

4D Docklands Light Railway and Croydon Tramlink

Docklands Light Railway

4D.1 The Docklands Light Railway (DLR) has had a key role in creating the new world class financial district in the Isle of Dogs and in facilitating continuing development in Docklands and the regeneration of inner east London. It provides local access and links to the City and to wider areas of south-east and east London. Good interchange arrangements with other transport networks, National Rail, bus and Underground, are particular features of the DLR.

Policy 4D.1 The Docklands Light Railway should consistently provide reliable, accessible and secure services to passengers. It should continue to facilitate regeneration in Docklands, providing access to existing developments and assisting new ones.

Ensuring that capacity keeps pace with demand

4D.2 As Docklands has developed, passenger use of the DLR has grown dramatically, particularly over the past three years (see figure 4D.1). Growth is anticipated to continue, resulting in an annual ridership of 60 million passengers in 2004/5 compared to 35 million in 2000, with further growth expected beyond that. The biggest challenge facing DLR is keeping up with this growth. This will require:

- ensuring that the infrastructure can accommodate greater passenger volumes, for example through signalling modifications that allow up to 50 per cent more trains to be operated;
- acquiring more trains – a one third increase is planned.

Proposal 4D.1 Transport for London will review the capacity of the Docklands Light Railway network by the end of 2002, in line with the development and regeneration needs identified through the emerging *London Plan* (Spatial Development Strategy) and the Economic Development Strategy, and bring forward plans for any necessary increases.

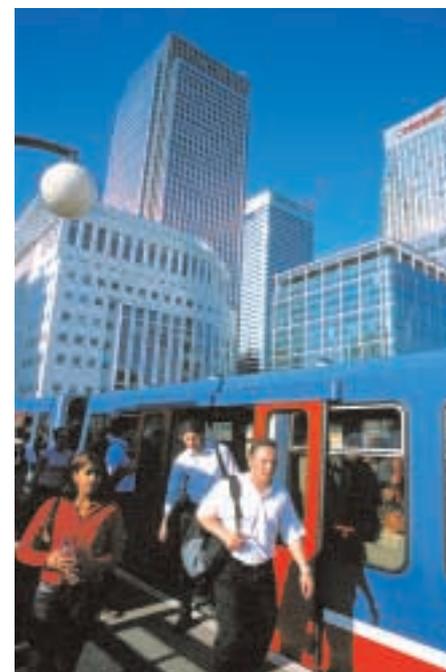
Customer focus, the accessibility of the system and integration

4D.3 As an automated railway, DLR has pioneered the concept of train captains and roving staff, or Passenger Service Agents. This approach has led to low levels of vandalism and a good public perception of the railway. The railway also emphasises other aspects of customer service, including comprehensive CCTV monitoring, accessible station and vehicle design, and widespread dissemination of travel information using innovative channels, such as WAP phones. The DLR has also

figure 4D.1 Annual use of Docklands Light Railway



Source: DLR





made considerable efforts to minimise its impact on the local environment and work in this area continues, including that on further noise reduction.

4D.4 Most DLR stations have very localised catchments with walking being the most important means of access. However, other means such as bus and cycle also must be taken into account. Some stations, particularly end-of-line stations, such as Bank, Stratford and Lewisham, are important in providing access to and from the wider transport network via bus, Underground and National Rail. Improved interchanges at Shadwell and Limehouse, with the East London Line (once extended) and National Rail respectively, also need to be developed. Better integrated ticketing is in prospect with the introduction of Transport for London's (TfL's) Smartcard project which will cover the DLR (see chapter 4B – *fares and tickets to make public transport more attractive*).

4D.5 The DLR must retain the widest levels of accessibility to the system. It is already accessible for people using wheelchairs, and it is intended to provide additional measures for people with aural and visual impairment. It is important to widen the accessibility to the system from the surrounding street environment. Priorities will include:

- bringing the trains up to current *Disability Discrimination Act 1995* standards;
- working with the relevant boroughs to ensure people can be safe and feel secure on routes from local catchments;
- undertaking a comprehensive signing review, both on the railway and in the surrounding community.

Proposal 4D.2 The Docklands Light Railway will be further integrated with related transport networks, including participation in the Transport for London Smartcard ticketing system, and improvements at principal interchanges.

(A programme will be established by the end of 2002.)

Proposal 4D.3 Transport for London (TfL) and the London boroughs will work to widen the benefit gained from the accessibility of the Docklands Light Railway (DLR) by making the surrounding street environment and supporting services equally accessible.

(TfL and London borough assessments of all DLR stations and their environs should be completed by 2003 including a programme of action.)

