

Making it easy for you to travel around London



**MAYOR
OF LONDON**



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS





Welcome

Welcome to **TfL's Easy Read information guide** about getting around London.



In this information guide Alice Maynard, Transport for London board member, explains all the different ways you can take a journey.



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Planning your journey

You can plan your journey with the **TfL Journey Planner**.



The **TfL Journey Planner** can tell you about journeys:



- that **do not** have steps



- that **do not** have stairs or escalators.



It also helps you find the best way to travel to:

- **stations**



- bus stops



- an **address** or **postcode**.



To find out the best journey you can take



Call us on **034 32 22 12 34**



Go to
www.tfl.gov.uk/plan-a-journey



To find out if **lifts**



or **escalators**
on your journey are not working:



call us on **034 32 22 12 34**



go to
www.tfl.gov.uk/station-closures



Help when you travel



When you travel around London you can get **help** from:



- **maps** and timetables



- **announcements** by station staff about delays or problems



- **signs** telling you how many minutes before your train or bus arrives



- **signs** at stations that tell you about different places you can go to



- most stations have loops for **hearing aids** – look out for this symbol



- most stations have **paving** that you can feel under your feet.



- **staff** at most stations can give you advice



- you can catch a **bus** or **taxi** from some stations



There are different ways to find out when your **next bus** is coming:



- go to your computer or mobile phone and search for **TfL live bus arrivals**



- or for next bus information you can text the **five-digit number** to **87287**.

italk



vodafone



Please check with your **telephone provider** to find out how much the text could cost.



- or ask **@TfLTravelBot** on **Facebook Messenger**

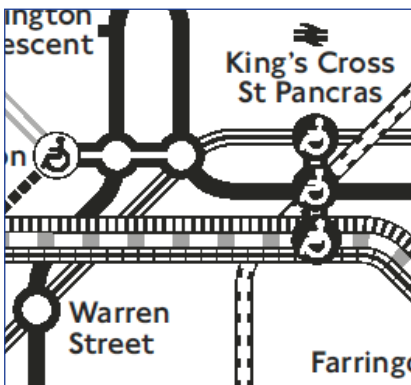
Maps and guides



You can get a **Tube map** in:



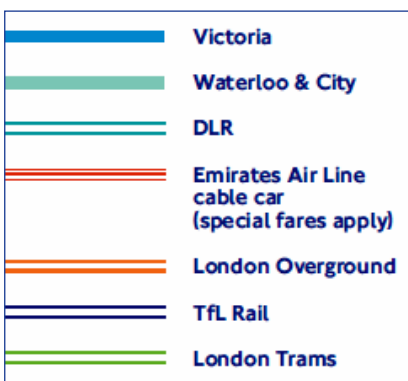
- **large print**



- **black and white**



- **audio** – information that speaks out loud



The **map** includes all the stations for:



- **the Tube**



- **TfL Rail**



- **DLR**



- **London Overground**



- **Tram**



- **Emirates Air Line services.**



The **Step-free Tube information guide** tells you:



- how big the **gap** and **step** is between the train and the platform



- journeys that **do not** have **steps**



- where to **change** when you travel on:

the Tube, TfL Rail, DLR,
London Overground, Tram,
Emirates Air Line services.



The **Avoiding Stairs Information Guide** tells you about:



● lifts



● escalators



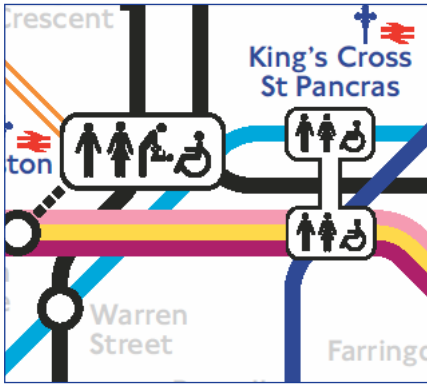
● ramps



on the Tube



and DLR.



A **map** telling you where to find



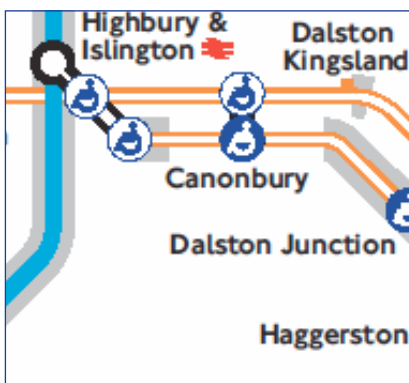
the nearest **toilet** and **disabled toilets**



and **baby-changing rooms** on:



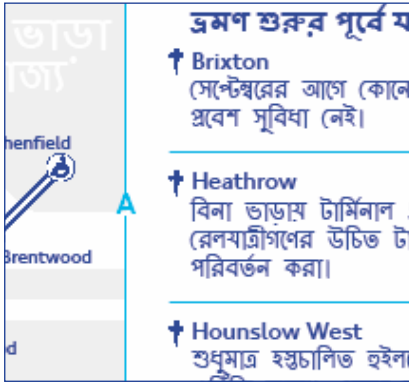
the Tube, TfL Rail, DLR,
London Overground, Tram,
Emirates Air Line services.



