



As a **Blue Badge** holder, what do I need to know about **red routes**?



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# Introduction

As a Blue Badge holder there are certain things that you can and can't do on red routes in London.

This guide clarifies exactly what your Blue Badge entitles you to do and covers:

**Bus lanes and bus-only routes**

**Parking**

**Stopping**

**Taxis and private hire vehicles**

**General information**

Each section is illustrated and colour-coded for easy reference and the booklet is a handy size to fit in your car's glove compartment.

By following the advice in this guide, you can get a clear understanding of where you can and can't park, stop, be picked up or set down on London's red routes, and so avoid receiving a Penalty Charge Notice (PCN).



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# About red routes

Red routes are the roads that Transport for London (TfL) own and maintain. They only make up five per cent of London's roads, but red routes carry one third of the city's traffic.

Red routes are easy to spot because they have red lines instead of yellow lines.



Roads owned by a London borough have yellow lines.



Parking and stopping restrictions on red routes help TfL to reduce obstructions on the road, which can cause traffic accidents and prevent traffic from moving freely. Less congestion also means lower carbon dioxide emissions and improved air quality.

Remember, this guide only covers Blue Badge concessions on red routes. For advice on the special allowances available on roads owned by London boroughs, check with the relevant borough before travelling.



# Using your Blue Badge

## When using your Blue Badge there are some important things to remember:

- Both parts of the Blue Badge must be clearly displayed at all times with all the details visible
- All concessions only apply when you are either driving the vehicle or being carried as a passenger in it



- These Blue Badge concessions are only available to you, not anyone else who is using your vehicle, even if they are running errands or performing services for you
- When you are being carried as a passenger, or when you are being set-down or picked up, the driver is allowed time to accompany you to your destination, including taking you into premises near to the vehicle



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# Using your Blue Badge

continued

- If you are being driven by another person, that person cannot continue to wait in the vehicle on red lines while you are not in the vehicle
- You are entitled to a 100 per cent discount from Congestion Charging. To receive this Blue Badge discount you must register with TfL. You can do this by visiting [cclondon.com](http://cclondon.com) or calling 0845 900 1234



- The Blue Badge scheme does not apply on borough roads in the City of London, the City of Westminster, the Royal Borough of Kensington and Chelsea, and part of the London Borough of Camden. In these areas, the councils offer their own concessions. Always check on these boroughs' website before you travel



# Bus lanes and bus-only routes

**Bus lanes** are red and are clearly marked out on the roads with a thick white line and the words BUS LANE in the lane.



Bus lanes give priority to buses and certain vehicles such as taxis, emergency services and bikes. Keeping them clear helps create a more reliable bus service.



## Things to remember:

- A vehicle displaying a Blue Badge can enter a bus lane to pick you up or set you down at the kerb but you must check kerbside restrictions

- The distance driven in the bus lane must be the minimum practical distance to carry this out
- If the vehicle displaying the Blue Badge drives in the bus lane for longer than is needed, the vehicle's owner may be issued with a penalty charge notice

**Bus-only routes** are marked with signs and can only be used by buses and certain types of vehicle. There are no exemptions for Blue Badge holders on bus-only routes.



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# Parking

There are many parking boxes on red routes that only Blue Badge holders can use but there are also other places on red routes where you are allowed to park.

Remember that your Blue Badge must be clearly displayed in the vehicle at all times.

You can find out the location of Blue Badge parking bays and red route parking bays on the Blue Badge map on the Directgov website <http://bluebadge.direct.gov.uk/>



## Where you can park:

- In parking boxes reserved solely for the use of Blue Badge holders. Check the signs to see what time you can park and whether there is a limit to how long you can stay



- In red route short-term parking boxes. There are no time limits to park in these for Blue Badge holders as long as you park during the operational period which is marked on the signs by the box





# Parking

continued

## Where you can park:

- In red route loading boxes where the Blue Badge holder symbol is displayed on the sign by the box. In many of the red route loading boxes, you can park for up to three hours



## Where you can't park:

- In red route parking boxes that are reserved for a particular type of vehicle, for example taxi ranks, doctor's spaces and motorcycle boxes



- In red route loading boxes that are short in length; these are reserved solely for loading vehicles. The signs next to these loading boxes do not display the Blue Badge symbol so you can't park in them



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# Stopping

**When you are being carried as a passenger in a vehicle displaying a Blue Badge, you can be picked up or set down:**

- From single or double red lines
- In red route stopping boxes – but remember that you can't park in them
- In parking boxes reserved for a particular type of vehicle and in short loading boxes as long as there is enough space

Remember, your Blue Badge must be clearly visible at all times.

