

APPENDIX 5: List of complaints from consultation

“Taxis arrive early. This costs money. When you get in there is money on the clock”

“Some of the drivers are nice and turn their engines off while waiting for you to get to the taxi. This is important to state as some drivers have 6 or 7 pounds on their clocks before one has even started the journey”.

“Often a cab arrives already with £7 or £8 on the clock out of the first swipe”

“When a black cab turns up there is £5 on the clock already 9 out of 10 times”

“Reliability could be improved. Too often waiting time can be 1 hour or more. Some drivers unwilling to accept mobility card when hailed”

“The fare on the clock is usually £4 or £5 when getting into the taxi so the basic allowance can be reached very easily just by getting to a supermarket or clinic”

“Taxi driver should check the photo part of the taxi card to ensure the disabled person is either travelling or at least picked up at the other end. The drivers I have had have never checked the photo part, which means I could give it to anyone to use.”

“Part of the problem is how the minicabs operate the scheme”

“At times I have been sent a mini-cab and the driver has no idea where he is going, and I find getting in and out of a mini cab difficult and you get no help from the mini cab drivers, and are they all licensed?”

“There should be more operating companies involve, rather than just computercabs”

“black cabs are not suitable for certain older people with mobility issues like me. I cannot use a black cab as I cannot get in. I have asked to be sent minicabs instead but they keep sending black cabs, so now I pay for mini cabs myself”

“there are many H&F minicab firms who would like to join the scheme. We find these firms are friendly and familiar cheaper and more convenient than black taxis”

“On 2 occasions recently I have handed my card to the driver who did not swipe it. He wrote my number on a pad and gave me the card back. When it came to a 2nd swipe he did not take the car but said “I have your number here and will use that”. By using my number like that instead of a card swipe surely means that he could put my number down for another journey as two on another say when I am not in the cab?”

“When a taxi arrives there is already £4 or more on the meter”

“by lobbying London councils to implement fairer contributions to the scheme by all London Boroughs and demonstrate you (H&F) have done this”

“look at pass security to stop other people using them”

“by the time myself and my guide dog were sitting in the cab recently it read £6.20 before we even pulled off. What use is an £8.30 (maximum subsidy) then?”

“write to holders of the taxicard & tell them how much should be recorded on the taxi meter when they get into the car. This is to prevent the taxi from overcharging the council. This is currently variable and can be as much as £5 – is this correct?”

“the cost of the scheme can be reduced considerably if taxis do not arrive at the residents address running £5, £6, £7 on the clock before the start of the journey”