



London Taxicard consultation

Summary Report

July 2017

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Executive summary and key findings

Taxi and private hire vehicles (PHV) provide an essential element of London's transport provision for older and disabled people. The London Taxicard Scheme provides taxi and PHV journeys for its eligible members at subsidised fares; it is largely financed by Transport for London (TfL) with additional funding from the majority of the participating London boroughs. A small proportion of Dial-a-Ride journeys are also provided by third party Taxi/PHV provision.

During 2017, TfL and London Councils plan to complete a joint procurement exercise for the Taxi/PHV provision needed to deliver both Taxicard and Dial- a Ride (DaR) services.

London Councils has sought to gather the views of Taxicard and DaR members on their use of Taxi/PHV within these services to help shape the requirements within the joint procurement of Taxi/PHV for these schemes. It wanted to identify what is important to current users in terms of Taxi/PHV, what works well and not so well. It has also tried to identify any changes that may be needed in the service to meet future customer needs.

The consultation took place between 6 December 2016 and 19 May 2017. London Councils contacted all current Taxicard members by post with a survey, which could either be returned by freepost or completed online. There was a very high level of response to the survey (15,043 responses / 23% of members), of which 14,900 were from or on behalf of Taxicard members. TfL and London Councils also engaged face to face with 13 scheme user groups at various mobility forum meetings, charities and representative groups. . TfL also invited comments on DaR Taxi/PHV journeys from members in their regular In Touch newsletter

Key findings

A number of key findings have emerged from the consultation. These are the conclusions of all feedback, combining the quantitative results of the London Council Taxicard survey, and customer comments from the consultation meetings and the London Council Taxicard survey:

- The majority of survey respondents (59 per cent) indicated that they would prefer a kerb-to-kerb instead of a door-to-door service. However, it was pointed out by some organisations that the wording of the question which made reference to the potential for door-to-door to mean fewer or more expensive journeys may have influenced responses. Indeed, a considerable minority of users (41 per cent) said they would prefer a door-to-door service, even if it meant more expensive or fewer journeys

- Customer feedback indicated a preference for high driver training standards, disability assistance, good spoken English and communication skills, and topographical knowledge. These were often associated with taxis. In the group sessions, it became clearer that users value the high standards associated with taxi drivers rather than necessarily preferring taxis per se.
- 82% emphasised the importance of cheaper and/or fixed cost fares. Free text comments in the survey suggested that this attribute is often associated with PHV provision
- The most important factors to those using the service (those who thought it very or quite important) are the availability of vehicles (87 per cent), the ability to get in and out of the vehicle (85 per cent) and the quality of the driving (85 per cent) and the cost of journeys (82%).
- Telephone booking is quite or very important to the vast majority of users (90%). 46% value taxi rank/hail availability. A minority of customers were keen for the service to offer innovative booking options like web-booking (10%) and app based booking (12%).

In addition, the following conclusions were drawn from customer feedback in the consultation meetings and from comments within the London Council Taxicard survey:

- Customers sometimes don't know how or find it difficult to raise an official complaint.
- The specific needs of the visually impaired and wheelchair and small mobility scooter users should be considered. This includes the supplier monitoring and enforcing the acceptance of assistance dogs/ wheelchairs, to prevent potential difficulties in street hailing and potential differences in the experience of vehicle availability when booking by phone or online.
- A need to provide more regular customer information service updates to customers was highlighted, as was the need to provide this information to customers in appropriate formats, particularly for those with a visual impairment.
- Appointed supplier(s) should be asked to commit to being involved in consultation and engagement with users, which would include their attending events such as user group meetings. London Councils and TfL were also asked to consider including user representation in the tender evaluation.

1. About the Taxicard consultation

1.1 Introduction

Taxicard and Dial-a-Ride joint Taxi/PHV procurement

As part of a wider review of social needs transport¹ called for by the London Assembly's Transport Committee review of Door-to-Door services in London, the London Councils Transport and Environment Committee (TEC) agreed in July 2016 to support the principle of London Councils and TfL exploring a joint procurement of the Taxicard, and the taxi and PHV element of DaR, schemes. A brief explanation of these two schemes is provided at the end of this section.

TfL and London Councils plan to complete the joint procurement exercise for the taxi/PHV provision needed to deliver both Taxicard and DaR services² during 2017.

