

# DLR reliability improved and journeys were quicker between January & March

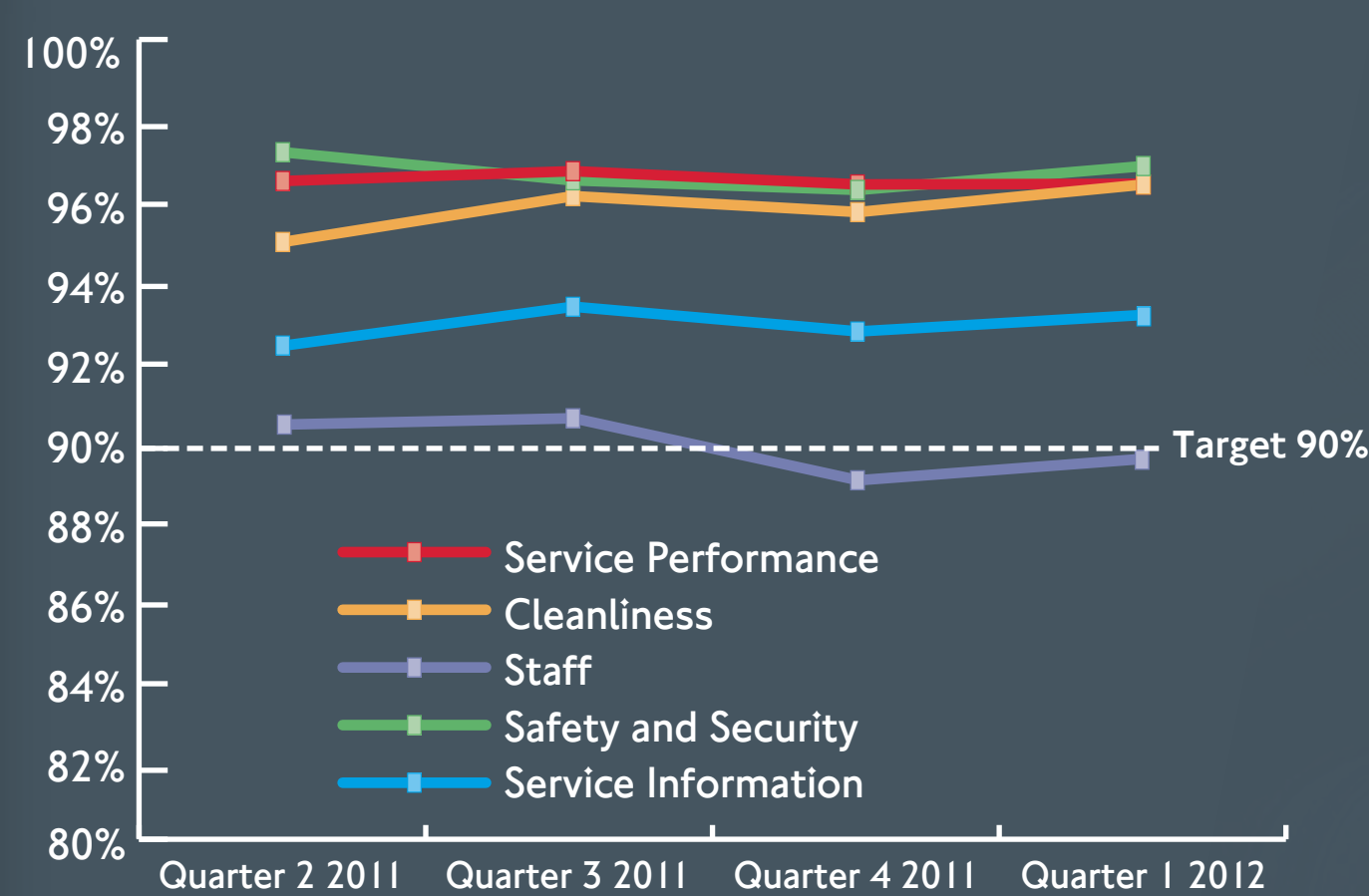
During the last quarter, reliability and journey times improved on all routes. Our teams of staff are working across the railway to increase your satisfaction with our service.

