

Information on the train

All DLR trains have a member of staff on board who can help you with your journey. Digital screens and announcements in every carriage provide destination and next station information.

All trains have a clearly identified alarm by each set of doors to alert the Passenger Service Agent on board the train that immediate assistance is required.



At your service

DLR is part of Transport for London, with connections to the Tube, Elizabeth line, buses, London Overground, National Rail, and the London Cable Car.

Oyster and contactless payment cards and devices can be used for travel. Travelcards, single and return tickets covering the zones you are travelling in, are also accepted. Oyster card top up and paper tickets are available from self-service machines at DLR stations.

Passengers with a Freedom Pass travel free on DLR and most public transport services in London.

A great way to explore

A ride on DLR is a fun way to reach local attractions, including the Tower of London, the Museum of London Docklands, Westfield Stratford City, Canary Wharf shops, restaurants, and attractions, and Mudchute Park and Farm. Why not visit the historic Royal Borough of Greenwich, home to Royal Museums Greenwich, Old Royal Naval College, Greenwich Park, and Greenwich Markets.



Access DLR

If you think that you will need assistance to travel, you can book dedicated one-to-one support from our Access DLR team. Access DLR offers assisted journeys on the DLR, for anyone 18 years or over who needs extra support to travel.

Available 0700-1900, 7-days a week. Book online at [Bookwhen.com/DLR](https://www.bookwhen.com/DLR) or call 08082 81 66 55*

For further information visit tfl.gov.uk/DLR

*Network charges may apply

Boarding the train

DLR trains are step-free with level access between the platform and the train.

There are priority accessible areas on every train. The most accessible doors to these areas are clearly identified by wheelchair symbols on the outside of the trains. Wheelchair and mobility scooter users have priority in these spaces. These spaces are also ideal for those with buggies or luggage.

All DLR trains have priority seats near to doors and within reach of grab poles. Try to use these seats if you need more time to get up when leaving the train. "Please offer me a seat" and "Baby on board" badges to alert customers that you may need a seat can be requested at tfl.gov.uk



At the station

Digital screens and audio announcements at all DLR stations provide next train destination and customer information. Tactile paving on platforms warns that you are approaching the platform edge.

When waiting on the platform, keep back from the platform edge until the train arrives in the platform. Apply your brakes when stationary.

You can speak to our control centre staff for assistance by pressing the passenger alarm or emergency point on any station platform.



Every platform has a train stop button which customers can use to stop trains in the immediate area if someone goes onto the track or there is an obstruction.

Our stations and trains are monitored by CCTV and are patrolled by staff including, Travel Safe Officers, Network Security Officers, and the British Transport Police.

Staff are also available to help at Bank, Island Gardens, Cutty Sark for Maritime Greenwich, London City Airport and Woolwich Arsenal stations.

The DLR is fully accessible with all stations step-free from street to train.

All lifts have alarms that allow customers to talk directly with a member of DLR staff. To check if lifts are working ahead of your journey, call 0343 222 1234*, visit tfl.gov.uk or use the TfL Go app.

Lifts at DLR stations

Mobility scooters (including Class 3) and wheelchairs can all be used on the DLR.

When using the lift, wheelchair and mobility scooter users are advised to enter the lift so that they arrive onto the platform facing forward. In most cases this will require you to reverse into the lift.



DLR stations have various sizes of lifts. To help you plan your journey, details of lift sizes and dimensions are shown on the map overleaf.

DLR Community Ambassadors

Our DLR Community Assist program provides a comprehensive range of support services to enhance travel on the DLR. The service includes help for passengers with disabilities or health challenges to travel independently, provides assistance to families with young children, and promotes safe travel behaviours in schools.

Delivered by our Community Ambassadors, the team also offers support to those who are nervous or unfamiliar with public transport, and work closely with community groups and local businesses. Assistance is available to unemployed individuals with travel to job interviews, help for those who are digitally excluded with online travel planning, and guidance on making cost-effective travel choices.

Contact the team on 0207 363 9818 or at ambassadors@keolisameydlr.co.uk

'Meeting the Community Ambassadors through Community Assist, has been a huge confidence boost. I now know that if I need any help they are on hand. DLR Community Ambassadors have changed my life, that's for sure!'

Terry Duncan, DLR Customer



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All information correct at time of print.



*Service and network charges may apply. See tfl.gov.uk/terms for details



DLR

Accessibility guide to DLR

Including lift sizes and dimensions



MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Guide to lift sizes and dimensions on DLR stations

All DLR stations have step-free access from street to train

The first and last two sets of doors on full length trains will not open at these stations. Please use the centre of the train.

In Fare Zones 2/3 tickets for either zone are valid

Key to symbols

- Interchange stations
- National Rail
- Airport
- Riverboat services
- London Cable Car



Lift measurements in cm



Stations with no lift icon are accessible at street level or by ramp.

A Entrance 110 X 210cm Floor 140 X 199cm Persons 17	B Entrance 80 x 199cm Floor 110 x 152cm Persons 8	C Entrance 110 X 210cm Floor 160 X 180cm Persons 8
D Entrance 86 x 210cm Floor 223 x 134cm Persons 17	E Entrance 110 X 210cm Floor 160 X 180cm Persons 17	F Entrance 79.5 x 199cm Floor 152 x 109cm Persons 8
G Entrance 110 X 210cm Floor 160 X 180cm Persons 17	H Entrance 79 x 200cm Floor 108 X 140cm Persons 8	I Entrance 90 x 209cm Floor 170 X 140cm Persons 8
J Entrance 79 x 199.5cm Floor 140 x 110cm Persons 8	K Entrance 90 x 210cm Floor 109 x 143.5cm Persons 8	L Entrance 78 x 199cm Floor 140 x 110cm Persons 8
M Entrance 120cm wide Floor 277 x 145cm Persons 26	N Entrance 79cm wide Floor 140 x 101cm Persons 6	O Entrance 110cm wide Floor 229 x 118cm Persons 17
P Entrance 100cm wide Floor 180 x 150cm Persons 17	Q Entrance 90cm wide Floor 160 x 120cm Persons 13	

*These lifts are not operated by DLR.