

Assisted transport services

There are several free or subsidised options to help you travel independently



Travel mentoring service

Our free travel mentoring service helps those returning to public transport. It includes:

- Advice on planning a journey using an accessible route
- Assistance from a travel mentor to practise a journey and help you gain confidence to travel independently. Our mentors have helped more than 3,000 customers a year with accessible route planning and accompanied journeys
- To find out more, contact travelmentor@tfl.gov.uk or call 020 3054 4361



Dial-a-Ride

Dial-a-Ride is our free door-to-door transport service for those who cannot always use the bus, train or Tube.

To check whether you're eligible, visit our website, email dar@tfl.gov.uk or call 0343 222 1234.



Taxicard

Taxicard offers subsidised travel in licensed taxis and private hire vehicles to London residents with mobility or visual impairments.

To join Taxicard, visit the London Councils website, email taxicard@londoncouncils.gov.uk or call 0207 934 9791.