

| What is your organisation? - Organisation | Do you think the taxi fleet should be comprised of 100% accessible vehicles? - Answer | Do you think the taxi fleet should be comprised of 100% accessible vehicles? - Reasons for Answer  | If "No", what percentage of vehicles should be accessible vehicles, and why? - Answer   | How would that percentage be maintained without discriminating against identical applications? - Answer  |
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| citizen                                   | No  | A mixed fleet should be allowed and those saloon cars should be allowed to continue to operate.  | I'm not sure of a % but this could be established via consultation with   |  |
|   | No  | 50/50 fleet. Elderly people & some disabled people can't get in or out of  | 50/50   | 5 or 10 years in a wav then driver can go for saloon.  |
| Taxi firm                                 | No  | <p>There is no requirement for 100% WAV even the disabled organisations agree on this.</p> <p>I accept that ACC have been left in a vulnerable position by lack of Scottish Government clear direction. I also acknowledge that the only option ACC really have to avoid a legal challenge is 100% WAV. If as seems clear there is no overwhelming support within ACC for 100% WAV, then ACC need to use this next 12 months to work with the trade, and come up with a workable solution that ticks all ( well most ) of the boxes.</p> <p>If this is the avenue, then a new group needs to be formed, outwith the current TCG to work solely on this. Meetings will need to take place on a monthly basis in</p> | <p>Between 40 &amp; 50% fleet wide.</p> <p>This would be the current %, and unless I am missing something this % seems to work.</p> | <p>\$1 million Dollar question.</p> <p>Would be almost impossible to maintain a steady 40 / 50%. Especially over the first 2/3 years.</p> <p>We go back to 1994 &amp; allow a number of WAV drivers the option to change to a saloon plate, while still maintaining that any new Licence still requires to be a WAV. Not all WAV drivers will take up this option, but some will.</p> <p>This would be a once yearly exercise, each driver who is being offered to change has the whole year to do so.</p> <p>This is very broad, but with some further thought I believe it could work.</p> |

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| Driver      | No | Some of the older generation can't get into wav taxis my mum needs a saloon car to easily get in and out of   | 70 % saloon 30 % wav  | Longest taxi holders 1st   |
|             | No | <p>a) Some older people can board accessible vehicles only with difficulty, due to the higher step up.</p> <p>b) Most disabled in wheelchairs can get in or out of a normal vehicle, with the driver putting the wheelchair in the boot.</p> <p>c) One lady I picked up on the rank had previously waved past several accessible vehicles, despite being in a wheelchair. After I helped her in, I asked why? her answer was:<br/>When I get put in one of those , I feel like an object, put in the rear, facing out of the rear window. Now , sitting next to you in the front, I feel like a person again, having a conversation with you, and not a parcel dumped in the boot.</p> <p>d) Normal people dislike these vehicles</p> | In a city the size of Aberdeen, 25% should be more than ample.  | On first Grant of a Taxi Licence, first vehicle in your name should be accessible.After six months,(or a year,whatever the figures dictate) you can revert to any vehicle          |
| Taxi driver | No | <p>Equality goes both ways,elderly people find it hard to get into the vehicles and do not like standing on the step as they feel unsteady.Able body people should be allowed to flag down a saloon taxi if they wish and a lot of able body people do not like the WAVS.</p> <p>Also as a self employed person I should be able to put a saloon car on road with a yellow plate as most are a lot cheaper to purchase than WAVS as you the council state it's about equality.</p>  | 70% saloon 30% wav .I have never been hailed down by someone in a wheelchair or had anyone in a wheelchair in the taxi rank only ever done 1 hire for wheelchair in 2 years | Up to the council to sort if someone wants to go WAV no problem but if Someone wants to go Saloon car and it would take the fleet over 70% then would need to go on a waiting list |

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| Taxi driver | No | Having driven 4 or 5 different wavs since I started driving taxis I've seen 1st hand how difficult it is for some passengers to enter said vehicles   | 40 wav 60 saloon  | The longer you have been in the job the more chance of being offered a saloon plate also no more illegal hiring of plates they should all be handed back instead of being handed to managing agents! |
|             | No | Wheelchair vehicles do not suit all forms of disability<br>Only a small number of people are totally wheelchair dependant and obviously they require a wheelchair vehicle .<br>Some people prefer to transfer from chair in to saloon car also<br>A saloon vehicle covers most disabilities and easy access due to low down access .<br>That a high step vehicle makes impossible to get in or out of . | 25%<br>As I stated only small percentage of people permanently wheelchair bound , | This is a difficult to answer as I don't want to discriminate people but answering questions using my knowledge of situation as it stands  |
| Taxi trade  | No | Some of the elderly and infirm people find it hard to get into and out of wav vehicles. Some visually impaired people can't judge the height of the wav vehicles as they can't put there hands on the roof .  | Half wav and half saloon would service the needs of the community.                | On a Rota as a saloon plate is handed in it then goes to the longest waiting applicant   |
| Taxi trade  | No | Some of the elderly and infirm people find it hard to get into and out of wav vehicles. Some visually impaired people can't judge the height of the wav vehicles as they can't put there hands on the roof .  | Half wav and half saloon would service the needs of the community.                | On a Rota as a saloon plate is handed in it then goes to the longest waiting applicant   |

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|             | No | I feel some elderly may find it harder to get into the car and I also feel many people use taxis for weddings/functions etc and like having the choice of a nice looking car. I would hate it all to be wheelchair accessible vehicles and think choice is a must for customers. It's also a great upheaval for our taxi drivers who have chose to own a saloon type car. The economy is struggling and the need for drivers to go out and buy another car is not a necessity. Allow drivers to choose what they drive and not to have to rush out selling their vehicles and getting into more debt buying a new one. | I'm not sure, you have to do your sums to find the % of wheelchair users in Aberdeen and surrounding areas then decide. Maybe I'm wrong but I think the % of able bodied people would be a much greater number therefore meaning normal cars are a more practicle choice. | To me your discriminating already by trying to force this. My elderly Grandparents would never manage to step up into half of these disabled cars and not to mention stepping out!<br><br>Offer an insensitive for a % of drivers to have one of these cars to ensure ratios are met. |
| taxi driver | No | drive one of said wavs amd some elderly or movement impared people cant use us or prefer not to an take a saloon car.. but do think hireing (managment of saloon plates to drivers is wrong.   | unsure of percentage but think any new driver should be required to licence a wav if want a yellow plate.   |   |
|             | No | A mixed fleet would meet all needs. I am a taxi driver and drive a saloon car. Quite often I get elderly people bypassing WAV taxis on a rank to get a saloon car as they have mobility issues which makes getting into a WAV difficult for them. I have also had several wheelchair user who prefer to transfer into a normal seat rather than (in the words of one such person) being loaded like freight into the back of a van.  | 50% .   | All new applications should be WAV, and as saloon plates get handed back these should be offered to existing WAV drivers who are unable to push wheelchairs.  |

