

DOCKLANDS LIGHT RAILWAY

CHARTER STANDARD ANNIVERSARY STATEMENT

DECEMBER 1994



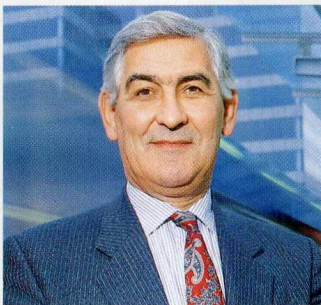
RAISING THE STANDARD



ONE YEAR DOWN THE LINE

DOCKLANDS
LIGHT RAIL

ONE YEAR DOWN THE LINE



A year ago we issued the Docklands Light Railway Charter Standard Statement and, we have now produced this leaflet to show how our services to you have improved over the last year.

The investment we have made in new technology, in particular the Seltrac train control system, led to the successful opening of the Beckton Extension on 28 March 1994. This was behind schedule for which we apologise; however we always said we would not open until we could be absolutely certain that the service would be completely safe and reliable. We have successfully achieved this objective, with services on the Beckton Extension meeting the same standards of reliability set for the rest of the railway.

1994 has also seen a dramatic increase in the number of passengers we carry every day, particularly during peak periods. By regularly talking to passengers and listening to comments and opinions, we have been able to identify and introduce many improvements during the past year. We have resumed evening services, adjusted our schedules and working patterns to meet your needs, and have recently finished the re-modelling of South Quay station which now sports a full length canopy and wider stairs.

In order to complete the final testing of Seltrac, we need to close the network down for one week, replacing trains with a special bus service. To minimise inconvenience, we have chosen the period between Christmas and New Year, a time when the number of passengers on DLR is the lowest. In line with our Charter commitment full details of replacement bus services will be published well in advance.

One of our priorities is to increase the capacity of the Bank to Island Gardens service and, on 9 January 1995 we are again increasing the frequency of peak hour trains to help keep pace with the demand.

I am confident that one year on from the publication of our Charter Standard Statement, we have made real progress towards improving services and quality of performance. Looking ahead, I can assure you that with the introduction of more frequent trains, weekend opening, a through service from Beckton to the City and the implementation of the new train control system throughout the entire railway, this progress will continue through 1995.

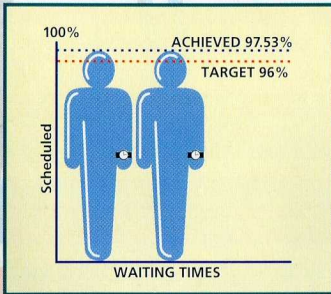
A handwritten signature in black ink that reads "Malcolm Hutchinson". The signature is written in a cursive style and is positioned above a horizontal line.

Malcolm Hutchinson (Managing Director)

AT YOUR SERVICE

GREATER RELIABILITY

The mileage travelled by our trains met the target of 98% of the schedule. Another target was to have at least 96% of passengers waiting no more than one and a half times the scheduled interval between trains, and we have exceeded this target over the last twelve months by 1.5%
(For detailed information, please see the panels below.)



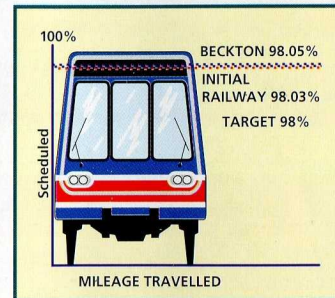
WEEKEND AND EVENING SERVICES

On 3 October 1994, we reintroduced late evening services on all routes with the temporary exception of the line between Beckton and Poplar. We know that this answers one of your biggest complaints. As for your other major concern - the lack of weekend services - we are working hard to achieve this and plan to provide a full seven day service during 1995.

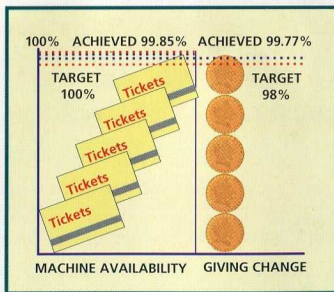
Until the completion of the final testing programmes for the new signalling system on the Beckton Extension, evening services on this line will continue to close at approximately 21.30 hrs.