For full details of our performance, visit [www.dlr.co.uk](http://www.dlr.co.uk)

**“We’re cutting our response times, getting you moving more quickly”**

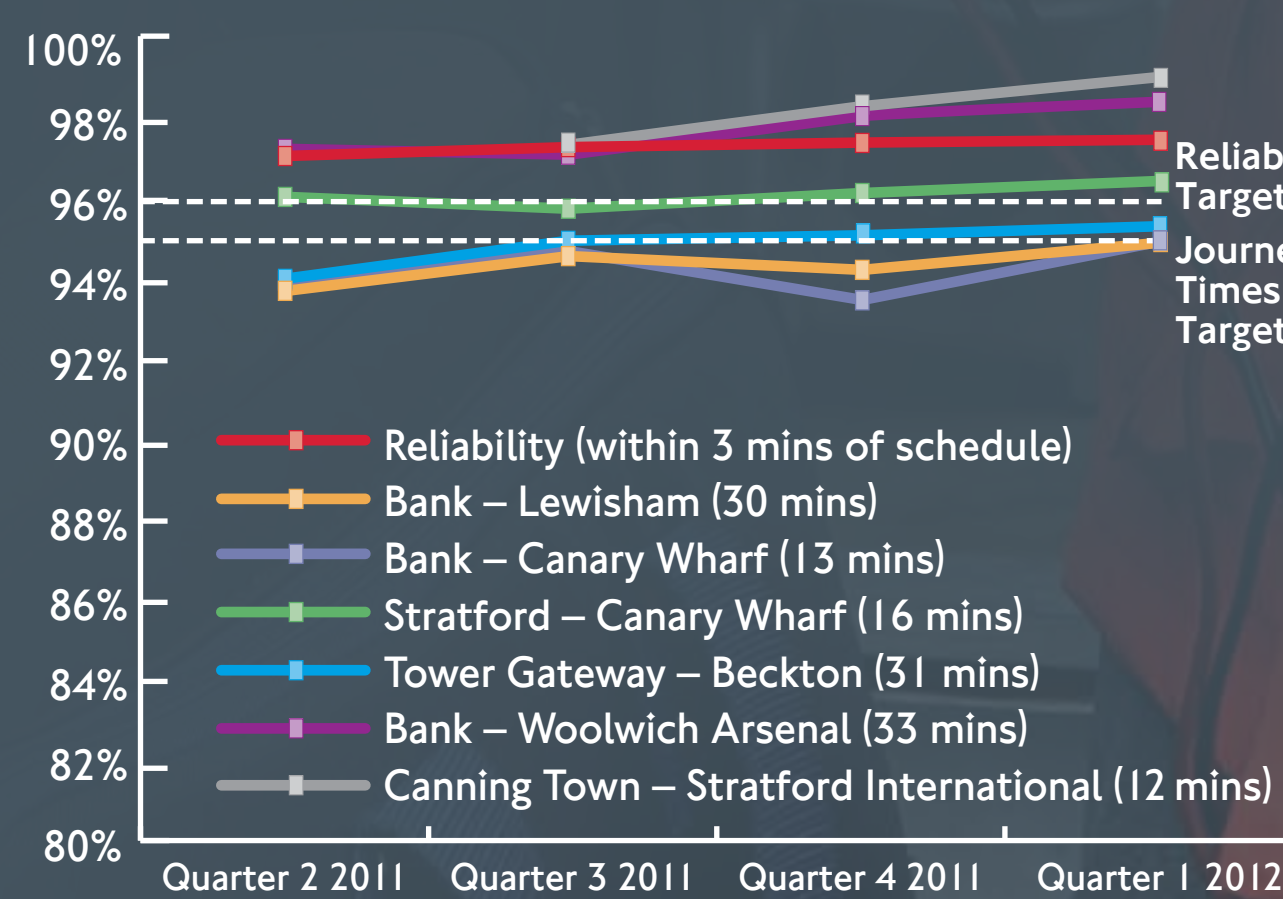
*James Heaton, First-line Response Technician*

