



Welcome to the London Taxicard Scheme

Please read the following information carefully as it will tell you what you need to know about using your Taxicard.



Welcome to the London Taxicard Scheme

This leaflet is in large print. Braille and audio versions can also be obtained by contacting 020 7934 9791 or email taxicard@londoncouncils.gov.uk

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1. What is the London Taxicard Scheme?

Taxicard offers subsidised travel in licensed taxis and private hire vehicles (mini cabs) to London residents with serious mobility impairments or who are severely sight impaired. It enables members who have difficulty in using buses, trains and tubes to get out and about.



The scheme provides trips for social purposes, for example going shopping, visiting friends and family, and going out to events.

Taxicard enables around 58,000 members to take around 1.25 million trips per year.

Taxicard is funded by your local council and Transport for London. It is administered on their behalf by London Councils, with CityFleet providing taxis via Computer Cab and private hire vehicles (mini cabs) via a number of private hire companies across London.

2. Using my Taxicard

When can I use my Taxicard?

Your Taxicard can be used 24 hours a day, 365 days of the year – subject to the availability of vehicles.

How often can I use my Taxicard?

Your personal trip allocation can be found on the letter enclosed with your Taxicard. Please keep this letter for future reference. If you do not have the letter you can call London Councils on 020 7934 9791 (option 2) for | a replacement.

Your trip allocation is automatically allocated to you and loaded onto your card every year on 1 April. You will not be sent a new Taxicard and you should continue to use the current one. You do not need to contact London Councils or CityFleet the contractor unless the date printed on the front of your Taxicard is due to expire within one month. If it is due to expire please contact London Councils on 0207 934 9791 choosing option 2 to discuss your next steps.



We will only contact you to notify you of any changes to the scheme. You can find out how many trips you have remaining when you make a booking via App, Web or phone or by calling Customer Services on 020 7908 0271 choosing option 4

Can I travel with friends or companions?

You may be accompanied by up to four companions at no extra cost if you are travelling in a licensed taxi and up to three in a private hire vehicle.

If you have a large wheelchair, two or three companions may be able to travel with you, depending on the type and size of the wheelchair. When travelling with multiple companions, please state the number of passengers when making your booking, so that an appropriate vehicle can be sent.

3. Making bookings

Telephone bookings:

Please call 020 7763 5001 and select option 1 to speak to an operator.

When making a booking you need to give:

- 1) Your name and Taxicard number
- 2) The address and postcode (if known) from which you want the vehicle to pick you up
- 3) The address and postcode (if known) you want the vehicle to take you to
- 4) A telephone number so that the operator is able to contact you if there is a delay in getting your vehicle to you. (If you do not have a mobile phone and are not travelling from your home address, you could provide a companion's number, or a helpdesk number from where you are travelling e.g. hospital, GP surgery, supermarket etc)
- 5) Whether you are a wheelchair user, or if you need assistance getting in and out of the vehicle. (Unless drivers have a medical exemption they are legally obliged to carry wheelchair users and assistance dogs at no additional cost)
- 6) Whether you prefer a door to door or kerb to kerb service:

A Kerb to Kerb service means that you will be dropped off at the roadside, or as near as possible to your starting point and destination.

If you prefer to have a Door to Door service, the driver will be expected to:

- Ring the doorbell/knock on the door of the collection address;



- If required, help the passenger from the front door of the collection or destination address.
- If required, help the passenger to lock or unlock their front door.
- If required, assist the passenger with their shopping, bags or luggage from the vehicle to or from the collection or destination address.
- Assist (but not lift) a wheelchair user up or down a step and/or a kerb, but not up or down a flight of stairs.
- Assist (but not lift) a wheelchair user to transfer to a seat where this is required

If the pickup address or destination is situated in a block of flats, the door to the pickup address is deemed to be the door to the flat and not the door to the block of flats.

- 7) If you have any special vehicle requirements such as a swivel seat or a low step
- 8) There are any special pick-up arrangements, such as a particular exit from a supermarket or theatre etc. (be as precise as you can).