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| General Public | No | The public are not 100% in wheelchairs and elderly or people with disabilities who do not use wheelchairs cannot use wav   | 50% still leave plenty of taxis for wav and saloon   | New applicants would have to have wav for minimum of 10 years before being eligible for saloon car |
| City Libraries | No | There are only a small no. of people using wheelchairs and it impractical and unfair to make all taxi drivers change their vehicles. I feel I can say this as my mother was a wheelchair user and regularly used taxis and there was never a problem in getting a car when needed. | 30% is a fair amount   | Don't know   |
| Taxi Driver    | No | There are more than enough ways to cope with the demand. Mixed fleet far better option. I am a saloon driver over 30 years and never had to refuse a disability yet.   | As it stands at the time that Aberdeen City council agrees on a mixed fleet. Why because it would be the | Waiting list.  |

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| Taxi Driver | No | <p>I have been a Taxi Driver for 44 year's we are getting more and more call's everyday asking for a saloon car,not everyone is in a Wheelchair,the elderly just find it a lot easier to get in a saloon car.I will be 65 this year i do not want to go and bye a WAV at my age,if i decide to retire soon,i do not want to be left with a WAV as my retirement car. In Glasgow and Edinburgh the taxi driver's can retire and sell their Taxi and Plate as a going concern the average they get is about £25,000 in Aberdeen you hand back your plate and you are left with a WAV that you have to try and sell on.There is even Oil Company's that phone up and will not except anything but a saloon car,you even get people refusing to go in a Baker's Van as they call them.</p> | <p>it work's fine the way it is now driver's that got a yellow plate and had to bye a WAV then went and worked the street's the Rail or the Airport so that they would not have to do Wheelchair Hire's through an Office does not help.if driver's with WAV's was told when they get a Plate they must work an Office for 3 year's and that way they are learning the trade the proper way,it seem's to work fine with a 60/40 split and if a driver retire's and hand's back</p> | <p>Come into the Trade as a WAV and after say 5 year's which would be about as long to pay off your WAV then apply for a saloon plate if you want,the turnover with plate's would be covered with new driver's coming into the trade and driver's retiring.</p> |
| Taxi driver | No | <p>It does not meet the needs for all disabled people, some people can't get into wavs and vice versa a mixed fleet sound about right .I have had customers who can get into my wav and some who have asked me if they could take the taxi behind as it was a saloon car and they could get into it a lot better.</p>  | <p>I think 10 percent should be sufficient as there is not 100 percent of the population in Aberdeen in a wheelchair.</p>  | <p>The cab company's such as rainbow , comcabs, Aberdeen taxis should have there own fleet of wavs to make up the 10 percent.</p>   |

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| Self Employed taxi driver | No | <p>I have been a yellow plate holder for 35 years. In this time I have transported wheelchair users and have never had to refuse as I will help 100% and anyone very badly disabled usually has carer with them. However sitting on a taxi rank on a number of occasions 3 wavs have refused a wheelchair for them to get in my saloon car.</p> <p>There are more than enuf wavs on the road and 100% discriminates against certain disabilities and because of room due to ramp able bodied families with luggage.</p> <p>What u need is wheelchair adapted drivers driving the wheelchair adapted vehicles !!!!</p> | <p>50/50 .</p> <p>Even then the number of wheelchair users requiring a taxi doesn't warrant this but would make sure there are enuf at any given time .</p> | <p>As someone like myself retires my plate could be offered to the longest serving WAV driver going down the list until it's wanted as some of them are happy enuf with their vehicle.</p> <p>Any new driver coming into the trade then has to buy a WAV x</p> |
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| Taxi driver | No | <p>Being a taxi driver myself I do a lot of wheelchair hires,<br/> All my wheelchair user's say if they can transfer from their wheelchair to a saloon car seat it's much better, and more comfortable,<br/> If passengers can't transfer then obviously they will require a wheelchair accessible vehicle,<br/> Maybe the survey should be directed at the people who shall be affected by the change, ( wheelchair users.)</p> | <p>There are probably enough. Wheelchair accessible vehicles in Aberdeen's fleet at the moment,<br/> Not sure of percentage at this time, but more than enough to cover wheelchair passengers.<br/> Some disabled people can't get into some of the accessible vehicles, even with the step provided it's too high, they need to sit on a seat and swing there legs round, ie, low</p> | <p>That should be decided between the council and taxi trade, Surely Common sense would prevail ,<br/> The split at the moment works good,<br/> Keep it at that percent,<br/> If one saloon car leaves then it can only be replaced with a saloon car,<br/> If one WAV leaves then it can only be replaced with a WAV,<br/> Makes sense to me,<br/> How much more taxpayers money must this be costing doing all these survey's, make a decision now,</p> |
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|  | <p>No</p> | <p>To assume that every disabled person is a wheelchair user is simply wrong.</p> <p>To make every car a wheelchair car is ignoring the needs of other people with disabilities.</p> <p>As an amputee, I am disabled, but find it impossible to get into a side access wheelchair vehicles, due to the distance between the door and the seat when you have limited flexibility in your leg.</p> <p>Many older people also struggle to climb into this style of vehicle.</p> <p>No one is suggesting that there should be no wheelchair accessible cars, but 100% is ridiculous. On this basis, all toilets would have to be wheelchair accessible too, and every building would need ramps and lifts.</p> <p>ACC need to stop confusing the word disabled with the word wheelchair, and ensure that their understanding of the legislation meets the requirements of ALL</p> | <p>Only 8% of disabled people use wheelchairs. 11 million people are classed as disabled. That's about 1 million wheelchair users from a population of 65 million.</p> <p>25% should be more than enough. It should be possible to demand that big taxi companies have vehicles available at all times as a condition of the taxi office license.</p> | <p>Surely this about meeting the needs of all disabled people, rather than telling taxi drivers that each month, a percentage of car licenses have to be wheelchair cars.</p> |
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| Private Individual                    | Yes | <p>It's the right thing to do!</p> <p>There's been a 25 year exemption which is MORE than enough time for taxi drivers to develop a strategy to deal with the situation.</p> <p>Why should someone at the front of the taxi queue have to wait and let other people take priority because they use a wheelchair?</p>          |  |  |
| Independent resident of Aberdeen City | No  | <p>The wheelchair accessible vehicles can be very difficult to get into and out of. Essentially, while promoting the mobility of wheelchair users the mobility of some other groups of physically disabled are disadvantaged e.g. Limb weakness. A mixed fleet is required to avoid discrimination to as few as possible.</p> | <p>30% wheelchair- these would be readily available as the fleet number would be quite considerable.</p> <p>70% saloon cars - designed to be accessible to many people (the wheelchair vehicles are high and</p> | % should reflect user groups while maintaining enough for availability |
|                                       | No  | <p>Because I want to ride in a normal car in comfort, there are also not that many wheelchair users to need 100% fleet!</p>   | 40%  | That's your job to sort  |
| Citizen of Aberdeen                   | No  | <p>They do not meet the needs of everyone</p>   | 60% should be enough to cover all requirements   | New applicants to be WAV for a set period                              |

