

Taxicard Frequently Asked Questions

Q – How does the Taxicard scheme work?

A Taxicard allows the holder to make taxi journeys at a reduced rate. The Taxicard scheme is designed to help disabled people get about by making taxi journeys cheaper. The Taxicard can also be used to travel on trains within the Lothian area for free. It's available to Edinburgh residents with a severe, permanent disability who can't use ordinary buses or can only use buses with assistance. Children under two years old and people with temporary mobility difficulties are not eligible for a Taxicard.

Q – How does a Taxicard work?

Taxicard holders pay a flat rate fare of £2.00 for every journey made under the scheme – as long as the total amount on the taxi's meter is no more than £5.00, including any extras for additional passengers. When the fare comes to more than £5.00 the Taxicard holder pays the flat rate plus the amount over £5.00

Example 1	Fare on taxi meter	£4.50
	Taxicard holder pays	£2.00 (flat rate)

Example 2	Fare on taxi meter	£6.00
	Taxicard holder pays	£3.00 (£2.00 flat rate plus £1.00 - the amount over £5.00)

Q – Is there a charge for a Taxicard?

Yes. To ensure that the service is maintained, delivers improved performance and is managed by experienced staff, the Council are introducing an administration fee of £20 for successful Taxicard applicants. This means that any new or renewed Taxicards issued from Tuesday 1 August 2017 will incur a £20 charge. This will be charged on renewal of the card, every three years.

Q – Which Taxi Company Can I Use?

From Monday 24 July 2017, Central Taxis will be the only taxi operator who will accept Taxicard. This service will provide users with the opportunity to utilise both private hire vehicles and traditional black cab taxis. The service will be managed by the Council to ensure that the needs of all users are met and we will continue to operate a dedicated team to deal with the Taxicard scheme.

Q – What telephone number should I call?

If you require a private hire vehicle (saloon style) please call 0131 442 4444. If you require a black cab with full wheelchair access, please call 0131 229 2468.

Q – Can I use any other Taxi company after 24 July 2017?

You may use any taxi company after 24 July 2017, but the Taxicard scheme will only apply to Central Taxis. In addition, some providers, such as City Cabs are offering customers an alternative to the Taxicard scheme:

<http://www.citycabs.co.uk/services/cab-assist-card>.

Q – When can a Taxicard be used?

A Taxicard can be used for any journey, for example: a trip to the shops, visiting friends or going to classes. It's valid day and night, seven days a week, 365 days a year. Taxicard holders can make up to 104 taxi journeys a year (that's equivalent to one return journey a week). After each Taxicard journey, it's useful if the Taxicard holder keeps a note of their trip to help manage the allowance of 104 trips.

Q – Will I be charged a booking fee?

There is no call out charge, or booking fee, for Taxicard bookings when you book for two passengers. Additional adult passengers incur a charge of 20p each. There is no additional charge for minors. If you travel with another Taxicard holder, only the person booking the trip is treated as a Taxicard holder so only one trip will be used.

Q – Will I be charged for more than one piece of luggage?

There is no charge for luggage, no matter how much there is.

Q – Can I take my mobility scooter in the taxi?

Any passengers with a mobility scooter must alight from the scooter prior to entering the taxi and the scooter must be folded, if possible, then placed in the taxi.

Q – How do I know I will get the same level of service from Central Taxis as I have had from my usual company?

Although it may be a change in provider for some customers, the new contract will provide an improved service which meets the needs of all customers. The Council will closely manage the contract to ensure that customer service excellence and best value are provided. Users of the scheme will benefit from the excellent service provided by Central Taxis. However, should you prefer to stay with another operator you can do so, but the Taxicard scheme will not apply to that operator.

Q – Can I still use my Taxicard on the train?

Taxicard holders can travel on trains within the Lothian area for free. If you are travelling from a station with ticket barriers, you'll need to show your valid Taxicard to the gateline staff; otherwise just board your train and show it to the ticket inspector.

To qualify for the special deal, you must be travelling on one of the routes listed below.

