



**As a Blue Badge holder,
what do I need to know about red routes**

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Introduction

As a Blue Badge holder there are certain things that you can and can't do on red routes in London. This guide clarifies exactly what your Blue Badge entitles you to do and covers:

Bus lanes and bus-only routes

Parking

Stopping

Taxis and private hire vehicles

General information

Each section is illustrated and colour-coded for easy reference and the booklet is a handy size to fit in your car's glove compartment.

By following the advice in this guide, you can get a clear understanding of where you can and can't park, stop, be picked up or set down on London's red routes, and so avoid receiving a Penalty Charge Notice (PCN).

About red routes

Red routes are the roads that Transport for London (TfL) own and maintain. They only make up five per cent of London's roads, but red routes carry one third of the city's traffic.

Red routes are easy to spot because they have red lines instead of yellow lines.

Roads owned by a London borough have yellow lines.



Parking and stopping restrictions on red routes help TfL to reduce obstructions on the road, which can cause traffic accidents and prevent traffic from moving freely. Less congestion also means lower carbon dioxide emissions and improved air quality.

Remember, this guide only covers Blue Badge concessions on red routes. For advice on the special allowances available on roads owned by London boroughs, check with the relevant borough before travelling.

Using your Blue Badge

When using your Blue Badge there are some important things to remember:

- Both the Blue Badge and the parking clock must be clearly displayed in the front windscreen at all times with all the details visible
- All concessions only apply when the Blue Badge holder is either driving the vehicle or being carried as a passenger in it



- These Blue Badge concessions are only available to the Blue Badge holder, not anyone else who is using your vehicle, even if they are running errands or performing services for the Blue Badge holder
- When you are being carried as a passenger, or when you are being set-down or picked up, the driver is allowed time to accompany you to your destination, including taking you into premises near to the vehicle. The Blue Badge should be displayed when this happens

Using your Blue Badge

continued

- If you are being driven by another person, that person cannot continue to wait in the vehicle on red lines while you are not in the vehicle
- You are entitled to a 100 per cent discount from Congestion Charging. To receive this Blue Badge discount, you must first register with Transport for London. Visit cclondon.com to download the application form or call 0845 900 1234



Bus lanes and Bus-only routes

Bus lanes are clearly marked out on the roads with a thick white line and the words BUS LANE in the lane.

Bus lanes give priority to buses and certain vehicles such as taxis, emergency services and bikes. Keeping them clear helps create a more reliable bus service.

Things to remember:

- On the red route a vehicle displaying a Blue Badge can enter a bus lane to pick you up or set you down at the kerb



- The distance driven in the bus lane must be the minimum practical distance to carry this out
- If the vehicle displaying the Blue Badge drives in the bus lane for longer than is needed, the vehicle's owner may be issued with a Penalty Charge Notice

Bus-only routes are marked with signs and can only be used by buses and certain types of vehicle. There are no exemptions for Blue Badge holders on bus-only routes.



Parking

There are many parking boxes on red routes that only Blue Badge holders can use but there are also other places on red routes where you are allowed to park.

Remember that both parts of the Blue Badge must be clearly displayed in the windscreen of the vehicle at all times.



Where you can park:

- In parking boxes reserved solely for the use of Blue Badge holders. Check the signs to see what time you can park and whether there is a limit to how long you can stay – where there is a time limit, the parking clock must be displayed along with the badge
- In red route short-term parking boxes. There are no time limits to park in these for Blue Badge holders as long as you park during the operational period which is marked on the signs by the box

Parking

Where you can park:

- In red route loading boxes where the Blue Badge holder symbol is displayed on the sign by the box. In many of the red route loading boxes, you can park for up to three hours



Where you can't park:

- In red route parking boxes that are reserved for a particular type of vehicle, for example taxi ranks, doctor's spaces and motorcycle boxes
- In red route loading boxes where the Blue Badge holder symbol is not displayed on the sign by the box. These are reserved solely for loading vehicles. The signs next to these loading boxes do not display the Blue Badge symbol so you can't park in them

Stopping

When you are being carried as a passenger in a vehicle displaying a Blue Badge, you can be picked up or set down:

- From single or double red lines
- In red route stopping boxes – but remember that you can't park in them
- In parking boxes reserved for a particular type of vehicle and in short loading boxes as long as there is enough space

Remember, your Blue Badge must be clearly visible at all times.

