

## Accessible travel in London

Your guide to the help and  
support available to you





Welcome to Transport for London's (TfL's) guide to travelling around the city.

We are continually making improvements across the capital to help make it more accessible for all. For instance, did you know that 95% of bus stops are now accessible to wheelchair users, or that the DLR and Tram network are entirely step free? Changes like these help to make London more open for everyone, whether you've used public transport before but are wary of new routes, or you haven't tried it.

In this leaflet you will find information that will help you to understand what support is available for you to make and plan a journey. From online and printed maps and guides to mainstream public transport, through to door-to-door transport services.

Visit [tfl.gov.uk/accessibility](https://tfl.gov.uk/accessibility) or call **0343 222 1234\*** to find out more and see if you could take more journeys than you think.

### **Alice Maynard**

Board member, Transport for London

\*Service and network charges may apply.  
See back page for details.

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# 1 Planning your journey



## Journey Planner

Journey planner is an online tool to help you plan your journey. It gives you a wide range of travel options to choose from. This includes step-free and journeys with and without stairs and escalators. It will help you find the best routes between stations, stops, addresses or postcodes.

Visit [tfl.gov.uk/plan-a-journey](https://tfl.gov.uk/plan-a-journey) or call us on **0343 222 1234\*** to find the most convenient route for you.

You can also check planned works, closures or disruptions on lifts, escalators or stations by visiting [tfl.gov.uk/station-closures](https://tfl.gov.uk/station-closures)

\*Service and network charges may apply. See back page for details.

# Planning your journey



## On the network

There's lots of information to help you on your journey:

- Maps and timetables
- Real time service announcements and live arrival countdown timers
- Clear wayfinding signs at stations
- Hearing aid induction loops at most stations (look out for the T-loop symbol)
- Tactile paving (available at most platforms)
- Staff at most stations
- Interchange options including buses and taxis from some stations

You can also find out when your next bus is coming by searching online for 'TfL live bus arrivals' or texting **87287\*** with the black five-digit number at the bus stop on the sign above the timetable, or ask [@TfLTravelBot](https://www.facebook.com/TfLTravelBot) on Facebook Messenger.



### Maps and guides

**Tube map in large print, black and white and audio**, showing Tube, TfL Rail, DLR, London Overground, Tram and Emirates Air Line services.

**Step-free Tube guide** showing the gap and step size between the train and platform, step-free access and interchange options on the Tube, TfL Rail, DLR, London Overground, Tram and Emirates Air Line services.

**Avoiding stairs guide**<sup>†</sup> showing lifts, escalators and ramps between street and platform on the Tube and DLR.

<sup>†</sup>Please note maps marked with this symbol are available to download only.

**Tube toilet map**<sup>†</sup> showing the locations of toilets and baby changing facilities on the Tube, TfL Rail, DLR, London Overground, Tram and Emirates Air Line services.

**Tube tunnels map**<sup>†</sup> showing which parts of the network are largely underground across Tube, TfL Rail, DLR and London Overground.

**Translated Tube maps**<sup>†</sup> can be found on our website in 15 languages.

Visit [tfl.gov.uk/accessguides](https://tfl.gov.uk/accessguides), or call us on **0343 222 1234**\* to get your copy of a map or guide.

**Local bus maps**<sup>†</sup> are also available showing all the individual bus routes serving a particular area.

Visit [tfl.gov.uk/maps/bus](https://tfl.gov.uk/maps/bus) to view or download.

\*Service and network charges may apply. See back page for details.

## 2 Help from staff

## Help from staff



### Help from staff at stations

All TfL staff are trained to help customers who require extra assistance. You don't need to book in advance, as we operate a **turn-up-and-go** service. Simply ask any member of staff for the help you need.