The **Tube Tunnels Map** tells you where
you travel through **tunnels** on:



the Tube, TfL Rail, DLR,
London Overground



You can download **Tube maps** in different languages from the **TfL website**



The maps are available in **15 different languages.**

To download or order any of the maps in this section



go to **www.tfl.gov.uk/accessguides**



or call **034 32 22 12 34**



Local bus maps can be downloaded from the **TfL website.**



To view or download a bus map go to

www.tfl.gov.uk/maps/bus



Help from staff at stations



If you need **help** just go to a station and ask any member of staff.



Staff will:

- help you get to the **platform**



- help you **board** the train



- arrange for you to be **met** at stations



- use a **ramp** if one is available



- tell you if your train is **late** and suggest **another way** to travel



There are staff at most stations when services are running.



To find out more about help from TfL staff



Call **034 32 22 12 34**



Help from bus drivers

The bus driver will:



- stop **close to the kerb** so that it is easy to get on the bus



- **lower** the bus



- use the **wheelchair ramp** if you need it



- ask anybody in the **wheelchair space**, who does not need to be there, to move so that you can use the space.



Guide dogs



Guide dogs travel free on all TfL transport, including black cabs and mini-cabs.



Some **guide dogs** can use **escalators**.



If your **guide dog** is not trained to use the escalator, please get help from **TfL staff**.



Paying less for your journey



Freedom Pass



Older people and some disabled people who live in London can travel **free** with a **Freedom Pass** on:



the Tube, TfL Rail, DLR, London Overground, Tram, Bus, some National Rail services in London.



To get your Freedom Pass



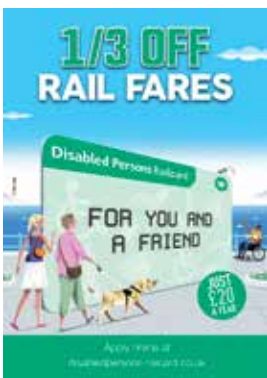
Call London Councils on
030 03 30 14 33



Go to the London Councils website:
www.londoncouncils.gov.uk/services/freedom



Disabled Persons Railcard



A **Disabled Persons Railcard** allows you to pay less for train fares in London and across Britain.



To get your Disabled Persons Railcard



Call **034 56 05 05 25**



Go to the website:
www.disabledpersons-railcard.co.uk



Ask at **National Rail** stations
for more information.



Wheelchair spaces and priority seats



Wheelchair spaces

There are **wheelchair spaces** on **all** TfL transport.



Every bus has **one wheelchair space**.



Most trains have **two or more wheelchair spaces**.



Look for the **wheelchair symbol** on the train or bus.



All black cabs have:

- a space for **wheelchairs**



- an **extra step**



- **grab handles**



Most black cabs have a **swing chair** too.



Ask the driver of your black cab if there is space to put your **mobility aid**.



Call **020 79 08 02 71** and choose **Option 3** to find out if you can travel with your mobility scooter on a black cab.



Using your mobility buggy or scooter

Most **mobility buggies** or **mobility scooters** can use the wheelchair spaces on TfL transport.



Some **mobility scooters can not** be taken on public transport.



Mobility Aid Card



If you use a **mobility aid** on the bus, such as:



- a **mobility scooter**



- a **walking aid**



- a **wheelchair buggy**



you can apply for a **Mobility Aid Card**.



We will **check** that your **mobility aid** can fit on a bus.



If it fits OK we will give you a **Mobility Aid Card**.



When a **bus driver** sees the card, they know your **mobility aid** has been approved to be used on the bus



and they will let the ramp down for you.



When you apply for a **Mobility Aid Card**, a **travel mentor** can join you on a journey.



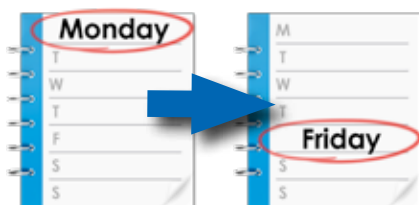
To get your Mobility Aid Card



Call us on **020 30 54 43 61**



between **9am** and **4pm**



Monday to **Friday**



Email us at **travelmentor@tfl.gov.uk**



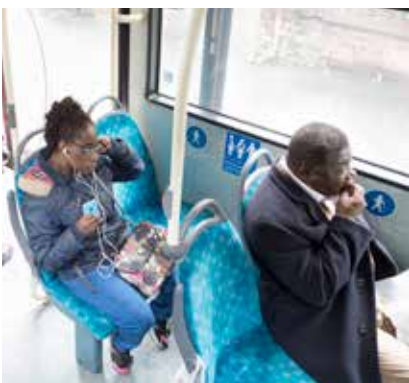
Priority seats



A **priority seat** is for people who are **disabled**



or **pregnant**.