London Councils and TfL carried out a consultation to gather feedback from Taxicard and DaR members to shape the requirements within the joint procurement of taxi/PHV for these schemes. The aim was to identify what is important to users in terms of taxi/PHV, what works well and not so well. The aim was also to identify any changes that may be needed to the service to meet future customer needs.

The consultation took place between 6 December 2016 and 19 May 2017. London Councils sent a survey to approximately 66,000 Taxicard members by post. The survey could be returned by freepost or completed online. London Councils received 14,900 responses to their Taxicard survey from, or on behalf of, scheme members. TfL and London Councils also engaged face to face with 13 user groups of these schemes through meetings with various mobility forums, charities and representative groups. TfL also invited comments on DaR Taxi/PHV journeys from members in their regular In Touch newsletter.

¹ Social Transport Review – Summary Report

<https://www.london.gov.uk/moderngov/documents/551404/Appendix%201%20-%20Social%20Needs%20Transport.pdf>

² In the most recent full year, Taxicard and Dial-a-Ride (DaR) taxi and PHV services together provided approximately 1.35m Taxi/PHV journeys per year in London, of which 15 per cent are required to be covered by wheelchair accessible vehicles.

Taxicard

The London Taxicard scheme is managed by London Councils through the Transport and Environment Committee on behalf of the participating boroughs. Taxicard is a kerb-to-kerb transport service for people with serious mobility and visual impairments, who experience barriers to travelling on mainstream public transport services.

The scheme is largely financed by TfL with additional funding from the majority of the participating London boroughs; the scheme increases the independence and mobility of disabled people by providing subsidised fares for trips in licensed London Taxis and PHV. In 2016/17 approximately 1.28m Taxicard trips were made.

Taxicard members can book journeys by phoning the service provider's contact centre for an advance or ASAP booking. They can also book online or via a dedicated App. Alternatively, members can hail a taxi in the street or from a rank.

Dial-a-Ride

London DaR is a trading activity of London Buses Ltd, a subsidiary of TfL. The DaR service provides a door-to-door passenger service for registered members within all 32 London boroughs and the City of London, fulfilling over one million trip requests per year.

The service delivers a free and fully accessible transport service for disabled and older London residents who cannot use buses, trains or the Tube. DaR is usually a shared service - with passengers boarding and alighting at different points along the route.

Members make booking requests with DaR's centralised journey booking centre which makes every attempt to fulfil the journey request. A small proportion of Dial-a-Ride journeys are also provided by third party Taxi/PHV provision. This enables DaR to fully maximise the productivity of its in-house driver resources and to provide an ad-hoc/emergency cover to support its day-to-day operations. In 2016/17, approximately 72,000 (6 per cent) of DaR trips were outsourced to taxis and PHV vehicles, rather than provided by the in-house fleet.

2. About the responses

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and members of the Taxicard and DaR schemes an opportunity to shape the future Taxi/PHV service provision
- To understand the level of support for, or opposition to, the options contained within the survey
- To understand any issues that might affect the users adversely should there be changes to the service provision
- To understand any concerns that we were previously unaware of
- To enable users to make suggestions

2.2 Outcomes

London Councils received 15,043 responses to their Taxicard survey (23% of members), of which 14,900 responses were from, or on behalf of, scheme members. The remaining 143 responses were from organisations.

TfL received a total of 32 written and 5 email responses from Dial-a-Ride customers in response to their request for comments in a members' newsletter.

2.3 Who was consulted

London Councils and TfL have engaged face to face with 13 user groups of these schemes through meetings with various mobility forums, charities and representative groups.

London Councils contacted all current Taxicard members by post, sending them a copy of the London Council Taxicard survey. This could either be returned by post free of charge to TfL FREEPOST or completed online at www.surveymonkey.co.uk/r/taxicard

Details of this consultation survey were also sent to statutory stakeholders such as London Members of Parliament, London Assembly Members, Transport for All (TfA) and London Travelwatch.

TfL also invited comments on DaR Taxi/PHV journeys from members in their regular In Touch newsletter.

2.4 Dates and duration

Consultation meetings took place between 6 December 2016 and 19 May 2017.

London Councils contacted all current Taxicard members by post with a survey on 17 February and asked for feedback by 5 April. The deadline was subsequently extended to 12 April.

TfL invited comments on DaR Taxi/PHV journeys from members in the In Touch newsletter posted to all current members on 3 March. They were asked to give their feedback by 31 March.

