

All
change.

DOCKLANDS
LIGHT RAIL

Docklands Light Railway is making changes. We're looking at everything from longer operating hours to new extensions and new signalling.

Why? Quite simply because we want people like you, who live and work in the area, to have the finest railway service.

We're on track to becoming one of the best light rail networks in the world. We're pulling out all the stops to get there.

A 98% reliable service. And getting better.

There are still some problems, but not many.

Our reliability is now up to 98%. That's good news, but the figure we're aiming for is 101%.

That's why, right now, we're installing the most advanced equipment throughout our network. We're also putting it through the most advanced testing procedures. It won't be good enough for us until it's good enough for you.

Evening and weekend services.

Our engineers and construction workers are currently working day-in, day-out. So that, by mid-1994, you'll be able to take our trains day-in, day-out.

Late evening and weekend services will be up and running again by next Summer.

We're expanding.

Our network is expanding fast. We'll soon be opening the five-mile extension and 10 new stations between Poplar and Beckton.

Good news for people travelling to and from the Royal Docks area and beyond.

How much further can we possibly go? A lot further in fact. Next Spring, we'll be opening a through service between Beckton and Bank, and there are plans for an extension, under the Thames, to Lewisham.

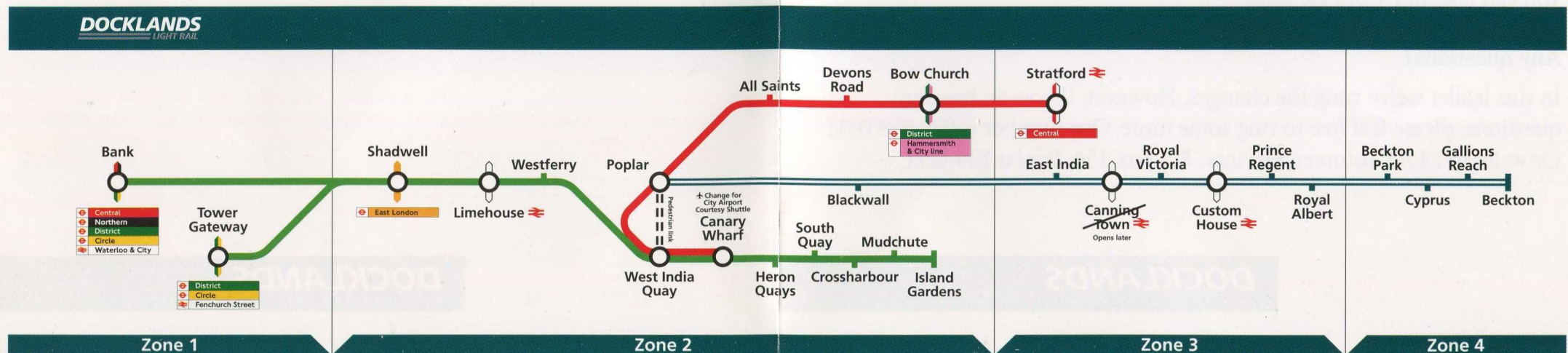
Our new signalling will make a world of difference.

We've already said we want to be among the world's best light railways. That's why, in developing our new signalling system, we've chosen one of the world's best.

Powerful, reliable and a technological leader, it's called Seltrac. And it will more than triple our potential passenger capacity from 7,500 per hour to a massive 24,000.

We'll be using it firstly on the Beckton extension. By next Spring it will be in operation throughout the rest of our network. So too will a brand new fleet of trains. We'll be doubling our present number.

And that will make a world of difference.



More changes for the better.

We're making more changes. Our first stop was the railway's main junction at North Quay, close to Canary Wharf. Here, where three routes meet, there have often been bottlenecks.

We've therefore widened the junction from 2 to 4 tracks.

We've also been busy with our stations.

West India Quay is now open again after re-building. Poplar station has also had major improvements. And we'll be redeveloping South Quay Station during the next 6 months.

We're also looking to improve our ticket selling facilities and passenger information services.

To say we're making changes for the better, therefore, is not quite true. We're making changes for the best.

Our Customer Charter.

When you speak, we do more than just listen. We take action.

Later this year, we'll be publishing our Customer Charter. We've produced it after extensive research into what you think, and what you'd like to see from us. It will set high standards for reliability, cleanliness, information and staff co-operation.

You can take our word for that.

Any questions?

In this leaflet we've rung the changes. However, if you do have any questions, please feel free to ring some more. Our number is 071 538 0311. Or write to DLR Customer Services, PO Box 154, Poplar E14 0DX.