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**Behind the scenes**

Meet Robert Niven, Head of DLR  
Development & Planning

**One million passengers**

New Woolwich Arsenal extension  
proves popular

**Beckton line to be upgraded**

Platform extension construction starts this year

**Weekend closures**

Find out if your local station is affected



# light NEWS

SUMMER 2009



Please bear with us while we build a better railway.

More than two-thirds of DLR's three-carriage upgrade work is now complete

DLR's new Tower Gateway station





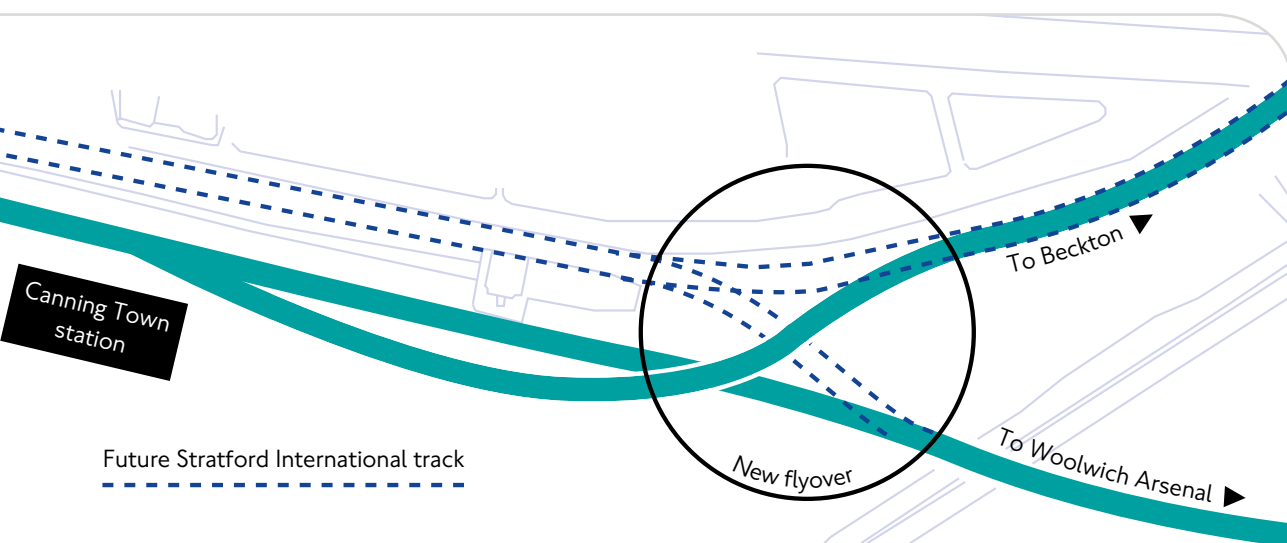
# New and improved Canning Town junction up and running

DLR trains are now using an improved junction and flyover viaduct at Canning Town station. The junction will immediately improve reliability and allow DLR to increase train frequencies in the future, while the flyover connects the railway to the Stratford International extension, which will open in Summer 2010.

The improvements were made during a nine-day closure of several DLR stations. The closure finished on Monday 1 June, one day ahead of schedule.

Jonathan Fox, Director DLR, said: "I would like to thank passengers for their patience during this time, and apologise for the disruption caused. This work was incredibly complex so required a lengthy closure.

"I'm pleased to say everything went extremely well and allowed services to return to normal a day earlier than originally scheduled. Once all works are completed, passengers will see real benefits later in the year when a more frequent and dependable service is in place."



# Thank you

DLR would like to apologise for the closures and service unreliability you may have experienced in recent months.

