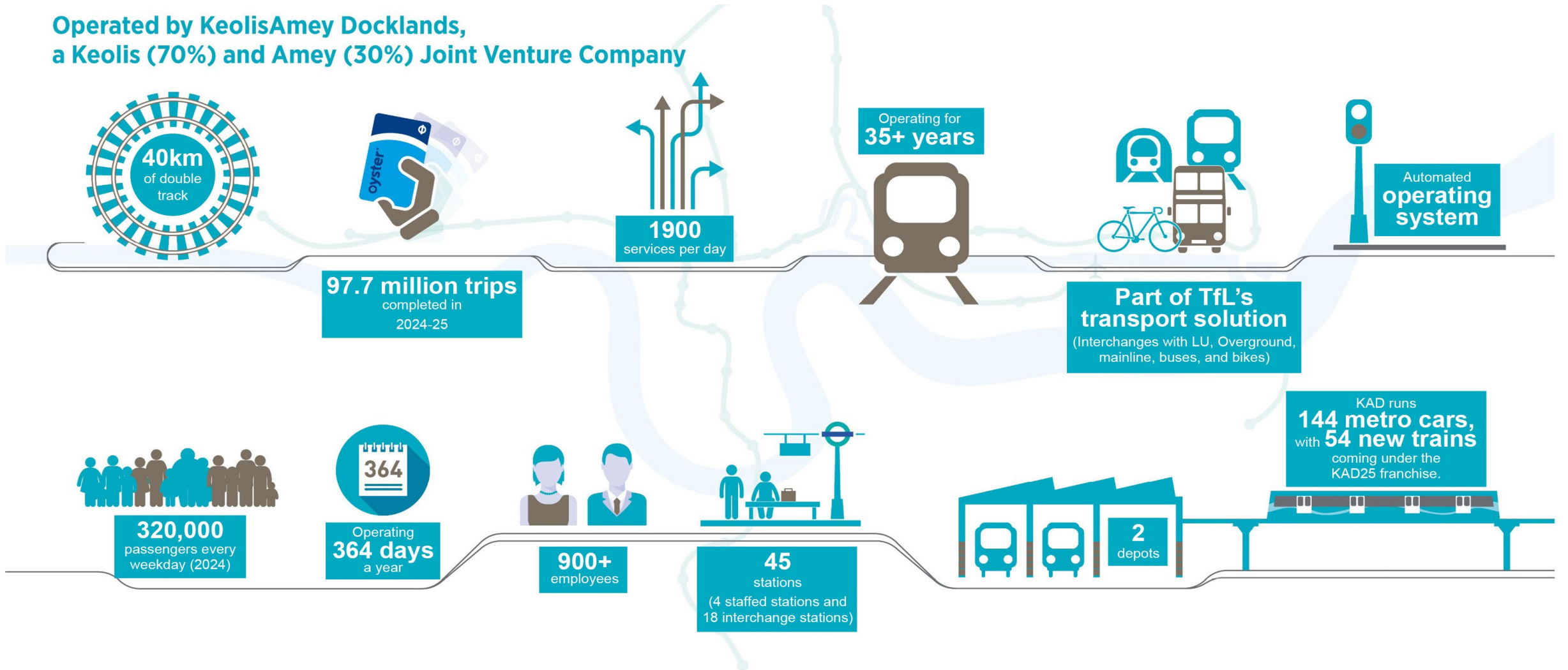




Welcome to **KeolisAmey Docklands**

Introduction to the DLR

Operated by KeolisAmey Docklands,
a Keolis (70%) and Amey (30%) Joint Venture Company



Development of the Docklands area



The Docklands Light Railway has been a catalyst in the regeneration of the Docklands area.



