

Appendix B (ii)

Thinking about how best to make the city's taxi service fully accessible for all residents. **With regards the points about accessible vehicles**, is there anything we haven't considered or any comments you'd like to make?

Tend to disagree or definitely disagree

99.95% of the population prefer a normal saloon car - My Mother in law cant get in a wheel chair car and requires a saloon car - We ring and ask for a saloon and get sent a Peugeot vehicle which is to high - There should be more saloon cars why are so many " wheel chair car cars"

A large proportion of daytime taxis users are elderly and can no longer use public transport. As such they have difficulty using WAVs. They often find them difficult to alight & are often unaware that they can specify which type of vehicle that would be appropriate to their needs. As drivers we try to inform them as best as we can but of course this only applies to bookings, taxi ranks are a different matter altogether. Therefore it is my opinion that the policies of the council are favouring the needs of a small minority at the expense of an ever increasing majority. Surely the different types of vehicles needed should be proportionate to those that use them.

An enforcement of the radio firm and new promises to their members (multi-seaters) to make sure they don't reject any wheelchair jobs that come through and accept it immediately.

Any vehicle transferred to another person, including transfer by the owner to her/himself, will be required to become wheelchair accessible at renewal or replacement following transfer. I disagree with this completely. Not all disabled people are in wheelchairs and most find the multi seat vehicles very difficult to get in or out because they are too high up. In addition the suspension is much harder than saloons and you get thrown about in the back - the journey ride is very uncomfortable We need more saloons not multi seater vehicles.

As an experienced taxi driver and a driver off a disabled access taxi (hackney), I have only been approached five times in nearly ten years by a disabled person on a Rank, in my experience most disabled people usually phone for a taxi from where they are and do not proceed to a rank and therefore I think that it should be policy for private hire vehicles to be disabled accessible as well if not more than hackney's.

By continuing down the road of replacing a saloon car with a WAV when a plate is transferred will eventually result in a full fleet of WAVs. Where will that leave a saloon car for those who don't or can't use a WAV?

City is flooded with taxis and buses and especially those wav taxis thanks

comment regarding: Thinking about how best to make the city's taxi service fully accessible for all residents With over 30yrs experience in the taxi trade I believe there should be a local hackney Mini Bus RUN around the town with fitted lifts, the correct straps for DIFFERENT wheelchairs and Handles seat belts for the safety of passengers, they should be qualified Drivers and vehicles to handle these situations... as they are now with local Mini Buses and drivers used for school runs and impaired passengers morning and afternoons... Why these can not be used throughout the day with SET fares around the town stopping at Local Disabled Ranks... Witnessing and hearing stories about wheelchair vehicles breaking down on motorways pulling over to the hard shoulder an approved rear loaded vehicle would be a necessity... I believe accessible sided vehicles are very dangerous and not possible to egress passengers safely when doing looking at a risk assessment... using Ramp from Right side would be a motorway...

Don't agree with point 2 and 4. I think there are enough hackney carriage wheelchair accessible taxis in Brighton & hove, Remember most people with some kind of disability are not in a wheelchair. Old people find it difficult to access both rear and side load wheelchair taxis because the seats are in a higher place. The new wheelchair rear load (Peugeot partner) in my opinion is not suitable for wheelchairs, the costumers don't feel comfortable because the lack of space and the drivers don't want to take wheelchairs because the system is complicated and brakes down very easy, very rare you see any wheelchair on it and neither old people because they are difficult to access. Old people, disable people that don't use a wheelchair, people in general, have preference for saloon cars. I think you are trying to solve a problem creating another one because you are trying to globalize it, instead of address it where you should. Go around Brighton and Hove ranks and you will see wheelchair taxis, so where's the problem??

