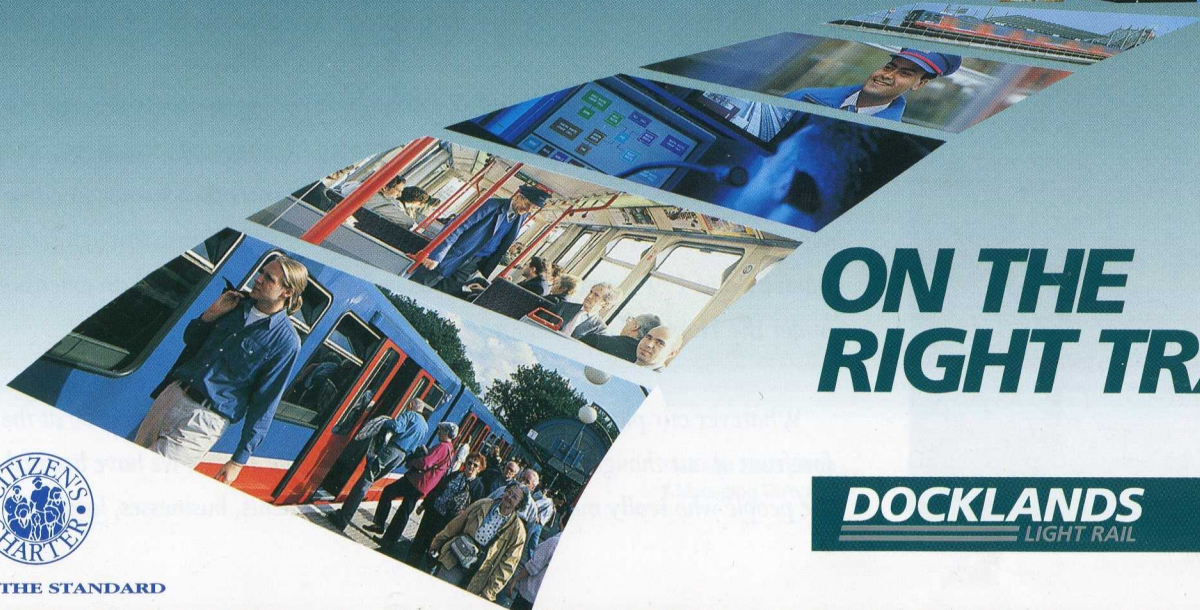


**DOCKLANDS LIGHT
RAILWAY
CHARTER STANDARD
STATEMENT**



**ON THE
RIGHT TRACK**

DOCKLANDS
LIGHT RAIL



RAISING THE STANDARD

AN INTRODUCTION



Docklands Light Railway (DLR) opened in 1987. Upgrading and expanding the railway to serve the growing needs of Docklands led to problems - for us and for you. But we have learnt from our experiences, and problems are fast becoming a thing of the past. Our reliability, for instance, now runs at 98% and is improving all the time.

We are always thinking ahead. We are now investing in new trains and a new signalling system which reflects our commitment to advanced technology. Services will become more frequent and our trains will have increased passenger capacity. We're going further too: the new Beckton Extension will allow a through service to Bank by mid 1994; and Parliament has agreed plans to construct an extension under the Thames to Lewisham.

Whatever our plans, whatever our commitments, you will always be at the forefront of our thoughts. In preparing "On the Right Track", we have listened to the people who really matter: passengers, local residents, businesses, local