2.5 What was asked

London Councils and TfL wanted to identify what is important to users in terms of Taxi/PHV, what works well and not so well. The aim was also to identify any changes that may be needed to the service to meet future customer needs.

A copy of the Taxicard survey can be found in Appendix A. The survey topics were presented and discussed at the meetings with various mobility forums, charities and representative groups.

TfL also invited comments on DaR Taxi/PHV journeys from members in their regular In Touch newsletter. A copy of the article is shown in Appendix B.

2.6 Methods of responding

London Councils and TfL have engaged face to face with many user groups of these schemes through meetings with various mobility forums, charities and representative groups

The London Council Taxicard survey sent to all current Taxicard members could either be returned by post free of charge to TfL FREEPOST or completed online at www.surveymonkey.co.uk/r/taxicard

TfL also invited comments on DaR taxi/PHV journeys from members in their regular In Touch newsletter. Members could respond by email or post.

2.6.1 Stakeholder meetings

A number of meetings were held involving Taxicard members. This included mobility forums in different parts of London and meetings with representative organisations such as Transport for All (TfA) and TfL's Independent Disability Advisory Group (IDAG).

Meetings held:

| Meeting | Date of meeting |
|---|-----------------|
| Kensington and Chelsea Mobility Forum | 6.12.16 |
| Croydon Mobility Forum | 6.12.16 |
| Hillingdon Mobility Forum | 20.12.16 |
| Tower Hamlets Accessible Transport Forum | 19.1.17 |
| Camden Mobility Forum | 20.1.17 |
| DCF Hounslow | 2.3.17 |
| TfL Independent Disability Advisory Group (individual meeting with Salli Booth) | 7.3.17 |
| SELViS Greenwich | 8.3.17 |
| SELViS Lambeth | 15.3.17 |
| Visually Impaired Camden | 21.3.17 |
| Pocklington Trust | 18.4.17 |
| Transport for All | 25.4.17 |
| TfL Sub Regional Mobility Forum | 19.05.17 |

2.6.2 Analysis of London Council Taxicard survey responses

All responses received before the extended closing date of 12 April were analysed. Responses that were received without all questions being answered were still included in the analysis.

There were 15,043 survey responses in total; these consisted of paper and online responses.

| Methods of responding | Total | % |
|-----------------------|--------|-----|
| Online response form | 2,508 | 17 |
| Paper response form | 12,584 | 83 |
| Total | 15,092 | 100 |

3. Next steps

TfL and London Councils have prepared a joint tender for the Taxicard and Dial-a-Ride Taxi consolidator provision. The findings of this consultation have been used to help specify the needs and requirements in the new contract.

Appendix A: Copy of London Council Taxicard survey

Response to the consultation on the taxi service provided by Taxicard and Dial-a-Ride

Name (optional) _____

Address (optional) _____

1. Are you

A Taxicard holder Replying on behalf of member(s) An organisation
of the Taxicard scheme

Name of organisation _____

2. What is your age range?

0-24 years 25-44 years 45-64 years 65-74 years 75+ years

3. Which of the following best describes your use of Taxicard? (Please tick one answer).

Frequent Occasional Rare I no longer use my Taxicard

I have never used my Taxicard

4. Are you a wheelchair user? Yes No

5. Do you have a serious mobility impairment? Yes No

6. Are you severely visually impaired or blind? Yes No

7. If questions 4, 5 and 6 do not describe the nature of your disability, please provide more details below.

8. How important are the following to you when booking a journey?

(Please tick one answer per row).

| | Not at all important | Not very important | Quite important | Very important |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| Book by using a smart phone app | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Web based booking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Telephone booking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Availability of taxi rank or being able to hail one in the street | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. Would you prefer a door-to-door service, where the driver helps you to and from the door, instead of a kerb-to-kerb service if this meant you received fewer or more expensive journeys? (Please tick one answer).

- I would prefer to have a door-to-door service even if this meant I would receive fewer or more expensive journeys
- I would prefer a kerb-to-kerb service and have no change to the number or cost of my journeys

10. For as soon as possible (ASAP) bookings, you should not have to wait longer than 30 minutes from the time you book for the vehicle to arrive. Would you prefer a shorter waiting time for ASAP bookings if this meant fewer journeys were provided or they were more expensive? (Please tick one answer).

