

## STAFF TAXI ARRANGEMENTS

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1. Staff requiring scheduled taxis must advise their Supervisor or Duty Manager in writing, giving the following information:-
  - Name and employee number
  - Taxi schedule(s) required, e.g. A040, D066 etc.
  - Pick-up date, time and place
  - Destination
2. Having checked that the request is valid and all details are correct, Supervisors and above may book scheduled taxis between 0900 and 2100 each day by clicking on this link: <http://cabs.lul.co.uk>. If the link cannot be used for any reason, do the following:
  - Call the London Underground Control Centre (LUCC) on Auto 1802
  - State your name, grade, location and employee number
  - State the number and name of the person requiring the taxi(s)
  - State the pick-up time, pick-up point and destination for each taxi
  - After giving the destination, state whether it is the end of the journey, or if a connection is required
3. The CABS system will show a reference number for each booking, and this will also appear on an automated email that will be sent to the requestor. The reference number must be retained for future enquiries or cancellations.
4. To prevent unnecessary costs being incurred, taxis which are booked and subsequently found not to be required must be cancelled by Supervisors and above by calling the LUCC and quoting the Supervisor's name and location, the reference number of the booking to be cancelled and the passenger's name. Staff who fail to inform their Supervisor that a booked taxi is no longer required may be refused future requests.
5. Staff taxis are standard London Taxis supplied by **GETT Taxis** and will display the sign "LT Rail Staff". Scheduled staff taxis will run only when requested, and will operate to the timings shown in the Staff Travel Facilities Handbook, picking up and setting down at **authorised calling points only**.
6. When boarding the taxi, staff must show their pass to the driver and check that the taxi is being operated by GETT for London Underground.
7. It is particularly important that the morning taxis run to time. Late running causes missed connections, late opening of stations, late sign-ons and train cancellations. Taxi drivers are therefore instructed **not** to wait for staff who are not at the pick-up point at the scheduled departure time. **If a taxi does not arrive at the scheduled pick-up time, staff should contact the LUCC as soon as possible** on Auto 1802, or BT 0207-918-7309, or Freefone 0800-371-920, stating their location and the scheduled number of the taxi they are waiting for. (Calling your Supervisor first is counterproductive, as they will have no direct access to information about your taxi: **Call the LUCC first**, then advise your Supervisor if you are going to be late reporting for duty.)
8. Evening taxis will wait until instructed to depart by the LUCC, and drivers will **not** accept any instructions from staff on-site to either wait or depart. If, because of operational problems, late turn staff know that **they will be delayed by 10 minutes or more**, they **must** contact the LUCC on Auto 1802, or BT 0207-918-7309, or Freefone 0800-371-920, stating their location and the scheduled number of the taxi they are waiting for.
9. Staff **must not** contact the taxi company directly. The correct procedure is to contact the LUCC taxi desk, who are the only staff authorised to contact the taxi company, and make the necessary arrangements. Formal complaints should be addressed to the London Underground Control Centre, Staff Taxis, Palestra, 197 Blackfriars Road, London SE1 8NJ.
10. Emergency / non-scheduled taxis may be ordered on Auto 1812 by authorised personnel only, and the taxi desk operator will ask the reason for the request. For non-emergencies, all other options for transport should be considered before the request is made, along with the usual information. **Under no circumstances** may the 1812 emergency line be used for any reason other than that stated above.
11. Taxis are licenced by TfL to carry 5 persons. Staff with large equipment bags should request use of the luggage storage spaces with the taxi driver.

This handbook contains details of staff travel facilities. Amendments to staff travel facilities will be published periodically in the Traffic Circular. A fully up to date version of this handbook can always be found on the LUL Intranet at:

<https://sharelondon.tfl.gov.uk/ru/ep/SitePages/Staff%20Travel%20Handbook.aspx>

All services shown in the tables are provided by taxis unless otherwise stated. Taxis will run only when requested. The procedure for booking taxis is shown on page 4. The figures shown in brackets after station names are table numbers to which reference should be made for more information.

Staff trains are booked to call at all stations, but staff are advised to ascertain beforehand, from the Station Supervisor, that access is available to or from the street. Trains will run either on Weekdays or Sundays, as shown herein, unless altered by Traffic Circular entry.

**GENERAL NOTES**

The following notes apply throughout this publication:-

- |                                |                                |                                |
|--------------------------------|--------------------------------|--------------------------------|
| b - arrives 1 minute earlier   | d - arrives 2 minutes earlier  | f - arrives 3 minutes earlier  |
| h - arrives 4 minutes earlier  | k - arrives 5 minutes earlier  | n - arrives 6 minutes earlier  |
| p - arrives 7 minutes earlier  | r - arrives 8 minutes earlier  | t - arrives 9 minutes earlier  |
| v - arrives 10 minutes earlier | x - arrives 11 minutes earlier | z - arrives 12 minutes earlier |
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- |  |  |                              |
|--|--|------------------------------|
| → - timings continued in a subsequent column | ← - timings continued from a previous column | MF - Mondays to Fridays only |
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Stations and times **highlighted yellow** indicate commonly used connections.

**STAFF TAXI POLICY**

**It is the responsibility of the individual member of staff to get to and from their place of work to carry out their rostered turn of duty.** The difficulties of travelling to and from work at extremes of the traffic day are recognised. To facilitate this, a network of staff taxis, (and a limited number of staff trains) are provided, **as a concession**, at times when passenger trains are not operating.

**\*\*\* Staff are expected to utilise the extensive night bus and Night Tube network whenever possible. \*\*\***

The Company has provided, **as a concession**, a network of scheduled taxi routes throughout the London Transport areas which, with the exception of Aylesbury, Grays, Ongar, and Potters Bar, are bounded by the M25 motorway.

Scheduled staff taxis do **NOT** run to/from home addresses. 'Home' is defined as the nearest LU/NR Rail or Bus station to your home. Where there is no rail or bus station, this should be substituted by your nearest public building (i.e., town hall, library or police station etc.,) that can easily be identified on a map.

**Staff are reminded that their Staff Oyster Pass is valid on:**

**All TfL rail services;** operated by London Underground, Docklands Light Railway, London Overground, TfL Rail and Tramlink (except for any special services e.g. Steam Specials or Rail Tours)

**London's bus services** displaying the red or white roundel on the front and any other bus service where TfL fares apply (except for any special services)

**ALL National Rail services** (standard class only) between the following stations:

- |  |   |
|--|---|
| Amersham - Marylebone                            | Stratford - Liverpool Street                      |
| Finsbury Park - Moorgate (via Drayton Park only) | Kentish Town - Elephant & Castle or London Bridge |
| Fenchurch Street - Upminster                     | Euston - Watford Junction                         |

It is not valid on any other National Rail service.

**REQUESTS FOR CHANGES TO STAFF TRAVEL FACILITIES**

Requests for alterations or additions to staff travel facilities should be made in writing, on the approved form, to your Duty/Centurion Manager, giving details of the changes requested.

**Staff should note that requests for extensions to the Staff Taxi network will not normally be considered if journeys outside the area bounded by the M25 motorway are involved or where an adequate night bus service is already provided.**

Copies of the Taxi Change Request Form can be obtained from the Staff Taxi section of Scheduling Services, 3<sup>rd</sup> Floor West, 55 Broadway. Auto 59961.

A copy of the change request form can also be downloaded and/or printed from the LUL Intranet using the link at the top of this page.