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| Local authority | Yes | <p>It should be fair and easily accessible for Everyone.</p> <p>The council is under an obligation to meet the conditions set by the equalities act</p> <p>If not 100percent wheelchair accessible ,How will the council decide on a percentage, which driver should drive which type of vehicle and a percentage may negatively impact the number of taxis in the future.</p> <p>Private hire vehicles will remain saloons so there will always be a mixed fleet</p> |   |  |
|                 | No  | <p>Having 100% accessible vehicles is over kill and only a small percentage of disabled people need wheelchair access</p>   | <p>50% should be wheelchair accessible not every disabled person is in a wheelchair</p> |  |
| Taxi driver     | No  | <p>I've got a WAV and I've used my wheelchair access about 3 times in three years. Put a stop to people hiring plates which is illegal anyway and putting them on saloons that would increase the WAVs without going 100%</p>   | <p>60-40 A's above</p>  | <p>If you've had your own WAV plate not hired for 8yrs +</p>                                 |
| None            | No  | <p>Not all disabled people are in wheelchairs. Many elderly or disabled struggle with higher vehicles which wav tend to be. Many opt for saloons where they can sit onto a seat and swing there legs in. Not viable to call a private hire for many short runs, the companies simply say nothing available.</p>   | <p>There seems to be enough of both at moment.</p>                                      | <p>Give the earliest wav supplier the option of a saloon plate as they become available.</p> |

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| Taxi Driver | Yes | <p>Other cities like Edinburgh, Glasgow, Liverpool, London &amp; Manchester, for example, already require taxis to be WAVS. It totally makes sense.</p> <p>The way I look at it is, when your sitting on the rank, you have no idea whether your next customer is going to be a fully abled person, or a wheelchair user. As a taxi, we should be ready and able to take a wheelchair user, without the wheelchair user having to wait for a WAV. I think that's crazy!</p> <p>The buses and even coaches are able to take wheelchair users, so the fact that not all taxis can't, isn't acceptable.</p> <p>Its the morally correct thing to do, along with taking the modern approach. It makes the City of Aberdeen a forward thinking city.</p> <p>Private Hire vehicles shouldn't have to be WAV. My thinking for this is the fact that they mainly work out of an office, so a customer can request a car or minibus if they don't feel comfortable in a WAV for whatever reason.</p> <p>If the private hire is pretty much working</p> | 100% of Green and Yellow should be WAVS. | No discrimination. 100% WAVS.  |
| Taxi owner  | No  | There is more than enough wheelchair vehicles on the road as it is. In the past year I have only had one wheelchair in my taxi?  | 30% Wheelchair is more than enough.      | Hackney have all the WAV on file put them in order, when a new application comes in top of list is offered a saloon place. |

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| Taxi driver | No  | A mixed fleet is the only way the Council can meet its obligations to be accessible to ALL.  | 50/50 would be reasonable | Revolving door method, new applications must provide a way and longest serving way plate at the time is offered the opportunity at their next renewal to change to a saloon. If they don't want to change you work on to the next longest and so forth. That way everyone has the chance of a saloon plate in the |
| Nome        | Yes | Why shouldn't they.  |                           | Be 100% then there is no discrimination   |
| None        | Yes | <p>It is difficult to order an accessible taxi over the phone and be confident that it will arrive at the requested time. It has been suggested to me that this is because of the computer system used to dispatch cars.</p> <p>Access to cars can be problematic at the ranks. If an accessible vehicle is sitting in position 1, then the driver has to move forward to allow ramp access, which obviously isn't a problem, however if the first accessible car is sitting further back in the rank all cars in front have to move and create the required 2+.metres of space to access the ramp.</p> <p>Both these problems would be resolved if accessible cars were 100% of the taxi fleet.</p> |                           | It couldn't   |

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| Taxi        | No  | <p>Not all disabled are wheelchair bound.</p> <p>Elderly can't get into accessible vehicles.</p> <p>A lot of wheelchair users put the wheelchair in the boot and travel just like an able bodied passenger.</p> | 50-50  | <p>Any driver who has held their taxi badge for 10 years or more should be allowed to choose saloon or Wav.</p> <p>This gives a constant and steady turnaround of wav vehicles.</p>   |
| Taxi driver | No  | <p>There are more than enough wav's taxis in the city fleet as it stands. I have driven both saloons and wav's in my time taxing and can say I've took more wheelchairs in a saloon than I've done in a wav</p> | <p>Me personally would say 50/50 but in respect 60/40 to wav's</p> | <p>Badge holders before 1994 free choice since ruling was not implemented before . badge holders after 1994 rolling system 1 driver leaves trade plate goes to next driver on a list all new drivers must start in a wav . And no leasing plates for personal profit.</p> |
| Taxi driver | No  | <p>NO . WORK AT ABERDEEN RAILWAY STATION. HAVE LOST COUNT THE AMOUNT OF TIMES ELDERLY PERSONS COME TO MY CAR BECAUSE THE FIND IT DIFFICULT TO GET INTO SOME OF THESE VANS.</p>                                  | <p>50% is more than enough</p>                                     | <p>Should always be 50%. Those who have put wheelchair cabs on first in the 90's Should be first to change to saloon cars when plate becomes available. The only fair way. That way you will always have 50%. Of both vehicles.</p>                                       |
| none        | Yes | <p>being 100% accessible benefits all, and detriments no one.</p>   |  |   |

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| Personal | No | While I support the requirement to have accessible vehicles for all, vehicles designed for wheel chair access often make access for others more difficult. I think this is true of elderly. I do not believe there is a requirement to have 100% of the fleet wheelchair accessible. | I don't know the current breakdown for disabled users. I would however expect that the majority of users do not require full wheel chair access. I would suggest that a fleet breakdown covering wheel chair users, larger multi person vehicles and saloon cars would be perfectly acceptable. For a non wheel chair user travelling in a adapted vehicle can be very uncomfortable. | It would be up to the team running the licensing applications to ensure that any new applications met with the rules. Surely even the council can oversee a strict policy and this point cannot only be the issue with a taxi license. Across all the licensed premises and shops that the council provide licenses for a similar issue must arise. In the house planning department I have first hand experience of allowing a neighbor to make a change to their property and they refused my application to do exactly the same. So I would suggest that it would be very easy to either allow or refuse an application if the rules are being followed.<br><br>Personally I feel that I am being discriminated against by being forced to travel in an adapted vehicle if this policy change goes ahead, |
|          | No | There is no need for 100%, there is sufficient amount of wav vechiles already..  | 30% im guessing would be about 200 wav cars.. That is more tthan  | Cant answer that 1   |

