

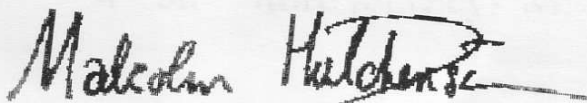
DLR SERVICES

DLR apologises for the poor quality of service at present and for the delays and inconvenience being suffered by passengers.

The problems are being caused by the introduction of the new automatic train control system and new trains. Urgent action is being taken to restore a full service and to minimise disruption when faults occur. Modifications to deal with the major identified faults have been installed.

Action is also being taken to improve the frequency and quality of information to passengers by way of announcements and via the improved passenger information displays on stations.

I regret that I cannot guarantee that there will not be other teething problems with the new system over the next few weeks. But I can assure you that we will continue to overcome these problems promptly and ensure that you receive the benefits of the new system - which will enable us to run a more frequent and more reliable service - as soon as possible.



MALCOLM HUTCHINSON
Managing Director

14 September 1995