

## Leaflet to Taxicard members

### Taxicard Fares – What you will pay for your journey

The table below shows the maximum that Taxicard members will pay for journeys in taxis depending on the number of miles travelled. There is a fixed maximum rate per mile so you will always know in advance the most you will have to contribute towards the journey. To increase supply a small proportion of journeys are provided by Private Hire Vehicles (PHVs). Different rates apply and these are available on our website or by asking CityFleet. If you wish to know the fare you can ask at the point of booking, either by phone, online or via the App. If you hail a taxi from a rank or in the street the driver can tell you how much your journey will cost. If the metered fare is less than the maximum fare shown in the table, your contribution will be based on the lower amount (the metered fare).

The Taxicard subsidy is funded jointly by Transport for London (TfL) and the London boroughs. If your borough allows double-swiping (two subsidies in one trip) you can decide if and when you wish to use it.

<b>Taxicard maximum agreed prices (these apply at any time of travel)</b>						
<b>The Single Subsidy =£10.50 and Taxicard Minimum Member Fare =£1.50</b>						
<b>These fares include assistance time for the driver to collect you from your door and/or assist you into the vehicle if required. 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, the driver can charge you an additional 50 pence per minute waiting time. You will not be charged for assistance time.</b>						
	<b>Single Swipe Trip</b>					
	Miles	Taxicard Subsidy	Maximum Taxicard member payment	Maximum Fare		
<b>Minimum</b>	1.0	£5.50	£1.50	£7.00	<b>Point where Double-Swiping may be applied</b>	
	2.0	£9.00	£1.50	£10.50		
	2.5	£10.50	£1.50	£12.00		
<b>Then</b>	3.0	£10.50	£3.00	£13.50	<b>Taxicard Subsidy</b>	<b>Maximum Taxicard member payment</b>
<b>Borough Max</b>	3.5	£10.50	£4.50	£15.00	£12.00	£3.00
	4.0	£10.50	£6.00	£16.50	£13.50	£3.00
	4.5	£10.50	£7.50	£18.00	£15.00	£3.00
	5.0	£10.50	£9.00	£19.50	£16.50	£3.00
	5.5	£10.50	£10.50	£21.00	£18.00	£3.00
	6.0	£10.50	£12.00	£22.50	£19.50	£3.00
	6.5	£10.50	£13.50	£24.00	£21.00	£3.00
	7.0	£10.50	£15.00	£25.50	£21.00	£4.50
	7.5	£10.50	£16.50	£27.00	£21.00	£6.00
	8.0	£10.50	£18.00	£28.50	£21.00	£7.50
	8.5	£10.50	£19.50	£30.00	£21.00	£9.00
9.0	£10.50	£21.00	£31.50	£21.00	£10.50	
9.5	£10.50	£22.50	£33.00	£21.00	£12.00	

	10.0	£10.50	£24.00	£34.50	£21.00	£13.50
Each additional mile		£10.50	+£3.00			

## Door to Door Service, Wheelchair Users and Assistance Dogs

### What is meant by a door to door service?

If you specify that you prefer to have a door to door service instead of being picked up and dropped off at the roadside, 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 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 pick up 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.

### What you should expect from your taxi or private hire driver

You should expect your taxi or private hire driver to offer assistance where required.

If you need a specific form of assistance, it is advisable to mention this when booking and please do not hesitate to ask your driver for it. In addition, there are some legal requirements on taxi and private hire drivers which include:

- Taxi drivers are required to assist wheelchair passengers into and out of the taxi, and safely secure passengers before commencing the journey.
- Taxi and private hire drivers are required to accept all assistance dogs accompanying a passenger. The assistance dog should be allowed to be seated by the passenger's feet.

Unless drivers have a medical exemption they are legally obliged to carry wheelchair users and assistance dogs at no additional cost. Drivers with a medical exemption must clearly display the exemption certificate.

CityFleet, the taxicard service provider, and TfL need to know if a taxi or private hire driver does not meet these requirements, so please let them know if you have had a poor experience. You can report driver conduct issues from taxi or private hire drivers, or any poor experiences you have with private hire operators either to CityFleet customer services on 020 7908 0271 or [taxicardcomplaint@cityfleet.co.uk](mailto:taxicardcomplaint@cityfleet.co.uk) and/or to TfL's Taxi and Private Hire team directly:

- Phone: 0343 222 4000
- Email: [TaxiPrivateHireComplaints@tfl.gov.uk](mailto:TaxiPrivateHireComplaints@tfl.gov.uk)

### Online and App Bookings

There are a number of benefits to booking your journeys via the CityFleet Taxicard Mobile App or CityFleet Taxicard Online Booking Website. Both methods are free, easy to use and

mean no waiting on the telephone. They also save the scheme money. There are also a number of useful features available on both including:

- Information on the number of trips you have left
- The ability to save favourite addresses and journeys, to save time on your next booking
- Fare and journey distance costs, to let you know in advance what your trip will cost
- A 'track vehicle' feature, so you can follow its progress and know when it will arrive
- 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
- Vehicle and driver details once your booking has been allocated
- 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 on it. Note that your search result may show more than one App so it is important that you install the one that says CityFleet Taxicard otherwise you won't be able to log in and book.

