

April 2008



# Users Handbook

For people in rural areas with mobility difficulties and those without access to a car or public transport.

You can use your Taxicard to supplement your Taxi fares.



**Taxicard Customer Service Centre: 0845 458 1850**

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# What is Rural West Taxicard?

The Rural West Taxicard Scheme helps people in rural areas with mobility difficulties or those without access to a car or public transport to travel independently. These journeys can be for social outings, such as visiting friends, going to the hairdressers, shopping, entertainment or for appointments at the doctors, and so on.

## How much is my RW Taxicard worth?

The Taxicard will have £100 allocated on it and will be valid until 31st March 2009. It is not expected that any further top-up will be made during the year unless there is any funding left in the scheme.

## What will my trip cost?

You pay the first £3 of each trip. After that, you can use your Taxicard to pay up to a further £8.

Once the fare goes over £11, you will need to pay any additional fare over £11.

### To summarise:

- First £3 of each trip: you pay.
- Next £8 of each trip: you can use your Taxicard.
- More than £11: you pay the remainder of the fare.

You will find a summary of this in the Rural West Taxicard Ready Reckoner on page 8, which you might like to carry around with you.

### Fare Example 1:

- Your total fare is £13
- You will pay the first £3 in cash
- You can pay the next £8 using your Taxicard
- You will pay the balance of £2 in cash.

### **Fare Example 2:**

- Your total fare is £4.50.
- You will pay the first £3.00 in cash
- You can pay £1.50 using your Taxicard.

Taxis fares are affected by distance and time.

You need to be aware that the following circumstances can affect the cost:

- heavy traffic
- taxi waiting for you
- extra stops on route
- night and bank holiday rates.

### **Lost or Stolen Taxicard: what should I do?**

If your Taxicard is lost or stolen you need to tell us straightaway by telephoning the Taxicard Customer Service Centre on 0845 458 1850.

To get a replacement card, you will need to give us:

- The reason a replacement is needed
- Your name and address
- A fee of £5 will need to be paid.

### **Change of address or circumstances**

You must always let us know if your address changes or if you no longer wish to use Rural West Taxicard.

You can let us know by calling the Taxicard Customer Service Centre on 0845 458 1850.

or by writing to

Rural West Taxicard  
c/o Concessionary Solutions Ltd  
Glenfield Park  
Blakewater Road  
BLACKBURN  
Lancashire  
BB1 5QH

# More information about Rural West Taxicard

## ■ How do I book a taxi?

Just telephone one of the numbers on the RW Taxicard Phone List. You can ask for a taxi as soon as possible or book for a specific time. Always remind the operator that you need an Rural West Taxicard driver.

## ■ Can I book in advance?

Yes, but always remember to tell the taxi operator that you need an RW Taxicard driver.

## ■ What information should I give when booking a taxi?

When requesting a taxi you should always give complete addresses, including postcodes where possible. Be precise about your collection point, especially if it is a large destination with numerous exits. Remind them you need an RW Taxicard driver.

Examples of other important information to give when you book:

- I am a wheelchair user, and need an accessible taxi.
- I prefer a saloon car.
- I have a visual or hearing impairment.

The person taking your booking may not have any personal information about you. So if there is anything you feel they should know about your needs, it is up to you to tell them, so they can provide you with the service you require.

### ■ **What if I decide I no longer want the taxi?**

If you book a taxi and decide you no longer need it, you must ring and cancel your booking straightaway. Otherwise if the taxi arrives to pick you up, you could be charged for calling it out.

### ■ **Are taxis guaranteed to arrive?**

Unfortunately, the provision of a taxi cannot always be guaranteed. There are occasions when it will not be possible to find one. Certain times are very busy; rush hour, pouring rain, major sporting events, and so on.

### ■ **Can I use my Rural West Taxicard to visit friends?**

Yes, this is exactly the sort of journey Rural West Taxicard is for. You can also use it to go shopping, visit a museum or any other outings.

### ■ **Can I take a friend with me?**

Yes, you can take someone with you at no extra charge.

### ■ **How many Rural West Taxicard trips can I make?**

If you use the maximum trip subsidy on each trip (i.e. you use the full subsidy of £8 each time), you are entitled to 12 single trips during the year.

### ■ **Where can I find out more information?**

Taxicard membership is only open to residents of Castle Morpeth Borough. To join Taxicard call us on 0845 485 1850 and ask us to send you an application form. For membership enquiries or complaints, call the Taxicard Customer Service Centre on 0845 485 1850.

**Do I need to carry my Taxicard when I travel?**

Yes. Every time you use Rural West Taxicard, you must show your Taxicard to the driver.

**Can I use any Taxi Operator?**

No. Under the RW Taxicard card scheme you may ONLY use an RW TaxiCard operator and driver. Make all your bookings using the RW Taxicard Phone List of all accredited operators and drivers.

**Will I get a receipt from the driver?**

Rural West Taxicard drivers can provide you with a receipt when asked.

# Taxicard Fares Ready Reckoner

FARE COSTS	YOU PAY	+ Taxicard
£ 3.00	£ 3.00	£ 0.00
£ 3.50	£ 3.00	£ 0.50
£ 4.00	£ 3.00	£ 1.00
£ 4.50	£ 3.00	£ 1.50
£ 5.00	£ 3.00	£ 2.00
£ 5.50	£ 3.00	£ 2.50
£ 6.00	£ 3.00	£ 3.00
£ 6.50	£ 3.00	£ 3.50
£ 7.00	£ 3.00	£ 4.00
£ 7.50	£ 3.00	£ 4.50
£ 8.00	£ 3.00	£ 5.00

FARE COSTS	YOU PAY	+ Taxicard
£ 8.50	£ 3.00	£ 5.50
£ 9.00	£ 3.00	£ 6.00
£ 9.50	£ 3.00	£ 6.50
£ 10.00	£ 3.00	£ 7.00
£ 10.50	£ 3.00	£ 7.50
£ 11.00	£ 3.00	£ 8.00
£ 11.50	£ 3.50	£ 8.00
£ 12.00	£ 4.00	£ 8.00
£ 12.50	£ 4.50	£ 8.00
£ 13.00	£ 5.00	£ 8.00
£ 13.50	£ 5.50	£ 8.00
£ 14.00	£ 6.00	£ 8.00
£ 14.50	£ 6.50	£ 8.00
£ 15.00	£ 7.00	£ 8.00
£ 15.50	£ 7.50	£ 8.00
£ 16.00	£ 8.00	£ 8.00
£ 16.50	£ 8.50	£ 8.00
£ 17.00	£ 9.00	£ 8.00
£ 17.50	£ 9.50	£ 8.00
£ 18.00	£ 10.00	£ 8.00

