

LONDON, UK

DOCKLANDS LIGHT RAILWAY (DLR)

One of the UK's busiest and only automated metro network continues to maintain a world-class standard of reliability and customer satisfaction thanks to KeolisAmey Docklands (KAD).

In 2014, Transport for London (TfL) awarded KAD the contract for the operations and maintenance of Docklands Light Railway (DLR), an automated light rail network which is part of Transport for London's network (approximately 567km long). DLR has served east London's redeveloped Docklands area since 1987. Keolis' extensive experience with automated metro operations (first introduced in Lille, France, in 1983) has played a key role in enhancing the network, boosting patronage, and increasing passenger satisfaction.

From 2022, DLR passengers are set to benefit from new trains which will increase capacity by over 30% and provide real-time information, air-conditioning and charging points for mobile devices.

NETWORK STATS



Public Transport Authority:

Transport for London



Operating subsidiary:

KeolisAmey Docklands (860 employees)
Keolis (70%) Amey (30%)



Network scope:

- 40km of double track
- 5 lines
- 45 stations
- 50 metro train sets
- 380,000 passenger journeys every weekday
- 1,794 services per day

KEY ACHIEVEMENTS

4

industry awards in 2017, recognising excellence in customer service, safety, employee communications and in operations

13%

passenger growth since 2014

99%

service punctuality

4

of the world's top five automated metro systems are run by Keolis (2017 Wavestone study)

CUSTOMER SATISFACTION

Comprehensive employee training along with a detailed 26-scenario protocol for communicating with passengers helped DLR achieve a customer satisfaction score of 88%.

PUNCTUALITY

Working in collaboration with TfL, KAD succeeded in maintaining the network's 99% service punctuality record, ensuring an unprecedented standard of reliability for passengers who take 124 million journeys on DLR each year.

OPERATIONAL PERFORMANCE

Thanks to a new €4.5 million asset management system, KAD has been able to provide unprecedented safety, efficiency, and business performance data to engineers and operational staff. Consistent passenger checks have helped keep DLR's fare evasion rate at exceptional low levels.

ASSET MANAGEMENT

Each day, 1.2 million data records collected by KAD's asset management system provide detailed metrics that help its 317 Engineering employees to continually analyse, inspect, and maintain the DLR network.

For further information on the network, please contact: clare.donovan@keolisameydlr.co.uk



©David Lee EPS



©Cecilia Garroni Parisi

