

# In Touch

March to September 2018

Keeping you up to date with all the latest Dial-a-Ride news

## Spring into action

It's our first In Touch issue of 2018, and we have lots to share with you.

Turn to page 2 to find out how you can help us (and other service users) by cancelling unwanted Dial-a-Ride bookings.

On page 3, discover how community transport services can help you get around in London – and beyond.

Read about the updated Mobility Aids Recognition Scheme (MARS) card and other initiatives to make the Capital's buses more accessible on page 6.



If you want to get in touch with us, all our contact details can be found on page 8.

Finally, don't forget to keep the enclosed flyer handy – it contains important information about our Easter and public holiday booking arrangements.

# Cancellations – if you can't go, let us know

In December 2017, 29 per cent of our confirmed bookings were cancelled – an average of 800 per day.

More than half of these were cancelled on the day or even at the door, meaning the drivers and vehicles could not be used for other bookings.

As a result, we were unable to accommodate around 260 booking requests a day.

We appreciate that circumstances change and bookings may need to be cancelled, sometimes at short notice.

If you do need to cancel, please let us know as soon as possible, ideally before the day of the booking. This allows us to reschedule drivers and vehicles to offer journeys to other customers.



To cancel a booking:  
**call 0343 222 7777** and select **Option 2**.

You can cancel bookings seven days a week, from 06:00-midnight.

# Community transport

There's more than one way to find accessible door-to-door transport in London.

There are a number of local community transport organisations, working alongside Dial-a-Ride and providing some journeys that we do not offer.

They vary in size, service and range of vehicles. However, they all offer an affordable, accessible minibus service for community and voluntary groups, which is ideal if you want to organise a

day trip with a group of friends or members of a club.

Drivers and assistants may be paid or volunteers, but they will all receive regular training through nationally recognised assessment and training schemes – Minibus Driver Awareness Scheme (MIDAS) and Passenger Assistant Training Scheme (PATs).

Most community transport providers will require you to become a member before you can use their services. You should contact them directly to see what services they offer.

Contact details for community transport providers in your borough can be found on the next page and on the TfL website at [tfl.gov.uk/transport-accessibility/community-transport](http://tfl.gov.uk/transport-accessibility/community-transport)



Borough	Organisation	Phone number
Barking & Dagenham	Disablement Association of Barking and Dagenham	020 8592 8603
Barnet	Barnet CT	020 8359 5014
Bexley	Bexley Accessible Transport Scheme	01322 311333
Brent	Brent CT	020 3114 7022
Bromley	Contact Bexley Accessible Transport Scheme or Croydon Accessible Transport	
Camden	Camden Council Services Minibuses for Community Groups via Hackney CT	020 7974 4444
Croydon	Croydon Accessible Transport	020 8665 0861
Ealing	Ealing CT charity	020 8813 3210
Enfield	Enfield CT	020 8804 2702
Greenwich	Contact Lambeth and Southwark CT	
Hackney	Hackney CT	020 7275 2414
Hammersmith & Fulham	Westway CT	020 8964 4928
Haringey	Haringey CT	020 7275 2414
Harrow	Harrow CT	020 8427 6619
Havering	Havering CT	01708 555907
Hillingdon	Hillingdon CT	01895 277773

Borough	Organisation	Phone number
Hounslow	Hounslow CT	020 8572 8204
Islington	Islington CT	020 7275 2414
Kensington & Chelsea	Westway CT	020 8964 4928
Kingston upon Thames	Richmond and Kingston Accessible Transport	020 8942 1745
Lambeth	Lambeth and Southwark CT	020 7924 9911
Lewisham	Lewisham CT	020 8318 5900
Merton	Merton CT	020 8648 7727
Newham	Contact Community Transport Waltham Forest	
Redbridge	Contact Disablement Association of Barking and Dagenham or Community Transport Waltham Forest	
Richmond upon Thames	Richmond and Kingston Accessible Transport	020 8942 1745
Southwark	Lambeth and Southwark CT	020 7924 9911
Sutton	Sutton CT	020 8683 3944
Tower Hamlets	Tower Hamlets CT	020 7987 6447
Waltham Forest	Community Transport Waltham Forest	020 8521 0665
Wandsworth	Wandsworth CT	020 8675 7460
Westminster	Westway CT	020 8964 4928

# Bus accessibility

You probably know that London's buses are fully wheelchair accessible, with automatic ramps and designated spaces.

But, did you know that many other mobility aids – scooters, adapted buggies, walkers and shopping trolleys – can also use the ramp to board TfL buses?

To board the ramp and be positioned safely, your mobility aid will need to fit within the following dimensions:

Maximum width:  
**600mm**

Maximum length:  
**1,000mm**

Maximum turning radius:  
**1,200mm**

Find out more about London's accessible public transport options at [www.tfl.gov.uk](http://www.tfl.gov.uk) or email [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk).



## The TfL Mobility Aid Recognition Scheme (MARS)

If your mobility aid fits these criteria, why not join the scheme?

You'll receive a card to show the driver that confirms your mobility aid is bus-friendly.



If you have a condition, illness or impairment that isn't immediately visible, 'Please offer me a seat' badges make it easier for other passengers to see that you need a seat.

You can also order a Travel Support Card from TfL if you need help communicating any assistance or information requirements you have to staff.

Both the badge and card can be ordered by calling TfL Customer Services on 0343 222 1234.

## Ask a driver

London's big bus drivers receive regular training and guidance on accessibility, including regular practical forums involving wheelchair users.

If the designated wheelchair space isn't clear or a priority seat isn't available, or if you have any other issues while travelling, always ask your driver for help.

## Travel mentors

TfL's team of travel mentors are also available to offer further support and information about independent travel using public transport, including how to get a MARS card.

To arrange a visit, call 020 3054 4361 or email the team at [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk).



# You've got email!

Booking by email is easy, quick and convenient.

You don't have to wait on the phone and you get a record of any booking that's confirmed, including the pick-up time.

You can also use it book on behalf of groups, making it easier for organisers.

Simply send the details of your booking request to:

**[DAR.reservations@tfl.gov.uk](mailto:DAR.reservations@tfl.gov.uk)**

Requests are processed alongside telephone bookings between 09:00 and 16:00, Monday to Friday, in the order they are received.

You can also receive your copy of In Touch by email, just call 0343 222 7777 or email us at [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk)

# Get in touch

**Call:**  
0343 222 7777, then select one of the options below

## **Bookings:**

### **Option 1**

Monday to Friday,  
09:00 to 16:00

### **Email:**

[DAR.reservations@tfl.gov.uk](mailto:DAR.reservations@tfl.gov.uk)

## **Cancellations, or to check where your bus is:**

### **Option 2**

Seven days a week,  
06:00 to midnight

## **Membership enquiries and feedback:**

### **Option 3**

Monday to Friday,  
09:00 to 16:00

### **Email:** [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk)

## **Check out our website:**

[www.tfl.gov.uk/dialaride](http://www.tfl.gov.uk/dialaride)