

# Dial-a-Ride Application Form

For Office use only.  
Membership no.

	A	B
Eligibility	<input type="checkbox"/>	<input type="checkbox"/>
	Y	N
Essential Escort	<input type="checkbox"/>	<input type="checkbox"/>

Please read the guidance notes carefully before completing the form. If you need help, an alternative format or a telephone-based language translator please call the Dial-a-Ride membership team on **0845 999 1 999** (option 3)

## Part One – Personal details of the applicant

Everyone must complete this section.

Title                      Mr    Mrs    Miss    Ms    Other                      (please delete as appropriate)

Last name

First name(s)

Address

Postcode                       Date of Birth

Telephone                      Home

Mobile   
(if you have one)

E-mail address   
(if you have one)

Please provide any other information about where you live that might help our drivers e.g.

'I live on the 10th floor'

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## Part One – Personal details of the applicant – continued

### Alternative contact details

If you would like us to contact someone else about your application (e.g. for a child applying for membership) please provide the details below.

Title                    Mr    Mrs    Miss    Ms    Other                    (please delete as appropriate)

Last name

First name(s)

Address

Postcode

Telephone            Home                   

Mobile  
(if they have one)

E-mail address  
(if they have one)

Relationship to the applicant

## Part Two – Assessment of eligibility

### Section 2a Automatic eligibility

This section is for people who are automatically eligible for the Dial-a-Ride service. **You will need to provide a photocopy of a relevant document to support your application:**

Please ✓ as many boxes as apply but you only need to provide evidence for one. Choose the one that is easiest for you to provide.

I am a member of Taxicard

My Taxicard number is

I receive Higher Rate Mobility Component of Disability Living Allowance

I am registered blind/partially sighted

I receive Higher Rate Attendance Allowance

I receive Mobility Supplement of War Pension

I am aged 85 or over

**If you have completed this section, please go straight to Part 3.**

**If you could not complete this section, please go to Part 2b, which will give us information to allow us to assess your eligibility for the Dial-a-Ride service.**

## Part Two – Assessment of eligibility – continued

### Section 2b Non-automatic eligibility

This section is for people who are not automatically eligible for the Dial-a-Ride service and will be used by our trained assessors to review your eligibility.

**You will need to provide some written proof from a healthcare professional of the mobility problems that you describe below with your application form.**

Further details can be found in the guidance notes.

**Please tell us about any existing long term condition or disability that you live with and how it affects your mobility.**

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**Please explain how your mobility problems make it difficult for you to use public transport. Include as many factors as you feel are important (you can continue on a separate sheet if you like)**

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## Part Two – Assessment of eligibility – continued

### How often do you use...?

	Often	Sometimes	Never
Low floor buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Underground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Docklands Light Railway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Croydon Tramlink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Chose the statement that best describes your abilities:

I don't have any difficulty standing

I have difficulty standing

I cannot stand

If you have difficulty in standing, how long are you able to stand?

What prevents you from standing longer?

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## Part Three – To be completed by all applicants

### Information about your mobility aids

If you are not automatically eligible our assessors use this information to help confirm your eligibility, in addition to the information you have provided in Section 2b.

The information will also be used by London Dial-a-Ride for all successful applicants to help us to take into account your personal accessibility needs when you travel with us.

Do you use:	No	Yes always	Yes sometimes	Make and Model:
<b>A manual wheelchair?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<b>An electric wheelchair?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<b>A scooter?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

Does your wheelchair/scooter have any non-standard features or attachments, or any other adaptations we might need to know about? For example, extended footrests, tray, oxygen bottle. Is the wheelchair/scooter very large or is it tailor made? Please give details

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If a healthcare professional advised you to get your wheelchair or scooter please give their name and professional position below:

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### Part Three – To be completed by all applicants

	No	Yes	
Do you weigh more than 16st (103kgs)?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you use...	No	Yes always	Yes sometimes
A walking frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sticks or crutches?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If a healthcare professional advised you to get your walking aid please give their name and professional position below:

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	No	Yes always	Yes sometimes
Will you be travelling with a shopping trolley?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Will you be travelling with a guide dog?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No	Not sure
Can you get into a saloon car?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you get into a people carrier style car?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you get into a London black taxi?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### Part Three – To be completed by all applicants

Is there any other information that you would like us to know when arranging your transport?

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#### Emergency contact details:

Is there someone we can contact on your behalf in case there is a problem with your journey and we cannot contact you direct (e.g. family member, friend, neighbour)

Contact name

Telephone Home

Mobile   
(if they have one)

Relationship to you

## Part Three – To be completed by all applicants

### Sending you information about the service

In what format would you prefer to receive information about the service?

- Normal print       Large print   
Audio tape       Audio CD       Braille   
E-mail

(please ensure you have given us your e-mail address on the front page)

Request for any other format (please specify)

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### Proof of identity

You must provide proof of your identity to support your application

Please enclose a photocopy of one of these documents (please tick)

- Driving licence
- Passport
- Birth certificate (Note: if you are married and have changed your name, you cannot use your birth certificate as proof of identity)
- Marriage certificate
- Asylum registration card or standard acknowledgement letter
- NHS medical card
- Statutory declaration of change of name

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## Privacy Notice

Transport for London (TfL), its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration (including assessing and reviewing your eligibility to receive the Dial-a-Ride service), the provision of travel related information, customer research and fraud prevention. By providing us with your personal data, including sensitive personal data about your health, you consent to the collection and use of any information you provide in accordance with the purposes listed above. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

## Declaration

Please sign and date the following declaration:

I declare that the information given is true in all respects and that I am unable (or almost unable) to use public transport services including buses, trams, London Overground and Underground trains, some or all of the time. If any changes occur to my mobility needs I will let London Dial-a-Ride know immediately.

Signed  Date

If you cannot sign the declaration yourself, your relative/spouse/person of authority/friend can sign it on your behalf. If you are under 16 years of age, your parent or legal guardian must sign this form.

Signature of authorised person  Date

Print name

Relationship to applicant

## Equal opportunities monitoring

London Dial-a-Ride aims to provide its services in a fair and equal way to everybody in the community. To help us with this, we ask you to please complete this section of the form. The information you provide will only be used for the planning of services and will not be reproduced in any way that enables you to be identified. This information will be separated from your application form when we receive it and will not be used as part of the application process.

### Gender:

Male

Female

### Ethnicity:

#### Main ethnic group

#### Cultural background

#### White

British

Irish

Any other White background: please specify

#### Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background: please specify

#### Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background: please specify

#### Black or Black British

Caribbean

African

Any other Black background: please specify

#### Chinese or other Ethnic Group

Chinese

Any other Ethnic group: please specify

Prefer not to say

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Please return to:

**London Dial-a-Ride  
Progress House  
5 Mandela Way  
London  
SE1 5SS**

**Have you signed the declaration on page 10?**