Providing a postcode and house number is the quickest and easiest way to locate an address. However, we can also locate addresses using building names and street names.

When booking a journey, the operator should confirm the details of your booking with you to ensure it has been recorded accurately.

Mobile App & Internet Bookings:

There are a number of benefits to booking your journeys via the CityFleet Taxicard Mobile App or Online Booking Website. Both methods are free, easy to use and mean you don't have to wait on the telephone. There are also a number of useful features available on both including:

- Information on the number of trips you have left to use
- A favourite addresses and favourite journeys feature
- Up front journey costs
- Estimated journey distances and times



- A “share my location” button which allows you to share your location whilst you are in the vehicle with anyone you want via an email containing a link to the vehicle’s location
- A “track vehicle” feature that enables you to follow the vehicle as it makes its way to you, to ensure you are ready for pick up and to avoid incurring waiting charges.
- Vehicle & driver details
- The tools conform to the accessibility settings that are set on the device (mobile/tablet/computer) being used
- Touch ID log in for iPhone users

To download the mobile app from either the Google Play Store or the iPhone App Store in the search screen, type in “CityFleet Taxicard” and install the app that has both of these words in it.

Note: your search result may show more than one App so it is important that you install the one that says CityFleet Taxicard otherwise you will not be able to log in to book a taxi.

To book on the internet go to **taxicardbooking.com**

From the homepage on either the mobile app or the web booker enter your Taxicard number in the ‘Taxicard number’ field and enter the telephone number (without spaces) you supplied with your Taxicard application in the ‘password’ field. If you do not know this number or did not provide a number please call Customer Services on 0207 908 0271 and select option 4 where an operator can assist you.

Once you have logged in you will be able to use all of the features listed above.

For more information or if you would like to receive a user guide covering everything you need to know about the new web booking systems, please email: **taxicardquery@cityfleet.co.uk**

Advance Bookings

If you make regular journeys these can be booked up to three months in advance so you don’t have to book on each occasion. It is always recommended to book in advance when possible.



Whilst booking in advance does not give you a priority booking or guarantee a vehicle for the requested time, it does increase the likelihood of a vehicle arriving at the specified time of arrival. This is because it allows more time for the contractor to offer your booking to either a taxi driver or private hire vehicle company.

When making bookings in advance please ensure that you keep a record of the bookings you have made. Downloading and using the CityFleet Taxicard app will help to keep track of your bookings. See Page 6. CityFleet has a target of 95% of vehicles to arrive within 15 minutes after the booked time.

The time taken to fulfil your booking depends on the availability of vehicles in your area at that time; traffic and weather conditions and the location of vehicles means that vehicles may be delayed. Should a delay occur you can use the Taxicard app to track your vehicle.

Please remember that if you choose to book by telephone, particularly if you are booking in advance, you may be answered more quickly if you avoid calling during the peak hours of 9am - 12pm.

As Soon As Possible Bookings

For bookings where you wish to travel as soon as possible, you should always book a minimum of 30 minutes before the time you wish to travel.

CityFleet has a target of 95% of vehicles to arrive within 30 minutes after the booked time.

The time taken to fulfil your booking depends on the availability of vehicles in your area at that time; traffic and weather conditions and the location of vehicles means that vehicles may be delayed. Should a delay occur you can use the Taxicard app to track your vehicle.

4. Things to remember when booking your vehicle

Extra time should be given for bookings where it is important that you arrive on time.

For example:

- Connecting with on-going transport, and other important appointments
- Outings to events where tickets have been bought in advance



You can book a return journey at the same time as an outward one if you know the time you wish to be picked up.

Your booking is dependent on the number of vehicles available at any given time in your area and the vehicle allocated to your booking is subject to availability. At certain times the demand for vehicles is high and may exceed supply.

If no vehicle is available CityFleet Customer Services will contact you using your preferred contact method (text or via an automated call, to the telephone number recorded on your account) They will ask whether you want them to keep trying to locate a vehicle or whether you wish to cancel the booking and make alternative arrangements. CityFleet constantly supervises Taxicard bookings.