To book using the website go to: [www.taxicardbooking.com](http://www.taxicardbooking.com)

From the homepage on either the mobile app or the website enter your Taxicard number in the Taxicard Number field and enter the telephone number (without spaces) registered on your Taxicard account in the password field. 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 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 website please email: [taxicardquery@cityfleet.co.uk](mailto:taxicardquery@cityfleet.co.uk)

You can of course continue to make your bookings by phone if you prefer.

### **Service Level Agreements – Vehicle Performance**

The following targets are in place with the Taxicard service provider, CityFleet, regarding the punctuality of vehicles.

- 95% of bookings made in advance should arrive within 15 minutes of the booked time; e.g. a booking for 3pm should arrive by 3.15pm
- 95% of As Soon As Possible (ASAP) bookings should arrive within 30 minutes of the time the booking is made; e.g. If a booking is made at 3pm the vehicle should arrive by 3.30pm

Please note that Taxicard is not suitable for time-critical bookings such as hospital appointments. If you do decide to use it for important appointments please ensure you allow plenty of time in case there is a delay in getting a vehicle to you. We also do not recommend using Taxicard for airport bookings, as these can often be cheaper to you with a local private hire (minicab) provider, and are often difficult for us to fulfil, particularly return journeys.

### **Staff and passenger behaviour**

We expect our call takers, customer services staff and drivers to treat Taxicard members with politeness, respect and courtesy at all times. Likewise Taxicard members are expected to be courteous to our staff and drivers. Shouting, swearing or threatening behaviour is not acceptable and may result in your Taxicard service being withdrawn.

### **How to comment or complain about the service**

It is important to London Councils, your borough and Transport for London that a high quality Taxicard service is provided and we want to hear from members who have comments, either positive or negative, about the scheme. There are a number of ways you can do this:

If you have an enquiry or wish to comment on good service you have experienced you can contact CityFleet Customer Services on 020 7908 0271, choosing option 3 or e-mail: [taxicardquery@cityfleet.co.uk](mailto:taxicardquery@cityfleet.co.uk)

If you wish to make a complaint in the first instance (Stage 1) you should contact CityFleet Customer Services on 020 7908 0271, choosing option 3 or e-mail: [taxicardcomplaint@cityfleet.co.uk](mailto:taxicardcomplaint@cityfleet.co.uk)

Details of your complaint will be taken and you can expect:

- A full detailed response within ten working days
- A first time resolution of the complaint
- A personal response, addressing all aspects of the complaint

CityFleet has a three stage complaints process. If you are unhappy with the response at Stage 1 you can contact CityFleet again using the above details and ask for your complaint to be escalated to Stage 2 (the Taxicard Account Manager) explaining why you are not satisfied. You can expect a response within five working days. If you are still not satisfied you can ask for it to be escalated to Stage 3 (the Director of Client Services). You can expect a response within a further five working days.

If you believe your complaint has not been resolved to your satisfaction by CityFleet you can escalate the matter to London Councils either by phoning 020 7934 9791 or by e-mailing [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk). London Councils will investigate and you can expect a full response within fifteen working days.

### **Broadening your horizons**

Did you know that there are many new accessibility features that have been introduced on London buses, tubes, Overground and the Docklands Light Railway that might mean that you don't have to use Taxicard for all the journeys that you have done in the past?

Did you also know that smaller mobility scooters can be used on London's buses?

The TfL Travel Mentoring service can help you to identify new ways in which you can make some of your journeys, helping you to save your Taxicard trips for when you really need them. If you would like to know more about these other options for travel, contact the Travel Mentoring service on 020 3054 4361 or via email at [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk).

You can also find out more about Travel Mentoring and the ever increasing accessibility of London's public transport network through the TfL website at [www.tfl.gov.uk/transport-accessibility/learn-to-use-public-transport](http://www.tfl.gov.uk/transport-accessibility/learn-to-use-public-transport).

**If you would like a Large Print, audio or easy read version of this leaflet please contact: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk) or phone on 020 7934 9791**