Possible extensions of the DLR

- 4D.6 Extending the DLR is one means of providing sustainable access to existing and new developments in Docklands and providing an impetus to the regeneration of some key locations in and around Docklands. Extensions could also provide improved links to the wider transport system.
- 4D.7 The Mayor supports an extension to London City Airport which would enable the DLR to provide a valuable link between the airport and central London and with the wider public transport network. The proposal includes powers that would permit the extension to go beyond the airport to a station on the south side of King George V Dock. This would aid regeneration and serve a socially and geographically isolated community. Chapter 4Q – *expanding London's transport system: major projects* considers the options for a cross river link. Figure 4D.2 shows the existing network and possible extensions, which also include potential links to a new international station at Stratford and a small extension to Tower Hill.

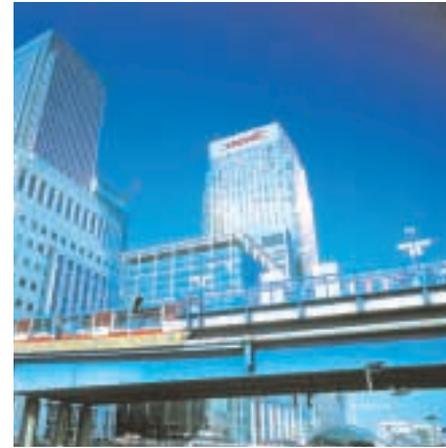
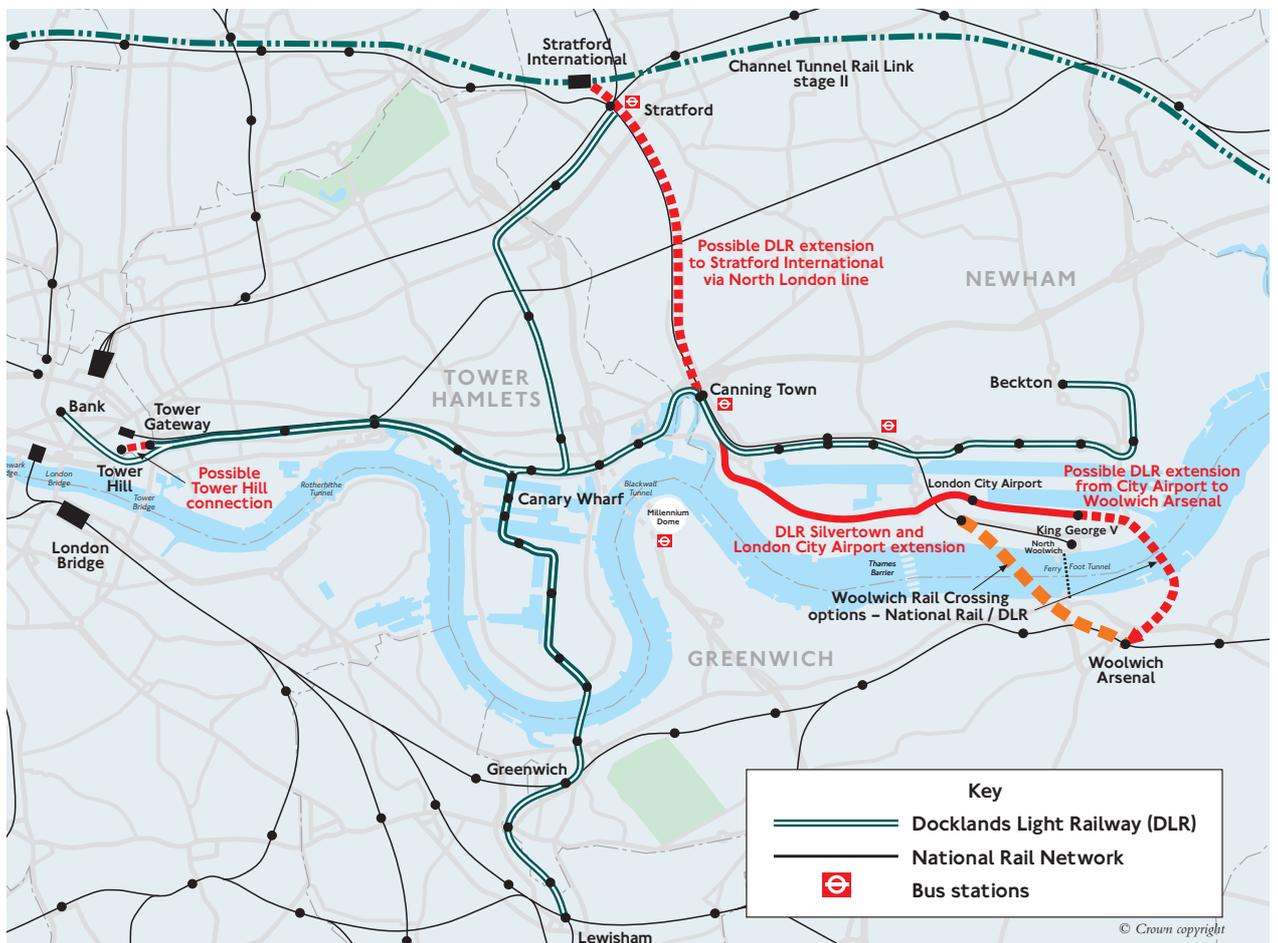


