

Did you know that...?

- The DLR runs every 10 minutes or less, from 05.30 to 00.30 Monday to Saturday (07.00 to 23.30 Sunday).
- DLR puts safety first with staff on every train, CCTV at all stations and alarms on trains and platforms.
- It's great value with cheap DLR-only tickets or Travelcards and Oyster Pre Pay tickets at the same great price as the underground.



it's yourailway

For further information: tel 020 7363 9700 web www.dlr.co.uk wap <http://www.dlr.kizoom.co.uk>

Free passes launch locals onto DLR

Tower Hamlets Residents enjoyed free travel passes on 21st September as DLR staff held an open day at All Saints station.

Hundreds of new passengers turned up at All Saints station last month, attracted by the chance to try out the DLR free for a whole day. The open day launched the new 'yourailway' campaign to inform local residents about how to make the most of the DLR to get around the East End and beyond.

The event was a huge success, with over 300 would-be travellers using their free passes throughout the DLR system to shop, travel to work, visit friends and for family outings.

Research earlier this year involving 250 families living within 15 minutes of a DLR station showed that many are missing out on using the DLR because they don't understand the routes or how to buy tickets. DLR has started to work with the borough, Metropolitan Police and British Transport Police as well as community groups and charities to address some of the local problems and improve travel in the borough.

The yourailway campaign is being run in partnership with the borough's own Good Going campaign, which promotes environmental and sustainable transport. As well as being an attractive alternative to the private car, there are no emissions from the DLR that could harm the environment.

Neil McLean, Managing Director of operator Serco Docklands, comments: "The yourailway campaign will run for the next few months and will give residents the opportunity to talk to staff at local community centres and libraries. We're delighted at how well it's going so far and look forward to working with other concerned parties to make a difference in the borough and to help residents get out and about more. After all, it's their railway."

it's yourailway





it's your railway

“The DLR makes a world of difference,” says community worker Nigel

Nigel Huxted is a community worker living in Tower Hamlets. He's a well-known face out and about in the local community, which he works hard to serve. Nigel (47) has an impressive list of achievements. Supporting the Linc Centre on Lincoln Estate, chairing the governing body at a special needs school, being the driving force behind the Chiltern Green Community Garden... these are just some of the ways he contributes to East End life and beyond.

“Open up your mind.”

Nigel's positive attitude shines through. He admits to getting impatient with people who won't try out new things. One thing he urges people to try is the DLR, saying: *“For the residents on my estate – that's around 1,800 properties – Devons Road is their community station and the DLR is a community service. It's not just for the booted and suited. I know once they've given it a go, they'll be hooked. The DLR has opened up more for the people of Tower Hamlets than they could ever have wished.”*

Fast and frequent

“What I love about the DLR,” continues Nigel, *“is that it's just so fast, reliable and predictable. If the information sign on the platform says ‘next train 4 minutes’ that's what it'll be.”*

“It's not just for the booted and suited.”

Nigel knows the DLR routes like the back of his hand, but notes: *“If I need information, I just ring the local number, and I've just found out you can get information on the next three trains through the Internet or a WAP mobile phone.”*

He's impressed by the DLR's efforts to improve access for people with mobility problems: *“What with the lifts and no great gap between platform and train, it's much easier than other forms of transport.”*

“They think of everything on the DLR,” says Nazeerah

Born and raised in Stepney, Nazeerah Rahman (32) is making the East End the focus of her life's work. As a Neighbourhood Community Development Officer, she visits all parts of the area, making sure that the voice of local people is heard when services are being planned and delivered.

With a young daughter, Nazeerah knows all about the demands of combining a busy job with family life and has found the DLR a great way to cover a wide territory.

A streamlined service

Ease of use is a big plus for Nazeerah: *“Being very busy, it suits me that you can just get up and go, without having to bother with timetables.”*

“People don't always realise that the DLR is covered by the Travelcard – it's all part of the same network. However, the DLR sells tickets that can work out cheaper than Travelcards for some journeys.”