JOURNEY TIMES

In our Charter Standard Statement, we aimed to achieve a 95% success rate for completing journeys within specified times. We met our published journey time targets for Bank to Canary Wharf (13 minutes) and for Tower Gateway to Crossharbour (17 minutes). However, from Stratford to Island Gardens, passengers have to change at Canary Wharf which means this journey takes 28 minutes rather than the published figure of 25 minutes. We will be looking to reduce this time significantly when we have resignalled the complete railway.



PUTTING YOU FIRST



TICKET MACHINES

We track performance of ticket machines by a computerised recording system. We have consistently met the targets set out in the Charter Standard Statement. However, occasional vandalism has resulted in problems with ticket machines not giving the correct change, a problem which our Customer Service staff have been happy to rectify with prompt refunds. New coin validators have been installed on our machines, and are proving to be very effective at countering the input of fake coins. (For detailed information, please see the panel opposite.)

ACCESS

Our frequent surveys have highlighted that one of your key requirements is easy and safe access to stations. The performance figures for our lifts and escalators show that we are meeting our targets. All our stations are designed to be accessible to the disabled or mobility impaired passengers and, in May 1994, we opened a special lift for passengers at Bank station. This means that all our stations are now equipped with lifts, where they are not at ground level.

CLEANING AND COMFORT

We have met our targets for cleaning stations and trains throughout the year. We regularly inspect all trains, repairing and replacing damaged seating as necessary and ensuring that all graffiti is removed promptly. Once the new fleet of trains is commissioned for Seltrac service, the folding door trains will be replaced altogether, offering our customers greater capacity, increased comfort and sliding doors as standard.



FOR YOUR SAFETY

SECURITY

As part of our commitment to keep you safe on the railway, all stations are monitored by closed circuit television cameras linked directly to our control centre. Every station has a passenger alarm which also provides an immediate connection to the centre. As soon as an alarm has been activated, a secure video system records the location and immediate assistance is on-hand.

During hours of operation, the railway is patrolled by British Transport Police and plain clothes members of staff. Out of service hours, security services ensure our stations are safe and protected.



STAFF

With the opening of the Beckton Extension and the increase in scheduled services, new staff have been recruited and trained to the highest standards. Our staff are always ready to offer travel information and assistance, and the friendliness and helpfulness of staff has scored highly in your responses to regular passenger satisfaction surveys.

INFORMATION SERVICES

In line with our Charter commitment to provide you with clear, concise and timely information, we use a wide variety of media - posters, information cards on the trains and public announcements on station platforms and trains. Train service information is also available 24 hours a day from the Customer Service Hotline on 0171 538 9400.

Information on platforms is also shown on the overhead Passenger Information Displays. These displays have not always been as accurate as we would wish. However, with new systems being installed, these errors will soon be a thing of the past. We are also using these displays to keep you fully informed of local events, news and train services.

(For detailed information, please see the panel above.)



RESPONDING TO LOCAL NEEDS

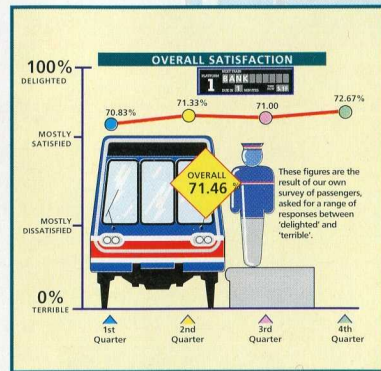
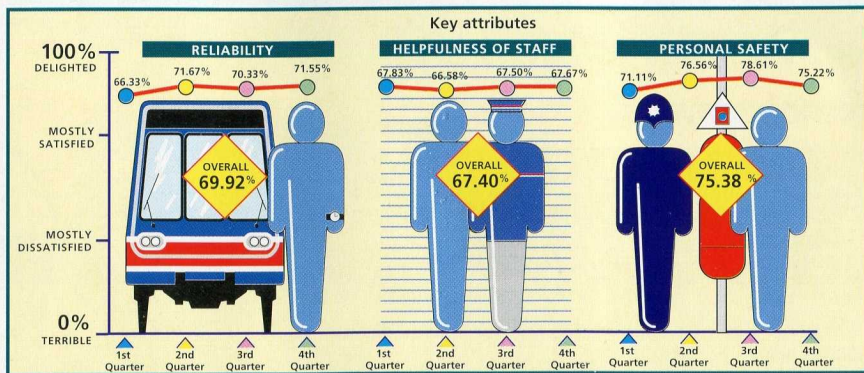
NEIGHBOURS

