



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 also available in large print, braille and audio and can 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 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 over 70,000 members to take around 1.22 million trips per year.

The scheme is paid for by your local council and Transport for London. It is administered on their behalf by London Councils, with a contractor providing taxis and Private Hire Vehicles.



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.

Can I travel with friends or companions?

You may be accompanied by up to four companions if you are travelling in a black taxi and up to three in a Private Hire Vehicle at no additional cost. If you have a large wheelchair, only three, sometimes only two, companions may be able to travel with you, depending on the type of wheelchair. When travelling with multiple companions, you should make the number of passengers clear 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 where an operator can assist.

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 problem in getting your vehicle to you (your telephone number will be linked to your Taxicard number and will be recognized by the call centre when you call to make future bookings).
- 5) Whether you are a wheelchair user, or if you need assistance getting in and out of the vehicle.
- 6) 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.

Internet bookings:

There are a number of benefits to booking your journeys online.

Online booking is free, easy and means no waiting on the telephone. If your trip has been allocated to a black taxi, you will be able to track the taxi's progress on a map as it makes its way to pick you up.

If you want to make future bookings online and track the progress of your taxi go to **www.taxicardbooking.com**

To book online you will need your Taxicard number and the telephone number you provided on your application form, which will be your password. If you do not know this number or did not provide a number please call Customer Services on 020 7908 0271 and select option 3 where an operator can assist.

Once you have created your online account and wish to make a booking you will be asked to log in to the online booking system where you will be able to make your booking.

Please also note that when you log in to the Online Booking system it will also state how many remaining Taxicard trips you have available for the year/month.

A useful demonstration of how the online booking works is also available on the website. Visit **www.taxicardbooking.com** to view the demonstration video.

You may also save your regular pick up addresses and/or destinations as favourites on the Online Booking system, which saves you having to enter the address each time you book.



Can I book my vehicle in advance?

If you make regular journeys on a daily, weekly or monthly basis these can be booked up to three months in advance to save booking 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 pre-allocate your journey to either a taxi or Private Hire Vehicle.

When making bookings in advance please ensure that you keep a record of the bookings you have made.

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.

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 call outside of the peak hours of 9am - 12pm.

4. Things to remember about booking your vehicle

For bookings where you wish to travel as soon as possible, you should always allow a minimum of 30 minutes before the time you wish to travel. 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. At certain times the demand for vehicles is high and may outstrip supply. If no vehicle is available the operator will ask whether you



want them to keep trying to locate one or whether you wish to cancel the booking and make alternative arrangements. The contractor has dedicated staff to supervise Taxicard bookings.

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

Wheelchair safety:

All licensed taxis are wheelchair accessible, and the drivers are obliged to take wheelchair users unless the driver has a medical exemption. Please note that some mobility scooters are not suitable for carriage in taxis and Private Hire Vehicles. To check if your scooter can be carried, call Customer Services on 020 7908 0271 and select option 3 to discuss. Assistance will be limited to getting into or out of the taxi. Taxi drivers are not able to offer the type of specialist assistance given by drivers of some dedicated transport schemes for people with disabilities. If specialist help is required, you should travel with a companion who can provide it.

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. The attachment belts in the taxi are designed to keep them safe 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 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. 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:

Under the Equality Act 2010, taxi and private hire drivers are obliged to carry guide and assistance dogs at no extra cost to the passenger.



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
- The taxi is for hire

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

The roundel lets you know that they accept Taxicard street hailing.

The roundel:



Please note that 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 and 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 subsidises a journey up to a maximum amount per trip and you will have to pay the balance. You can check online or call CityFleet Customer Services on 020 7908 0271 and select option 3 if you have a query about costs. The minimum amount you pay and the subsidy your local authority pays per trip can be found on the Taxicard website and on the letter enclosed with your new Taxicard.

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 likely cost, please ask the operator to give you an indication of the likely fare for your journey at the time of booking.



If the fare on the meter is more than the minimum charge and the subsidy combined (fare limit), you will have to pay the minimum contribution **plus the difference between the fare limit and meter reading.**

The taxi meter should have a minimum initial charge of £2.60 on the meter when it arrives to pick you up, but the meter will continue to run as you enter the vehicle so the amount may be higher by the time the journey starts.

The taxi meter will continue to run even if:

- You are stuck in heavy traffic
- You are waiting at traffic lights
- The taxi is waiting for you
- There are extra stops on route
- The driver has to take a longer route due to roadworks or a diversion
- The journey takes longer because of bad weather conditions.

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 at the beginning and end of your journey, all details of your trip are recorded.

Most Private Hire Vehicles do not have meters and the fare is calculated on a fixed cost per mile.