Everything is about wheelchair accessibility. I do not use a wheelchair but have extreme mobility issues and find it hard to find cabs I can get in and out of and have never found a driver trained to assist me (but some have been kind enough to try). Whenever I book a cab I have to try and ask for a hackney carriage or a people carrier with handles and steps as these are a struggle but possible whereas a salon car or low vehicle or a large one without steps and handles is impossible. Most of the time the first car is sent away and that driver is able to call for someone he knows can help but I always allow 2 hours to get across the city in a cab. It's also VERY hard at taxi ranks to get them to understand that I cannot take the first cab I must go for the first one that I can get into. This has led to punch ups between drivers at the station before! I would also say that a vehicle that lacks grab rails and easy to use seat belts, that lacks easy to see and read meters and easy read information is not accessible

Far too complicated.

I do not agree that all vehicles need necessarily be wheelchair accessible, provided that there are a number which are. What is suitable for a wheelchair is often far less suitable for others with different disabilities and the elderly.

I do NOT agree that any vehicle transferred to another person, including transfer by the owner to her/himself, should be required to become wheelchair accessible at renewal or replacement following transfer. There are too many multi-seater vehicle hackney taxis at the moment. They are uncomfortable with hard suspension, you get thrown about in the back, the suspension is very hard and the line of sight for the passenger is often bad because the car is raised higher than a saloon. A lot of disabled people are not in a wheelchair and find it very difficult to get in our out (either side or rear) of these types of vehicles and need a lower saloon car

I do not like the wheel chair vehicles and there are too many in the city.

I have a hip operation. This makes it difficult for me to get into London type taxis. I need a relatively high saloon type car. It is important for the council to keep a good mix of vehicles.

I prefer to ride separately from my wheelchair and sit in a normal seat There is no mention of this My chair folds up and fits in the boot of a 'normal' car

It is clear little if any regard has been paid to the walking disabled or semi disabled. In many cases including both my wife and I it is difficult to use the multi seater taxis without (a) difficulty, (b) pain (c) risk of injury. As far as I can see Brighton & Hove has plenty of wheelchair taxis if not to many for the small number of wheelchairs that we see in use.

Many people don't want big taxis as many disabled do not want to get to them either. As a saloon taxi driver I would pick up more disabled, discomfort and many others issue would concern. By the way how many disable this town have or come to, that required too many disabled taxis. We believe we have enough saloon and disabled taxis. Ranks are full and pollution is high.

No account has been taken in this flawed survey for the so called Ambient disabled and their need for low saloon vehicles they simply cannot manage the steps on large WAVs or the high seating on the Peugeot Partners Why do you need a 60/40 mix of rear and side loading WAVs and why is this survey about Hackney taxis when there has been shown over the last 4 Halcrow surveys there is no unmet demand for WAVs on ranks??? The problem is telephone bookings and until the Council bring the companies in line to make sure they have the correct mix of WAVs and Saloons in their fleets then this will not go away Issuing another 1,000 WAV plates or making the Hackney fleet 100 percent WAV will not sort this out In fact it will be descrimitory against the disabled with no Loud voice in the City those that can still struggle to walk and do NOT need wheelchairs. These large WAV vehicles take up valuable rank space and burn far more fuel and achieve nothing as Hackneys however if the Council enforced a WAV percentage on teh

normal cars will no longer be taxis just big polluting ones

Not all disabled wheel chair users want to travel in a wheel chair accessible vehicle, some prefer saloon type vehicles from a Taxi rank, after all, most everyday wheel chairs are designed to fold up and most disabled people want to be treated as normal customers, which they are. That is why a mixed fleet is better for everyone. Also, most wheel chair adapted vehicles are converted vans which don't meet the same safety requirements of saloon cars (anti dive seats, side impact bars, multiple air bags, self tensioning seat belt, soft impact panels and bumpers etc). Should the customer be made aware of this?

