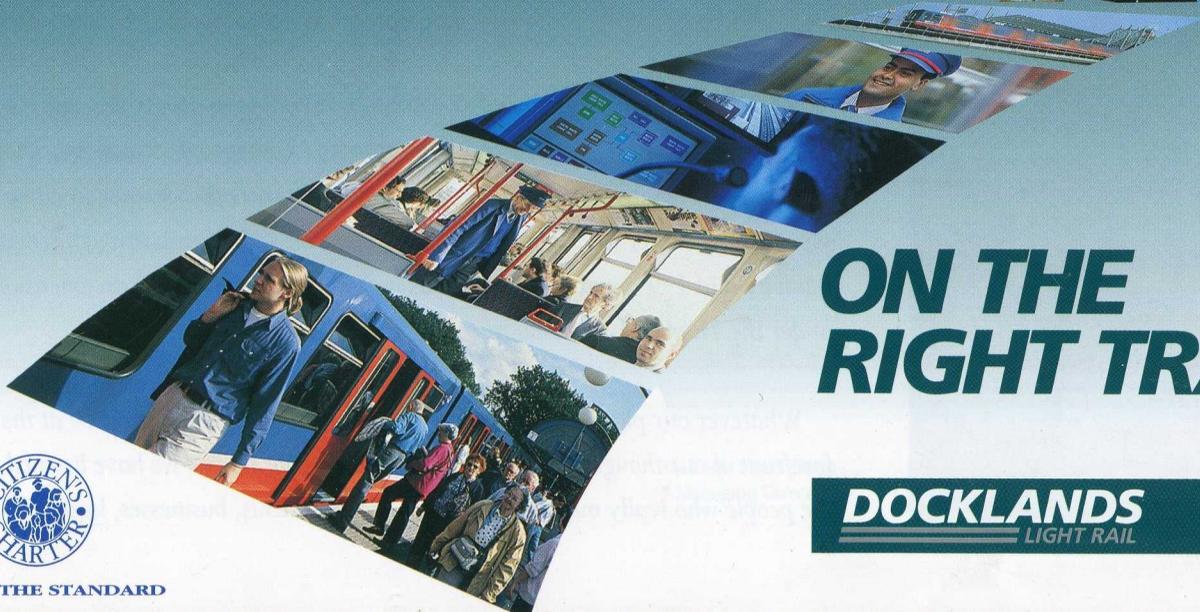


**DOCKLANDS LIGHT  
RAILWAY  
CHARTER STANDARD  
STATEMENT**



**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.*

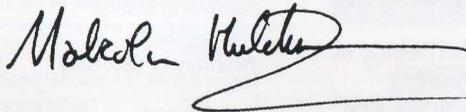
*We are always thinking ahead. We are now investing in new trains and a new signalling system which reflects our commitment to advanced technology. Services will become more frequent and our trains will have increased passenger capacity. We're going further too: the new Beckton Extension will allow a 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*

# CONTENTS

authorities and DLR staff. This document has been written from the comments and suggestions we have received. We'll be updating it regularly to take account of your comments and our own performance. And we'll be putting ourselves to the test too: all our performance targets will be monitored regularly and the results published quarterly at stations.

Any comments you have on this Charter Standard, whether now or later, will be warmly welcomed. As we said earlier, it is your comments and suggestions that will help us not only to develop the charter - but also to run a first-class railway service of which we can all be proud.



Malcolm Hutchinson  
(Managing Director)

At your service	4
Reduced waiting times	5
Easier access	6
Putting your safety first	8
Providing a clean service	9
Being a good neighbour	10
Acting upon your queries & complaints	12
Our commitment to you	15
For more information see back page	



# AT YOUR SERVICE

## **GREATER RELIABILITY**

We aim to run a full service with no train cancellations. We are making every possible effort to achieve this. In August 1991, for instance, technical problems meant that an average of 33 per cent of our peak hour timetable was affected by cancellations and delays. That figure has now been reduced to less than 3%.

We are working flat out to reduce the figure even further.

***Our current target is to have less than 2 per cent of train journeys cancelled or delayed each day- whatever the cause, including security alerts and other unforeseen problems.***

Modern technology is also helping us to achieve our aims. The signalling system which we are using on the new extension to Beckton is one of the most modern in the world. We are extending

it to the entire railway. When we do, not only will it increase our capacity and reliability, it will mean more frequent trains - and greater convenience for our passengers.

## **WEEKEND AND LATE NIGHT SERVICES**

Our engineers are currently involved in long-term development work, including the installation of new signalling. This has, unfortunately, meant cancellation of weekend and late night services.