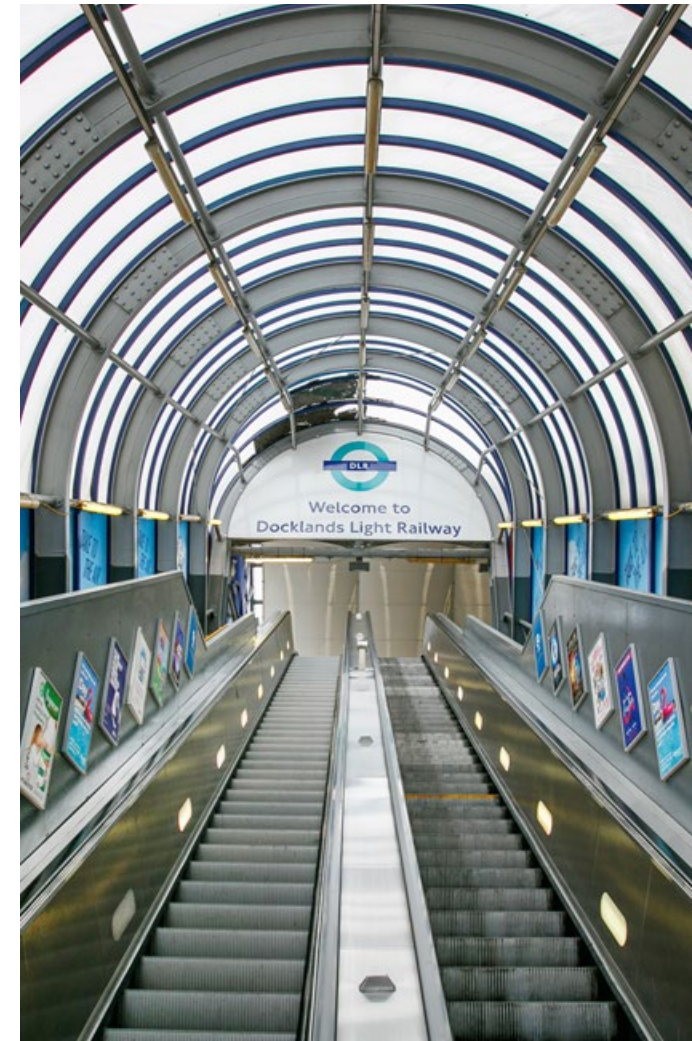
Extensions to the railway have been crucial to the significant growth of residential and commercial developments in East London.



Running through five London boroughs, the DLR is a vital link that supported the 2012 Olympic and Paralympic Games and is now being upgraded with new trains by late 2025.



The Docklands area is now a vibrant part of London, with thriving communities and major regeneration planned around key DLR hubs, such as the Royal Docks and West Silvertown.



Docklands Growth



DLR at the centre of the Docklands growth since 1987



DLR opens
3.3m Passengers



Five Extensions between 1991 and 2009
(Bank, Lewisham, Beckton, City Airport, Woolwich)



London Olympics
(Stratford extension)



Today (post covid)
~95m Passengers



Key statistics

Passenger Demand: Approximately 379,000 weekday journeys - serving commuters, tourists, and local communities.

Network Infrastructure:

- 45 stations
- 40 km of track
- 2 depots
- 2 control centres
- Hitachi signalling system

Fleet:

- 144 automated vehicles
- Capacity: 54 seated, 216 standing passengers per vehicle
- Over 50 trains in service at peak
- Passenger Service Agent (PSA) on every train



Find your future home
along the DLR





DLR Community Team – What we do



Theme	Description
Education	Working with new residents on places to visit on the DLR network - 'DLR as Destination' Working with Schools and young people to travel safely, confidently, and respectfully. Educating customers on the benefits of tapping in and out, the location of card readers, how to purchase tickets, the importance of travelling with the correct tickets, and the consequences of fare evasion. This is delivered through training sessions, printed literature, a community hub, and relevant merchandise.
Confidence	Providing one-to-one and group support to help address barriers to travel. This includes meeting people away from the network, creating individual action plans, and progressing from supported journeys to independent, safe, and confident travel on the DLR. Signposting customers to Access DLR when they feel comfortable.
Stakeholder Engagement	Keeping communities and stakeholders informed through face-to-face engagement and written communications, such as newsletters, to ensure timely updates and transparency. Creating strategic partnerships to support the betterment of the area.

DLR Community Team – How we do it



We put people at the heart of everything we do.

We use community and stakeholder insights to shape improvements that matter.

We deliver safety talks to primary and secondary schools across the DLR area.

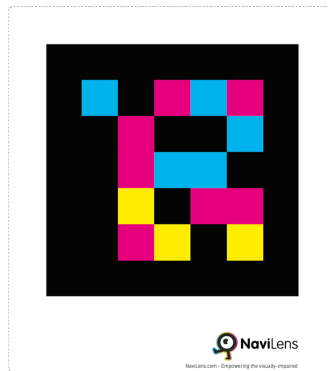
We provide mobility scooter training on the DLR.

We run accessibility and confidence-building trips to demonstrate how to use the DLR.

We hold DLR drop-in sessions at local supermarkets and community centres to talk with communities.

Our team is fluent in a variety of languages, including Bengali, Yoruba, Urhobo, Hindi, Urdu, French and Sylheti.

DLR Community Team – Previous Success



KeolisAmey Docklands (KAD)



Ambassdors@keolisameydlr.co.uk

[DLR ambassadors - Transport for London](#)



Thank you