

Jenkins, Richard

From: [Redacted]
Sent: 02 October 2018 13:11
To: [Redacted]

Wheelchair accessible Public Hire Vehicles

Inbox x



[Redacted subject line]

Mar 5, 2018, 5:42 PM

I would like to express my growing concern with the way the Hackney licensed taxi business is heading.

Personally I have no problem with picking up people who have no alternative than to travel in a wheelchair, and taking them on a journey that allows them to leave their designated place on time, and arrive safely at their chosen destination. I do believe that we the Hackney trade now supply a service that people are familiar with, and most show an appreciation for the service that we supply. The alternative can be a harrowing and frustrating experience, [i.e. public transport] both for the disabled person as well as those that travel with them, the cost of the taxi is also reasonable, which is all very positive.

However my concerns are that over the 14 years of driving a disabled accessible taxi, I have seen an increase in the amount of people that use the service and sadly an increase in the weight of people that use it. I know that this a contentious issue and can lead to offence, and I am trying to be sensitive in how this is perceived

That being said leads me on to the health concerns of anyone who drives such a taxi. If I have to pick up a 6 stone women in a lightweight chair to put out the ramps and push her up a 45 degree slope and strap her in doesn't present me with a problem with the taxi that I am currently driving. If however I have to pick up a 20 stone man with a wide heavy chair, up the same gradient, then it can be problematic, in terms of safety for the wheelchair user, and health and safety of the driver. Unfortunately I do not have the option of refusal for fear of offending and bringing the company I work for the taxi trade and the council into disrepute.

Its put me in a situation where I am trying to move from a wheelchair vehicle to a saloon car, which are becoming more difficult to obtain. One way to maybe resolve what is becoming a precarious occupation in terms of health safety and liability is to re-look at rear access wheelchair vehicles which was introduced 14 years ago and then came to an abrupt end because of bad feeling within the taxi trade in Swansea. The main reason being was the cost at the time, this has now changed because of the relaxed situation we now have with being able to bring on second hand vehicles. Other councils allow such vehicles which normally the wheelchairs are rolled in at road height, thus avoiding pushing a heavyweight uphill and would reduce the possibility of injury to either driver or customer, and all wheelchairs would only be able to face forward, thus avoiding the situation that we sometimes encounter, where the only option is to load big wheelchairs across the cab which apparently is not correct but unavoidable.

I am currently working with Data Cabs, we have use of the only recently approved rear access vehicle working within our company, which has been with us since the July of this year. It has given us an opportunity to closely monitor for ease of use for both driver and customer reaction and also levels of satisfaction. In all aspects of using this taxi there has not had a negative response. We have customers requesting that this vehicle is sent when they book for a wheelchair journey they feel safer and more secure, some are quite nervous of going up the steep slope that mainly occurs on most of the side entrance taxi's. Unfortunately we only have the one which could be withdrawn by the owner at any time, and we would not be able to supply the service that the disabled person would prefer. The low entry rear access taxi is better adapted for taxi work than the larger ones that we currently have

The larger taxi's have a roll to play but in our opinion the lower vehicle is better suited for the work our company is covering. If the statistics were looked at on wheelchair journeys in and around Swansea you will find that Data Cabs covers at least 80% of all disabled taxi and school transport therefore we manage what vehicles are suitable for each journey.

There has been some concern shown with regard to rear access vehicles needing space behind for loading wheelchairs on taxi ranks. I have been driving taxi's for nearly 15 years, it is only once in St. Mary's rank that I have picked up a wheelchair. I have spoken to many drivers and most are of the same opinion, wheelchair users very rarely use ranks they pre-book taxis and arrange convenient pick up points that are more suitable for them.

I would like also to take this opportunity to express my opinion on emission outputs most of the larger taxi's ie. Vauxhall/Renault/Nissan they produce CO2@220 G/KM NOX.@332MG/KM MPG 34.4 combined Peugeot Partner 1.6 CO2@139 G?KM NOX.@163MG/KM MPG53.3 combined.

I believe the the public should be protected and that these figures should also be a part of the decision making process, kindest regards ~~Spencer~~

Your comment

I would like to make

a comment

What comment would you like to make? What did we do well?

Taxi licencing As a disabled wheelchair bound person finding sa taxi that gives a comfortable ride is hard work today I had the pleasure of travelling in one of the few dedicated wheelchair access cabs namely a black VW caddy ~~0120 2014 5000~~ I must say that this vehicle being set uwheelchair acces vehicle gave me a fabulously smooth ride, why don't you have more of these in Swansea??you can reply to me at this email address

~~0120 2014 5000~~

Does this comment or compliment relate to Social Services?

No

Your details

Which is your preferred method of contact?

Email

Your details

Your name

~~0120 2014 5000~~

Label

House name

House number

#

Street name

~~0120 2014 5000~~

Area

0120 2014 5000

City

0120 2014 5000

Postcode

0120 2014 5000

Swansea
Taxi Licensing
01792 555555

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| ENVIRONMENT | |
| REF No | LOGGED BY |
| | 11/10 OCT 2018 |
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| BY | |
| IN CHARGE | |
| DATE | |

4 October 2018

Swansea
Taxi Licensing

Dear Sir,

I am writing in respect of a recent taxi journey that [redacted] Swansea supplied.

My father [redacted] is wheelchair and house bound, we on average use this company journeying both from and to home between 2 and 3 times a week either for hospital appointments or to go into the city centre some times for food, or just to give him a break from the home.

John is 18 stone plus his wheelchair which weighs approx 12 stone which is a combined weight of 30 stone. Whilst in the 10 years we have been using Data cabs for the service it has always been a side loading taxi which has never been a problem, although occasionally the driver will have difficulty either loading or offloading [redacted].

The reason for my letter is we recently had a taxi journey that is designed to load from the rear. We have no kerb loading [redacted] at floor height was far easier, he went straight in facing forward, he would prefer to see where he was going. Interaction between [redacted] and the driver was far greater, he felt much safer and more confident going into and exiting the taxi. Unfortunately it is the only low level rear loading taxi in Swansea as far as I am aware. I am not able to book this particular vehicle when required, due to the logistics of the company. If more of these were released into Swansea it would make disabled taxi users feel safer and more comfortable and confident, the journey that we had was overall a pleasant experience.

Sincerely,

Signature

[Handwritten signature]