- I would prefer a shorter waiting time even if this meant I would receive fewer journeys or they were more expensive (**go to question 11**)
- I am satisfied with the current waiting time of up to 30 minutes (**go to question 12**)

11. What is the longest you think you should have to wait for your driver to arrive for an ASAP booking? (Please tick one answer).

15 minutes 20 minutes 25 minutes

12. For bookings made in advance, your driver is allowed to arrive up to 15 minutes later than the booked time. Would you prefer the driver to have a target of arriving closer to your booked time if this meant fewer journeys were provided or they were more expensive? (Please tick one answer).

- I would prefer the driver to have a target of arriving closer to the booked time even if this meant I would receive fewer journeys or they would be more expensive (**go to question 13**).
- I am satisfied with allowing the driver to arrive up to 15 minutes later than the booked time (**go to question 14**).

13. How close to your booked time do you think the driver should arrive for bookings made in advance? (Please tick one answer).

Within 5 minutes of the booked time Within 10 minutes of the booked time

14. How important are the following to you when using a black taxi or private hire vehicle? (Please tick one answer per row).

| | Not at all important | Not very important | Quite important | Very important |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| The quality of help I receive getting to and from the vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My ability to get in and out of the vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The quality of driving I might expect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My journey time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The availability of vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The cost of journeys | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Taxicard is currently delivered by just one company but in the future more than one company might supply the service. For example, one company might provide advanced and ASAP bookings and another the street hailing service. This could change the proportions of journeys delivered by black taxis and private hire vehicles.

15. Think about your experience of using private hire vehicles and black taxis.

If more journeys were provided by private hire vehicles and fewer by black taxis, what do you think the impact would be on the following?

(Please tick one answer per row).

| | Very negative impact | Negative impact | No impact | Positive impact | Very positive impact |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The help the driver gives me to get to and from the vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My ability to get in and out of the vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The quality of driving I might expect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My journey time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The availability of vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The cost of journeys | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16. If more journeys were provided by black taxis and fewer by private hire vehicles what do you think would the impact be on the following? (Please note, this is the opposite scenario to the previous question).

| | Very negative impact | Negative impact | No impact | Positive impact | Very positive impact |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The help the driver gives me to get to and from the vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My ability to get in and out of the vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The quality of driving I might expect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My journey time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The availability of vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The cost of journeys | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

17. Please make any further comments or suggestions in the box below or continue on a separate sheet.

Thank you. Please return no later than Wednesday 5 April to:

Freepost TfL Consultations

(No stamp required).

Appendix B: DaR newsletter message

TfL invited comments on DaR taxi/PHV journeys from members in their regular In Touch newsletter. The newsletter article was as follows:

We're reviewing Dial-a-Ride taxis

Occasionally, we'll send you a taxi instead of a Dial-a-Ride bus.

We are reviewing our contracts and would like to know what aspects of the taxi service provided through Dial-a-Ride you would like us to improve. We're particularly interested to hear about:

- Reliability
- Punctuality
- Your experience with the taxi drivers
- Ease of accessibility

Clearly mark your correspondence 'TAXI FEEDBACK' and return to us by 31 March 2017.

By post: PO Box 68799, London, SE1P 4RD
Email: DAR@tfl.gov.uk

We're looking forward to hearing from you

Summary of responses:

A total of 32 postal and 5 email responses were received from Dial-a-Ride customers.

Key themes raised were:

- Driver training – particularly in respect of providing a door to door service, securing passengers/wheelchairs in vehicle
- Driver knowledge – e.g. geographic knowledge
- Preferences for either black taxis or PHV s depending on access requirements
- Importance of reliability of arrival time

Appendix C: Breakdown of survey responses

London Councils received a total of 15,043 responses to their Taxicard survey of which 14,900 responses were from, or made on behalf of, scheme members. The remaining 143 responses were from organisations.

Results of the survey, both electronic and paper based, have been analysed.

Summary of responses from, or on behalf of, scheme members:

There were 14,900 Taxicard survey responses from, or on behalf of, scheme members in total; these were made up out of 12,518 paper responses and 2,382 online responses.

92 per cent of respondents were Taxicard holders and 8 per cent replied on behalf of a member

The age range of respondents is as follows:

0-24 years- 2 per cent

24-44 years - 5 per cent

45-64 years - 20 per cent

65-74 years - 18 per cent

75+ years - 57 per cent

42 per cent of respondents stated that they use Taxicard frequently, 46 per cent occasionally, 8 per cent use it rarely, and 4% have either never used it or no longer use it.