Not all disabled people require a wheel chair taxi - why not spread the issue of taxi licences?
Not ALL vehicles need to be wheelchair accessible. Some need to be, but not ALL. I am disabled, but can walk. I cannot get into London Cans or higher sedans - I can only comfortably and without assistance get into normal "low" sedans (like a mondeo or skoda). I find bus travel very difficult so use taxis a lot and always request a normal sedan vehicle. Needs for people with OTHER disabilities need to be considered, so the fleet should not be ALL of any type of vehicle. The fleet should consist of a variety of vehicles that represents the demographics of all users... Think of people who cannot get into cars that are higher than usual.
The criteria for rear loading wheelchair accessible vehicles is questionable (covered later in this survey) and an emphasis on aiming to achieve a majority of them ignores the limited carrying capacity of those presently being licensed.
The greenhouse gasses from these large vehicles and the fact that the less able and elderly cannot access them
The requirements on the taxi trade must not be too onerous. There should be an aim to maintain an appropriate fraction of the city wide fleet being 'fully' accessible, but not at the cost of driving owners out of business, and making the service unaffordable for ordinary users. The council must listen to the taxi trade, and taxi users to fully understand the levels of accessibility required on the city wide fleet, and should not seek to meet arbitrary targets by driving perfectly serviceable vehicles out of use.
There are a number of disabled people that are not in a wheelchair but find it very difficult to enter or exit a multi seater vehicle rather than a saloon. Additionally there are a significant number of able bodied people including myself that find multi-seater vehicles uncomfortable to ride in. e.g. their suspension is very hard and the passenger gets thrown around all over the place. In Brighton and Hove as of today, there are more than enough people carriers licensed to take wheelchair users. I get a taxi to and from Brighton station daily and see approx 50-60% of the taxis are wheelchair passengers. This is disproportionate to the % of B&H taxi users that are in a wheelchair. There is not enough thought on the impact to able bodied passengers... many of whom I meet on taxi ranks that simply will not ride in a MPV wheel chair vehicle because they are hard suspension, very uncomfortable and the passenger gets thrown around all over the place. Additionally the older passengers who often have mobility issues
There is too many cabs and not enough UK born drivers
This policy will lead to the demise of the traditional type taxi in favour of the large gas guzzling high boxes
Too many Taxis and too many large ones

What evidence is there that Taxis need to be Wheelchair accessible and rear loading?? Your policy above will mean 100 percent Wheelchair taxi eventually as they change hands Like myself there are a vast number of people that through mobility issues CANNOT access a wheelchair vehicle and there is now an alarming amount of cars with high access rather than traditional low access saloon cars (These 'little' Peugeot cars are rife in the City and too high to access. The Council should now be looking to restricting these high access vehicles in favour of low access ones like mondeos. Far too many of these large unwieldy Van type taxis blocking the streets and burning far too much fuel

Why are saloon cars being phased out by the council in favour of these 'Van type' wheelchair cars??

you probably have considered this, so apologies if you have, but my disabilities from arthritis mean that I need time to get in and out, and a comfortable ride, I can't step high and don't want to feel awkward having a ramp, I just need a saloon car and a good old fashioned courtesy! The new adapted cars feel a bit like going to hospital in an ambulance! Not a good start to a trip, but I know they are essential for some.

Thinking about how best to make the city's taxi service fully accessible for all residents. **With regards to getting in and out of vehicles**, is there anything we haven't considered or any comments you'd like to make?