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|  | No | <p>There are many, many forms of disability and a high percentage of current disabled taxi users cannot access some of the "wheelchair" accessible vehicles.</p> <p>Personally, I know of many who have various forms of arthritis (in back, legs, shoulders and arms) and cannot easily get in and out of these vehicles, particularly the higher up versions - no hand rails to assist getting in, steps up to high seats, etc. etc.</p> <p>I know that certain well known disabled taxi users actually insist on saloon cars for their transport. One of those had an excellent article in the P. &amp; J. at the end of last year giving reasons why taxis should not be 100% wheelchair accessible. Why don't the "powers that be" listen to their public, especially those who actually know what they are talking about and their actual requirements.</p> | 30 - 40% should be quite sufficient. It works in Dundee!! | Quite easily with the amount of taxis in the city of Aberdeen.   |
|  | No | I imagine there would be a lot of expense for those drivers who do not have an accessible vehicle and not 100% of customers need an accessible vehicle.   | 50%   | Establish how many vehicles already have an accessible vehicle and then work on a first come first served basis. |



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| Private individual | No | Given that most taxi drivers in Aberdeen only rent a radio and own their own vehicles it seems OTT that their only car (I daresay most of them don't have a second vehicle for private use only) should be an accessible one. Bearing in mind the small number of the population who have a disability, which requires the use of a wheelchair, this would seem totally out of proportion.  | Around 20% bearing in mind the amount of people who require to use a wheelchair | That's not for me to answer, perhaps those who purchase a wheelchair friendly vehicle could be recompensed in some way |
| Private individual | No | <p>Given that most taxi drivers in Aberdeen only rent a radio and own their own vehicles it seems OTT that their only car (I daresay most of them don't have a second vehicle for private use only) should be an accessible one. Bearing in mind the small number of the population who have a disability, which requires the use of a wheelchair, this would seem totally out of proportion.</p> <p>Also, given that UBER have just been licensed to operate in Aberdeen, this seems even more unfair, will they also all be required to be wheelchair friendly?</p> | Around 20% bearing in mind the amount of people who require to use a wheelchair | That's not for me to answer, perhaps those who purchase a wheelchair friendly vehicle could be recompensed in some way |
|                    | No | Requiring 100% accessibility is a disproportionate response to the small number of wheelchair users in the area. Other than London type black cabs, wheelchair accessible taxis are uncomfortable and inconvenient to many other types of passenger including many disability types   | Circa 20% would be a more proportionate proportion                              | By running an appropriate database and effective monitoring system - a simple process!                                 |

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|                   | No | Totally unnecessary and disproportionate. Even disability groups think it is unnecessary. Added expense to taxi drivers which no doubt will be passed on in increased fares.   | 10 to 20% in line with numbers of registered disabled.main                                   | Maintaining a effective database and monitoring demand   |
| Aberdeen resident | No | Wheelchair accessible taxis should be provided as a proportion of the fleet, sufficient to satisfy maximum demand with a small multiple 'to spare'. There are reports that not all disabled people are able to use these vehicles easily, so variety, as with everything, is the preferred solution. Also, the wheelchair accessible taxis are not as comfortable as other vehicles. | 1.5 or 2 times maximum demand, so as to ensure ready availability of all types at all times. | Individual applications should be on the basis of overall fleet mix for each company (individuals could be 'pooled' as a pseudo company) and allow the need for a particular license type to be exchanged from one owner to another to maintain the balance. |

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| <p>Not responding on behalf of an organisation</p> | <p>No</p> | <p>The wheelchair accessible taxis are the most rickety, uncomfortable and badly built cars (or taxis) that I have ever had the misfortune to sit in. Given the already considerable expense in hiring a taxi, I would at least expect to be able to do so in some degree of comfort.</p> <p>Aberdeen taxis cover a fairly significant rural area in addition to the town centre. Saloon cars provide the degree of comfort required for those additional distances.</p> <p>100% of people are not disabled, or in need of a wheelchair. It's ludicrous to insist that all taxis need to meet this requirement. What next? Do we insist that every seat on a bus needs to be wheelchair accessible? Perhaps we should ban double deckers.</p> | <p>What is the percentage of wheelchair dependant residents in the Aberdeen area? Take that figure and round it up to the nearest 10%.</p> | <p>Some degree of incentivisation such as a reduction in license fee.</p>   |
| <p>None</p>  | <p>No</p> | <p>I have MS with impaired mobility and use either a walker or a wheelchair. However when I use a taxi I find it much easier to get in and out of a saloon car than an accessible vehicle. This is because I can sit sideways on the front passenger seat and lift my legs in just as I do in my own car. I generally find it quite difficult getting up and into an accessible car, I would not usually be taking my wheelchair on occasions when I use a taxi.</p>  | <p>50:50 would seem reasonable to give a disabled passengers the opportunity to request which taxi suits them,</p>                         | <p>I normally use one of the big companies. They would have ensure that they had sufficient cars each type. It shouldn't be too prescriptive, say 50 +/- 10%.</p> |

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| Self employed | Yes | <p>This will allow the travelling public greater choice, it will make us look like a wheelchair friendly city where we are equipped for anyone who needs to travel around.</p> <p>The able bodied normal joe on the street can use any taxi where wheelchairs have little choice.</p> <p>I understand that there are many elderly who don,t like the Wheelchair accessible but tbh many have never even tried to get into these. I care for a woman who can not walk independently but uses a wheelchair accessible taxi everytime she goes out and sits in passenger seat next to driver.</p> <p>The Saloon drivers or most of them shout how they cant afford this but i find that hard to understand they driver around in cars costing from 10,000+ up to 30,000 + it really is a vanity thing with most of them.</p> <p>We all need to change and evolve and move with the times and if we do need a saloon car then we can always call in a</p> | N/A | <p>You can,t unless you allow a rolling change over, those new coming into trade get WAV plate for no less than 10 years and those who have been driving there own plate and cab for more than 10 years change to saloon. Wavs</p> <p>Happy drivers WAV holding a worth to someone new coming into trade and those drivers who have had extra work doing that ramps and wheelchairs for years and now getting older a bit of comfort.</p> |
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| none | No | <p>As able bodied persons, my wife and I had the misfortune to use many of these vehicles over the festive period, These vehicles are actually quite difficult to enter and exit while they are at the kerb side, not to mention they, are very noisy and not at all comfortable. My able bodied 70 year old aunt had commented that she always requests a salon car because she can't get in and out of most of these adapted vehicles, even when requested she normally gets one!!!</p> <p>We travelled from Aberdeen to Ellon and both had headaches by the time we got there due to the rattling and noise of the vehicle. How may disabled persons use these vehicles between the hours of 7.00 Pm and 2.00 pm?</p> <p>I totally agree we need to provide taxis for people with disabilities, but, these vehicles should be in proportion to the population and the actual people who use them and not the normal taxi available to the majority of the people who use do regularly them.</p> <p>I strongly disagree with the proposal to make all vehicles wheelchair accessible for</p> | I would think 25% would be sufficient | I think some drivers/taxi operators could provide these vehicles by a matter of choice based on business turnover. 25% |
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| Private | No | <p>As an experienced therapist many of my patients cannot access wheelchair accessible vehicles and therefore are disadvantages. These are too high for many to get in and out of, seating area can be restrict as space given to wheelchair space.</p> <p>These cars are also not good for parents with children as more vulnerable by how seats are positioned. Also they often can't carry as many people so families are charged for 2. And the drivers are all trained in safety of clamping.</p>                   | <p>No more than 40% as they are not suitable for many elderly to get in out of. Not family friendly as reduced seat. There is not 40% of population in wheelchairs. We have had problems in work when wheelchair cars are sent and we can't get elderly into them. Please don't make more problems for other who</p> | <p>If 40% was for example 200 cars. Application only accepted when space was available. One in one out on a waiting list basis . No point in over supply</p>  |
| N/A     | No | <p>I think it would be more sensible (and environmentally friendly) to have a mixed fleet. The amount of disabled taxis should be proportional to the amount of disabled Aberdeen citizens requiring the service. I doubt they all need one at once.</p> <p>Moreover, giving the disabled priority use of the available disabled taxis, perhaps by a service agreement with their licence should not be too difficult. Lastly, for the remaining saloon cars should we not be aiming for electric Taxis as standard?</p> | <p>Whatever is sufficient for the numbers of disabled + visitors.</p>  | <p>A lower licence fee could be made payable for disabled taxis on the agreement they prioritise disabled customers. This would have to be limited of course, perhaps to the already existing disabled converted Taxis?</p> |