She stresses: *“The DLR meets a real gap in linking to other neighbourhoods. It's good that it starts so early and finishes late, too. You need that travelling into the City or having a night out.”*

For all the family

With a small child, Nazeerah can't praise the DLR enough: *“If you're a parent with a child in a buggy getting around can seem too much trouble at times, but the DLR is fantastic. Visiting friends and family or going to the shops, I'd recommend using the DLR as it's so accessible. My daughter gets so excited when we ride on the train. She loves the way she can watch everything. In fact, she used to cry... when she had to get off!”*

She adds: *“The lifts are a great help and it's all on one level from the train to the platform. You just roll on and roll off. It's very roomy so there's plenty of space for the buggy and any shopping. You don't get thrown around either. I should think this makes it much nicer for wheelchair users and older people, too.”*

The DLR has impressed her extended family, too: *“When our relatives from Bangladesh visited, we took them out and about to so many places, Canary Wharf, Greenwich and Mudchute Farm – the real London. The journey itself is an excursion and they thought it was magic – a train being operated by computer! There's nothing like it where they live and they talk about it to this day.”*

Nazeerah, who lives near All Saints station, is clearly proud of the DLR. She urges people in other neighbourhoods to try her local market in Poplar: *“It's a real East End market and right opposite the station.”*



“If you're a parent with a child in a buggy, getting around can seem too much trouble at times, but the DLR is fantastic... It's so accessible.”

Khadra squeezes more out of her day, with the DLR

Khadra Mohamoud originally hails from Somalia and has lived in Mile End for four years. She loves the vibrancy of the area, saying: *“There's such a lot to see and do.”*

With a family of eight children, Khadra explains: *“As any parent knows, it can be a rush to get everything done while they're at school. And with young children, you can't be late. You must be there waiting at the school gate, or they worry.”*

When every penny counts

Khadra welcomes anything that makes the family budget go further and relies on the DLR as an affordable way to fit everything into her day: *“It gets me to the shops in Stratford and Canary Wharf and back in time to pick up the younger kids.”*

When I've lots of heavy shopping bags to carry, it's a great relief to be able to rely on getting a seat.”

“I didn't realise that some tickets are cheaper than Travelcards. I'll be buying DLR-only tickets from now on!”

As good as a theme park

Khadra reports that all the family love travelling on the DLR: *“When my son was six and went on it for the first time, he thought it was as much fun as a theme park! He was so excited. He's still delighted if school says they're going on a trip via the DLR.”*

“When I need to get back for the end of school I know it won't let me down.”

DLR is to Mr Lam's taste



Mr Lam (64) a former Chinese chef, is enjoying his new-found leisure. After working hard for many years, he loves being able to visit his family whenever he likes. He also relishes treats such as his weekly trip for that most traditional of Cockney food, *“pie and mash – nice and fresh”*, playing mah-jong with his mates, and kite-flying on Blackheath with the youngest of his three sons.

Time to relax

Mr Lam's middle son lives with his young family near Crossharbour. *“When Rufus who's three says ‘I want to see Grandpa’, there's no time to waste! I can get there fast from either All Saints or Devons Road, as the trains are very regular and punctual. I know it'll only be one or two minutes between stops.”*

Rufus's father Richard travels to the City every day on the DLR – *“The train's early start and late finish are very convenient for him,”* explains Mr Lam.

“I recommend the DLR to all my friends. It's fast, safe and trouble-free.”

“It's one or two minutes from one stop to the next – I get where I need to go, fast!”

Food for thought

With a life-long interest in food, Mr Lam and his wife loves using the DLR to do their everyday shopping in Lewisham or at the Crossharbour Asda and their specialist food shopping at Greenwich market. A Freedom Pass really helps their weekly budget.

Many Chinese visitors come into the area. Mr Lam says: *“I recommend the DLR to all my friends. It's fast, safe and trouble-free. If people are afraid because there's no driver I say ‘One day airlines will have no pilots – and perhaps that would be for the better!’ If they're still unsure about it, I tell them, ‘OK. I'll come with you the first time but I know you'd be fine on your own.’”*