With the Investment Programme now two-thirds completed, the following improvements will shortly be introduced:

- Limehouse and Westferry station upgrade work completed this summer
- Limehouse pedestrian link bridge to c2c completed late summer

- New South Quay station opens in autumn
- Bank-Lewisham three-carriage trains running early 2010

**As work is nearing completion on all platform extensions required for stations between Bank and Lewisham, the number of weekend closures is decreasing, with no planned closures until mid-August.**

# Journey times and reliability to improve between Bank and Lewisham

Later this summer sees the opening of a new 'fly-under' track near DLR West India Quay station. Trains travelling southbound from Bank towards Lewisham during peak times will use this fly-under, which will allow DLR to run a more frequent service through this busy location and improve reliability across the network.

Trains using the fly-under will bypass West India Quay station. Passengers who wish to alight at this station

can use Westferry and continue their journey at street level, or change at the next station, Canary Wharf, for a northbound Bank train, which will continue to stop at West India Quay at all times. Trains to and from Stratford will also stop at West India Quay – the only services that won't be southbound trains from Bank between 06:30-10:00 and 16:00-19:30 on weekdays.

# DLR Woolwich Arsenal extension makes a million

Over a million journeys were made on the Woolwich Arsenal extension in its opening three months.

Jonathan Fox, Director DLR, said: "We are delighted to reach the one million passenger mark after just three months. We had always anticipated these user levels for the extension, but not until 6-12 months after opening, so it is especially pleasing to see such immediate interest and demand.

"The extension is a prime example of a well-planned and well-built rail link, which serves the heart of a community that was crying out for reliable and accessible public transport."

The £180m extension was opened by Mayor Boris Johnson on 12 January, seven weeks ahead of schedule. It links London City Airport and stations north of the river with Woolwich Arsenal station in the south.

Trains run to and from Woolwich Arsenal station an average of five minutes in the peak and every 10 minutes off-peak.



## Beckton extension receives multi-million pound three-carriage upgrade funding

DLR has received £18.2m to upgrade the Beckton extension to accommodate three-carriage trains. The extension was previously the only part of the DLR network that was not in the process of being upgraded. The funding means the entire DLR network will be three-carriage ready by early 2011.



Ian Brown, Chairman, DLR accepts a funding cheque from Hugh Sumner, Olympic Delivery Authority, Paul Hudson, Housing and Communities Agency and Jim Fitzpatrick, MP Poplar and Canning Town.

The Olympic Delivery Authority (ODA) has provided £10.8m, the Housing and Communities Agency (HCA) £5.4m and London Development Agency (LDA) £2m.

Ian Brown, Chairman DLR, said: "We were concerned that the Beckton line was the only line where funding was not in place to upgrade to three-carriage operation. It is a route which is growing fast as it serves the ExCeL exhibition and conference centre and the University of East London. The funding partners have all come together to allow this route to

be converted before the London 2012 Olympic and Paralympic Games, so adding the last piece of the jigsaw to complete the DLR upgrade. It really does show commitment to ensuring that this route is capable of meeting future demand."

It is expected that the Beckton route will carry 70,000 passengers a day during the 2012 Games: 55,000 Olympic spectators and 15,000 other passengers. Currently around 20,000 journeys take place on the Beckton extension per day.

## Limehouse link bridge

Work is continuing on the new accessible footbridge at Limehouse. When complete in late summer, the footbridge will link the westbound c2c platform with the eastbound DLR platform, making the interchange for passengers travelling to Canary Wharf and beyond much quicker and easier.



Artist impressions of the bridge.



## Robert Niven, Head of Development and Planning

Robert's role at DLR is instrumental in moving the railway forward. His team is the catalyst behind new extensions (such as Woolwich Arsenal and

Stratford International), station upgrades and new stations, as well as communicating these improvements to passengers and stakeholders.

### What do you do at DLR?

I'm responsible for the strategic development of the DLR network, including extensions and other improvements to the railway. For instance my team was instrumental in deciding to lengthen DLR trains from two to three carriages which we will see on the network early next year.

It is essential DLR continues to develop and evolve in order to keep pace with passenger demand and local development; help stimulate further local regeneration; and successfully handle high spectator levels at the London 2012 Olympic and Paralympic Games.