You can expect that we will:

- Help you to get to the platform
- Help you board the train
- Arrange for you to be met at interchange stations and at the end of your journey
- Deploy a ramp where available
- Let you know if there are delays on the network and suggest alternative routes

Please note most stations, but not all stations are staffed when services are running. Call 0343 222 1234\* to find out more.

### Help from staff on buses

You can expect the bus driver to:

- Pull in close to the kerb to reduce the gap
- Lower the bus to reduce the step up
- Deploy the wheelchair ramp if needed
- Require customers to make space for wheelchair users, unless it is unreasonable for them to do so

\*Service and network charges may apply. See back page for details.



### Assistance dogs

Assistance dogs can travel on all our services, including taxis and private hire vehicles, at no extra charge. Some dogs are trained to use escalators but if your dog is not, please speak to a member of staff for help.



### Freedom Pass

The Freedom Pass allows older and disabled people living in London to travel free on the Tube, TfL Rail, DLR, London Overground, Tram, bus and some National Rail services in London.

Visit [londoncouncils.gov.uk/services/freedom-pass](https://www.londoncouncils.gov.uk/services/freedom-pass) to apply online, download the form to apply by post or call **0300 330 1433\***.

### Disabled Persons Railcard

If you have a Disabled Persons Railcard you can get one-third off pay as you go fares in London and rail fares across Britain.

Visit [disabledpersons-railcard.co.uk](https://www.disabledpersons-railcard.co.uk) for more details, ask at a mainline National Rail station or call **0345 605 0525\***.

\*Service and network charges may apply. See websites provided for more details.

“

Turn-up-and-go is a wonderful assistance service which allows me to travel independently. For me, the biggest benefit is that I don't need to pre-book assistance and can travel when I want to. ”

**Amit**, a Diversity and Accessibility Consultant who is visually impaired

## 4 Wheelchair spaces



### Wheelchair spaces

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Wheelchair spaces are available across TfL vehicles. Every bus has one and most trains have at least two.

Find them by looking for the wheelchair symbol on the outside of the carriage or bus. This symbol also tells you where step-free access is available.

All black cabs have space for wheelchairs and also offer an intermediate step and grab handles, plus most have a swivel seat.

Wheelchair spaces on TfL vehicles can be used by mobility buggies and mobility scooters too. However not all are suitable for use on all public transport vehicles. Please refer to the Mobility Aid Recognition Scheme in section 5 for more details, or ask the driver of your black cab if there is space to safely secure your mobility aid.

## Priority seats



### Priority seats

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There are dedicated priority seats on all buses, Tube, TfL Rail, DLR, London Overground and Trams. They are located near the doors and have easy access to grab poles.

### 'Please offer me a seat' badge

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If you struggle to stand on public transport and find it difficult to get a seat, you can apply for a free 'Please offer me a seat' badge, to make it easier to let other passengers know that you need a seat.

Visit [tfl.gov.uk/pleaseoffermeaseat](https://tfl.gov.uk/pleaseoffermeaseat), or call us on **0343 222 1234\*** to order your badge.

\*Service and network charges may apply. See back page for details.



### Travel Mentoring

If you have a mobility requirement or a disability and would like to try out the accessible transport options but are unsure how to do it, TfL's free Travel Mentoring service can give you guidance and support to help you get around London.

We offer telephone advice to help plan an accessible route and we can provide a mentor to accompany you for your first few practice journeys to help you learn how to travel the network, gaining confidence to become an independent traveller.

Our travel mentors can help anyone who lives or travels in London. We cover all journeys taken on TfL transport including the bus, Tube, TfL Rail, DLR, London Overground, Tram, Thames Clipper River boats and Emirates Air Line.

Email [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk), or call **020 3054 4361**\* between 9:00-16:00 Monday to Friday to book an appointment.

If your journey is only on the DLR you may prefer to use the DLR Travel Ambassadors who offer advice on the network and can accompany you on a journey too.

Email [ambassadors@keolisameydlr.co.uk](mailto:ambassadors@keolisameydlr.co.uk) to to book an appointment.