Being a good neighbour means being involved right at the heart of the local community and business. We believe that DLR plays a key role in Docklands by providing transport links to the rest of London. We meet regularly with local groups, companies and residents to discuss DLR services and other matters which are important to them. For example, we have recently installed very effective noise barriers in the Limehouse area, in full cooperation with the local community. We have also engaged a specialist sound and vibration engineer to reduce noise levels further.

ADVANCE WARNINGS

As laid down in the Charter Standard Statement, we have ensured that any changes to service have been publicised a minimum of three weeks in advance. Where construction projects are likely to have an impact on the local community, we continue to give advance warning to and consult with all interested parties.

OVERALL SATISFACTION



KEEPING IN TOUCH

QUERIES AND COMPLAINTS

The Docklands Light Railway takes seriously every query or complaint you raise. We have met our target of responding to written complaints within two days of receipt. The use of new information technology makes it possible to streamline the way that complaints are dealt with and referred to line managers for action.

We also receive many letters of congratulations, expressing thanks to staff, in particular our uniformed staff. These are always passed on to those concerned.



We will shortly be preparing a second edition of the Charter Standard Statement. Many of you have already made valuable comments and observations by telephone, post or by taking part in our surveys. If you feel that you have further ideas and wish to have an input to the Charter, our train captains, station staff and information centres have pre-paid postcards available for you to make your suggestions known to us. All ideas will be considered carefully.



FOR MORE INFORMATION

If you need more information, or wish to comment on our service, please contact:

Jane Tandy
Customer Services Manager
Docklands Light Railway Limited
P.O. Box 154
London E14 ODX
Telephone: 0171-538 9400

For DLR travel information contact:
Docklands Travel Hotline (24 Hour service)
Telephone: 0171 918 4000

For further copies of this leaflet write to the Customer Services Manager at the address above.

इस भाषा में इस पत्रिका के लिए, कस्टमर सर्विसेज़ मैनेजर से ऊपर दिए पते पर सम्पर्क करें।

اس زبان میں اس کتابچے کے لیے، اوپر دیئے گئے پتے پر کسٹمر سروسز مینجی-
سر رابطہ کریں۔

இத்துண்டுபிரதியின் பிரதிகளை இந்த மொழியில் பெற விரும்பினால், மேலுள்ள முகவரியில் கனடம் சர்வீஸஸ் மேனேஜருடன் தொடர்பு கொள்ளவும்.

આ ભાષામાં આ પુસ્તિકા મેળવવાને માટે, ઉપર જણાવેલ સરનામે કસ્ટમર સર્વિસીસ મેનેજરની સાથે સંપર્ક સાધો.

এই পুস্তিকাটি এই ভাষায় পাওয়ার জন্য উপরের ঠিকানায় কাস্টমার সার্ভিসেস ম্যানেজারের সাথে যোগাযোগ করুন।

ਇਸ ਭਾਸ਼ਾ ਵਿੱਚ ਇਸ ਵਿਤਾਬਚੇ ਲਈ, ਕਸਟਮਰ ਸਰਵਿਸੀਸ ਮੈਨੇਜਰ ਨੂੰ ਉੱਤੇ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Nuqul buugyarahan ah oo ku tarjuman Luqadan, Kala xidhiidh Maaryaha Adeega Macmiisha ee Cinwaanka Kor Ku qoran.

如欲獲取本册子的中文譯本，請於上述地址內聯絡顧客服務經理。

If you are dissatisfied with the response you receive from DLR you can contact:

*The London Regional Passengers
Committee
Golden Cross House
8 Duncannon Street
London WC2 4JF
Telephone: 0171-839 1898*



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