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| <p>oil and gas decommissioning sector</p> | <p>No</p> | <p>99% of drivers I have spoken to over the last 15 years on this subject have only ever had a few wheelchair users in there vehicle , the vast majority of which prefer to transfer to the passenger seat rather than being strapped down like cargo in the back of the accessible van .</p> <p>Having been incapacitated after surgery last year I would do the same .</p> <p>I have regularly chosen saloon vehicles over the accessible vehicles on the grounds of access and comfort . When challenged by drivers that I choose not to travel with ( with the vans - ) they all seem to be irate that the council are forcing them to get the band but most customers do not want them .</p> | <p>There is no need for more than 10% of the fleet to be specialist vehicles and this is a generously high % imho</p> | <p>As the council were willing to descriminate / ignore the wishes of the vast majority of drivers and customers with their ill thought through ideas it will be relatively simple to maintain an acceptable percentage .</p> <p>New drivers should have an accessible vehicle for 4 years or 200000 working miles ( be that in one or two vehicles .)</p> <p>They can then choose their next 2 vehicles -</p> <p>A cycle of between 10 and 12 years will provide a good spread within the fleet .</p> |
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|  | No | <p>Accessible vehicles are not comfortable for many of the population due to the suspension which enables lowering of the vehicle. The taxi rank at Back Wynd is busy and it's unreasonable that a customer could not have the choice of a saloon vehicle, particularly given the high cost of taxi fares in Aberdeen city. Whilst I understand the need for accessible vehicles to comply with equalities legislation, the purpose of the legislation is to ensure that no-one is disadvantaged. I would argue that by prescribing ONLY accessible vehicles, ACC is disadvantaging the able-bodied, since although they are not prevented from using these vehicles, many people would rather use a saloon for comfort reasons. Do we have any figures on the population of Aberdeen who would require an accessible vehicle? Is it not more likely that they would book a private hire rather than hail a taxi from the rank or from the street? Surely it makes sense to legislate based on the actual need, rather than a blanket policy, which appears to be based on a naïve desire to 'meet equalities legislation'.</p> | I believe that 50% would more than meet the requirement. | If ACC issue 1067 licenses per year, then could 50% of those be regular and 50% accessible? Once the regular licenses have been issued, then the only alternative would be for accessible. If that's not what the applicant wants, then they have to take their chance the next year. |
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| N/A | Yes | <p>The position was made clear in 1994 that all new applications would require to be for wheelchair accessible vehicles from then on, indicating that the local authority felt that it was important that disabled people are not disadvantaged when trying to travel by taxi, in line with legislation. An exemption was provided for a further 25 years - ample time for the current license holders to upgrade their vehicles to be wheelchair accessible, thus achieving the original aim of the change in 1994 i.e. to ensure that disabled people are not disadvantaged in their transport options. This process requires the entire taxi fleet to be wheelchair accessible now.</p> |     |  |
| N/A | No  | <p>I feel that the major taxi operators should supply a 50% of their fleet with these vehicles. This would be more than enough to cover the demand. Also not all people with disabilities are in wheel chairs and these people would prefer to use a saloon car as these cars are easier to access and exit.</p>   | 50% | <p>Not all people with disabilities are in wheel chairs and these people would prefer to use a saloon car as these cars are easier to access and exit. At the moment I feel there are more than enough WAV for the city of Aberdeen.</p> <p>I also feel that new or current Taxi drivers should have the choice to apply for a saloon or WAV Taxi Licence.</p> |

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| None | No | Being disabled myself I find it very difficult to get in and out of wheelchair accessible taxis. Not all disabilities warrant the need for wheelchairs. There is also the discomfort of wheelchair taxis. If someone elderly was traveling any distance it would be very uncomfortable and painful  | 60 percent wheelchair accessible and 40 percent saloon. That would give the majority of people the best choice   | Separate waiting lists might be an idea. If a saloon car driver leaves for whatever reason e.g. retiring (most saloon drivers appear to be drivers who have done it for years) next on the list would get a plate.  |
|      | No | <p>1:Not all disabled people are in a wheelchair.</p> <p>2:Elderly cannot get in and out of WAV because seat is too high, with or without a step supplied.</p> <p>3:The multi seater WAV (6/7seat) is even worse for elder, or people with broken leg or arm as they have to be crouched and somehow get to the seats.!</p> <p>4:Aberdeen has many high end cars (Mercedes, Audi, BMW, Volvo etc) where locals and visitors to our city from all over the world remark on how nice our taxi fleet is.</p> <p>Why would you want to spoil that.?</p> | <p>60% WAV.</p> <p>I believe Aberdeen would be close to that right now and seems to work well so more than adequate to cover wheelchair hires.</p> <p>I have worked taxi ranks, and with offices and not aware of any problem in either booking or picking one in a rank so no need to increase the WAV fleet.</p> | <p>1:One plate only per person, unless company/office owned.</p> <p>2:Natural wastage until 60% is reached.</p> <p>3:All new applications must be WAV for a set time (5yrs) with a properly policed waiting system to change into saloon when one comes available.</p> <p>4:Offer WAV licences a reduced fee (5/10% cheaper than saloon)</p> <p>5:When offered a saloon plate, the application must be completed with saloon car plated in an acceptable time frame (4wks) or application can be offered to next on list.</p> |
| Na   | No | <p>Being elderly, I struggle with the height of these vehicles. A simple car is perfect for me to get in and out without the need for ramps, stairs and high steps.</p> <p>I have fell twice using a wheelchair accessible taxi in one year. In 40 years I have never felt out of a regular taxi.</p>   | <p>50/50.</p> <p>That way the demand can be met but the simplicity of a regular taxi can be maintained.</p>  | Use a waiting list option for saloon drivers. Only allow new saloon drivers if the same number of larger vehicles is equal.   |