The work will be complete by mid 1994. A new and improved service will then be up and running every day of the year, except Christmas Day. You'll be able to use DLR between the following hours:

Monday to Saturday	05.30 to 00.30
Sunday and Public Holidays	07.30 to 23.30

# REDUCED WAITING TIMES

At every station you will see posters advertising the frequencies of our trains. As we increase the frequency, you will have to wait less time for a train.

*We have set ourselves the following aim: that less than 4% of passengers should have to wait longer than 1.5 times the advertised frequencies. This means that if trains run every 8 minutes, you should not have to wait longer than 12 minutes.*

## STANDARD JOURNEY TIMES

We have also set ourselves target journey times. We are working hard to ensure that 95% of all peak hour journeys fall within these times.

BETWEEN	AND	TRAVELLING TIME (MINS)
Stratford	Island Gardens	25 (with change)
Bank	Canary Wharf	13
Poplar	Beckton	22
Tower Gateway	Crossharbour	17

## IMPROVED TICKET MACHINES

We want to make it very simple for you to obtain your train tickets.

*We are therefore working to ensure that there is always at least one ticket machine in operation at every station.*

From speaking and listening to our passengers, we understand that there can be problems getting change from the machines. We are addressing these problems.

*Our aim is for all machines to give change at least 98 per cent of the time.*

If, however, you should lose money in a machine, you can easily obtain a refund: just ask the train captain for a special pre-paid postcard.





## EASIER ACCESS

We pay special attention to the needs of disabled passengers and others who have difficulty getting around. All our stations have lifts or escalators.

*We aim to have these in operation for a minimum of 95% of the time.*

So that inconvenience can be kept to a minimum, we recommend that passengers who rely on these facilities should ring our Customer Services Department on 071-538 9400 before setting out. In that way, you'll know in advance if lifts or escalators are out of order and we can advise alternative routes.

We have an alarm in each of our lifts. If there is a problem, you can quickly alert our Control Centre at Poplar.

### OUR INFORMATION SERVICE

We do everything to make sure you have up-to-the-minute information not just about DLR services, but also about other connecting public transport systems. If, therefore, there is a problem, you should have sufficient notice to be able to replan your journey.

There are many ways in which you can find out about services. At our stations you will see posters, journey planners and electronic information boards:

*The boards show waiting times and destinations. Our aim is to have them working accurately at least 97 per cent of the time.*

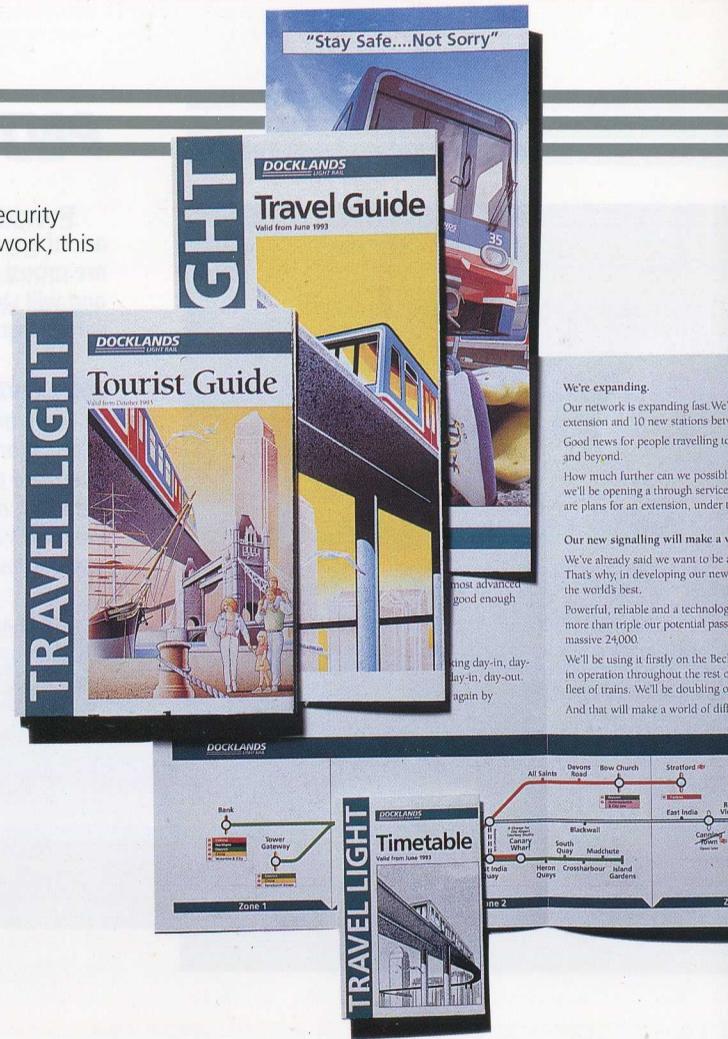
Information is also made available on our trains. There are display cards and we also occasionally distribute special leaflets to our passengers. If you would like a timetable or travel guide, or if you have any questions, our train captains are always happy to help.

