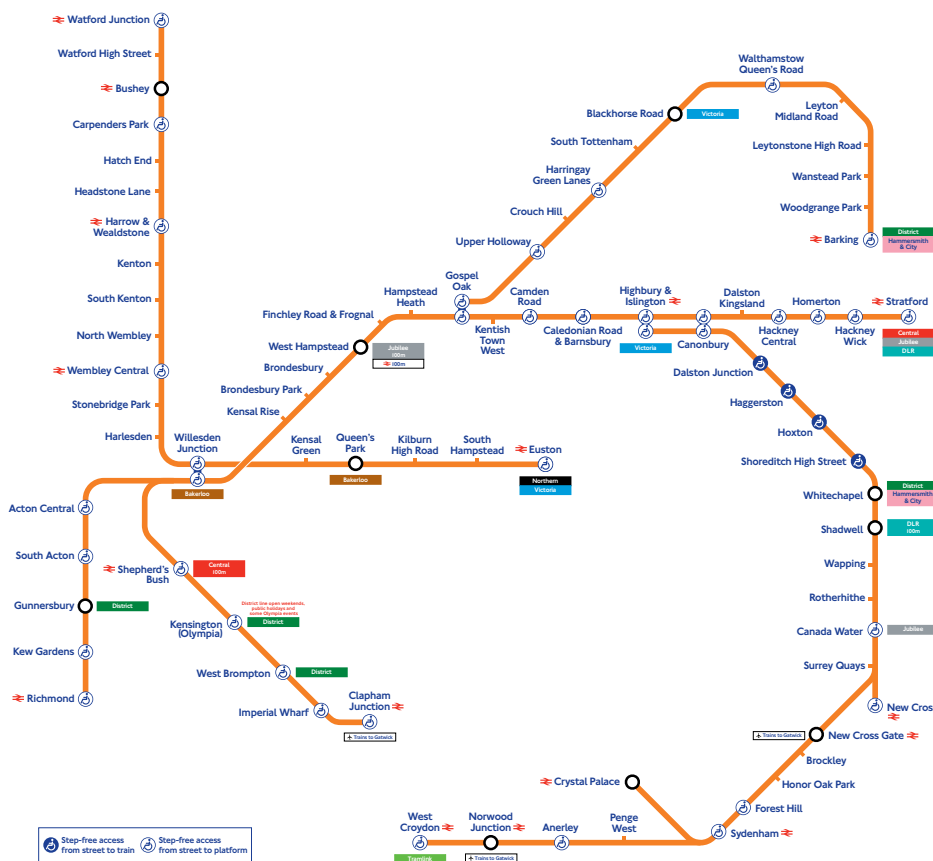
The new *ELECTROSTAR* trains have brought major benefits to commuting passengers on these key routes in London, including:

- Easier access for all, including passengers with wheelchairs, pushchairs or baggage
- Longer trains with more space in each carriage, thanks to a metro style layout
- Increased capacity to ease overcrowding during the busiest periods of the day
- Real-time information, relayed to customers via audio-visual systems
- Greater security - clear through-carriage sight lines for passengers and CCTV
- Air-conditioning, wider seats and more hand-rails for greater passenger comfort
- Modern, hard-wearing and easy-to-clean fittings that will look good for years



“Thank you for a job very well done over the Olympics. Our 378s carried more than 6.7 million passengers during the Games on over 17,000 services and delivered a PPM of more than 98%. In addition, your staff at all key locations were unfailingly proactive and committed.”

Steve Murphy, Managing Director,
London Overground Rail
Operations Limited



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