



> What is Docklands Light Railway?

Docklands Light Railway (DLR) opened in 1987 and remains the most technically complex light rail operation in Europe – using a driverless, computer-controlled system. Demand and capacity have increased rapidly during the past two decades.

All DLR stations provide step-free access to platforms and trains and the network has direct interchange with more than 100 bus routes, five mainline railways, eight Underground lines and coach, taxi and riverboat services.

The railway will play a crucial role during the London 2012 Olympic and Paralympic Games providing direct connections to Stratford Regional and Stratford International stations, which will serve the Olympic Park. It will also serve three additional competition venues: ExCeL via Custom House and Prince Regent stations; Greenwich Park via Cutty Sark and Greenwich stations; and Woolwich Artillery Barracks via Woolwich Arsenal station.

London Rail manages the DLR franchise. Operations and maintenance are provided by Serco Docklands.

> What does it do?

DLR is responsible for managing the franchise and concession agreements for the Lewisham, London City Airport and Woolwich Arsenal extensions, developing the railway's assets, and planning and investing for its future.

The DLR franchise was the first to cover targets including punctuality, service availability and customer satisfaction. With reliability levels at 97 per cent, making it one of the UK's most dependable railways, and customer satisfaction at consistently high levels, the franchise agreement is held up as a model of best practice and has won numerous awards.

> Regeneration

Since opening, DLR has proved highly successful in regenerating London's Docklands. Bringing about mass development and creating sustainable communities. In addition:

- > It has improved the accessibility of those parts of east London that it serves, bringing forward and stimulating new development on important regeneration sites



- > Through this enhancement of accessibility, it has improved the attractiveness of several areas for housing investment. This in turn has led to positive changes in the local economy
- > It has influenced the type of development that takes place and has fostered higher densities and lower levels of parking. Developments on the Isle of Dogs clearly illustrate this
- > It has assisted in the regeneration of town centres, through the provision of new public transport links, which increase the attractiveness of centres for shopping and other activities
- > It has improved the accessibility of jobs and services, particularly for those who have to use public transport to get to and from work. This has been particularly important in east London, which has a high proportion of its residents living in some of the most disadvantaged and socially excluded communities in the country

> Plans for the future

In order to accommodate future demand, further projects and enhancements are underway:

- > Stratford International will open in summer 2010. The route is being established by converting the North London line between Canning Town and Stratford to DLR operation. It will encompass existing stations at Canning Town, West Ham and Stratford, and new stations at Star Lane, Abbey Road, Stratford High Street and Stratford International, the latter serving High Speed 1 – the line between St. Pancras and the Channel Tunnel
- > Construction is currently taking place that will enable DLR to lengthen its trains from two to three carriages. DLR's busiest route, Bank to Lewisham, will run three-carriage trains from early 2010
- > Fifty-five new rail cars are currently being delivered, which will help serve the new extensions and provide extra capacity during the 2012 Games



> Key facts

- > Passenger journeys have increased from 8.2 million in 1993/94 to almost 70 million in 2008/09. By 2012 the figure is expected to rise to 100 million
- > Five extensions have been added to the original network: to Bank in 1991, Beckton in 1994, Lewisham in 1999, London City Airport in 2005 and Woolwich Arsenal in 2009. A further extension to Stratford International will open in summer 2010
- > DLR now has 40 stations and more than 100 vehicles as opposed to the original 15 stations and 11 vehicles when it started in 1987