



# DIAL-A-RIDE



Dial a Ride is a door to door service for disabled people who cannot use public transport. It is generally best for providing local trips, but longer journeys can often be arranged on request. You will usually be expected to travel with other passengers going in the same direction. To use Dial a Ride you must be a member and will need to pre-book trips. There are no fares charged for the service. An adult must always accompany a child aged under 11, although other passengers may need to be escorted if necessary.

## **Becoming a member of Dial-a-Ride**

You must have a permanent or long-term disability which means you are unable to use public transport some or all of the time.

You are automatically eligible for membership if you are:

- A Taxicard member
- Getting the Higher Rate Mobility Component of Disability Living Allowance
- Getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP)
- Registered blind or partially sighted
- Aged 85 or over
- Getting a Higher Rate Attendance Allowance
- Getting a War Pension Mobility Supplement

If you are booking for an exact time you can email up to two weeks before. We'll let you know within two working days whether we can take you on. Just email [DAR.reservations@tfl.gov.uk](mailto:DAR.reservations@tfl.gov.uk)

**Phone:** 0343 222 7777, 09:00 to 16:00 Monday to Friday

## **Types of trips**

Dial-a-Ride cannot accommodate:

- **Hospital and clinic appointments** - Contact the medical professional who referred you, or the hospital/clinic, for information about alternative services that cater for hospital journeys. ***You can, however, use Dial-a-Ride to visit your GP***
- **Day centres and school** - Contact your day centre manager or school administrator for details about alternative services
- **Work** - Dial-a-Ride cannot easily accommodate daily trips to work due to limited resources. Contact your local job centre for details of the Access to Work scheme if you require this type of journey

Dial A Ride



TRANSPORT  
FOR LONDON  
EVERY JOURNEY MATTERS