

## **TaxiCard Scheme Withdrawal FAQs**

### **1. Why is the scheme being withdrawn?**

Aberdeenshire Council has to make significant budget savings in both financial years 2021/22 and 2022/23. Councillors have had to make difficult decisions as part of the budget process but have had to end this scheme to reduce Council spend.

### **2. When will the scheme end?**

The last day of the scheme is Friday 23<sup>rd</sup> April 2021. If you have a TaxiCard you won't be able to use your vouchers after this date. We will stop accepting new and renewal applications for TaxiCards on 31<sup>st</sup> March 2021

### **3. Can I still apply or renew my card and request more vouchers?**

We will accept new applications and renewals up to 31<sup>st</sup> March 2021 but any TaxiCard awarded will only be valid until 23<sup>rd</sup> April 2021. We will accept voucher requests up to Friday 9<sup>th</sup> April 2021. You won't be able to use vouchers after 23<sup>th</sup> April 2021.

### **4. I can't use service buses, how will I be able to travel?**

Taxis will still be available, albeit without a discount.

Aberdeenshire Council operates A2B dial-a-bus services in many parts of Aberdeenshire. These services provide a door-to-door transport service for shopping etc where you book your journey in advance. All A2B dial-a-bus services are free to Concession Card holders. There are also Community Transport providers in Aberdeenshire who operate dial-a-bus services or volunteer car schemes. Community Transport dial-a-bus services are usually free to use but donations are appreciated. The volunteer car schemes usually involve a charge.

You can check to see if there are A2B dial-a-bus services operating in your area by calling 01467 535333 and selecting option 3 or you may email [A2Bdialabus@aberdeenshire.gov.uk](mailto:A2Bdialabus@aberdeenshire.gov.uk), or you can email us at [taxicard@aberdeenshire.gov.uk](mailto:taxicard@aberdeenshire.gov.uk) where we can also advise if there are any community transport schemes in your local area.

### **5. I'm going to struggle financially now if I have to pay full price for taxis**

You can get in touch with the Cash In Your Pocket Partnership. They can work with you to determine if you are getting all the benefits you are entitled to and provide help with budgeting. Call them on freephone 0800 953 4330 or 01224 974402. They're open Monday to Friday, 1000 to 1600 hours.

### **6. How can I provide feedback about this decision?**

Feedback on the decision can be provided on the Council's website by searching for Have Your Say, or you can write to us at: The Feedback Team, Aberdeenshire Council, Woodhill House, Westburn Road, Aberdeen, AB16 5GB.

### **7. What will happen to my personal data?**

It will take us some time to fully close the scheme but once this has been completed we will remove your data related to TaxiCard from our systems.

### **8. What do I do with my TaxiCard voucher book and card?**

Please destroy these when you have finished using them. You don't need to return them to the Council.