### What projects are you involved in at the moment?

Firstly we are continuing to improve stations across the network, for example Shadwell is set for another

raft of enhancements over the course of the next few months that will help passengers interchanging with the East London line Overground station, which reopens next year.

Secondly, I am discussing arrangements with my colleagues at Crossrail as to where their stations and infrastructure will be built. Crossrail will provide a major east to west transport link in 2017, and will offer interchange with DLR at Canary Wharf, Custom House for ExCeL, Stratford and Woolwich Arsenal. Crossrail will also provide DLR with a new station at Pudding Mill Lane and we need to ensure it is planned and designed to meet future demand.

Thirdly passengers may well have seen various public art installations appearing across DLR, which my team have helped develop. Over the

course of the next few months new artwork will appear at stations including London City Airport and Langdon Park.

Finally London 2012 is a high priority for many people, so we are ensuring DLR will be ready long before the Games start by making the system more frequent and reliable, for example by changing the track layout at key junctions. I'm also responsible for helping maintain DLR's relationships with key partners and passengers, so in particular we are emphasising the introduction of three-carriage trains from early 2010 between Bank and Lewisham.

### What is the best part of your job?

That we are in a position to think of ideas that will improve the railway, plan them, and eventually see them built. For example, I have just completed an agreement with the

Olympic Delivery Authority, London Development Agency and Housing and Communities Agency to enable the Beckton line to be upgraded for three-carriage train operation.

DLR is fairly unique in the success it has had in seeing proposals become reality; this is in no small part due to the support we get from passengers, local residents and key partners when planning new schemes. Long may it continue.

# Are you paying the cheapest fare?

Over 85% of DLR passengers now use Oyster. If you use Pay as You Go, please make sure you get the cheapest fare by touching in at the start of your journey and touching out at the end.



DLR's new ticket machines now have Oyster top-up facilities

Zones	Oyster single fare		Cash single fare
	Peak	Off-peak	
Zones 1-2	£2.20	£1.60	£4.00
Zones 1-3	£2.70	£2.20	£4.00
Zones 1-4	£2.80	£2.20	£4.00
Zones 2-3	£1.10	£1.10	£3.60
Zones 2-3 (DLR only)	£1.10	£1.10	£1.60
Zones 2-4	£2.00	£1.10	£3.20
Under 11s (with photocard)*	Free	Free	Free
Freedom Pass holders (over 60s and disabled)	Free	Free	Free

DLR operates in zones 1-4. Valid on DLR only, an adult single ticket in zones 2-3 is a £1.60 cash fare and 80p for children.

Travelcards and Oyster are valid on DLR. Single/return tickets and rail passes issued by Transport for London and mainline rail networks can also be used.

For more advice on these and other fares, please visit [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Building... a better railway

Planned works and closures until end September 2009

<p><b>Saturday 15 &amp; Sunday 16 August</b></p> <ul style="list-style-type: none"> <li>• Poplar/Westferry to Mudchute</li> </ul> <p><b>Saturday 5 &amp; Sunday 6 September</b></p> <ul style="list-style-type: none"> <li>• Canary Wharf to Mudchute</li> </ul> <p><b>Saturday 12 &amp; Sunday 13 September</b></p> <ul style="list-style-type: none"> <li>• Westferry to Lewisham</li> </ul>	<p><b>Saturday 26 September &amp; Sunday 27 September</b></p> <ul style="list-style-type: none"> <li>• Bank/Tower Gateway to Lewisham</li> <li>• Stratford to Lewisham</li> </ul>
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Closures are subject to change, please check before you travel.

Visit [www.dlr.co.uk](http://www.dlr.co.uk) for further information and to sign up to receive email updates

## Explore Greenwich and Docklands

The Time Out guide to Greenwich and Docklands by DLR is now available.

Use it for the best way to explore east London's waterside views, history and heritage, breathtaking architecture and super shopping. What are you waiting for? Head out of central London for a fresh side to the city.