Taxicard is not suitable for important appointments that are time critical as the service cannot be guaranteed.

For this reason it is not recommended for hospital appointments. If you choose to use Taxicard for time critical appointments you are advised to allow extra time in case of a delay. London Councils or CityFleet will not be responsible for late or missed appointments.

Wheelchair and Mobility Scooter use

All licensed taxis are wheelchair accessible, and drivers are obliged to take wheelchair users unless they have a medical exemption. Please note that some mobility scooters are not suitable to be taken in taxis and private hire vehicles.

To check if your scooter can be carried, call Customer Services on 020 7908 0271 and select option 4 to discuss.

It is a legal requirement that wheelchairs are properly secured inside the taxi and drivers are required to ensure this is done.

Wheelchair users should be carried facing the rear of the taxi with their back to the partition with the driver. The attachment belts in the taxi are designed to safely secure them and they will only work properly if the wheelchair is in this position.

If a taxi driver says he cannot fit the wheelchair in this position, then it is not legal or safe to travel and passengers should not do so.



Some electric wheelchairs are too large to be secured inside a taxi and therefore cannot be carried legally. To check if your wheelchair can be carried, call Customer Services on 020 7908 0271 and select option 3 to discuss.

If you are travelling in a wheelchair you should mention this when you make your booking to ensure that a suitable vehicle is provided.

Most private hire vehicles are not wheelchair accessible.

Guide and assistance dogs:

Unless drivers have a medical exemption they are legally obliged to carry assistance dogs at no additional cost.

If you are travelling in a wheelchair you should mention this when you make your booking to ensure that a suitable vehicle is provided.

Most private hire vehicles are not wheelchair accessible.

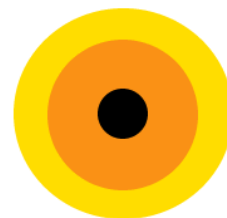
Guide and assistance dogs:

Unless drivers have a medical exemption they are legally obliged to carry assistance dogs at no additional cost.

5. Hiring a taxi on the street or from a rank

You can hire a taxi on the street or from a rank, provided:

- You have your Taxicard with you
- The taxi is displaying the roundel design (see right)
- The taxi is for hire



If a taxi has a roundel you know that they accept Taxicard street hailing.

Please note that you cannot travel without your Taxicard in any circumstances.

It is illegal for private hire vehicles to undertake a street hail, even if they participate in the Taxicard scheme.

When hailing a taxi in the street, it may not be possible for the taxi to stop to accept your trip request. It is not an offence for taxis not to stop when you hail them, however it is an offence for a driver to refuse to take you if they do stop for you, unless legal exemptions apply.



6. Journey costs

Members always pay a minimum contribution towards the fare. Your local authority and Transport for London (TfL) subsidise your journey up to a maximum amount per trip and you have to pay the balance. You can check online or call CityFleet Customer Services on 020 7908 0271 and select option 4 if you have a query about costs. There are fixed maximum prices per mile in both taxis and PHVs. The minimum amount you pay and the subsidy your local authority pays per trip can be found on the Taxicard website londoncouncils.gov.uk/services/taxicard/payment and on the letter enclosed with your new Taxicard. It is important that you retain this letter for future guidance.

You will always pay the fixed maximum fare per mile unless the amount on the meter is lower. If the metered fare is lower your contribution is based on the metered fare.

It is important to remember that Taxicard journeys can be expensive if you travel long distances. Your Taxicard is best suited to short journeys in and around your local area. If you wish to enquire about the cost, please ask the operator to tell you the maximum fare for your journey at the time of booking.

The taxi meter will have a minimum initial charge of £3.20 on the meter when it arrives to pick you up.

The maximum fare will be fixed according to the distance you travel and does not include waiting time charges or extras such as parking fees if any apply.