Tend to disagree or definitely disagree

Allow anyone to license a wheelchair taxi. People shouldn't have to wait 15 years or pay £50,000.
As previously stated I believe rear loading to be dangerous Ramps should be capable of taking a wheelchair for the road and not the kerb without a serious incline as there can be cases where the taxi is unable to load from the kerb
Comments on previous page apply here as well but, in addition: Rear loading WAVs CANNOT generally allow access from a kerb, so level access is never likely to be possible A one metre long ramp is insufficient unless (perhaps) loading from a high kerb - which is unlikely in class RL
Electric wheelchair users have very little use for handles as they use their hands to guide/steer the chair.
I am not a wheelchair user, but reading the above, I am wondering how rear loading will work in some instances. Bearing in mind narrow and busy roads locally and on road parking, how will the taxi find a suitable place to park the cab which will allow rear entry via the kerb? e.g. someone wishing to be collected from outside M&S Western Road?
I disagree with any increase in MPV - there should be more saloons. But if any new licensed MPV should be back entry only. That way it's less uncomfortable for disabled people not in a wheelchair or able bodied.
I do not wish to ride in chair within a large bus
I think some of the operators should take a little more time and be a bit more patient with people trying to describe what sort of taxi will suit them.
I think you need to consider the ride height, ride comfort and whether a person with mobility issues such as bad knees can easily access the vehicle. Power closure should be mandatory - it is very difficult for older weak people to open big heavy sliding doors.
I'm not a vehicle designer, but it looks to me as if this requires a specially designed vehicle, and given comparatively small demand, this will make suitable vehicles very expensive, which is likely to result in a reduced fleet.
In my opinion the best taxis to carry wheelchair people is London cabs and the E7 model, seems to me that costumers and drivers feel more comfortable with it; both are side load!!!
It is not very comfortable getting in and out of these w/c vehicles, maybe they should stop issuing w/c vehicles.
make the bus sops lower it would help

<p>My elderly father has difficulty walking and uses a stick. He just wants to be able to open the door and sit downwards. He seems typical of his known peer group of the reasonably healthy but just a bit unstable elderly. Steps in the current 'van' type taxis are too small and steep and make entry and exit impossible to get out. The smaller Peugeot with the backward opening door is also difficult due to lack of space and high seat.</p>
<p>No evidence whatsoever for this 60/40 split PLUS Hackney WAVs will not solve the problem Again the Council is spending money on a survey that misses the point</p>
<p>not flexible enough</p>
<p>Rear-loading (RL) is the preferred vehicles for people in use of a power-char wheelchair as they can be scoured in & the ramp is scoured to the vehicle where with side-loading (SL) vehicles there is no head room & method of scouring the power-char wheelchair in securely & the ramp is not fixed permantly to the vehicle & can become unstable duo to !. The height of the pavement, 2. The uneven safest of the pavement making it difficult to get in or out safely.</p>
<p>seems a lot of fuss and expense for little logic</p>
<p>Steps are too steep and it is a nightmare to struggle in these vehicles Why does the council want 60 percent rear access and 40 percent side access Where are the traditional saloon cars?? What percentage are they going to be?</p>
<p>Talk to people with all types of disabilities. I cannot get into higher vehicles!</p>
<p>This question is near impossible to answer as who knows if all these measurements and figures are adequate. At least some consideration has been given to non wheelchair using disabled people (you know the vast majority of us) but it still lacks any real effort - what about the colour of the grab handles in relation to the car colour - what about the height of the seat from the ground and leg room? Some cars rely on you being able to bend your legs to sit in them. How will we alert the cab company of our requirements on booking?</p>
<p>We should adopt what is right for Transport for London.</p>
<p>What about normal cars?</p>
<p>What about the elderly non wheelchair users?</p>
<p>What about those who can only get in cars and not these mini bus type cars?</p>
<p>Why are these vehicles so hard to access for someone like me that has a knee problem?</p>
<p>Why should the door have to powered - Cant the driver close the door Bus stops should be lowered as this is were taxis pick me up</p>

Thinking about how best to make the city's taxi service fully accessible for all residents. **With regards the inside of vehicles** is there anything we haven't considered or any comments you'd like to make?