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|         | No | Whilst I can appreciate the needs of the disabled I do not feel that all disabilities are able to access these vehicles. I was recently in a wheelchair accessible taxi from the town centre to ARI, a relatively short journey the taxi was uncomfortable and I would not have enjoyed a longer journey in this type of vehicle.  | 50% would be a more realistic fleet. This would then allow both able bodied & disabled the choice to choose which they find most suitable.  | This should be a matter for the taxi trade & Council to agree on.  |
|         | No | We need both . To cover the NEEDS OF EVERYBODY .   | 60% of wheelchair accessible taxis would be more than sufficient .....<br>If you contact every taxi company in Aberdeen .they will tell you how many wheelchair hires they have had over the last year .. probably a  | Most saloon car drivers are in the age bracket of 50 up to 70 years old....when 1 retires or returns his/her plate .<br>Then top of a waiting list of drivers who require a saloon car has the choice to purchase a saloon . |
| retired | No | As a person with a severe disability, I struggle with the larger vehicles. I use crutches that incan use easily when getting into the usual 5 door saloon car. When I need to get into larger one, I can't make the steps and usually need the Ramon lowering. This may seem like a good thing to you but I find it embarrassing. It makes me the centre of attention when I would rather be left alone to get in the taxi and go. It's more difficult, more time consuming and more noticeable. Let me use the usual, saloon car like I have for many many years. | 40<br><br>I imagine the need for accessible taxis is very low. With schemes in place that allow most disabled or people who need access are allocated their own car. I imagine the drunk people on a weekend who use taxis would rather a car to get into that an awkward sliding | It's worked for the last decade since 1994. Why change when it works   |

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|             | No | Whilst there is a need for accessible vehicles not every disabled & elderly person can access these vehicles. A mixed fleet would allow able bodied/disabled and the elderly to make their own choice.   | 50/50  | The percentage should be maintained with consultation between the taxi trade & the licensing board. The licence holders of accessible vehicles should be given the choice to move to a saloon type licence when one becomes available. The Licensing Board could speed this up if they intervened &  |
| None        | No | Not representative of the general population.  | 25%<br>Not that many disabled people   | Certain number at any one time.  |
| Taxi driver | No | Most wheelchair users pre book a vehicle. Most have indicated the reason is that they can't get WAVs on ranks to take them .<br>Most street cars would say no and push them down the line at a rank .<br>This is common practice.<br>I work through an office and do approx 10-15 wheelchair hires a week. | 30/40%<br>There are quite a few wheelchair hires available , not enough for 100% WAVs.<br>However has the licensing authority thought that if WAVs are abandoned for Phc vehicles because drivers move to UBER. Then this survey has no point.<br>Uber do not use WAVs.<br>For the sake of taxi users and wheelchair users the council must reconsider Uber's licence. | I drive a WAV this is because I have no other choice.<br>Each new application should be required to licence a WAV , however I think this should be for 5 years only as this is the expected life of a Taxi according to the council. Website.<br>After this period the operator should have the choice of licensing a saloon Taxi,<br>I see the present system as unfair and discriminates WAV drivers as the cost of purchasing a second or replacement WAV is greater. |

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|  | Yes | <p>If I am in a wheelchair I should be able like anyone else to hail the first taxi that comes along. NOT every other one or be obliged to phone and book one and wait even longer because the firm has only a few Was or has many private hire vehicles which cannot take me.</p> <p>In addition this decision has been dragged out now for over 20 years with the council backtracking time and time again at what cost I ask you. Settle it finally please!</p> | 100% |  |
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| Disability support charity | No | <p>At work I support people with different levels of learning and physical disability. Some of them are wheelchair users, but some of them use different walking aids for example walkers. A lot of them have difficulties using wheelchair taxis, because their seats are higher and more difficult to get onto. Some of those big cars have steps. I saw a lot of disabled people struggling to get into seats and nearly falling trying to use wheelchair taxis. For those individuals we specifically order saloon taxis. If all taxis will be wheelchair accessible it would badly impact the lives of some disabled people and limit their ability to access taxis suitable for their needs.</p> <p>Secondly, a lot of wheelchair users I support at work can only use wheelchair cars with a rear entry. Due to the size and shape of their wheelchairs they can't use wheelchair accessible cars with a side entry.</p> <p>Booking taxis in Aberdeen is a huge problem. Very often taxi companies send a wrong type of car that a disabled person can't use and results in having to order</p> | <p>Around 50%. But wheelchair accessible taxis should be mostly the cars with a rear entry for wheelchairs. The big cars with side entry for wheelchairs are inaccessible for a lot of wheelchairs and completely inaccessible for people with other disabilities, for example using walkers or canes.</p> | <p>Because some disabled people can't use wheelchair taxis and not being able to access saloon taxis should be discriminatory against them.</p> |
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| taxi driver | Yes | All new drivers from 1994 have had to get w.a.v vehicles except the ones who have leased yellow plates from drivers that have had some spare, discrimination is not the word, there are plenty of new drivers leasing these plates, they have saloons and have only been qualified drivers in the last few months, the drivers have had since 1994 to save up for the wavs, they knew it was coming , why do they now think it would be financial hardship, they have been buying expensive saloon cars like audi, bmw and mercedes , this would not be right in any sense of the law if this was allowed to be changed now, a lot of drivers from 1994 have had to go to the expence straight away to earn.I could see a lot of lawsuits coming up against the council by said drivers that have had to go to the expence of buying a wav vehicle in order to earn a living , how can you regulate who would have a saloon plate and who a wav , opening a real can of worms . | as above , how would you decide who can have a saloon plate , and who had to have a wav plate  | cant be done without splitting the drivers and causing more friction than there already is  |
| Taxi firm   | No  | A properly organised mixed fleet is the best way forward.   | 50% would be a fair percentage as some people can struggle to get into larger taxis. If you have a saloon plate, you should only be allowed to have a saloon | A waiting list should be implemented with people that have had their Wheelchair plate the longest getting first refusal on the next available saloon plate. |
| NONE        | No  | Vehicles are poor   | 25%  | What discrimination, serve the majority not minority  |