There are **priority seats** on all:



Tube trains, TfL Rail trains,
DLR trains, London Overground trains,
Trams, Buses



You will find **priority seats** near the door, with **grab poles** close by.



Please offer me a seat badge



The **Please offer me a seat badge** is for people who find it difficult to stand,



you can apply for a free **Please offer me a seat** badge



The **badge** lets other passengers know that you need a **seat**.



To get your badge



Call **034 32 22 12 34**



Go to
**[www.tfl.gov.uk/
pleaseoffermeaseat](http://www.tfl.gov.uk/pleaseoffermeaseat)**



Supporting you to travel



Travel Mentoring



If you live or travel in London and you have **mobility problems** or a disability



a **travel mentor** can help you travel independently around London on public transport.



A **travel mentor** will join you on your first few journeys.



They support all journeys on the:

Tube, TfL Rail, London Overground, DLR,
Tram, Bus, Thames Clipper Boats,
Emirates Air Line



The **travel mentor** can also:

- help you use your **mobility aid** on all TfL transport



- give you useful tips to get safely **on and off** TfL transport



- help you **plan** your journeys.



You can call a travel mentor on the **telephone**.



Natasha, a **mobility aid** user has used the service.

She said: “Since I used the **TfL Travel Mentoring service** my world has opened up.

I am more confident, and I travel independently across London.”



Find out more about the travel mentoring service



To book an appointment with a **travel mentor**:



call **020 30 54 43 61**



between **9am** to **4pm**



Monday to **Friday**



Email **travelmentor@tfl.gov.uk**



Travel mentoring on the Docklands Light Railway (DLR)



If you only travel on the **DLR**, the **DLR Travel Ambassadors** can help.



DLR Travel Ambassadors offer advice **only** on **DLR** journeys and can join you on a journey too.



To make an appointment



Call **034 32 22 12 34**



Email
ambassadors@keolisameydlr
.co.uk



Travel Support Card



The **Travel Support Card** can help you to travel on TfL transport.



You can **write** on the card about the help and support you need.



Then you can show the card to **TfL staff** when you travel around London



including **Victoria Coach Station.**



To get your Travel Support Card



Call **0343 222 1234**



Go to
www.tfl.gov.uk/travel-support



Dial-a-Ride



Dial-a-ride is TfL's **free** door-to-door transport service if it is difficult for you to use the:

bus, train, or tube.



Dial-a-ride is a good choice if you want to:



- go to local **shops**



- go to an **event**



- visit your **family** or **friends**.



Other **Dial-a-ride passengers** will join you on your journey.



You can be a **Dial-a-ride member** if you:



- are **over 85 years old** or older



- have a **disability** that has lasted a long time.



To become a Dial-a-Ride member



you need to get an **application form**.



Call **0343 222 1234**



Email **dar@tfl.gov.uk**



Go to **www.tfl.gov.uk/dialaride**



Taxicard



Taxicard is for Londoners:

- with serious **mobility problems**



- with serious **eyesight problems**



Taxicard members pay a lower fare to travel in **black cabs** and **mini-cabs**.



This makes it easy for Taxicard members to make journeys:

- to the local **shops**



- to see **friends** and **family**.



To get a Taxicard

you need to become a Taxicard member:



Call **020 79 34 97 91**



Email
taxicard@londoncouncils.gov.uk



Go to
**[www.londoncouncils.gov.uk/
services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard)**



Community Transport



This is a local **door-to-door** transport service for anyone who cannot use public transport.

People 1st



Community transport can be used by **groups** or by individuals.



For more information about community transport in your local area



go to
www.tfl.gov.uk/door-to-door



Get in touch with Tfl



Find out more about journeys that are easy to make.



Go to **www.tfl.gov.uk/accessibility**



For travel information at **any time of the day**



call **034 32 22 12 34**



Write to us at:



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



**To get updates
about TfL services:**



follow us at **@TfLAccess on Twitter**



go to **www.tfl.gov.uk/socialmedia**



sign up for **email** updates



go to
www.tfl.gov.uk/emailupdates



Give us feedback, make a comment or complain:



call **034 32 22 21 34**



go to **www.tfl.gov.uk/help-and-contact/accessibility**



All information in this Easy Read information guide is correct at time of going to print



in **March 2019.**

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