

## Wheelchair accessible taxis survey results

Q3 Thinking about Question 2 (Was this service available when you required it?), is there anything more you can tell us about your experience and how it affected you?

*I have had to cancel important appointments due to inability to access appropriate transport, i.e. dental, GPs, hospital. Even seeing friends and social activities are difficult as public transport isn't always available within the local area to accommodate people with my disabilities & needs.*

*Had to pre book in advance would not have got one at short notice.*

*Called around a few and the person I supported wasn't able to attend the event.*

*Unable to access community.*

*Means I have the worst of finding an alternative route to get where I'm going.*

*During school term there are no taxis available in the early morning and end of school day for wheelchair users. Have to change hospital appointments to middle of day.*

*Had to book months ahead and it cost a lot of money! It was Christmas Day!*

*Good service. As our outings need advance planning having to book a taxi ahead is not a problem.*

*Can't get a prebooked taxi if it is too close to school times as most are on school contracts. This has meant missing meetings. Never available from Romsey when you call.*

*All accessible cabs registered with TVBC are in Andover and I would have to pay a surcharge to book.*

*I have only ever used a wheelchair accessible taxi in London and Spain. I have never managed to find one in the Test Valley.*

Q6 Do you have any other comments about the availability or use of accessible taxis?

*All public vehicles must be accessible by everyone. Just because somebody doesn't use one regularly shouldn't mean that one wasn't available if needed. The question you need to ask, "if I needed a wheelchair car at 2.30 am would one be available?" If the answer is no, then the byelaws must be changed to allow equal access for all.*

*They use them in Cities/ towns like Sheffield very successfully. Especially at the stations, could hail them down easily in the town centres. Not everyone that used them were disabled. They were there if needed. The need is definitely growing. They are useful not only for the wheelcha [remainder of sentence unavailable]*

*I feel that without more accessible taxis a lot more people will become socially isolated which could lead to a lot more already vulnerable people suffering from mental health issues which could result at worst case scenario in suicide.*

*If the option is always there then it will make getting a taxi easier, for all.*

*There isn't any really & the very few there are, they're much more expensive.*

*I don't think there should be a blanket accessibility policy as this will affect taxi drivers' livelihoods after all they are using private cars. There has to be a better way i.e. making taxi firms have a minimum percentage of accessible vehicles. But ramps are needed too, to help the person get into their destination. Complex.*

*Don't have problems currently. Feel strongly that disabled access is too often focussed on wheelchair access when a minority of disabled people are wheelchair users. Positive attitude, flexibility, good communication e.g. using text or e-mail to book, just as important. Where does the 50% figure come from?*

*Unity buses are meant to be available but they won't engage with me (I was offered 1 trip to Romsey a week). Buses have limited space for wheelchairs and exacerbate pain in my back.*

*For those wheelchair users who don't drive, a taxi can often be the only option, especially when you live somewhere with no public transport links.*

*The vulnerable need access to taxis however to make the cost of replacement vehicles prohibited by asking for age / emissions standards quite high means that drivers will just work private hire.*

### **Comments from Romsey Disabled People Partnership**

Wanted it noted that there is no accessible taxi service offered in the southern end of the Borough, all are based in Andover. To get an accessible taxi they must go out of area at increased cost and competition. They know we cannot magic anything up but wanted it recovered as a missing service in this area.

### **Comments from Andover Enablement Network**

- The group asked if it'd be possible to understand what the current regulations are to determine an accessible taxi. There were various experiences around the room where an accessible taxi had been booked and the car that arrived wasn't accessible to the degree necessary.
- There were also many experiences in the room of accessible taxis being booked and cancelled at the last minute. Leaving vulnerable residents in some difficult situations, with charities needing to pull out all the stops to get them where they need to be. (e.g. hospital appointments)
- There was also an observation that a lot of Basingstoke taxis were operating in Andover to take in some of the business. One of the attendees had tried to set up their own accessible taxi firm but after 5 years this still hadn't made any money and so they needed to close it down and had made this observation during their time running the business.