Tend to disagree or definitely disagree

All ramps should be single wide ramps rather than two channelled/grooved ramps. The single width ramp is suitable for use with all wheel chassis whereas the grooved dual ramps require a certain depth of clearance that not all wheelchairs have. Also it can be very awkward trying to ensure your wheels are aligned with the narrow groove ramps.
I feel your policies are too restrictive. If you have a range of vehicles then the customer can book the vehicle that suits them. We also do not want to add to the cost of running taxis. Cost does not seem to be included in your criteria.
I have a mild leg disability. For both me and my elderly father it is important to measure the height of the seat from the ground outside the vehicle not from the floor inside of the vehicle. If you measure from inside often it makes the seat too high for comfort e.g. the newer Peugeots with the backwards passenger doors have seats that are too high. They are also too squashed in the back to be able to swing your legs in and out. The 'vans' are very uncomfortable to sit in even if you can get inside in the first place, your possessions go everywhere and it's like being transported in a builders van! It is difficult to hear the driver and to make yourself heard from the back of some of the 'vans'. Perhaps a working communications unit should be on the 'must have' list.
If council considering public protection by installing camera which costs over Â£500 by cabbie in this climate why council don't step forward and pay the total fee.
I and my Mother cannot access these vehicles What are we meant to do??
need to be a method for the walking restricted to be able to climb in easily
Normal cars are needed as well.
On point 5. Actually low seats can be easier to enter and exit than high seats for someone with bad knee joints or arthritis. My grandmother cannot step up into a cMPV cab easily. It is easier for her to slip down into a seat of a saloon car.
Please leave saloon cars as taxis or I will be forced to remain in doors and at 58 that is not a good thing
Presently licensed class RL vehicles will typically have capacity for a wheelchair passenger and ONE other so couldn't meet the criteria for TWO carers and certainly would not then have space for the luggage of (the licensed) four - with whatever luggage carried in those circumstances not adequately separated from passengers.
these are ridiculously big
These conditions do not help people like me that are not very mobile but not yet in a wheelchair

Think of people with ALL types of disabilities and impairments. I cannot get into higher vehicles (e.g. a London Cab, people carrier). I can only get into low sedans with my disability and impairment. BHCC should be INCLUSIVE and consider ALL types and manifestations of disabilities and ensure that the fleet has all types of vehicles for ALL potential users. The BHCC plans would PRECLUDE me from using taxis because of my disability. A varied fleet is needed. NOT 100% wheelchair, but for some inaccessible, vehicles.

Unbelievably complicated

Where do you get your measurements from? I can access a Mondeo or normal car front or rear comfortably without any problem

Why is it always about disabled people in wheelchairs? My mother in law doesn't like steps and prefers a standard saloon car

With the rear loading WAVs that the council prefer e.g.. Peugeot Partner or Citroen Berlingo, these do not allow for two carers to be in attendance.

Yes - why not name all taxi companies have a low saloon option - I don't like the noddy cars

Thinking about how best to make the city's taxi service fully accessible for all residents. **With regards requirements, training and guidance for drivers**, is there anything we haven't considered or any comments you'd like to make?

Tend to disagree or definitely disagree

1. How can a driver push an overweight person up the ramps without causing back problems some people weigh over 30 stone and should be moved by ambulance
Again this appears to be too directive. Give the taxi owners some choice. Then the market will reward those that best meet the needs of customers.
I do not want to have to be lifted into a large van by a driver it is not dignified for me
If training is compulsory it should be paid for by council as our wages have gone down due to increase in cab numbers
Seems like a hodge podge of random tips - even Thumbs Ups advice seems incomplete. No details of mental health issues, autism behaviour of drivers at taxi ranks and the behaviour and training of dispatchers etc. It also seems that the training is only compulsory for wheelchair taxis and then it's only around dealing with wheelchairs. Total fail and on seeing the lack of effort and expertise on show here I am far less likely to use a cab in the future.
Some criteria would preclude me from working as a taxi driver. I am able to drive safely, but have physical impairment and am allowed to hold a taxi licence. It is discriminatory to stop all people with physical impairment from being able to work as a taxi driver. Taxi drivers are allowed to be disabled too!!!!
The step is of minimum use for back, hip and knee problems.
There is too much expected of the driver. Think of Health and Safety for the driver as well as the passenger. Ambulance personnel attend double handed.
There should be an especial fare for wheelchair job because at least take 10 minutes time either ends to load and unload even more if its horrible weather.
Too much about wheelchair users what about elderly and helping them with shopping or in and out of vehicle? They have to be lifted into vehicles taking away their dignity with these large ones
TRAINING - there are no identified 'approved' training courses other than the present BTec which is wholly inadequate. This is a major issue to be addressed before any requirement as specific as in the text can be invoked. No reference is made for the necessity of any risk assessment or check on the wheelchair itself that the driver must undertake to ensure his/her own safety as well as that of the prospective passenger. Generally, the 'guidance' has laudable aims but is insufficient and potentially misleading.
Use plain English ??? What about us out of wheelchairs does the driver have to lift us in??? Why are we forgotten???