Your fare can include assistance time for the driver to collect you from your door and/or assist you into the vehicle if required. However, if you are not at the agreed location or are not ready to travel, for a reason unrelated to the assistance you might need, within 5 minutes of the driver's arrival, you can be charged an additional 50 pence per minute waiting time by a black taxi driver and 40 pence per minute by a mini cab driver. Therefore, please ensure you are ready to board the vehicle at the time you have booked for.

The driver will usually take the shortest route to your destination. If you have a particular route you would like the driver to take please tell him at the start of the journey. By swiping your card through the computer terminal all details of your trip are recorded by CityFleet. You can always revisit and review your trip data using the CityFleet Taxicard app.

Fares are more expensive for longer distances. To reduce this cost you may want to check the cost of the trip with a local private hire (mini cab) company as it could



be cheaper than using your Taxicard, (if you are able to use this type of vehicle.)

Alternatively, you may wish to use Dial-a-Ride as this is a free transport service to which all Taxicard holders are entitled. To join the Dial-a-Ride scheme please call 0343 222 7777 to request an application form.

You can also contact Transport for London (TfL) for assistance with using public transport. The free Travel Mentoring Scheme provides:

- advice on planning a journey using an accessible route
- the support of a mentor, who can come with you for your first few journeys to help you gain confidence and become an independent traveller
- assistance to people who wish to use mobility scooters and other mobility aids on London's bus services

Travel Mentoring is free of charge and can be provided Monday to Friday from 08:00-18:00. Please call 020 3054 4361.

7. Other useful information

Payment Methods

You can pay for your journey by cash or credit/debit card. You cannot pay by cheque.

You must have sufficient cash or a valid payment card with you to pay the fare at the end of your journey. Failure to do so will result in you not being able to make further journeys until the outstanding balance is paid. Payment of outstanding balances can be made by contacting CityFleet Customer Services on 020 7908 0271 and selecting option 4.

Receipts:

Ask the driver at the end of your journey if you require a receipt for the amount you have paid, particularly if you wish to query the fare. Receipts are only provided on request.

Tipping:

There is no obligation to tip the driver. If you choose to tip for good service the amount is at your discretion and is not refundable.



Cancellations:

If for any reason you decide not to travel after making a booking, please cancel the booking as soon as possible. If you do not cancel before your booking has been allocated to a driver, your borough has to pay the amount on the meter and you will also lose a trip from your allocation. Once the driver arrives at your location the vehicle will only wait for approximately ten minutes. They will try to contact you during this time. However, if they are unable to contact you, they will consider the booking to be cancelled. If the taxi arrives outside of CityFleet's target performance times you will not lose a trip if you decide not to travel.

8. Terms and conditions of use

Please note:

- You must not allow anyone else to use your Taxicard if you are not travelling with them
- You must not use anyone else's Taxicard
- You must not make journeys to and from work if you are receiving payment from the Access to Work Scheme
- Your journey must start and finish within the boundaries of the M25 or if you are being picked up or dropped off at a London airport
- If you do not use your Taxicard at least once within a two year period your membership will be cancelled. If your card has been stopped for this reason, please contact London Councils on 020 7934 9791, option 2 for advice on how to reapply.
- You cannot travel without your Taxicard under any circumstances, unless you are prepared to pay the full fare.
- You may only use the taxis and private hire vehicles (mini cabs) assigned to your booking by the contractor CityFleet.
- Only one member can use their card during a journey. If you are travelling with friends or family who also have Taxicards, they cannot use their cards to make additional swipes (where double-swiping is allowed).
- You must refrain from using violence, bad language, and threatening or abusive behaviour towards drivers, CityFleet and London Councils staff.



- Remember to ask the driver for your Taxicard at the end of every journey. If you forget to take your card back you may have to pay £10 for a replacement.
- Your Taxicard is only valid to use until the date printed on your card. You should contact London Councils on 0207 934 9791 choosing option 2, a month before your card expires to discuss how to order a replacement.
- Collection and delivery of essential items, such as shopping, collecting a takeaway or obtaining medical supplies is permitted in some London boroughs. Bulky items such as furniture are not considered essential and will not be accepted. To check if your borough offers this feature please contact London Councils on 0207 934 9791, option 2.