Download your free 23-page guide at [www.visitdocklands.co.uk](http://www.visitdocklands.co.uk) or call Customer Services on **0207 363 9700** to have a copy sent to you in the post.



## DLR Community Ambassadors are on hand

DLR is delighted to launch its full team of eight Community Ambassadors in Tower Hamlets, Greenwich, Lewisham and Newham.

The Ambassadors are on hand to assist local residents in using the DLR by taking them out on accessibility trips demonstrating how to use the trains, buying a ticket and using wheelchairs on stations and trains. They also make themselves available at local events and host open days at major supermarkets in the local area, meeting residents to promote the free services DLR offers to increase confidence in using the railway.

Each Ambassador is responsible for a section of the railway and between them they are fluent in a number of local languages including Bengali, Hindi, Urhobo and Sylheti. Accessibility trips can be undertaken in any of these languages.

To find out who your local Ambassador is visit [www.dlr.co.uk/ourcommunity](http://www.dlr.co.uk/ourcommunity) or call our DLR Ambassador team on **0207 363 9817/9818** for a free copy of the Introducing Your DLR Community Ambassador leaflet.

## DLR scoops London Transport Award

DLR has won the 'Cycling Improvements' London Transport Award for its cycle shelter at Shadwell station. The shelter was introduced last year as part of DLR's cycling strategy, which aims to encourage passengers to cycle to stations and continue their journey via the railway.

Initial studies have indicated that cycle use at the station has increased by up to 50% since the shelter was installed. The shelter comprises:

- space for 12 cycles undercover
- stands which lock both front and back wheels
- solar-powered lighting
- a public art installation, 'Time and Tide' by Alison Turnbull, which draws upon the Docklands' maritime history

Meanwhile DLR operator Serco Docklands was commended for the Travel Information and Marketing award, for the ongoing DLR Investment Programme campaign.



# Top 5 questions from Customer Services

DLR Customer Services receive around 700 phone calls and 200 emails a week. *Light News* asked Karyn and Rebecca from the Customer Services team what the top 5 enquiries are...

## What are DLR's operating hours?

DLR services run 05:30-00:30 Monday – Saturday and 07:00-23:30 Sundays. Depending on which station you use, the last train will call there between 00:10 and 00:45 Monday – Saturday and between 23:10 and 23:45 on Sundays. The detailed first and last train times for each station can be found on [www.dlr.co.uk](http://www.dlr.co.uk)

## How do I claim a refund if my journey was delayed?

If you are delayed by 15 minutes or more or are unable to complete your journey you are entitled to claim back the cost of your fare. This is called a Charter Refund and can be claimed via our website or by picking up a Charter Refund Claim Form from our staffed stations – Bank, Island Gardens, Cutty Sark, London City Airport and Woolwich Arsenal.

## Do you accept Freedom Passes?

Yes, like all other Transport for London modes, we do. Freedom Passes allow older and eligible disabled people who live in a London borough to travel free on London's public transport network. The pass is paid for by your local London borough council and is available from either your local Post Office or town hall.

## How do we travel when you have engineering works?

As part of DLR's Investment Programme works it is sometimes necessary to shut parts of the railway particularly at weekends. Whenever the DLR is closed, full bus replacement services operate and DLR tickets are often accepted on other routes such as the Jubilee line.

## When will the three-carriage trains begin operating?

Three-carriage trains will begin operating on the Bank-Lewisham route in early 2010. All other parts of the network are also being upgraded to accommodate three-carriage trains in the future.

For any other DLR questions, please contact Karyn, Rebecca and the rest of the DLR Customer Services team on **020 7363 9700** or via [cservice@dlr.co.uk](mailto:cservice@dlr.co.uk)



## HAVE YOUR SAY

*Light News* is for all DLR passengers and we want it to reflect news and information that you want. To help us we welcome your comments and suggestions. Please send all correspondence to:

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