

# **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 with a long horizontal flourish extending to the right.

Malcolm Hutchinson (Managing Director)