Any abuse of the above terms and conditions may lead to your Taxicard being withdrawn. The latest information can be found on the London Councils website <https://www.londoncouncils.gov.uk/services/taxicard/taxicard-news>

9. Change of address or personal details

You must inform London Councils on 020 7934 9791 choosing option 2, or by email at taxicard@londoncouncils.gov.uk if you change your name, address, telephone number, or any other personal details.

If you change address within the same borough you will be asked to provide proof of your new address. If you move to another London borough, you will need to reapply to your new borough unless you meet the automatic eligibility criteria for the scheme.

If you qualify automatically your Taxicard membership can be transferred by London Councils to your new borough if you provide us with proof that you meet the eligibility criteria and proof of residence.

Automatic Qualification:

- Personal Independence Payment (PIP) you must receive 8 points or more for the Moving Around Activity Component
- Higher Rate Mobility Component of the Disability Living Allowance
- Registered Severely Sight Impaired or Blind
- Armed Forces Independence Payment

- War Pension Mobility Supplement
- Higher Rate Attendance Allowance – This is only accepted in the following boroughs: Barnet, Hackney, Islington, Kingston Upon Thames, Newham, Redbridge, Sutton or Westminster.
- Age (only in certain boroughs) - if you are 80 years of age or older in Islington / if you are 85 years of age or older in Barnet or Redbridge/ if you are 90 years of age or older in Kingston
- Blue Badge – only in Hammersmith & Fulham.

Once we have received the required documentation a new Taxicard will be posted to you by 2nd class and will take 3-5 working days to arrive. During this time your previous card will be stopped and you will be unable to use the scheme until your new card arrives.

If we are informed of a change of address after you have already moved, your account will be cancelled automatically until the required documents are received.

If you move out of London you will no longer be eligible for a Taxicard and you should contact London Councils on 020 7934 9791 choosing option 2. Please also contact London Councils if you are no longer able, or wish, to use your Taxicard, or if you know of a Taxicard holder who has changed address or is deceased.

10. Lost, stolen or damaged Taxicards

If you need a replacement Taxicard because it is lost, stolen or damaged you should contact London Councils on 020 7934 9791 choosing option 2. If you have not changed address and there is a photograph of you on file, you should receive your new card within 3-5 working days. However, you may need to send us a recent photograph and/or proof of your new address before a replacement can be issued. You will be allocated a new unique Taxicard number which will be printed on your new card. Your lost/stolen/damaged card including the previous unique reference number will be automatically cancelled and you will be unable to make any further bookings or travel until your new card with the new unique Taxicard number arrives.

There is a £10 administration charge to replace lost and damaged Taxicards. There is no administration charge for stolen cards if you provide a Crime Reference Number. This can be obtained by calling 101. If you believe your card is faulty, contact London Councils on 020 7934 9791 (option 2) for advice.

You cannot travel without your current Taxicard.

You should note that when you report your card as lost, stolen or damaged your previous Taxicard is immediately cancelled. If your old card is subsequently found or returned to you, please destroy it. We will not be able to accept bookings on the old card number and drivers will not be able to swipe the card.

If you believe you have left your Taxicard with a Taxicard driver you can contact CityFleet customer services on 020 7908 0271 choosing option 4 who will contact the driver to check.

Please remember to ask for your card at the end of every journey.

11. How to comment or complain about the service

If you wish to comment or complain about the Taxicard service you should initially contact CityFleet by phone, email or letter.

- Telephone complaints can be made by either calling Customer Services on 020 7908 0271 (Monday to Friday between 09:00 and 17:00) and pressing option 4 or the Taxicard booking line on 020 7763 5001 (anytime).
- Email complaints can be made by emailing taxicardcomplaint@cityfleet.co.uk
- Letters of complaint should be addressed to the Taxicard Customer Service Team and sent to CityFleet Networks Limited, 7 Woodfield Road, London, W9 2BA. For all complaints customers should provide the Taxicard Number and full details of the complaint.
- General enquiries can be made by emailing taxicardquery@cityfleet.co.uk.
- Customers will be given a unique reference number, which will need to be provided if following up on the matter. If you are not offered a reference number please request one.

