

# In Touch

March to September 2017

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

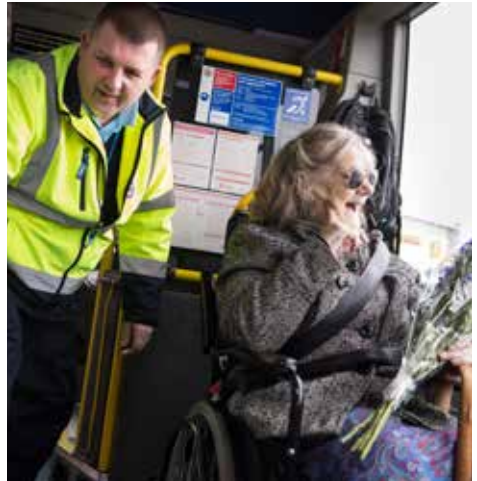
## A breath of fresh air

We have so much to share with you in this first issue of In Touch for 2017.

Turn to page 2 for an update on our launch of Mobile Data Terminals and how the new technology could help you.

Join TfL's Amy Edgar on page 4 as she tells us about her experience on a Dial-a-Ride bus.

See what's in store at our summer meetings and check out the key dates and ways you can get involved to improve your service. It's all on page 6.



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

# We're on the way

We are always looking for ways to improve your service and now we want to bring you the benefits of new technology.

In the last edition of In Touch we explained that we will be issuing our drivers with new devices called Mobile Data Terminals (MDTs). These will replace their paper schedules and work as smartphones and satellite navigation systems as well.



The new technology means we can organise your journeys more efficiently.

We'll be able to update your driver's work schedule throughout the day so any cancellations can easily be replaced with new journeys. It means, though, that we will no longer be able to tell you who your return driver will be as it could change close to your pick-up time.

Customers with mobile phones will see a real benefit. You will receive a text message with your driver's estimated arrival time when they are about 15 minutes away. We will use the mobile number we have on record for you, so tell us if your number has changed or if you need a mobile number adding.



You may wish to consider getting a mobile phone if you don't have one. There are a number of easy-to-use phones now available with large buttons. You don't need to have a smartphone, a basic pay-as-you-go device will do.

We've already introduced MDTs in west London and will continue rolling them out across other areas in the coming months.

In the meantime, just follow these simple steps to get yourself MDT ready.

- Make sure your mobile phone is charged and you have it nearby when you are waiting for your driver to arrive
- Have we got your current mobile phone number? Check when making your next booking

# On the buses

Amy Edgar, Communications and Engagement Officer at TfL, decided to get some personal experience of the Dial-a-Ride service and joined driver Phil Anderson on some of his morning bookings.

Last year I joined TfL's Stakeholder Engagement team to lead the 'Come on Board' campaign. It aims to raise awareness of London's accessible transport services, giving customers the knowledge and confidence to travel.

Part of my role is to visit local community groups and speak about the services we offer, such as Dial-a-Ride. Since the campaign began in July 2016, I have visited more than 60 groups and spoken to more than 1,000 people.

## Did you know

In an average week, Dial-a-Ride receives more than 30,000 bookings?

It's important that we have face-to-face contact with customers so we can make them aware of our current and future plans – and get their feedback.

Last November, I joined driver Phil for some of his morning bookings in Redbridge to find out for myself how Dial-a-Ride works. Regional Operations Manager Bill Bryne showed me around, explained the drivers' daily tasks and gave a detailed insight into how the depot operates.

I then met Phil. Every Tuesday he collects five passengers and takes them to the local synagogue. Phil knocked on each customer's door and assisted them safely onto the bus.



Next he collected a passenger who was meeting her church group at the local pub. She was full of praise for Phil and the service, adding that she would be housebound without it.

The short time I spent on the bus was a great experience and I learnt a lot about Dial-a-Ride and the valuable service it provides. A huge thank you to Bill and Phil for being so welcoming and showing me the important part Dial-a-Ride plays in so many of our customers' lives.

If you would like to find out more about London's accessible public transport options, visit [tfl.gov.uk/accessibility](http://tfl.gov.uk/accessibility) or email our team at [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)

Alternatively, you can contact our Customer Services Team on 0343 222 1234 or by post:

**TfL Customer Services**  
4th Floor  
14 Pier Walk  
London SE10 0ES

# Vision of the future

Our Local Area Meetings help us to improve Dial-a-Ride for you.

Last time, we discussed how we could improve our booklet, The Guide to Dial-a-Ride, which is given to every new member and tells them how to get the best out of the service.

Thank you for your input. It made us realise that the booklet not only needs to be shorter, it should also be made available in large print and Easy Read. These updates are now under way and all members



will receive the new version later in the year.

At the next round of meetings, we want to discuss our new Mobile Data Terminals and the text message updates that we will be providing for customers with mobile phones (see page 2).

If you would like to get involved, check the details opposite and come along.

To book your place, call 0343 222 7777, **choosing option 4**. If you are a Dial-a-Ride member, we will arrange transport to get you to and from the meeting. Newcomers are welcome and will find the meetings friendly and informal. Spaces are limited, so if you would like to take part, contact us as soon as the booking lines open (see opposite).

Borough	Date of meeting	To book – call 0343 222 7777, option 4
<b>Northeast London</b> Barking and Dagenham, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest	Monday 5 June 2017 11:00 to 13:00	Monday 8 May until Friday 19 May
<b>South London</b> Croydon, Lambeth, Kingston, Merton, Richmond, Sutton and Wandsworth	Tuesday 6 June 2017 11.00 to 13.00	Monday 8 May until Friday 19 May
<b>North London</b> Barnet, Enfield, Hackney, Haringey and Islington	Monday 12 June 2017 11:00 to 13:00	Monday 15 May until Friday 26 May
<b>Southeast and Central London</b> Bexley, Bromley, Camden, Greenwich, Hammersmith and Fulham, Lewisham, Kensington and Chelsea, Southwark, and Westminster	Tuesday 13 June 2017 11:00 to 13:00	Monday 15 May until Friday 26 May
<b>West London</b> Brent, Ealing, Harrow, Hounslow and Hillingdon	Monday 19 June 2017 11:00 to 13:00	Monday 22 May until Friday 2 June



# We're reviewing Dial-a-Ride taxis

Occasionally, we'll send you a taxi instead of a Dial-a-Ride bus.

We are reviewing our contracts and would like to know what aspects of the taxi service provided through Dial-a-Ride you would like us to improve. We're particularly interested to hear about:

- Reliability
- Punctuality
- Your experience with the taxi drivers
- Ease of accessibility

Clearly mark your correspondence 'TAXI FEEDBACK' and return to us by 31 March 2017. We're looking forward to hearing from you.

**By post:**

PO Box 68799, London, SE1P 4RD

**Email:** [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)

We are refreshing some of the publications we send to our members, so we won't be sending out In Touch this summer. We have included the August Bank Holiday booking arrangements on the enclosed flyer instead.