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| Disability support charity | Yes |   |  |  |
| Event management           | No  | <p>I believe we need to increase cars as demands increase however we do not need every car to be wheelchair accessible</p> <p>Please consider how expensive it will be for the taxis drivers, many of them small businesses who contribute to economic growth in the region. This will put many of them out of business and is an unrealistic proposition.</p>  | <p>I believe it is 1% of the population that requires this service</p> <p>I do not know the demand but you should and a simple economic calculation will give you the %</p>  | As long as the percentage was fulfilled applications should not be discriminated against if they do not have disabled access |
| Private citizen            | No  | <p>You are asking taxi drivers to buy more expensive vehicles to supply a service to less than 1% of the population, it is ridiculous. I am sure that there are many taxi drivers with health issues of their own who would find it very difficult to get a wheelchair complete with its user up a ramp and into their vehicle but their health issues would not stop them driving. This could force taxi drivers to give up work and join the ranks of the unemployed. Is this really necessary when there are already so many wheelchair accessible taxis on the road, I think not.</p> | <p>25% should be plenty. Perhaps you could contact the taxi companies and ask them to keep note of the amount of wheelchair accessible vehicles which are requested and at what time of day. They could then work out their rotas to suit.</p> | By rota  |



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| Taxi driver | Yes | <p>Any other policy would result in the taxi drivers who drive wheelchair vehicles being discriminated against. If it is not 100 per cent then all taxi drivers should be allowed the same open choice of vehicle. The council has had 25 years to treat us all equally and have already been taken to court over their unfair policy.</p>  |  | <p>Can't be. If you go for a split policy the discrimination will still exist. There is already a black market for hiring saloon plates which the council fail to deal with. In some cases the council even encourage it by passing fictitious partnerships.</p>   |
|             | No  | <p>As a wheelchair having WAV is helpful and necessary however prior to becoming wheelchair dependent I used crutches. I had more issues finding a taxi using walking aids than I do using a wheelchair. Trying to get into a typical WAV with the position of the seats being higher from ground level was frustrating and resulted in a few falls on some days it was just not possible.</p> <p>As a non driver I rely heavily on taxis and am fortunate that on good days I can transfer into a saloon car while on others I can wait for a WAV.</p> <p>My personal feeling is that while this policy was introduced to be inclusive with regards to disability it sadly would see those with disabilities that are not wheelchair users to be greatly excluded.</p> <p>Thank you for reading.</p> | <p>Difficult question to be fair as not all taxis would be on the road at the same time but a non educated guess 50/50</p> | <p>I think it would be difficult to please everyone yet having an equal number of adapted and non adapted vehicles should work for customers.</p> <p>I honestly have little knowledge or idea how you could make it equal for drivers who have already paid out for adapted vehicles to match the policy or how to enforce or maintain numbers</p> |

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|      | No  | <p>My father had a severe stroke and afterwards he was able to transfer from his wheelchair to a saloon car. To get him into one of these cabs would have required a hoist.</p> <p>I have a bad knee and find it difficult to access the wheelchair accessible cabs, the step is too high (I'm not an ancient person). I always state that I would prefer a saloon car.</p> <p>It's madness to have a 'one size fits all' taxi service when it clearly doesn't.</p> | <p>10%</p> <p>Sufficient for those who require such a service but remember they will not all call at the same time</p> | <p>Some people may prefer to buy these vehicles as it may be useful for those who service such schools/day centres.</p>                                     |
| None | Yes | <p>Because all taxis should be fit for any purpose They are work vehicles not family cars</p>   |  |   |
|      | No  | <p>Because 100% of the population are not disabled.</p> <p>This would cause unnecessary expense to the taxi driver &amp; I for one would much rather travel in a comfy clean warm car than a draughty dirty cab!</p>  | <p>That would depend on analysis. You need to get stats from the companies before estimating this.</p>                 | <p>Maybe incentivise drivers or firms to maintain the levels</p>  |
| N/a  | No  | <p>The majority of taxi users do not require an accessible vehicle, and while I agree that there should be a number of accessible taxis, there is absolutely no need for it to be 100%.</p>   | <p>A MAXIMUM of 10%</p>  | <p>If you have 100% accessible taxis, you are discriminating against the able bodied, that may feel uncomfortable being driven in an accessible vehicle</p> |
|      | No  | <p>Not 100% of the population is disabled.</p>  | <p>Whatever percentage who are disabled taxi</p>   | <p>Company's supply wheelchair accessible cabs.</p>   |

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| None                | No | <p>Whilst I appreciate wheelchairs users require accessible vehicles one has to question what percentage of people are in wheelchairs. Therefore don't think 100% wheelchair accessibility is needed.</p> <p>Also the wheelchair accessible vehicles are often high up vehicles and very hard for older people (such as my 81 year old mother who has 2 artificial knee joints) to get into.</p> <p>Therefore I think there is a need for saloon cars also.</p> | <p>30%. To allow some availability for wheelchair users but not to the disadvantage of non wheelchair users with poorer mobility who require easy to enter saloon vehicles.</p>  | <p>Perhaps all registered taxi drivers could pay some sort of levy which would go to those drivers who have to buy the bigger ,more expensive wheelchair accessible vehicles.</p>   |
| None                | No | Not needed  | 20%  | Don't understand the question   |
| None                | No | <p>Accessible vehicles are not as comfortable as a normal car.</p>  | <p>I think to have a percentage target would be misguided. The number of accessible taxis on the road at any given time should be driven by demand. Licensed taxi companies should be forced to ensure they adequate cover for typical demand and then collaborate should it be required. If they are unable to provide a suitable car on a number of occasions they could be penalised or risk losing their</p> | <p>No need to discriminate if supply V demand is managed properly. If taxi companies insist on a minimum number of there drivers having accessible vehicles and they get sufficient or more work because of it drivers will see the benefit of buying such a car.</p> |
| citizen of Aberdeen | No | <p>Non wheelchair users find them difficult to get into. Too high.</p>  | 50/50 fair to all  | By saying all should be accessible you are discriminating   |

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| na      | No | A taxi is a moveable thing. A percentage can be wheelchair accessible but the disabled don't like these taxis as they are cavernous and cold therefore making 100% doesn't cater to the needs of all disabled people.   | 80%   | When new applicants apply they would need to be wheelchair adaptable. When drivers leave or retire then the percentage of non wheelchair accessible cars would go down. |
| Citizen | No | WAV's are difficult for me to enter and exit. They are too high from ground level. Many times I've nearly fell...I feel unsafe getting in and out. They are also uncomfortable to journey in.                           | The percentage of WAV's should be in direct correlation to the amount of wheelchair users in the city.  | Give incentives to owner drivers/companies if they choose to have a WAV. ie discounted fees. Companies should be made to maintain a percentage of WAV'S in their fleet. |
| N/A     | No | Not enough demand for 100% accessible vehicles. There should be a mix of say 70% normal and 30% accessible.   | 30% because there's not enough demand for 100%.   | Set targets.  |
|         | No | Over 95% of Aberdeen's taxis passengers do not need wheelchair access. Why penalise the drivers and in doing so risk fares increasing as you grant Uber a licence when less than 3% of the population use a wheelchair? | Maximum 25%. Why, because it's like cracking a nut with a hammer and your legal department is pushing this simply to avoid any future court action. Hardly the best way to make a fair and objective decision ie self interest. | Do you want us to do your job for you?  |
|         | No |   | Same as there is now  |   |
|         | No | Only a small percentage of people have accessibility issues so 100% requirement is way over the top   | 25-30% Max  | Not sure of the meaning of this question  |

