

Accessible travel in London

Your guide to the help and
support available to you





Welcome to Transport for London's (TfL's) guide to the help and support you can get when 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 our travel mentors have helped thousands of Londoners to build their confidence in travelling independently? Or that you can get assistance across most of London Overground, London Underground and the Elizabeth line without needing to book, using turn up and go? Free services 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 yet.

In this leaflet you will find information that will help you understand what support is available for you to plan and make a journey.

If you'd like to find out more about our longer term commitments to make our network more accessible and inclusive, search '**TfL Equity in Motion**'.

Visit tfl.gov.uk/accessibility or call **0343 222 1234** to find out more and see if you can take more journeys than you think.

Marie Pye

Board member, Transport for London

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1 Planning your journey

TfL Go app

Our travel app can help you access as much of London as possible. Accessibility information is core to the app, with step-free information by station and platform, including interchange information and the location of available toilets. Check your travel before you leave with live arrival information for stations, tram stops and buses.

Plan your journey from your current location or by station, address or postcode and easily apply step-free to train or step-free to platform filters.

The app supports VoiceOver on iOS devices, TalkBack on Android devices, and adapts to different text sizes.

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 access or journeys with and without stairs and escalators. It will help you find the best routes between stations, stops, addresses or postcodes.

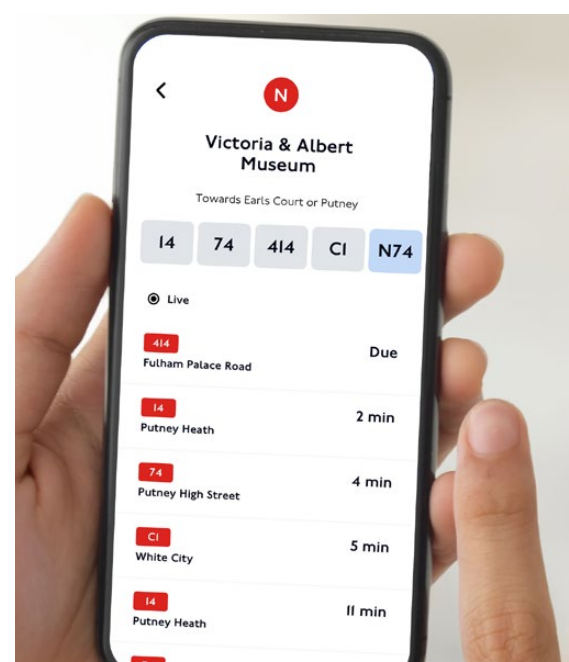
Visit tfl.gov.uk/plan-a-journey or call us on **0343 222 1234** to find the most convenient route for you.

You can also check planned works, closures or disruptions on lifts, escalators or stations by visiting tfl.gov.uk/status-updates

Planning your journey

On the network

- ♦ Maps and timetables
- ♦ Real-time service announcements and live arrival countdown timers
- ♦ Clear wayfinding signs at stations
- ♦ Hearing aid induction loops on two-thirds of buses
- ♦ Electronic service update boards
- ♦ Tactile paving (at most platforms)
- ♦ Posters notifying customers of any lifts that aren't working on London Underground
- ♦ Information about interchange options including buses and taxis
- ♦ The TfL Go app can tell you if the lifts are in service on your journey*



Find out when your next bus is coming on the TfL Go app, or by searching online for 'live bus arrivals', or texting **87287** with the black five-digit number at the bus stop on the sign above the timetable.

*This information is based on reports received on which TfL operated lifts are not working. If you are unable to complete your planned step-free journey on London Underground, Elizabeth line or London Overground because the lifts are out of service, we will help you find an accessible route to your destination, including booking you a taxi if there is no suitable route by public transport.

Planning your journey



Maps and guides

We have a range of maps and guides available to help you plan your journey. To get your copy of the maps and guides listed below visit tfl.gov.uk/accessguides, or call us on **0345 222 1234**.

Tube map in large print, black and white and audio showing Tube, Elizabeth line, DLR, London Overground, tram and IFS Cloud Cable Car 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, Elizabeth line, DLR, London Overground, tram and IFS Cloud Cable Car services. It also shows you which stations offer a mini ramp that can be arranged by our staff and which stations have level access and do not require a ramp.

Planning your journey

Tube toilet map showing the locations of toilets and baby changing facilities on the Tube, Elizabeth line, DLR, London Overground, tram and IFS Cloud Cable Car services.

Tube tunnels map[†] showing which parts of the network are largely underground across the Tube, Elizabeth line, DLR and London Overground.

Local bus maps[†] are also available showing all the individual bus routes serving a particular area.

Visit tfl.gov.uk/maps/bus to view or download.

[†]Please note maps marked with this symbol are available to download only.