figure 4D.2 Docklands Light Railway and possible extensions



Proposal 4D.4 The Docklands Light Railway's extension to London City Airport is supported with the aim of the scheme opening during 2004/5. The Mayor and Transport for London will explore the potential for additional extensions, especially to facilitate regeneration.

Croydon Tramlink

4D.8 Croydon Tramlink opened in May 2000. By the end of March 2001 it had carried 13.3 million passengers. It is a significant improvement to public transport in south London and in a survey carried out for TfL during 2000 within the Tramlink corridor, nearly 80 per cent of respondents considered that Tramlink has an attractive image, a modern feel and is suitable for a busy and successful part of London. It now has a major role to play in attracting users to public transport and encouraging economic development.

Policy 4D.2 Croydon Tramlink should consistently provide reliable, accessible and secure services to passengers. It should continue to provide improved levels of access to, and attractive links between, Croydon and other south London town centres; and help encourage town centre development, vitality and viability.



- 4D.9 Tramlink will achieve these objectives by:
- providing a high quality service as an attractive alternative to private car use;
 - making more effective use of limited road space, without major environmental impact;
 - improving accessibility to Croydon and Wimbledon town centres making it easier to introduce traffic restraint policies and improved environmental conditions for pedestrians and cyclists;
 - strengthening orbital public transport links – where public transport is traditionally weak.

Customer focus, the accessibility of the system and integration

- 4D.10 The Tramlink network needs to be fully integrated with the established bus, Underground and National Rail networks. Tramlink interchanges need to be as easy to use as possible. Tramlink development is now concentrating on improving interchange with better signage both to and from Tramlink stops and better public information. Consideration will be given to developing Tramlink interchange stations, such as Mitcham Junction, as more strategic interchanges, with improvements to passenger facilities.
- 4D.11 As sections of Tramlink run on-street, particular attention must be paid to the safety of passengers and of other street users including cyclists and visually impaired people.
- 4D.12 Integration of Tramlink with buses is a priority. Bus routes have been modified to reduce duplication and enhance the complementary nature of the bus network. Specific feeder bus routes with through ticketing have been developed to serve New Addington. Integration of services and fares will be pursued further.
- 4D.13 TfL will examine the scope for providing improved cycle parking in and around Tramlink stops and developing local park-and-ride sites at Tramlink stops. The latter could improve accessibility to Croydon and Wimbledon town centres for journeys that would otherwise be made by car.
- 4D.14 Tramlink is fully accessible for people using wheelchairs, people with impaired mobility and those with buggies, shopping and heavy luggage. There is a need to extend the accessibility of the system through effective integration with other transport services and the local environment around stops.



Proposal 4D.5 The integration of Tramlink with other transport services will be pursued by developing interchanges, improving local information and signing, modifying bus routes, maximising access by walking and cycling, and providing facilities for park-and-ride where appropriate. These will help Tramlink increase its share of the transport market. *(Programme for the full integration of Tramlink with other services to be brought forward during 2002.)*

Proposal 4D.6 Transport for London (TfL) and the London boroughs will work to widen the benefit gained from the accessibility of Tramlink by making the surrounding street environment and supporting services equally accessible. *(TfL and London borough assessments of all Tramlink stops and their environs should be completed by 2003 including a programme of action.)*

Possible extensions of the Tramlink network

4D.15 Extensions to the network could, in principle, be developed at relatively modest cost where there is potential demand from existing and new development to support concentrated passenger movements. However, only limited corridors are potentially available where this might be the case, and where Tramlink technology might be more cost-effective than conventional bus services. A number of proposed extensions have been identified:

- to Sutton from Wimbledon or Mitcham;
- to Crystal Palace;
- to Colliers Wood/Tooting;
- along the A23.

4D.16 Figure 4D.3 shows the existing Tramlink network and indicates options for extension. Substantially more development, evaluation and value for money assessments are required before TfL will be in a position to reach a view on these extensions, including their route alignments.

Proposal 4D.7 The Mayor will explore the potential for extending the Tramlink network where doing so could help meet the objectives of the Transport Strategy cost effectively. *(Initial views on the viability of proposed extensions should be established by summer 2002.)*



figure 4D.3 Croydon Tramlink network and ideas for extensions