We have also taken into consideration the needs of our visually impaired passengers. As trains arrive there are automatic announcements, and special announcements are made from the Poplar Control Centre.

*If there are to be any significant changes such as revised timetables, temporary closures, special events or proposed improvements, we will aim to give at least three weeks' notice.*

However, in the event of security alerts or urgent maintenance work, this may not always be possible. Under such circumstances, station announcements, notice boards and local media will keep you fully informed.

We are aware that some of the signs in and around our stations (for example, locations of stations and bus-stops) are not always clear. You will soon find informative, well-placed signs at every DLR station and at key points in nearby streets and at other railway stations in the locality.



We're expanding.

Our network is expanding fast. We're extending and 10 new stations between Poplar and Stratford.

Good news for people travelling to and beyond.

How much further can we possibly go? We'll be opening a through service to Stratford in the next few months. Our plans for an extension, under

Our new signalling will make a massive improvement to the network. We've already said we want to be the world's best.

Powerful, reliable and a technology more than triple our potential passenger capacity. A massive 24,000.

We'll be using it firstly on the Beckton extension. It'll be in operation throughout the rest of the fleet of trains. We'll be doubling our capacity again by 2000. And that will make a world of difference.

# PUTTING YOUR SAFETY FIRST

The crime level on DLR is minimal and there are very few accidents. We are proud of this outstanding record and will strive constantly to put your safety first.

## IMPROVED SECURITY

Every one of our stations is fitted with closed-circuit television cameras. These are constantly in use. If anybody is behaving in a threatening or dangerous way, we will know about it immediately and can take the necessary action.

There are also passenger alarms on every platform. These are clearly indicated. They will put you in direct contact with the Control Centre. The TV monitoring ensures that you are seen and recorded as you speak.

## BETTER LIGHTING

Good lighting is one of the main priorities for all our stations. There have been places where our passengers have felt that the lighting could be improved. We have listened to them and taken action. We are also looking to improve lighting around our stations, and are pressing local authorities to assist.

## RESPONSIVE STAFF

On each and every train you will find a uniformed member of staff. All our train captains carry mobile radios which give them immediate access to the Control Centre in the event of any problem.

Other safety measures are also in place. For instance, alarm buttons are located at every train doorway, and officers from the British Transport Police regularly patrol the railway.



# PROVIDING A CLEAN SERVICE

## STATIONS

*We will sweep stations twice a day and wipe clean handrails and other surfaces once a day.*

*Deep cleaning - involving scrubbing and jet washing - will be carried out once a month.*

## TRAINS

*Once every three service days we will wash our trains externally. They will be cleaned internally every day.*

## TRACKS AND EMBANKMENTS

We will continue to make every effort to create a litter-free environment. This includes not just the railway tracks, but the embankments too.

## GRAFFITI

We have few problems with graffiti. All our trains and stations have been treated with anti-graffiti paint, but should it appear, it will be removed immediately.



# BEING A GOOD NEIGHBOUR

Good community relationships are very important to us. When we do have to inconvenience local residents, we do everything we can to ensure that the impact is kept to a minimum.

So far, we have stated clearly the commitments which we have towards our passengers. However, we also believe that we have a responsibility towards the local neighbourhood. We are therefore taking all reasonable steps to ensure that we give consideration to local residents. This is reflected in the DLR's employment policy: we are one of the biggest providers of jobs for local residents, with over 40% of our staff living locally.

To fulfil our neighbourhood role, we need to be constantly in touch with local issues. We therefore meet regularly with the Docklands Forum and other residents' groups, with local councillors and officials, and with the local media and MPs. We also have a

programme of school visits designed to promote safety and good citizenship.

## **CONSTRUCTION AND MAINTENANCE REGULATIONS**

There are strict regulations governing all DLR construction work. They are worked out with the local authority. They cover such things as hours of work and noise levels, in short anything which could have an impact on the local neighbourhood. We lay down and enforce tough conditions on contractors.



A smooth running railway demands proper maintenance. We will always train our maintenance staff to use the best practicable means to ensure any inconvenience to residents is kept to a minimum.

DLR will ensure that all these activities are monitored and take necessary steps to protect residents. A 24 hour freephone hotline allows residents to report any problems and action can often be taken immediately. The hotline number is 0800 616670.