2 Help from staff

Help from staff at stations

All TfL staff are trained to help customers who require extra assistance. On London Underground, London Overground and the Elizabeth line you don't need to book in advance as we operate a turn up and go service. Look out for a member of staff in uniform and ask for the help you need.

You can expect that we will:

- ◆ Help you to get to your end destination
- ◆ 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
- ◆ Arrange a boarding ramp where available
- ◆ Let you know if there are delays on the network and suggest alternative routes
- ◆ Assist wheelchair users

Our mini ramps service

- ◆ Mini ramps are now available at 47 step-free to train London Underground stations
- ◆ Mini ramps are designed to cover the small remaining step/gap on step-free to train platforms and provide additional support, comfort and reassurance to customers
- ◆ Please speak to a member of staff or press the information button on a help point to request a mini ramp

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

Help from staff



Help from staff on buses

All bus drivers are trained to help customers who need extra assistance by:

- ♦ Pulling in close to the kerb to reduce the gap
- ♦ Lowering the bus to reduce the step up
- ♦ Extending the accessibility ramp if needed
- ♦ Requiring customers to make space for wheelchair users, unless it is unreasonable for them to do so
- ♦ Waiting until you're seated or holding on before pulling away

Help from staff at interchange stations

If your journey involves the Elizabeth line, London Overground or a National Rail service, extra support is available through the Passenger Assist service. Call freephone 0800 022 3720 to book assistance or download the app.

Help from staff



Assistance dogs

Assistance dogs can travel on all our services, including black cabs, minicabs and other 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.

Black cabs

All black cabs have ramps and ramp extensions which drivers will deploy for you to help you get in and out. They also have an additional step if there is a large step down to the pavement.

For more information on black cab and minicab services in London, visit

tfl.gov.uk/taxis-and-minicabs

3 Discounted travel



Freedom Pass

The Freedom Pass allows older and disabled people living in London to travel free on the bus, Tube, tram, DLR, London Overground, Elizabeth line and most National Rail services in London. Time restrictions apply for the older person's Freedom Pass.

Visit [londoncouncils.gov.uk/services/freedom-pass](https://www.londoncouncils.gov.uk/services/freedom-pass) to find out more and apply, or call **0300 330 1433**.

