

BUILDING... a better railway

Until early 2010 construction will take place on the DLR to allow us to meet passenger growth by adding an extra carriage to your train.

We will try to keep disruption to a minimum. Please bear with us while we build you a better railway.

Please check before you travel:

- DLR Customer Services 020 7363 9700
- www.dlr.co.uk/improvements
- 24-hour travel information 020 7222 1234



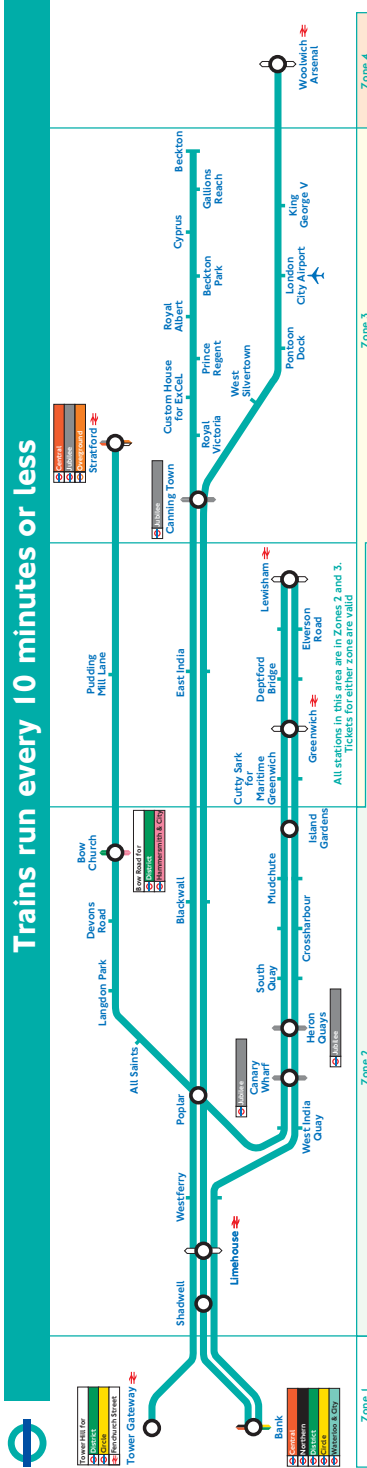
Did you know that...?

- The DLR runs every 10 minutes or less, from 05.30 to 00.30 Monday to Saturday and 07.00 to 23.30 Sunday.
- DLR puts safety first with staff on every train, CCTV cameras and alarms on stations and trains.
- There is a Passenger Service Agent on board every train to provide you with assistance and help should you need it.
- Travel Safe Officers patrol the trains and stations for your security.

Improve your railway

Tell us what you think about DLR. Text us from your mobile phone on **60030**. Type 'DLR', space and then your message. Text messages are charged at your local network rate.

Trains run every 10 minutes or less



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www.dlr.co.uk



Transport for London

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your railway

Introducing your DLR Community Ambassadors



MAYOR
OF LONDON

Transport for London



It's yourailway. Meet your Ambassadors

A team of DLR Community Ambassadors are on hand to help you use yourailway.

The DLR Community Ambassadors work in your community to help you get around on the DLR. They are fluent in a variety of languages: Bengali, Yoruba, Urhobo, Hindi, Urdu, Sylheti, to name a few. Using these skills, they:

- Offer training on using Oyster cards and can show you how to use DLR ticket machines if you're unsure about how to buy a ticket.
- Run DLR Accessibility trips for those who use a wheelchair, buggy, scooter or walking stick and want to see how easy it is to use the trains.
- Attend community events in all local boroughs throughout the year to offer travel advice.
- Are available at open days in community centres and supermarkets so you can approach them for DLR information and advice.

Who's my Local Ambassador?



Each of the Ambassadors is responsible for a section of the DLR. Please see the map below to find your representative. To meet your local Ambassador you can email them directly at ambassadors@dlr.co.uk or call 020 7363 9818/9817.

The Ambassadors are led by two team leaders: Paula Akpofure and Sarah Barker. Paula covers the route Blackwall to Beckton/Woolwich Arsenal and Cutty Sark for Maritime Greenwich to Lewisham. Sarah covers Bank and Tower Gateway to Island Gardens and Stratford.

Visit Our Community online

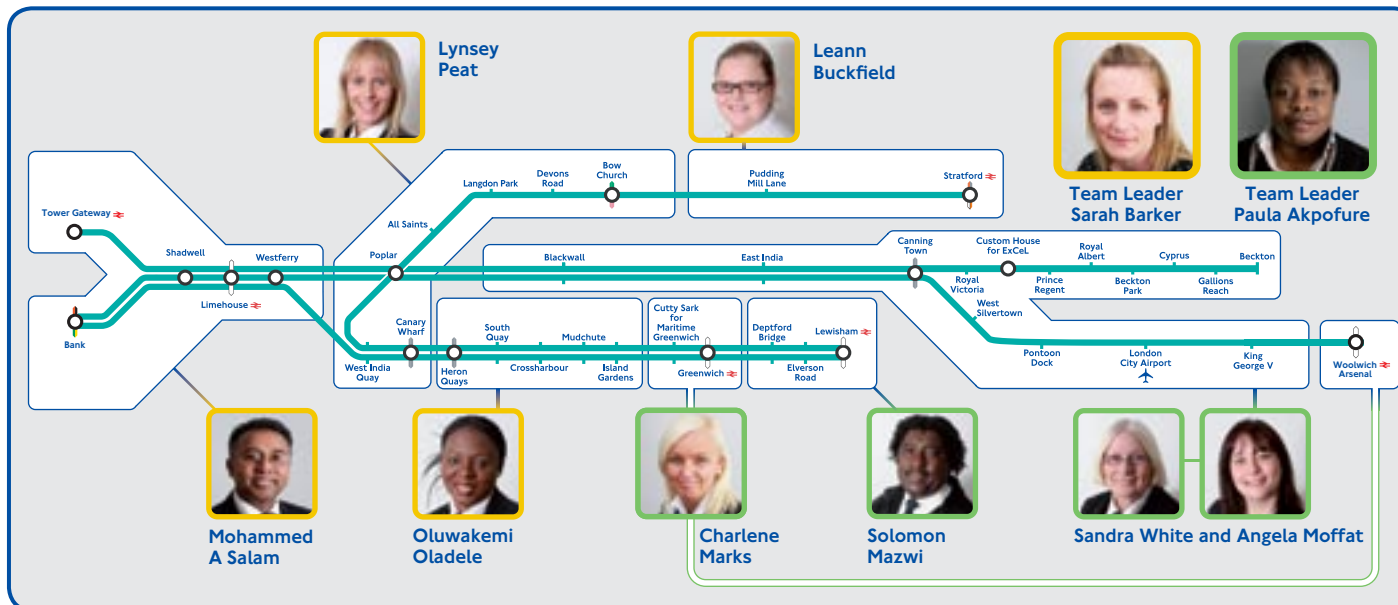
Go online to find out more about DLR Community Ambassadors and your local area at: www.dlr.co.uk/ourcommunity.

Here you can contact your Ambassador directly, and see local events listings and community news.

You can also use DLR's **Venue & Events Finder**. Free to use, it will help you find your local community centre, leisure centre, job centre, citizens advice bureau, doctor, dentist, parent and toddler group, library or adult education centre and lots more.



Above: The DLR is accessible for those who use a wheelchair, buggy, scooter or walking stick.



Paula Akpofure, Team Leader for Cutty Sark for Maritime Greenwich to Beckton and Woolwich Arsenal, undertaking an Accessibility trip with a local resident.