

In Touch

Your Dial-a-Ride news



Helping you get there safely

All the latest from Dial-a-Ride and TfL's other accessible services



Dial-a-Ride offers a door-to-door service

Welcome to In Touch

As Head of On Demand Transport, it's my pleasure to introduce you to our latest edition of In Touch

Inside you will find the latest booking guidelines and other information to help you access the services on offer.

I would like to thank all of our members for their continued usage of Dial-a-Ride and offer my sincere apologies for any issues that you may have experienced during recent system changes. I am fully aware how important our service is, and how much you

rely on us to get you where you want and need to go, safely and comfortably. During the transition to our new booking and scheduling system we fell far short of the standards we set ourselves, and I am very sorry for that.

We have been working diligently with our technology partner to correct the underlying issues, and we are now returning to normal service levels.

Thank you for your patience and your understanding.



James Mead
Head of On Demand Transport and Victoria Coach Station

I would like to thank all of our members for their continued usage of Dial-a-Ride

Dial-a-Ride members can use the free app to book a ride





Our drivers will ensure you travel safely on every journey

Improving our service for customers

In November 2023, we changed the way we manage customer bookings and journeys with the introduction of new technology and a mobile app

We now have a new software system for bookings and journey management. This uses smart technology to improve our efficiency in journey scheduling and booking, without the need

for customers to do anything differently. There is also an app customers can use to book a journey instead of phoning.

We'd like to thank you for your continued patience while we make adjustments to the new system so that it works at its best. We know that it has been difficult to get through to our contact centre at times, and you may have experienced

significant journey disruptions. We are very sorry for this, and value your feedback to help us improve.

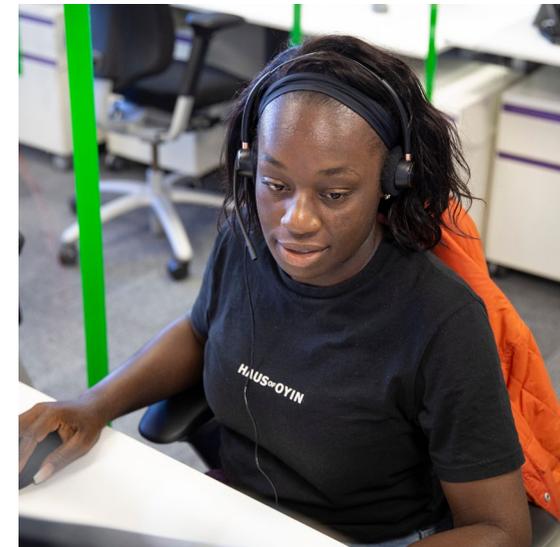
The new system goes hand-in-hand with the new London Dial-a-Ride mobile app, which you can use to make and manage bookings whenever and wherever is convenient. The app includes London bus-style countdown information to track vehicle arrival, as well as other useful information.

You can download the app from the Google Play and Apple app stores. If you need assistance with installing or using the app, please call our contact centre, which will arrange for a specialist team member to help you. The mobile app is designed as an additional means of accessing our services and you can still contact our bookings centre.

We are working to improve our telephone booking service and have employed more reservationists to help reduce queuing times.

Please see pages 6 and 7 for important updates on making your bookings.

We have also recently recruited more Dial-a-Ride drivers to help meet the increasing number of trip requests. Our new drivers are currently undergoing specialist City & Guilds accredited training and will be out serving our customers soon.



To reduce telephone waiting times for customers, we have employed more reservationists



Let the reservationist know if you can accept one part of the journey only

Dial-a-Ride's current booking guidelines and operating hours*

You can travel every day between 07:00 and 23:00, and request bookings through our contact centre seven days a week between 09:00 and 16:00

You can request one advance booking any day of the week, up to seven days ahead of travel. Advance bookings are limited to a maximum of one return journey per week. There are no limits to next-day and same-day bookings.

For same-day bookings please call us, giving us at least two

hours' notice before your requested time of travel. You can also make bookings using the Dial-a-Ride London mobile app.

Please note that it's no longer possible to request single bookings by email. However, you can still request group bookings by email.

*Our operating terms and conditions are subject to change. Any changes will be notified on our website, our email and phone messages.

New automated messages

We now offer automated calls, emails or text messages to confirm details of your booking

The type of communication you receive will depend on the contact preferences that you select for your account. If you opt to receive text messages (SMS), please ensure that your device is set up to receive text messages and that messages from our number are not being blocked. This will ensure that you can receive confirmation and any important updates about your confirmed journey.

If we can offer you a journey, confirmation will be sent via your preferred method. If you do not receive confirmation, then your requested booking has not been possible and we cannot offer you a journey.

If your journey is not available when you initially request it, you will receive a message telling you that your journey has been placed on standby.

If you receive a confirmation message or call, please read or listen with care to

understand exactly what is being confirmed. For example, there may be times where we can only offer you a one-way journey, owing to demand.