## Customer satisfaction



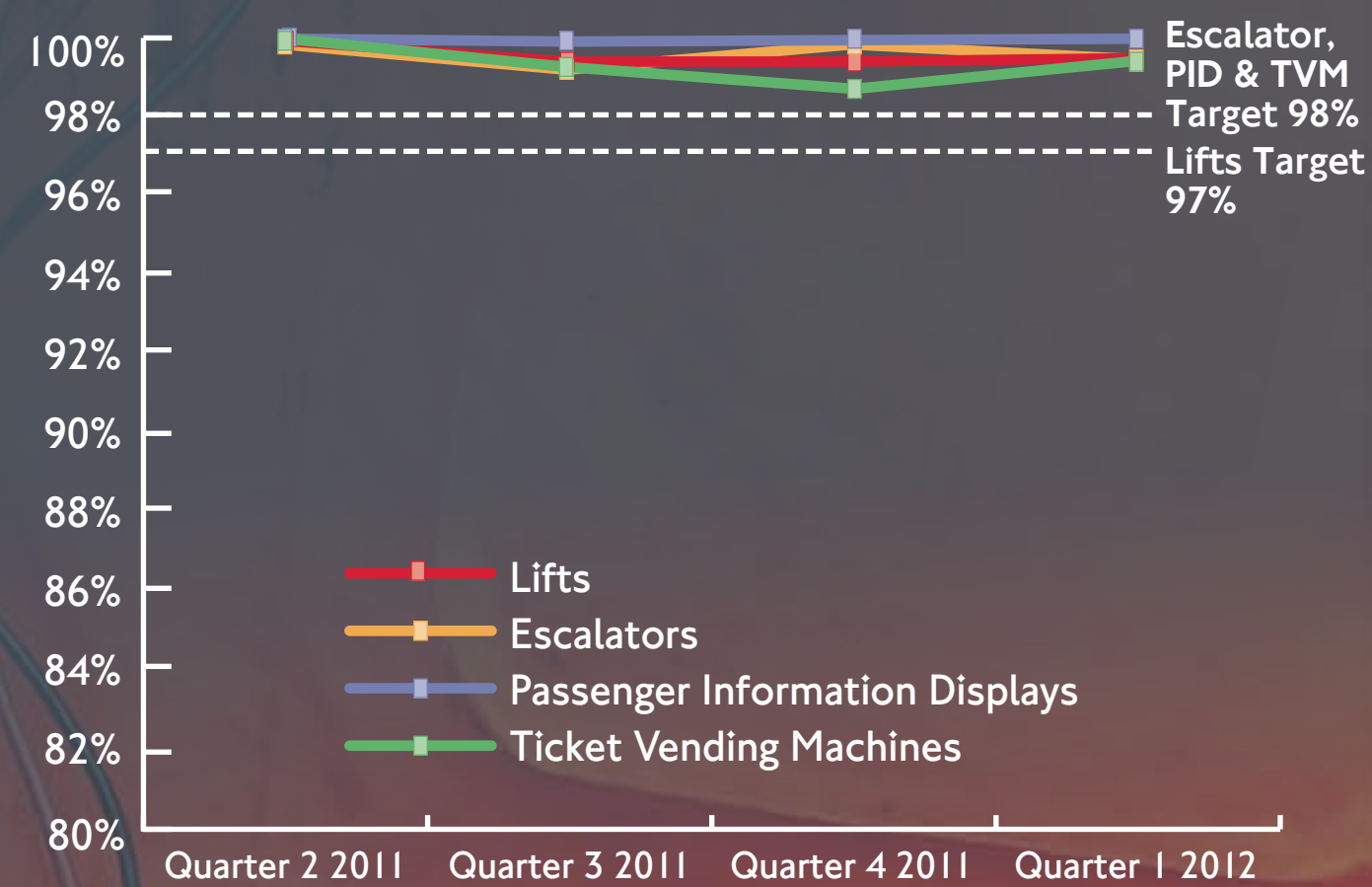
Q1 results for 2012 are: Service Performance 96.5% Cleanliness 96.6% Staff 89.5% Safety and Security 96.9% Service Information 93.3%

## Reliability and Journey Times



Q1 results for 2012 are: Reliability 97.7% Bank - Lewisham 95.3% Bank - Canary Wharf 95.4% Stratford - Canary Wharf 96.5% Tower Gateway - Beckton 95.4% Bank - Woolwich Arsenal 98.5% Canning Town - Stratford International 99%

## Availability of Station Equipment



Q1 results for 2012 are: Lifts 99.7% Escalators 99.7% PIDs 100% TVMs 99.4%