7. Other useful information

What methods of payment are there?

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

N.B Please be aware that if you pay by credit card a transaction charge will be added, which will make your journey more expensive.

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 the contractor refusing to book further journeys for you until the balance is paid. Payment of outstanding balances can be made by contacting CityFleet Customer Services on 020 7908 0271 and selecting option 3.



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 given on request.

Tipping:

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

Where more than one Taxicard holder travels in the same taxi:

Only one cardholder may use their Taxicard during a journey. Other cardholders will be regarded as additional passengers.

Cancellations:

If for any reason you decide not to travel after booking a vehicle, please cancel the booking as soon as possible with the contractor. If you do not cancel before your vehicle has been allocated to a driver, your council has to pay the amount on the meter and you 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 cancelled. If the taxi arrives outside the contractors' 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 use the scheme to send packages (or have anything delivered) unless you accompany the item for the full journey
- You must not make journeys to and from work if you are receiving payment from the Access to Work Scheme
- Your journey must either start or finish within the area covered by the 33 London local authorities



- If you do not use your Taxicard within a two year period your membership to the scheme may be cancelled. If your card has been stopped for this reason, please contact London Councils on 020 7934 9791 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 of the contractors in the London Taxicard Scheme
- 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).

Any abuse of the rules of the scheme may lead to your Taxicard being withdrawn.

9. Change of address or personal details

You **must** inform London Councils on 020 7934 9791 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 council unless you qualify automatically for the scheme.

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

Automatic Qualification:

- Higher Rate Mobility Component of the Disability Living Allowance
- Personal Independence Payment (PIP) at 8 points or more for the moving around component of PIP
- Registered Severely Sight Impaired or Blind
- Receive War Pension Mobility Supplement
- Receive Armed Forces Independence Payment (Mobility Element)



- **Higher Rate Attendance Allowance** – This is only accepted in certain boroughs please contact London Councils for further advice on 020 7934 9791

Once we have received the required documentation a new Taxicard will be issued to you 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 after you have already moved your account will be automatically cancelled 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. You should also contact London Councils if you are no longer able, or no longer wish, to use your Taxicard, or if you know of a Taxicard holder who has died or changed address.

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. If there is a photograph of you on file, your new card will be sent to you within 3-5 working days. Your previous card will be automatically cancelled and you will be unable to travel until your new card arrives. If there isn't a photograph, you will be asked to send a new one.

There is an 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 for advice.

You cannot travel without your 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 taxi drivers will not be able to swipe the card.



11. Complaints

If you wish to comment or complain about the Taxicard service you should initially contact CityFleet by phone, email or letter. See contact details on page 12.

If you feel the reply does not address your concerns, or you would like further clarification, you can contact London Councils.

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 to renew your Taxicard

The contractor:

- The number of trips taken and remaining in the current financial year
- Estimated cost of my journey
- Information on existing bookings

Please see page 12 for contact details.

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: www.londoncouncils.gov.uk/services/taxicard

Main Taxicard contractor: CityFleet Networks Limited

Address: CityFleet Networks Limited,
Customer Services Department,
Advantage House,
Unit 7-8, Mitre Bridge Industrial Park,
Mitre Way,
London,
W10 6AU

Taxi bookings: 020 7763 5001

Customer Services: 020 7908 0271
Fax: 020 8962 1838

Email: customerservices@cityfleet.co.uk

Online booking: www.taxicardbooking.com

Transport for All

Transport for All gives travel advice and information to disabled people. 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 www.transportforall.org.uk



London borough telephone numbers

Barking and Dagenham	020 8215 3000	Islington	020 7527 2000
Barnet	020 8359 2000	Kensington and Chelsea	020 7361 3000
Bexley	020 8303 7777	Kingston upon Thames	020 8547 5005
Brent	020 8937 1234	Lambeth	020 7926 1000
Bromley	020 8464 3333	Lewisham	020 8314 6000
Camden	020 7974 4444	Merton	020 8274 4901
Croydon	020 8726 6000	Newham	020 8430 2000
Ealing	020 8825 5000	Redbridge	020 8554 5000
Enfield	020 8379 1000	Richmond upon Thames	020 8891 1411
Greenwich	020 8854 8888	Southwark	020 7525 5000
Hackney	020 8356 5000	Sutton	020 8770 5000
Hammersmith and Fulham	020 8748 3020	Tower Hamlets	020 7364 5000
Haringey	020 8489 0000	Waltham Forest	020 8496 3000
Harrow	020 8863 5611	Wandsworth	020 8871 6000
Havering	01708 434343	Westminster	020 7641 6000
Hillingdon	01895 250111	City of London	020 7606 3030
Hounslow	020 8583 2000		

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



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