28 per cent of respondents are wheelchair users, 72 per cent have a serious mobility impairment and 14 per cent are severely visually impaired / blind

- The vast majority of respondents (90 per cent) said they find telephone booking quite or very important when booking a journey, whilst 46 per cent find taxi rank/hail availability quite or very important. Only 10 per cent said they find booking online quite or very important
- and only 12 per cent find a web based booking app quite or very important

Findings also reveal that more Taxicard users (59 per cent) prefer a kerb-to-kerb service as opposed to a door-to-door service. 41 per cent of users would prefer a door-to-door service (), even if it meant that they would have fewer journeys or that these would be more expensive

Most respondents (76 per cent) are satisfied with the current waiting time of up to 30 minutes for as soon as possible (ASAP) bookings

Of the 24% who would prefer a shorter waiting time than 30 mins
65 per cent expressed that 15 minutes is the longest they should have to wait for their driver for ASAP bookings and 27 per cent said 20 mins

For bookings made in advance, most respondents (71 per cent) are satisfied with their driver arriving up to 15 minutes later than the booked time

Of the 29% who would prefer their driver to arrive closer to the booked time:
48 per cent thought their driver should arrive within 5 minutes of the booked time and
52 per cent thought their driver should arrive within 10 minutes of the booked time

Members consider the following factors as most important when using a black taxi or private hire vehicle (PHV):

Availability of vehicles (87 per cent),
Ability to get in and out of the vehicle (85 per cent)
Quality of the driving (85 per cent)
Cost of journeys (82 per cent)

53 per cent respondents believe that more PHVs (and fewer black taxis) would have a quite or very positive impact on the cost of journeys, and 27 per cent a quite or very negative impact on the ability to get in and out of the vehicle

64 per cent respondents believe that more black taxis (and fewer PHVs) would have a quite or very positive impact on the ability to get in and out of the vehicle. 60 per cent respondents believe that more black taxis (and fewer PHVs) would have a quite or very positive impact on the quality of driving, and 59 per cent a quite or very positive impact on the help given by drivers to get to and from the vehicle.

Responses from organisations

There were only 143 Taxicard survey responses from organisations; these consisted of 17 paper responses and 126 online responses.

Many of the responses from organisations reflected those from Taxicard members. But there were a few differences:

Unlike the responses from, or on behalf of, scheme members, the responses from organisations indicated a preference for a door-to-door rather than a kerb-to-kerb service. Of the organisations who responded online the following issues were selected as the most important:

- The quality of help received when getting in and out of the vehicle
- The ease of being able to get in and out of the vehicle

The percentages scoring these issues as very important were higher than those for the responses from, or on behalf of scheme members.

Of the organisations who responded by post the following issues were selected as the most important:

- The ease of being able to get in and out of the vehicle
- The quality of the driving
- The availability of vehicles

The percentages scoring these issues as very important were higher than those for the responses from, or on behalf of scheme members.

The organisations who responded online believe that more black taxis (and fewer PHVs) would have a very positive impact on the help given by drivers to get to and from the vehicle, ability to get in and out of the vehicle, the quality of driving and journey time.

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Appendix D: Summary of consultation meetings held and issues raised

| Name of group/meeting | Date and time | Number of users present | Issues raised |
|---|----------------------------|--------------------------------|--|
| Kensington and Chelsea Mobility Forum | 6.12.16 10.00 to 12.00 | 10 | <p>Importance of receiving door to door service for many customers</p> <p>Need to retain telephone booking alongside any new technology</p> <p>Driver training needs to be of a high standard Lack of general awareness and updates about the service and what it offers</p> <p>Lack of awareness about street haling element of the service</p> <p>User representation in evaluation of tenders was suggested.</p> |
| Croydon Mobility Forum | 6.12.16 16.00 to 18.00 | 6 | <p>Importance of door to door service</p> <p>Driver quality and training standards emphasised reliability also emphasised</p> |
| Disabled Tenants and Residents group (Hillingdon) | 20.12.16 14.30 to 16.30 | 14 | <p>Problems with taxi supply in the borough due to Heathrow effect</p> <p>Importance of correct securing and positioning of wheelchairs in taxis</p> <p>Importance of driver quality and safety standards of vehicles</p> <p>Would rather that door to door assistance did not have to be asked for</p> <p>Importance of good language skills of drivers, particularly when customer has a learning disability reliability very important</p> <p>Greater certainty in journey cost in advance is appreciated (when allocated a phv)</p> |
| Tower Hamlets Accessible Transport Forum | 19.1.17 10.30 to 12.30 | 10 | <p>Importance of door to door element of the service</p> <p>Importance of retaining distinction between Dial-a-Ride and Taxicard with the latter an on demand service</p> <p>Cost of Taxicard is major issue at present, particularly for longer journeys</p> |

