

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.

Taxicard maximum agreed prices (these apply at any time of travel)						
The Single Subsidy =£10.50 and Taxicard Minimum Member Fare =£1.50						
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.						
	Single Swipe Trip					
	Miles	Taxicard Subsidy	Maximum Taxicard member payment	Maximum Fare		
Minimum	1.0	£5.50	£1.50	£7.00	Point where Double-Swiping may be applied	
	2.0	£9.00	£1.50	£10.50		
	2.5	£10.50	£1.50	£12.00		
Then	3.0	£10.50	£3.00	£13.50	Taxicard Subsidy	Maximum Taxicard member payment
Borough Max	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	

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

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

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. 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.

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.

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