### **ADVANCE WARNINGS**

***Inevitably there will be occasions when our activities might cause disturbance. We will always do our best to give three weeks' notice.***

### **NOISE POLICY**

DLR has a Noise Policy which sets limits for train noise. Under this policy, available from the Public Affairs Office (the address is on this page), tests are undertaken regularly to ensure that we meet our obligations. Tests can also be arranged following complaints via local Environmental Health Officers and the results will be discussed with residents and the local authority. If policy levels are exceeded, DLR will take action to reduce noise or protect residents, as far as reasonably practicable.

### **DEPOTS**

We will take all reasonable steps to minimise disturbance from depot operations. We emphasise to our staff that they must consider residents when carrying out potentially noisy work, particularly at nights or weekends. We issue regular reminders as well as reinforcing the message during staff training courses.

### **PUBLIC ADDRESS SYSTEMS**

Residents living very close to our stations may be able to hear announcements on our public address systems.

***By reducing the volume in the evenings and early mornings and by monitoring volume levels on a regular basis, we aim to keep this noise to a minimum, whilst ensuring we meet the needs of our passengers***

### **WHO TO CONTACT ABOUT NOISE**

If you have any problems about railway noise, you can contact Brian Abbott, Head of Public Affairs, by letter (P.O. Box 154, Castor Lane, Poplar, London E14 0DX), or by using the freephone number (0800 616670).

# ACTING UPON YOUR QUERIES AND COMPLAINTS

We want you to think of DLR as your railway.

We are aiming to deliver a service that reaches your highest expectations, we therefore value your comments - both good and bad. Every comment we receive is recorded and analysed. Moreover, we don't just listen, we are committed to action whenever such action is justified. In that way we can improve the system to your satisfaction.

There are several ways in which you can register a comment or complaint.

While you are travelling, you can speak to a uniformed captain (or our staff at Bank, Tower Gateway, Canary Wharf and Island Gardens). All our captains wear name badges. If you wish to make your views known in writing, you can also ask them for a pre-paid postcard, addressed to DLR's Head Office at Poplar.

If you address a query to our Customer Services Department, you will be guaranteed a one stop service from courteous, fully-trained members of staff. You will not be transferred from department to department.

## WHO YOU CAN WRITE TO

*You should write to our Customer Services Department - we will send a reply or acknowledgement within two working days of receipt.*

Sometimes, of course, a more detailed investigation might be required. In that case a full or interim reply will be sent to you within a further five working days. This also includes considering claims for refunds, where appropriate.



# D COMPLAINTS

## **WHO YOU CAN PHONE**

You can call our Customer Services on a direct line. See back for details. Calls will be dealt with quickly and efficiently. If you wish to make a call out of office hours, our answering service will take your message.

*We will always return your call the next working day. If we need more time to give you a proper response, we will do so within five working days.*

As we have said, we will always give every letter and call our fullest consideration. If, however, you are unhappy with our response, you can contact the London Regional Passengers' Committee: See back page for contact details.



*Drop in to one of our information centres at Island Gardens or Tower Gateway Station.*





## **YOU HAVE OUR TOTAL COMMITMENT**

*All of us at DLR share a commitment to providing a first-class railway service. We will therefore seek to ensure that the standards set out in this document are achieved. Our internal appraisal and reward procedures are based on the success our staff have in meeting these standards.*

*If you feel that we are failing to meet our commitments, we would like to know. We will do our best to put things right. Your comments will help us to achieve the excellence you deserve.*

**DOCKLANDS**  
LIGHT RAIL

# FOR MORE INFORMATION

This document sets out DLR's commitment and intentions. For full information about your legal rights you can obtain a copy of the Conditions of Issue of Railway Tickets and Travelcards and DLR Byelaws by writing to the Customer Services Manager.

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: 071-538 9400

For DLR travel information contact:  
Docklands Travel Hotline (24 Hour service) Telephone: 071 918 4000

For further copies of this booklet 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 کیلئے، ادور دئے گئے پتے پر کسٹمر سروسز مینجر سے رابطہ کریں۔

இந்த ஆண்டு பிரதியின் பிரதிபலனை இந்த மொழியில் பெற விரும்பினால், மேல்கூறிய முகவரியில் கண்டமர் சர்வீஸஸ் மேனேஜருடன் தொடர்பு கொள்ளவும்.

आ भाषाभा आ पुस्तिका मेणवचाने माटे, उपर जशावेले सरनामे कस्टमर सर्विसेस मेनेजरनी साथे संपर्क साधो.

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

ਇਸ ਭਾਸ਼ਾ ਵਿਚ ਇਸ ਕਿਤਾਬਚੇ ਲਈ, ਕਸਟਮਰ ਸਰਵਿਸ ਮੈਨੇਜਰ ਨੂੰ ਉੱਤੇ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Nuqu! 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: 071-839 1898**



**DOCKLANDS**  
LIGHT RAIL