| Name of group/meeting | Date and time | Number of users present | Issues raised |
|--|---------------------------|--------------------------------|--|
| Camden Mobility Forum | 20.1.17 14.00 to 16.00 | 20 | Request to include customer representation in the tender evaluation Support for a mixture of vehicles to include both black taxis and phvs Need to retain ability to make telephone bookings as well as new technology options Currently those who require a door to door service are paying extra (time on the meter) |
| Disability Community Forum Hounslow | 2.3.17 18.30 to 21.00 | 25 | Importance of door to door element of the service Desire to use Taxicard for hospital appointments |
| TfL Independent Disability Advisory Group (individual meeting with Salli Booth) | 7.3.17 14.00 to 15.00 | 1 | Need for improved ongoing consultation over Taxicard performance IDAG happy to play more of a role in reviewing performance/ offering advice on improvements |
| SELViS Greenwich | 8.3.17 10.30 to 11.30 | 9 | Discussion mainly focussed on explaining Taxicard scheme |
| SELViS Lambeth | 15.3.17 14.00 to 15.00 | 20 | Taxis and PHV drivers not always willing to accept guide dogs Could we review performance by disability types (e.g. visually impaired) General vehicle performance issues |
| Visually Impaired Camden | 21.3.17 14.30 to 15.30 | 7 | Door to door assistance vital for those with a visual impairment Cost of service at present is an issue driver quality and language skills are vital |

| Name of group/meeting | Date and time | Number of users present | Issues raised |
|-----------------------|---------------------------|-------------------------|---|
| Pocklington Trust | 18.4.17 09.30 to 12.00 | 12 | <p>Reliability is very important</p> <p>Door to door element very important, but not always provided</p> <p>Door to door should be a choice e.g. your destination may change whether you want it or not</p> <p>Would like greater choice between taxi or phv</p> <p>Appreciate text information on driver arrival</p> <p>Many users prefer booking by telephone</p> <p>Better training for drivers on visual impairment and general communication skills</p> <p>Performance issues - late arrivals</p> <p>PHV drivers not always clear of where they are going, relying on GPS</p> <p>Complaints not always followed up</p> <p>Customers concerned about any potential reductions to budgets or increases to customer contribution</p> <p>Drivers sometimes refuse guide dogs</p> <p>Customers don't receive information about service updates, relying on drivers for information</p> <p>Consider mystery traveller survey or some kind of journey rating system</p> |
| Transport for All | 25.4.17 14.30 to 16.00 | 8 | <p>Importance of door to door element of the service</p> <p>Particular issues faced by wheelchair users and visually impaired users re availability of journeys</p> <p>Can performance statistics be monitored for these above groups?</p> <p>Difficulties making and chasing complaints with the supplier</p> <p>Can consultees be allowed to see the new proposed contract to see if their views have been included?</p> <p>Can there be user representation in the tender evaluation process?</p> |

| Name of group/meeting | Date and time | Number of users present | Issues raised |
|---------------------------------|-------------------------------|-------------------------|---|
| TfL Sub-Regional Mobility Forum | 19.5.17 10.00 to 15.00 | 25 | <p>Driver training very important including good communication skills</p> <p>Suggestion of an automatic telephone point for door to door services at key interchanges and supermarkets</p> <p>Availability and reliability is a problem late at night</p> <p>Need to improve methods of complaint (people reluctant because driver might be able to identify them)</p> <p>Assistance with seatbelts is also important requirement</p> <p>Support for door to door assistance, where customer wants this- should be a choice</p> <p>Request for Taxicard users to be allowed Freedom Pass in boroughs where this is not allowed</p> <p>Request for greater harmonisation and consistency across boroughs</p> <p>Consideration of a cash allowance rather than journey budget</p> <p>Ensure appropriate vehicles are sent for customers and that no detriment if wrong vehicle sent</p> <p>Need a system to communicate with drivers on the Taxicard contract so they can be updated as required</p> <p>User satisfaction survey would be useful to gain feedback on the service</p> |