“

Since I've taken the TfL Travel Mentoring service my world has opened up. It has increased my confidence and allowed me to travel independently across London. ”

**Natasha**, a member of Havering Association for people with Disabilities (H.A.D) and mobility aid user

\*Service and network charges may apply. See back page for details.



## Assisted travel services



### Mobility Aid Recognition Scheme

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If you use a mobility aid on the bus, you can apply for a Mobility Aid Recognition card. This lets bus drivers know your aid has been approved and to let the ramp down for you.

When you apply for a card, a travel mentor will accompany you on a journey to check the size of your mobility aid. They will also provide useful tips for how to get safely on and off the bus and plan your journeys.

You can apply for the card if you use a mobility scooter, walking aid or wheelchair buggy. Please note not all mobility aids are suitable for travel on public transport.

Email us at [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk) or call us on **020 3054 4361\*** between 9:00–16:00 Monday to Friday to book an appointment.

## Assisted travel services



### Travel support card

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Travel support cards help you communicate with staff. You can write down what assistance or information you need and show this to staff to help you when you're travelling on any part of the TfL network and at Victoria Coach Station.

Anyone who finds travelling difficult can have the travel support card.

Visit [tfl.gov.uk/travel-support](https://tfl.gov.uk/travel-support) or call **0343 222 1234\*** to get yours.

\*Service and network charges may apply. See back page for details.

## 6 Door-to-door services



### Dial-a-Ride

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Dial-a-ride is TfL's free door-to-door transport service for those who cannot always use the bus, train or Tube. It is mostly suitable for getting around locally to do your shopping, attend events and visiting family or friends. You will share your journey with other Dial-a-ride users.

Membership is available to older London residents and those with long term or permanent disabilities.

You can print a membership application form at [tfl.gov.uk/dialaride](https://tfl.gov.uk/dialaride), request one to be sent to you by emailing [dar@tfl.gov.uk](mailto:dar@tfl.gov.uk) or calling **0343 222 1234\***.

## Door-to-door services



### Taxicard

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Taxicard offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility or visual impairments, enabling them to make social trips such as shopping and visits to friends and family.

Visit [londoncouncils.gov.uk/services/taxicard](https://londoncouncils.gov.uk/services/taxicard), email [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or call **0207 934 9791\*** to join Taxicard.

### Community Transport

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This is an independent, community based door-to-door transport service for those who are unable to use public transport. It offers transport for groups as well as individuals.

Visit [tfl.gov.uk/door-to-door](https://tfl.gov.uk/door-to-door) to find out how it works in your local area.

\*Service and network charges may apply. See website provided for more details.

# Contact us

Visit us at: [tfl.gov.uk/accessibility](https://tfl.gov.uk/accessibility)

Write to us at:

TfL Customer Services, 4th floor,  
14 Pier Walk, London SE10 0ES

Call us on 0343 222 1234\*

For service updates and news follow us  
[@TfLAccess](https://twitter.com/TfLAccess) on Twitter

To get in touch, provide feedback, make  
a suggestion or complaint visit  
[tfl.gov.uk/help-and-contact/accessibility](https://tfl.gov.uk/help-and-contact/accessibility)

\*Service and network charges may apply. Most providers offer call packages that allow calls free of charge at certain times. 020 and 034 numbers are usually included in these packages. Calls from landlines are typically charged between 2p and 10p per minute and calls from mobiles typically cost between 10p and 40p per minute. Connection charges may apply. SMS charges may vary.

All information correct at time of going to print.  
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 [tfl.gov.uk](https://tfl.gov.uk)

 24 hour travel information  
[0343 222 1234\\*](tel:03432221234)

 Sign up for email updates  
[tfl.gov.uk/emailupdates](https://tfl.gov.uk/emailupdates)

   [tfl.gov.uk/socialmedia](https://tfl.gov.uk/socialmedia)