

Scottish Council on Deafness

# Accessible Transport: Taxicards

Do Councils provide a Taxicard Scheme?

Policy & Research Officer  
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## **Reason for research**

Two Deaf people approached SCoD about the problems they were each having with their Taxicards. SCoD decided it would be interesting to see how the taxicard scheme is operated in each local authority.

## **How the research was carried out?**

The starting point for the research was to look at each of the 32 Local Authorities websites to find out if they do indeed have a Taxicard Scheme.

On websites where there was little or no information, each local authority was sent an email asking:

1. Does your Council have a Taxicard scheme?
2. If so, how do people apply for Taxicards?
3. How does the scheme operate?
4. When can people use their cards?
5. What is the procedure for booking a taxi outwith their home phone numbers?
6. What can be done to make it better?

The results can be viewed below.

Where a Local Authority has a Taxicard Scheme, an email address or a web link has been provided.

Local Authority	Taxicard scheme	No Taxicard Scheme	Comments
Aberdeen City Council	✓		104 journeys in a 6 month period; in Aberdeen and Aberdeenshire only. Person uses taxis as would a member of the public. If taxi is hailed in the street/at a taxi rank - person must check if the driver will accept the Taxicard. <a href="http://www.aberdeencity.gov.uk/ACCI/nmsruntime/saveasdialog.asp?IID=16578&amp;sID=5027">http://www.aberdeencity.gov.uk/ACCI/nmsruntime/saveasdialog.asp?IID=16578&amp;sID=5027</a>
Aberdeenshire Council	✓		52 journeys in a 3 month period; entitles the person to reduced rail travel in Aberdeenshire/Aberdeen/Moray and North Angus. Person can use taxis as a member of the public does. <a href="http://www.aberdeenshire.gov.uk/publictransport/concessionarytravel/taxicard.asp">http://www.aberdeenshire.gov.uk/publictransport/concessionarytravel/taxicard.asp</a>
Angus Council	✓		Has a waiting list for taxicards. All taxis must be booked in advance, but are available 24 hours a day. Can be used to travel into Dundee, as well as Perthshire towns close to the Angus boundaries. <a href="http://www.angus.gov.uk/atoz/newforms/taxicard.pdf">http://www.angus.gov.uk/atoz/newforms/taxicard.pdf</a>
Argyll and Bute Council		X	"We do not know about this scheme. Could you give me information on it as maybe we can look at introducing it in Argyll and Bute Council?"
Clackmannanshire Council		X	
Dumfries and Galloway Council	✓		"None of the taxis that we use are accessible by textphone, SMS or e-mail. Don't have to book in advance. Can pick up a taxi anywhere as long as the taxi is in the Taxicard scheme. Taxis do sit at the ranks in the towns." <a href="http://www.dumgal.gov.uk/Dumgal/xdocuments/1049.pdf.ashx">http://www.dumgal.gov.uk/Dumgal/xdocuments/1049.pdf.ashx</a>

Local Authority	Taxicard scheme	No Taxicard Scheme	Comments
Dundee City Council	✓		For more information go to <a href="http://www.dundee.gov.uk/a2z/taxicard/">http://www.dundee.gov.uk/a2z/taxicard/</a> . Taxi offices are not accessible by SMS texting, but will accept RNID Typetalk calls. [There is a debate going on at the moment, as to who has to be DDA compliant – taxi or taxi companies. Taxi offices do not have to be licensed, and taxi drivers are self-employed] Each person is issued with a SmartCard that has the number of journeys the person is entitled to on the card. Before paying for the taxi, the person hands over the SmartCard and the taxi driver scans the card, gives a receipt and accepts the money. Cardholders are entitled to up to £2.50 off a journey. Not all the taxis have the SmartCard technology, but City Council hoping to sort this out before end of 2008. Taxis can be picked up on the City Taxi ranks.
East Ayrshire Council		X	
East Dunbartonshire Council		X	
East Lothian District Council	✓		For more information go to <a href="http://www.eastlothian.gov.uk/content/0,1094,3098,00.html">http://www.eastlothian.gov.uk/content/0,1094,3098,00.html</a>
East Renfrewshire Council		X	
Edinburgh City Council	✓		For more information go to <a href="http://www.edinburgh.gov.uk/internet/Attachments/Internet/Transport/Public_transport/TaxicardForm%2007.pdf">http://www.edinburgh.gov.uk/internet/Attachments/Internet/Transport/Public_transport/TaxicardForm%2007.pdf</a>
Falkirk Council	✓		For more information go to <a href="http://www.falkirk.gov.uk/services/development/transport_planning/concessio_nary_travel/taxicard.pdf">http://www.falkirk.gov.uk/services/development/transport_planning/concessio_nary_travel/taxicard.pdf</a>

Local Authority	Taxicard scheme	No Taxicard Scheme	Comments
Fife Council	✓		If the person has a National Entitlement Card then eligible for taxi vouchers. Each person is issued with a list of accessible taxi companies. Taxis can be contacted from any phone line – home, business, mobile. Use as person would normally use a taxi. Will ensure that information is put onto website. For more information, contact Anne Cowan at <a href="mailto:Anne.Cowan@fife.gov.uk">Anne.Cowan@fife.gov.uk</a>
Glasgow City Council	✓		No information available at this time.
Highland Council		X	"Such people may be eligible for a disabled bus pass which would give them free transport on the buses in Scotland."
Inverclyde Council		X	
Midlothian Council	✓		For more information go to <a href="http://www.midlothian.gov.uk//Article.aspx?TopicId=0&amp;ArticleId=17112">http://www.midlothian.gov.uk//Article.aspx?TopicId=0&amp;ArticleId=17112</a>
Moray Council		X	"Have a Dial-a-bus scheme for people not on a bus route."
North Ayrshire Council		X	
Orkney Islands Council		X	"Whilst we don't operate a taxicard scheme we do have an equivalent Dial-a-Bus operation which caters for the need of those who cannot get conventional public transport".
Perth and Kinross Council		X	
Renfrewshire Council		X	
North Lanarkshire Council		X	

Local Authority	Taxicard scheme	No Taxicard Scheme	Comments
Scottish Borders Council		X	"There is a social car scheme aimed at people with mobility issues rather than transport issues. It's on offer to people who don't live on a bus route. There is a small charge of 10p per mile to the user with the council making up the balance. A range of volunteers/voluntary orgs. provide the cars."
Shetland Islands Council		X	
South Ayrshire Council		X	"Was a proposed initiative from Transport Scotland, and perhaps they could advise your further."
South Lanarkshire Council		X	"It is something that has been investigated but currently services such as Dial-A-Bus and the Ring 'n' Ride services that cater for people throughout the area are in operation. The scheme is something that may be of interest to us and any information you may be able to provide to us would be appreciated."
Stirling Council	✓		Entitled to 12 journeys per week. Must be booked either 1 week in advance or by 10am for the same day afternoon using the Taxicard booking line. Accepts RNID Typetalk calls but not SMS. Card gives the person a maximum of £2 off a taxi fare. <a href="http://www.stirling.gov.uk/taxicardappl2004internetfd-3.pdf">http://www.stirling.gov.uk/taxicardappl2004internetfd-3.pdf</a>
West Dunbartonshire Council		X	
West Lothian Council		X	
Western Isles Council		X	"No requests for this service, therefore does not exist."