**You cannot park, be picked-up or be set-down on:**

- Pedestrian crossings
- Any part of the red route that is marked with a wide red line. This line is 250mm wide and is only used at the most heavily used bus stops
- Zigzag markings



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# Taxis and PHVs

Taxis and licensed private hire vehicles (PHVs) have some concessions that may be useful when you travel in them.

Remember:

- Taxis and PHVs can stop to pick up or set down passengers on most parts of the red route but PHVs must display the red route exemption sticker. They cannot stop on those parts of the red route with the wide red line, pedestrian crossings and zigzags



- Taxis and PHVs can also cross bus lanes to gain access to the kerbside for this purpose. They must leave the bus lane straight away unless they are permitted to drive in it. In most cases, taxis are permitted to use bus lanes but licensed PHVs are not
- The driver may leave the vehicle to assist you to or from your destination, including into or from your premises





## General information

### Know the rules

To help improve safety, reduce congestion and encourage drivers to follow the Highway Code, TfL launched the 'No Know' leaflet.

'No Know' aims to remind drivers of the dos and don'ts of bus lanes, yellow box junctions, red routes and other parking and traffic controls.

Make sure you know the rules by downloading a copy from the TfL website at [tfl.gov.uk](http://tfl.gov.uk)

### Penalty Charge Notices

If you park illegally on the red route, you may be issued with a PCN.

If you receive a PCN it is important that you do not ignore it.

If you believe you have been issued with an unfair PCN, you can challenge the charge. Find out more about PCNs including how to contest PCNs by visiting [tfl.gov.uk/roadusers](http://tfl.gov.uk/roadusers)



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## General information

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### TfL and accessibility

TfL remains committed to promoting equality for disabled Londoners.

TfL's Disability Equality Scheme outlines exactly how TfL will promote disability equality and make sure its activities meet the needs of older and disabled people better. You can download a copy on our website at [tfl.gov.uk](http://tfl.gov.uk)

### Copies of this booklet

You can order more copies of this booklet or request an alternative format or language by contacting:

#### Surface Transport Customer Services

Tel: 0845 300 7000

Textphone: 020 7918 4435

Email: [customerservices.buses@tfl.gov.uk](mailto:customerservices.buses@tfl.gov.uk)

You can also download a copy or request a hard copy from the TfL website at [tfl.gov.uk/accessibleroads](http://tfl.gov.uk/accessibleroads)



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# Useful contacts

## Capital Call

Subsidised door-to-door transport for people with mobility issues using private hire vehicles (minicabs). Please note that this service is only available to London residents within certain boroughs.

Tel: 020 7275 2446  
[tfl.gov.uk](http://tfl.gov.uk)

## Department for Transport

Aims to deliver a transport system that balances the needs of the economy, the environment and society.

Tel: 020 7944 8300  
[www.dft.gov.uk](http://www.dft.gov.uk)

## Directgov

Provides online services and information on a wide range of topics including travel and transport and local NHS services.

[www.direct.gov.uk](http://www.direct.gov.uk)

## London Councils

Lobbies for more resources for London and a fair deal for London's 33 councils.

Tel: 020 7934 9999  
[www.londoncouncils.gov.uk](http://www.londoncouncils.gov.uk)



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# Useful contacts

## London Dial-a-Ride

A free door-to-door service for disabled people who can't use buses, trains or the Tube.

Tel: 0845 999 1999 or 020 7394 5800  
[tfl.gov.uk](http://tfl.gov.uk)

## London Travel Information (24 hours)

A one-stop shop for tickets and information about travelling in London.

Tel: 020 7222 1234  
Textphone 020 7918 3015  
[tfl.gov.uk](http://tfl.gov.uk)

## Parking and Traffic Appeals Service

An independent adjudication service for appeals against parking and bus lane penalties in London.

Tel: 020 7747 4700  
[www.parkingandtrafficappeals.gov.uk](http://www.parkingandtrafficappeals.gov.uk)

## Public Carriage Office

Responsible for the licensing of taxi and private hire services in London.

Tel: 0845 300 7000  
Textphone: 020 7918 4435  
[tfl.gov.uk](http://tfl.gov.uk)



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# Useful contacts

## Taxicard Scheme

Subsidised door-to-door transport for people who have serious mobility impairment and difficulty using public transport. Please note that this service is only available to London residents.

Tel: 020 7484 2929

[www.taxicard.org.uk](http://www.taxicard.org.uk)

## TRACE

A 24-hour helpline for when your car has been clamped or towed away.

Tel: 020 7747 4747

## Your feedback

We welcome your comments and suggestions about this guide, contact us at:

Surface Transport Customer Services  
84 Eccleston Square,

London SW1V 1PX

Tel: 0845 300 7000

Textphone: 020 7918 4435

Email:

[customerservices.buses@tfl.gov.uk](mailto:customerservices.buses@tfl.gov.uk)





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