Messages or calls confirming standby bookings are sent out at 19:30 the night before your journey. You will not receive confirmation earlier than this.

We no longer give specific trip times, but we will still offer you a 30-minute window for your journey, meaning that your transport is scheduled to arrive at any time within that window. When booking, we can offer you a 'pick me up by' or an 'arrive no later than' time to ensure you arrive at your destination at a specific time.

Please assist our drivers by being ready to travel at any time within that window. You don't need to be ready to travel before the 30-minute window and your vehicle will not arrive after the window, unless there is an unexpected delay to the service (see page 8).

Helpful hints when booking and travelling with Dial-a-Ride

When you request Dial-a-Ride transport for your local trip, it helps if your timings are flexible

Let us know:

- The time you wish to travel in each direction
- The time you need to arrive by

Let us know the times you can leave home. This gives us flexibility and the best chance of finding transport for you. Dial-a-Ride operates a shared bus service, which means you will often travel with other customers, so you may experience a longer journey.

You can help us keep you safe by waiting for the driver to assist you on the bus, always wearing your seatbelt and staying seated until the driver can help you off the bus.

If your vehicle is running late, you may receive a text to tell you this. If you are using the London Dial-a-Ride app, you will receive live information about the delay.

If there is a delay to your service, please check your device for a text message or check the app before calling our contact centre, as this may not be the quickest way to enquire. If you only use a landline, you can still contact the call centre.

If you need to cancel your journey, please give us as much notice as possible so we can then offer the space to someone else.

Please note that we can no longer allow children under the age of 12 months to travel with you for safety reasons.

You can travel with up to two shopping bags or one shopping trolley. If you arrive with more shopping than this, your driver will not be able to transport you.

Requests for rides to NHS hospital appointments, school transport or local authority day centres will not be accepted as other services are available for these journeys.

Regular bookings

Dial-a-Ride can sometimes offer you a regular booking if you travel to the same destination at the same time every week

Your booking is automated, and you only need to call to cancel if you are not travelling. There is no application process for regular bookings; they will be offered if we have the resources available. Just request the same journey each week and if we can offer it as a regular arrangement, we will contact you.

All regular bookings are kept under review and, depending on demand for the service, they may need to be renegotiated or cancelled to ensure we can offer a fair service to all our members wishing to travel.

Regular bookings will be cancelled if you cancel your booking at the door, if you are not at home for four weeks in a row, or if you suspend or cancel your booking eight weeks in a row.



The Dial-a-Ride contact centre is open seven days a week

All regular bookings that haven't been used since March 2020 or that fall outside our revised operating hours have been cancelled, so that we can offer regular bookings to customers who are currently travelling.

There is no application process for regular bookings; they will be offered if we have the resources available

Your travel options on TfL's network

Mobility aids on Dial-a-Ride

Please keep us up to date if you change or purchase a mobility aid, including wheelchairs and scooters, and would like to use it on Dial-a-Ride.

For scooters, once you register to use them on Dial-a-Ride, you will receive a visit from our travel mentoring team.



You can take smaller mobility scooters on all London buses

Smaller mobility scooters can also be taken on all London buses. Our travel mentors give tips and guidance and can issue you with a Mobility Aid Recognition Scheme (MARS) card to allow you to travel confidently with your scooter on London buses.

The MARS card helps our bus staff better understand the service you would like so they can take appropriate action when you are travelling, including pulling in close to the kerb and lowering the wheelchair ramp when you are boarding a bus.

To find out more or to book an appointment, email travelmentor@tfl.gov.uk or call 020 3054 4361 (call charges apply) between 09:00 and 16:00, Monday to Friday.

Our travel mentoring service

We can help you make the most of TfL's accessible network and broaden your travel options throughout London

If you have a mobility requirement or a disability, we can help you try out our accessible options.

We cover all types of journey on TfL transport including bus, Tube, Elizabeth line, DLR, London Overground, tram, Thames Clipper river boats and the IFS Cloud Cable Car.

To find out more or book an appointment, email travelmentor@tfl.gov.uk or call 020 3054 4361 (call charges apply) 09:00 to 16:00, Monday to Friday.



A travel mentor can accompany you on a few practice journeys

Local journeys with flexible timings are the easiest to accommodate



Save time and email us!

You can email us to book on behalf of groups. Simply send your request to dar.reservations@tfl.gov.uk

If you'd prefer an email version of In Touch, please email us at dar@tfl.gov.uk

Please ensure we have your most up-to-date contact details, including your mobile phone, email address and any emergency contact numbers.

*Service and network charges may apply. Visit gov.uk/call-charges for more details. Please note that calls may be recorded for training, investigation and security purposes.

Get in touch

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

Option 1

Bookings:
Seven days a week,
09:00 to 16:00

Option 2

Cancellations, or to check where your bus is.

Option 3

Membership enquiries and feedback:

Monday to Friday, 09:00 to 16:00

Email: DAR@tfl.gov.uk

Check out our website: tfl.gov.uk/dialaride