For further information and to view the CityFleet Taxicard Customer Care Policy please visit londoncouncils.gov.uk/services/taxicard/contactus and click on the link under the heading How to comment, complain, or give positive feedback about the service to open the document.

CityFleet has a three stage complaints process which is outlined in the CityFleet Customer Care Policy accessed as above. Once this process has been followed and if you feel the responses do not address your concerns, or you would like further clarification, you can contact London Councils on 020 7934 9791 (option 2).

12. Enquiries

Contacting the right organisation with your question will save you time. The following queries should be dealt with by the organisation shown.

London Councils:

- General enquiries about how the scheme works
- How many trips do I have per month/year?
- How to replace lost, stolen or damaged cards
- How can I update my personal details e.g. address/name
- How can I replace my card that is due to expire?

CityFleet:

- The number of trips taken and remaining in the current financial year/month
- Cost of a journey
- Information on existing bookings
- Making a comment or complaint about the service
- How to pay for an underpayment of fares
- Taxicard mobile app and online booking login details

Contact details can be found on page 17 in section 13: Useful Contacts

13. Useful contacts

London Councils Taxicard section

Address: 59½ Southwark Street, London, SE1 0AL

Telephone: 020 7934 9791 Fax: 020 7934 9591

Email: taxicard@londoncouncils.gov.uk

Website: londoncouncils.gov.uk/services/taxicard

Twitter: @TaxicardLDN

Main Taxicard contractor: CityFleet Networks Limited

Address: Taxicard Customer Service Team
Cityfleet Networks Ltd
7 Woodfield Road
London W9 2BA

Telephone bookings: 020 7763 5001 (option 1)

Customer Services: 020 7908 0271
Fax: 020 8962 1838

Email: taxicardquery@cityfleet.co.uk (General questions or comments) or
taxicardcomplaint@cityfleet.co.uk (Complaints)

Online booking: taxicardbooking.com

Mobile app bookings

CityFleet Taxicard (available to download from Google Play Store or the iPhone App Store – refer to page 5).

Transport for All

Transport for All gives travel advice and information to people with disabilities. They can help you with journey planning, transport complaints and inform you about all the transport services and benefits available.

Call the helpline on 020 7737 2339 or visit transportforall.org.uk

London borough telephone numbers

Barking & Dagenham	020 8227 2325	Hillingdon	01895 556 633 (opt. 2)
Bexley	020 3045 5100	Hounslow	020 8583 2000 (opt. 3)
Brent	020 8937 1234	Islington	020 7527 2864
Bromley	020 8461 7422	Kensington & Chelsea	020 7361 2390
Camden	020 7974 5919 (opt. 4)	Kingston Upon Thames	020 8547 5005
City of London	020 7332 1224	Lambeth	020 7926 7777
Croydon	020 8726 7100 (opt. 6)	Lewisham	020 8314 9844 (opt. 3)
Ealing	020 8825 8161	Merton	020 8274 4901 (opt. 5)
Enfield	020 8379 1000	Newham	020 8430 2000
Greenwich	020 8921 2388 (9am - 1pm)	Redbridge	020 8554 5000
Hackney	020 8356 6262 (opt. 4)	Richmond Upon Thames	020 8831 6096
Hammersmith & Fulham	020 8753 6681	Southwark	020 7525 2146
Haringey	020 8489 1000 (opt 4)	Sutton	020 8770 6080 (opt. 3)
Harrow	020 8901 2680 (opt 3)	Tower Hamlets	020 7364 5000
Havering	01708 434 343 (opt. 2)	Waltham Forest	020 8496 3000 (opt .2)

Wandsworth 020 8871 6000

Westminster 020 7823 4567

Please note these numbers are for the main council switchboard and you will need to tell the operator which section you require.

You may wish to enter your Taxicard number here for future reference:

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Expiry date

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