

Open for everybody.



Designed for easy access

Docklands Light Railway (DLR) has been specially designed for the comfort and convenience of all its passengers – including those who may have special needs when travelling. This handy guide should contain all you need to know to help you when out and about.

Lifts

Each station is equipped with lifts and escalators which allow you to move from street level to the platform and, when required, platform to platform. All lifts have alarms with voice access to the DLR Control Room. They are designed to travel slowly and smoothly because of the advanced hydraulic mechanism.

If you are travelling from Greenwich to Island Gardens via the foot tunnel you can also use the lift which is operated by Greenwich Borough Council. For an update on lift services please call 0171 987 7909. At Bank Station you must use the intercom provided at platform and street level to call for a member of staff to accompany you in the lift. The lift at Stratford is located at the end of the London Underground platform.

We recommend that passengers with push chairs use the lifts or fold and carry them on the escalators.



Hand rails

Continuous tactile handrails are provided on stairs and ramps at all stations between Poplar and Beckton. These are designed to offer extra support and to assist passengers who are visually impaired.

Wheelchair access

We aim to make wheelchair access as easy as possible. With



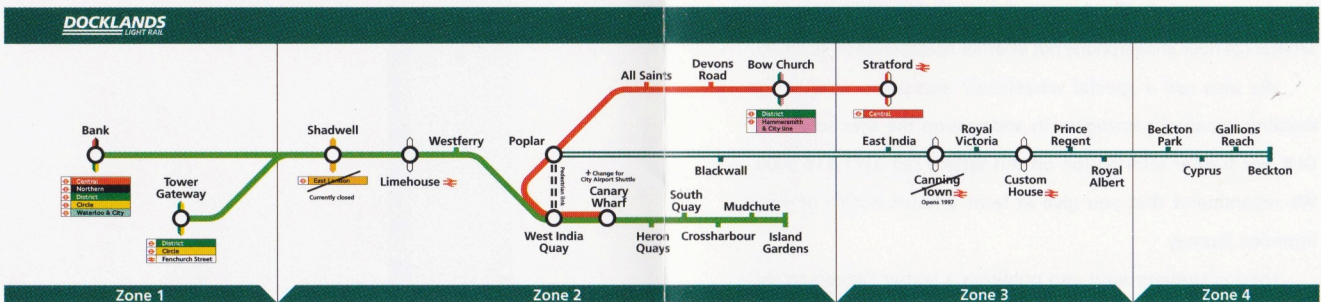
this in mind, platforms have been designed to be level with the train itself, making boarding as smooth as possible. We have also provided ramps on all the stations on the Poplar to Beckton route. Inside the trains you will find wheelchair bays and designated seating areas.

Facilities for the visually impaired

We aim to assist visually impaired passengers in a number of ways.

All the platform edges and steps have a tactile surface to provide extra grip and also to warn passengers that they are near an edge.

On all trains with sliding doors you will hear a tone to announce when the doors are about to open or close. A public address system frequently announces train destinations on platforms, keeping passengers constantly informed.



Security measures

As part of our policy to make travel as safe as possible we are currently installing train stop buttons at all stations. At present they are sited on every station on the Poplar to Beckton and the Stratford to Canary Wharf routes. These red buttons, housed in a white triangular box will stop an oncoming train if pressed in an emergency. All platforms have passenger alarm buttons which are linked directly to the DLR Control Room. These alarms are either in a red circular housing or a red and white striped circular housing and are clearly marked.



For your peace of mind Closed-Circuit Television has been installed at all stations. This is video linked to the DLR

Control Room.



General advice

Train Captains are on every train to assist you on your journey. All passengers can help with access by not obstructing the gangways with luggage or packages. Also, passengers should take extra care when doors are opening or closing to ensure that clothing or baggage does not get trapped.

Further information

If you require any further information on DLR, call DLR Customer Services (24 hour answerphone out of office hours) on 0171 363 9700.

We also run a special wheelchair accessible vehicle for mobility impaired passengers, in and around the area served by DLR. For further information on this service call 0171 918 4000. We recommend that you give at least 2 hours notice of your intended journey.

London Underground also publishes a leaflet "Access to the Underground", which you may find useful. It is available from any Underground station.