You cannot park, be picked-up or be set-down on:

- Pedestrian crossings
- Zigzag markings



Taxis and private hire vehicles

Taxis (black cabs) and licensed private hire vehicles (PHVs); including minicabs, have some concessions that may be useful when you travel in them.



Remember:

- Taxis and PHVs can stop to pick up or set down passengers on most parts of the red route
- The exceptions are those parts of the red route with a wide red line and at pedestrian crossings or zigzags
- Taxis and PHVs can cross most bus lanes to gain access to drop-off or pick-up passengers. Taxis are allowed to drive in most bus lanes but PHVs are not and they should leave the bus lane straight away
- Please ask the driver if you require assistance to or from your destination, including into or from your premises. Remember the driver will need to return to the vehicle as soon as possible after assisting you

General information

Penalty Charge Notices

If you park illegally on the red route, you may be issued with a Penalty Charge Notice (PCN).

If you receive a PCN it is important that you do not ignore it.

If you believe you have been incorrectly issued a PCN, you can challenge the charge. Find out more about PCNs including how to contest PCNs by visiting tfl.gov.uk/roadusers or telephone 0845 603 4545.

TfL and accessibility

TfL remains committed to promoting equality for disabled Londoners.

For example, TfL's Single Equality Scheme outlines how TfL will promote equality for all people, especially those with disabilities.

See tfl.gov.uk for more details.



General information

Requests for new disabled bays

TfL will consider requests for new dedicated disabled parking bays on red routes. Not all requests will be successful and the decision will be based on a number of factors which TfL must balance, such as safety implications or the potential to cause significant congestion. Bays cannot be provided for exclusive use by an individual disabled person and will always be available for all Blue Badge holders.

To make a request for a disabled bay on the red route, please contact TfL Customer Services (contact details on the right). Requests for disabled bays within yellow line controls should be made directly to the local Borough Council.

Copies of this booklet

You can order more copies of this booklet or request an alternative format or language by contacting:

TfL Customer Services

Tel: 0843 222 1234

Textphone: 020 7918 3015

Web: tfl.gov.uk/contact

You can also download a copy or request a hard copy from the TfL website at tfl.gov.uk/roadusersaccessibility

Useful contacts

Capital Call

Subsidised door-to-door transport for people with mobility issues using private hire vehicles (minicabs). Please note that this service is only available to London residents within certain boroughs.

Tel: 020 7275 2446

capitalcallbookings@hctgroup.org

Department for Transport

Aims to deliver a transport system that balances the needs of the economy, the environment and society.

Tel: 020 7944 8300

dft.gov.uk

Directgov

Provides online services and information on a wide range of topics including travel and transport and local NHS services.

direct.gov.uk

London Councils

Lobbies for more resources for London and a fair deal for London's 33 councils.

Tel: 020 7934 9999

londoncouncils.gov.uk

London Dial-a-Ride

Free door-to-door service for disabled people who can't use buses, trains or the Tube.

Tel: 0845 999 1999 or 020 7394 5800

tfl.gov.uk

London Travel Information (24 hours)

For tickets and information about travelling in London.

Tel: 0843 222 1234

Textphone 020 7918 3015

tfl.gov.uk

Useful contacts

TfL – London Taxi and Private Hire

Responsible for the licensing of taxi and PHV services.

Tel: 0845 300 7000

Fax: 020 3054 3160

tfl.gov.uk/tph

Email: tph.enquiries@tfl.gov.uk

Taxicard Scheme

Subsidised door-to-door transport for people who have serious mobility impairment and difficulty using public transport. Please note that this service is only available to London residents.

Tel: 0845 415 4156

taxicard.org.uk

TRACE

24-hour helpline for when your car has been clamped or towed away.

Tel: 0845 206 8602

Your feedback

We welcome your comments and suggestions about this guide, contact us at:

TfL Customer Services

4th Floor

14 Pier Walk

London SE10 0ES

Tel: 0843 222 1234

Textphone: 020 7918 3015

tfl.gov.uk/contact



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