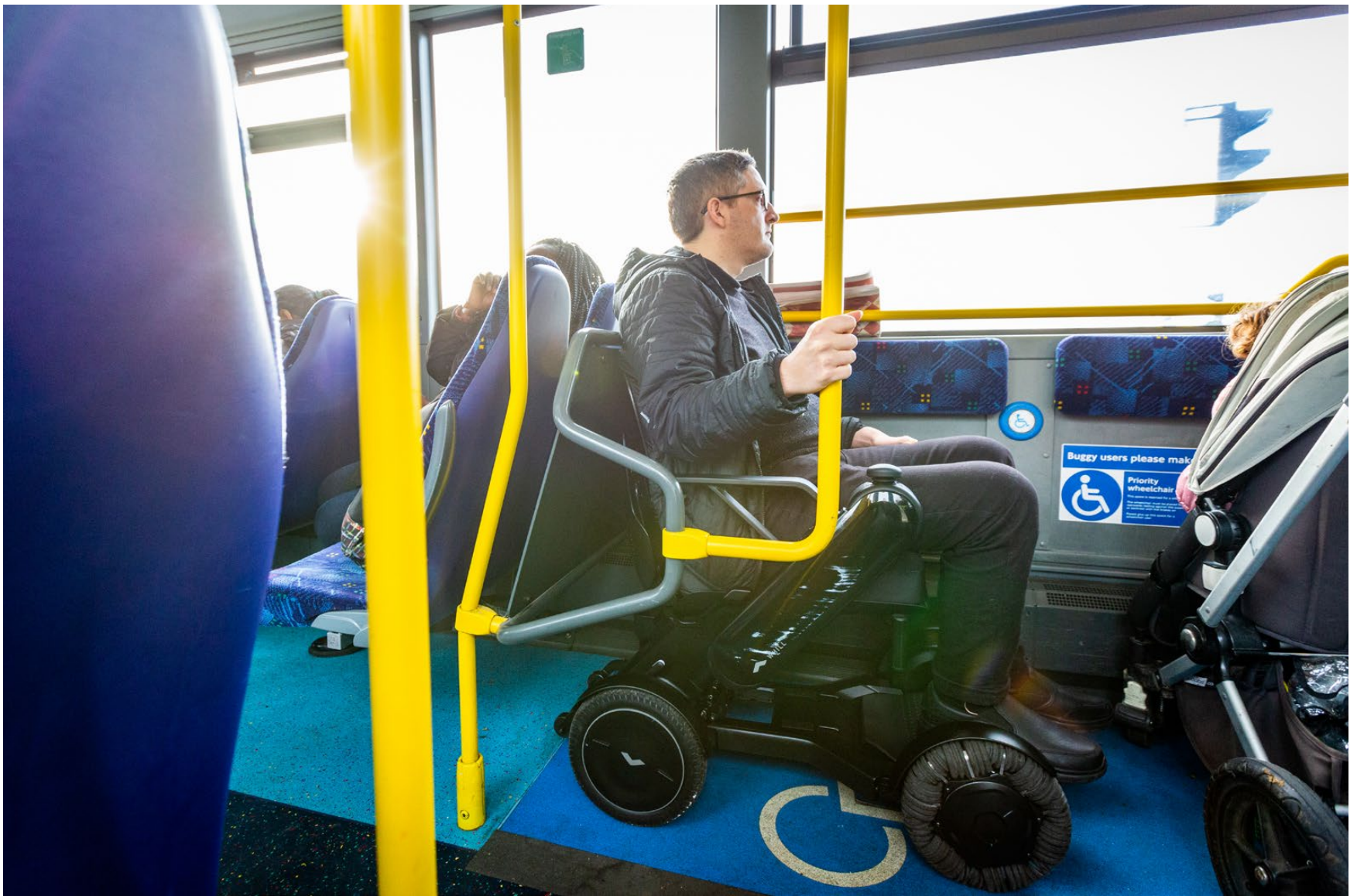
Disabled Persons Railcard

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**.

For more information on free and discounted travel on TfL services visit [tfl.gov.uk/discounted-travel](https://www.tfl.gov.uk/discounted-travel)

4 Wheelchair spaces



Wheelchair spaces are available across TfL vehicles. Every bus has one and most trains have at least two. Wheelchair users have priority in these spaces and buggy users are required to make space if necessary.

Find the priority spaces 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. They 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. Please note 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

There are dedicated priority seats on all bus, Tube, tram, DLR, London Overground, Elizabeth line and some National Rail services. They are located near the doors and have easy access to grab poles.

‘Please offer me a seat’ badge and card

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 or call us on **0343 222 1234** to order your badge.

5 Assisted transport services



Travel Mentoring

If you would like to try out public transport, but you could use support to get started, TfL's free Travel Mentoring service can help you to learn how to get around the network safely.

We offer accessibility advice over the telephone and by email. 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 journeys taken on TfL transport including the bus, Tube, Elizabeth line, DLR, London Overground, tram, Uber boat by Thames Clipper, IFS Cloud Cable Car and Woolwich Ferry.

Assisted transport services

Email 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 or the Elizabeth line you may prefer to use their Community Ambassadors who offer advice on those specific networks and can accompany you on bespoke journeys.

To book an appointment, email:

DLR:

ambassadors@keolisameydlr.co.uk

Elizabeth line:

ambassadors.team@mtrel.co.uk

Assisted transport services



Mobility Aid Recognition Scheme

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 automatically let the ramp down for you.

When you apply for a card, a travel mentor will accompany you on a journey to check you can get on and off the bus safely with your mobility aid. They will also provide useful tips on how to 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. We can offer advice on which mobility aids are suitable for TfL buses.

Email us at travelmentor@tfl.gov.uk or call us on **020 3054 4361** between 9:00-16:00 Monday to Friday to book an appointment.

Assisted transport services



Travel support card

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 use the travel support card.

Visit tfl.gov.uk/travel-support or call **0343 222 1234** to get yours.

6 Door-to-door services



Dial-a-Ride

Dial-a-ride is TfL's free door-to-door transport service for those who cannot always use public transport. It is mostly suitable for getting around locally. Membership is available to older London residents and those with disabilities.

You can print a membership application form at tfl.gov.uk/dialaride, request one to be sent to you by emailing dar@tfl.gov.uk or calling **0343 222 1234**.

Transport to hospital appointments

Many NHS hospitals offer free transport to and from hospital appointments where you meet the eligibility criteria and may need medical attention or intervention during your journey. Contact your GP or the hospital's patient transport assessment centre to find out if you are eligible.

Door-to-door services



Taxicard

Taxicard offers subsidised travel in licensed black cabs 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, email taxicard@londoncouncils.gov.uk or call **0207 934 9791** to join Taxicard.

Community Transport

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 to find out how it works in your local area.

Contact us

Visit us at: tfl.gov.uk/accessibility

Write to us at:

TfL Customer Services, 9th floor,
5 Endeavour Square, London E20 1JN

Call us on: **0343 222 1234**

For other help and a list of contacts visit:

tfl.gov.uk/help-and-contact/

To get in touch, provide feedback, make a suggestion or complaint visit and use our web forms:

tfl.gov.uk/help-and-contact/accessibility

For other help and a list of contacts visit:

tfl.gov.uk/help-and-contact/

All information correct at time of going to print in May 2024.



Check your travel

tfl.gov.uk/travel-tools



24 hour travel information

0343 222 1234*

*Network charges may apply.
See tfl.gov.uk/terms for details.



Plan your journey

Download the TfL Go app