If you don't use taxis or don't use taxis as much as you would like / need. Why is this?

Amount of time you have to wait for one to arrive.
Because I'm cabbie myself, Of course I use cab when I out.
Because most taxis aren't really as accessible as they should be. The drivers don't always have their ramps. Because I have a rather large wheelchair & a guide dog it makes using taxis very difficult indeed.
Because of the cost and the attitude of many of the drivers.
Because they are environmentally unfriendly and extremely polluting. Drivers are a law unto them selves and often endanger and obstruct traffic or the public.
Cost
cost
Cost
Cost
Cost !!
Don't need to
have a car
Have bus pass. Insufficient spare money only. booking early morning occasionally they don't turn up
Have my own cat.
Have to work long hours every day due to spiralling costs less customers and more plates being issued You are killing what little trade we had by making the City centre inaccessible
Having obtained a Blue Badge for the gentleman has reduced my need for taxis & is more cost efficient & easier. But we still need taxis when parking is a problem, like hospital appointments.
I am an owner/ driver, I don't use them otherwise.
I cannot get in large mini bus type cars and have to wait for a normal small one to arrive on the 4 rank or move to the 5th car in queue which rightly upsets the drivers
I do use taxis as much as I need!! Where is the box for that to tick?
I don't use taxis as much as I would because there are so many MPV style vans (multi seaters). These are uncomfortable, hard suspension, very awkward to get in or out and have really bad views for passengers because the ride height is too high.
I don't use taxis often because I've had many occasions where taxi drivers have refused to take me due to my guide dog. Hence I now walk or take public transport like the bus. There are times when coming back from London in the evening when I want to take a taxi and if I get refused it's normally at Brighton station that I encounter problems with taxi drivers.
I drive a taxi and have my own transport

I have a car and don't drink
I own a car, which is comparatively cheap.
I use taxis less than I used to as there are now so many of the 'vans' around and it puts me off calling or getting in the queue in case I get one - nobody seems to want them so no one will swop!
I used to use taxis far more when I was able to volunteer however the amount of abuse, pain and just pure humiliation of it all led me to just stop going out and doing things unless I can get a lift from someone I know in vehicle that's safe for me or to take paid carers on the bus. If it's not on the bus route I don't get to go as I don't want to chance it.
It is far too awkward to ensure that I get a suitable taxi. The operator doesn't always listen when you try and explain that you have a particular wheelchair that cannot use the dual channelled/grooved chairs. I therefore think that we should also address the issue of the operators who send taxis to jobs.
Lack of available cabs
Lack of small taxis in town
Mobility Scooter for short journeys.
money needed
My mother in law is fed up with wheelchair taxis turning up when she wants an ordinary car
Not enough rear loaders
Now have own WAV
One I use a mobility scooter and most Hackney Carriage Taxis do not have the required accessibility for a large mobility scooter or in the past when I had a smaller mobility scooter & was able to use a (SL) I was expected to put it in myself as the Hackney Carriage driver had no idea or understanding of using his own ramps or how to operate the scooter to get it in or out of his Taxi.
Taxis are easy to use so why the question?
The cost is prohibitive
They vary hugely in standard.
Too many multi seaters.
Too expensive
Too expensive.
Too expensive. Don't like tipping system.
too many large ones and I am a green voter
Why a question that is bent towards criticising our excellent taxi drivers Why not one asking why people like using taxis rather than another form of transport? Do you actually want a response that might suggest that there is nothing wrong with the service?