

Here at the Public Carriage Office (PCO), we get lots of requests from taxi drivers and passengers for some do's, don'ts, advice and contacts about the services London taxis provide. So we've produced a new taxi sticker containing answers to some of the most common questions your passengers ask.

The new sticker contains information about places where you can't pick up/set down passengers, details of the kind of service they can expect, how to comment about a taxi service, contact details for the lost property office and information on how fares are calculated.

If your vehicle is already fitted with the current taxi information sticker you don't need to replace it.

If you need a new/replacement sticker you can call the PCO and ask for one to be sent out or come in to pick one up. SGS will also be able to provide you with a new/replacement sticker when you take your taxi for inspection.

If you would like to receive this document in audio, another language or Braille please quote reference number PCO002 and either call **0800 298 3009** or complete your details below and post to:

TfL alternative formats
K International plc
Carina Building East
Sunrise Parkway
Linford Wood
Milton Keynes MK14 6PW

email: enquiries@pco.org.uk



Taxi Information Sticker: fitting instructions



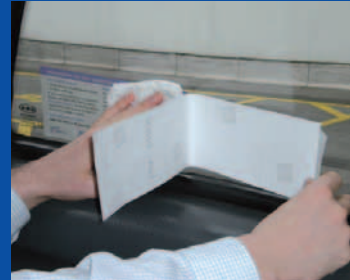
Fitting the new sticker

The sticker will go inside the taxi passenger compartments near side, rear quarter light window – the same side the taxi wheelchair ramp is on. *To fit your new sticker:*

- 1 Remove any stickers, including no-smoking stickers, you have in the near side (wheelchair ramp side) quarter light window



- 2 Make sure the window is clean, dry and free from grease, dirt or adhesive (from old stickers)



- 3 Hold the sticker in front of you, so you can see the text, fold the left side of the sticker backwards to create a crease from top to bottom – don't fold it all the way back, just enough to create a crease



- 4 Starting from the left hand side, peel the backing off the sticker to the point where the sticker was folded



- 5 Place the exposed part of the sticker onto the glass on the left hand side of the window, taking care to avoid putting the sticker right into the corner of the window or over the black marking and rubber edging



- 6 Take a dry cloth, and starting from the left side, slowly push the sticker along the glass towards the right, whilst at the same time pulling the backing off the sticker

- 7 If you get any air-bubbles use the cloth to smooth these out to the nearest edge

- 8 When cleaning the window avoid scratching the sticker, getting it too damp and using spirits or concentrated cleaning solutions

Removing the new sticker

- 9 Wet the window and sticker with hot soapy water and starting at one corner slowly peel the sticker off

- 10 Clean off any remaining adhesive and dry the window