



29 February 2018

Dear Resident

Invitation to join London Dial-a-Ride

Dial-a-Ride is Transport for London's free door-to-door service for those who cannot always use our buses, trains and trams.

There are a number of benefits of using Dial-a-Ride:

- Dial- a- Ride services can be used 365 days a year including evenings and weekends
- Door to door service including assistance with shopping bags
- Accessible minibuses with either a low floor or a passenger lift
- Fully trained specialist drivers
- Regular weekly bookings can be offered, subject to resource availability
- Available for journeys to other locations, subject to resource availability
- Customers can travel with a companion, also free of charge

More information on Dial-a-Ride can be found in the attached leaflet.

You do need to become a member of Dial-a-Ride before you can start booking journeys but to assist with this, TfL would be happy to arrange for a member of the Dial-a-Ride team to come to the Riverhill Estate to help residents join up.

Once a group have become members, Dial-a-Ride will also arrange a trial return shopping journey into Kingston to give you an idea of how the service operates.

Yours sincerely

Engagement Officer
Transport for London