If you need help getting on or off the train, please call the operator's helpline **before** you travel:

ScotRail: 0800 912 2901

More information is available on ScotRail's website:
www.scotrail.co.uk/facilities/disability-and-inclusion

However, for journeys at Waverley, please call the operator with which you are travelling.

This offer is available between any of the following stations:

Addiewell	Armadale	Blackridge	
Bathgate	Breich	Brunstane	
Curriehill	Dalmeny	Drem	
Dunbar	Edinburgh Park	Eskbank	
Fauldhouse	Gorebridge	Haymarket	
Kingsknowe	Kirknewton	Linlithgow	
Livingston North	Livingston South	Longniddry	
Musselburgh	Newcraighall	Newtongrange	
North Berwick	Prestonpans	Shawfair	
Slateford	South Gyle	Uphall	
Wallyford	Waverley	West Calder	Wester Hailes

You **cannot** use your Taxicard on a journey starting or ending at a station **not listed** above. Anyone travelling with you will pay the normal fare (unless they have their own concessionary entitlement).

ScotRail and the Council, which finances the Taxicard scheme, are committed to improving services for disabled people, but some stations and rolling stock were built at a time when the needs of disabled travellers were given less consideration than today. Access is constantly being improved; for up to date information on stations and rolling stock, please contact ScotRail.

<http://www.scotrail.co.uk/facilities/disability-and-inclusion>.

Local trains usually show their destinations but announcements are given on most services.

STATIONS

Generally, Waverley, Haymarket, Edinburgh Park, Brunstane, Newcraighall, Shawfair, Eskbank, Newtongrange, Gorebridge, Linlithgow, Bathgate, Armadale and Blackridge meet modern access standards.

Other stations are often quite accessible, but it is best to check in each case. Staff and toilets are available only at Waverley, Haymarket, Linlithgow, Dunbar, Bathgate and Dalmeny (mornings only).

All stations which have car parks have reserved car parking spaces for disabled people.

For all other public transport information, please phone or visit:

0871 200 22 33

www.travelinescotland.com

For general information on the Taxicard scheme please phone:

0131 469 3540/3840/3891

For details on how to save money on other journeys by train, go online to:

www.disabledpersons-railcard.co.uk

www.senior-railcard.co.uk

www.16-25railcard.co.uk

www.twotogether-railcard.co.uk

Other railcards may be available.

Q – I have been notified that I have used my 104 trip allocation and I cannot use my Taxicard, what can I do?

Once a Taxicard holder has used their full allocation of 104 trips the holder must stop using the card. Central Taxis will not be able to take any further Taxicard bookings from a holder who has used their trip allocation until their new trip year begins. You will be able to use Central Taxis to make journeys, but you will not receive a discount on your fare. This is why we remind you to keep a record of how many trips you make.

Q – I have gone over my 104 trip allocation. What will happen?

The trips you have taken over your 104 trip allocation will be deducted from your next 'Trip Year.' You should try and wait until your new allocation of trips is due until you make another Taxicard booking.

Q – I have not used my full allocation of taxi trips in the past year. Can I carry these forward?

Unfortunately not. You are only allocated 104 trips per 'Trip Year' and they should be used within that time period.

Q – I have gone over my allowance, but need taxis to get to hospital appointments etc. what can be done?

If the Taxicard holder reaches their 104 trip limit before the end of the current 'Trip Year' they will need to wait until the start of the next 'Trip Year' before they can use the Taxicard again. The Taxicard holder can still use Central Taxis but will have to pay full fare.

Q – Can a friend or a member of my family call Central Taxis to book a taxi for me?

Yes, a friend or family member can call on your behalf and book a taxi for you with Central Taxis. However they cannot use the taxicard if you are not travelling.

Q – Can I have both a Bus Pass and a Taxicard?

Yes, if you are entitled to both a Bus Pass and a Taxicard then you may use them both as you wish.

Q – I have lost my Taxicard, what should I do?

If your Taxicard is lost or stolen you must inform Travel Concessions as soon as possible. If you require a replacement Taxicard we will send you a 'Taxicard Replacement' form which you should return with a passport sized photograph and replacement fee payment of £10.00.