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| Public service          | No  | It's not fair the people who want to go for peaceful journey without rattling noise. More comfortable with saloon car ride Even though we have to consider equal rights & comfort, coz of this another group of people loosing their choice . It's not good for the city like Aberdeen, travelers all around the world coming here coz of oil industry. This city Need to be more Attractive with Different type of cars | Equal .<br>50 =50<br>Fair for everyone | 1. Whoever got the saloon plate , they "can rent with the vehicle "not the plate only . Those who renting the plate without driving not able to keep "SALOON PLATE" . They have to submit the plate to council . So it can be given to a working Driver.<br>2.Number of vehicale working at Airport can be increased with saloon cars only ( for excisting drivers on that fleet only )<br>2.Making a restriction for applying for saloon plate , example Driver should have been worked with wheelchair vehicle for 10 years or 8 years or ... |
| Self employed oil & gas | No  | The National disabilities figures are approx 6% of population so not required to be any more than total fleet<br>Not all business premises have disabled access or disabled toilets<br>And are all drivers first aid trained as this must be a requirement if fleet is to be changed<br>High discrimination too the none disabled population of the city   | 6-10%                                  | New and existing plates only to be disabled accessible vehicles   |
|                         | No  | Having mobility issues myself I find getting in a car easier than a wheelchair accessible taxi   | 5 to 10 percent                        | I think there will always be a market for taxi drivers buying wheelchair accessible vehicles  |
| Taxi Driver             | No  | Because not all disabilities are wheel chair. Also some disabled people and pensioners cannot get in and out of these disabilitie cars   | 50/50you                               | You form a waiting list and when a saloon plate becomes available then the WAV driver at the top of the list get the option to get the saloon plate or it goes to the next driver and so on   |
|                         | Yes | Minimise discrimination  |  |   |

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| Manufacturing             | No | Plenty of disabled taxis in aberdeen.havent seen any proven and published figures otherwise.  | I would say 30 percent and if more required then consult the taxi companies in aberdeen  | Monitoring of number of licences in aberdeen                                     |
| Taxi Business Consultants | No | You need to be able to cater for all aspects of the public from wheelchair users to mentally disabled to able bodied. A 100% accessible fleet does not give this ability as depending on the car there could be screens to "protect" the driver which could intimidate some users or make hearing difficult. the list goes on and on..... | I do think the majority should be accessible as by natural wastage and the 1994 law the entire fleet will eventually become accessible (so maybe 70%). | That would be down to ACC to come up with a non discriminatory way to implement. |
| Mr                        | No | uncomfortable, prefer cars ,wheelchair vehicles are basically modified vans   | 30% ,  | All new licences to be wheelchair accessible                                     |
| Education                 | No | It's hard enough to book a taxi in Aberdeen, without creating extra obstacles for drivers,  | 50%<br><br>There should also be a percentage of pet-friendly taxis.  | Don't discriminate at all: we need more taxis!                                   |

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| <p>N/a - resident of aberden/council tax payer</p> | <p>No</p> | <p>100% of the population of Aberdeen might require access to a taxi at some point but way less than 100% are disabled and requiring accessible taxis.</p> <p>The council is putting an unfair expense on all taxi drivers in Aberdeen for a minority of the population. Taxi drivers are small one person self employed business, putting extra expensive requirements on them seems very backward and unfair to me. the city council should be helping small businesses, not hindering them.</p> | <p>the sensible approach would be that The percentage should be dependant on what population of Aberdeen requires access to accessible vehicles. clearly we don't all need that so it makes more sense to have a good ratio of accessible/normal but 100% us expensive and unnecessary.</p> <p>So, if Aberdeen's accessible taxi requiring population is at 5% then having say 4 x that 20%, minimum accessible taxis would be reasonable as there would be a surplus of accessible taxis which everyone can use but enough so that those</p> | <p>I don't understand this question.</p> |
| <p>N/A</p>   | <p>No</p> | <p>Only a small proportion of the population is disabled. Ensure that a similar proportion of taxis are accessible.</p> <p>Why burden our taxi companies with the additional costs when it's not necessary.</p>  | <p>Roughly same proportion of disabled in population</p>  | <p>Don't understand the question.</p>    |

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| --- | No | Steps in these vehicles are very high and elderly people, not wheel chair bound, find it almost impossible to get in and out of the vehicle safely. | Not knowing how often wheel chair access is used, difficult to say. Surely the data from the taxi drivers themselves should be the driving force. Suggest 50-50. | No idea how license system works. Perhaps offer a reduced license fee to the type of vehicle least favoured by the drivers, be that wheel chair accessible or saloon. |
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| Taxi Driver | No | <p>There are a variety of disabilities that afflict members of the public who seek the services of a taxi; some disabilities make it difficult if not challenging for an individual to access a Wheelchair Accessible Vehicle (WAV), even with the provision of a suitable step to assist access.</p> <p>In my experience it is a common occurrence to be passed by by elderly individuals as they seek a saloon type vehicle, as it is easier for them to access; on the other hand, in the eighteen years of taxi driving I could count on one hand the amount of hires I have picked up at the taxi ranks that have been wheelchair bound passengers - on a personal note, although negligible, I have lost more trade than I have gained.</p> <p>From my viewpoint to have a 100% policy on WAV would discriminate against a larger body of individuals who seek seek to access a taxi from a taxi rank, they would then be forced to call and incur the standard office bookings fee of '£1', and wait until a cab arrives. It could be said</p> | <p>The percentage of vehicles is always a tricky question.</p> <p>Lets just say it is a 50/50 split, what if the 50% of WAV's are 'off shift' when there is a demand for this vehicle type, then the service would not be available.</p> <p>I have always thought if there was to be a split in the taxi fleet between WAV's and saloons then the provision to the public would be best served by taxi offices governing this service. Taxi offices could be required to have a % of their fleet WAV and have a certain % available at all times to meet public demand.</p> | <p>Following on from my response to 'Q.5';</p> <p>It could be a requirement for a taxidriver new to the trade to go through a probationary period, serving a time with the taxi office that introduced them to the trade. This probation could help monitor the aptitude and attitude of any new driver as they enter the sphere of public service operating a WAV within a taxi office. Complaints against a driver could be recorded better as the public would have a point of contact (the taxi office), and any complaint lodged must include the 'Licensing Body' for monitoring purposes giving the driver a chance for defence. This would assist in the discrimination of applicants as it would become the applicants responsibility to be of good character to be suitable to apply for a saloon type license, any subsequent discrimination could be seen as self inflicted.</p> <p>It could 'time served' in the taxi trade that expedites an individuals application for a saloon type license when available, along with good conduct, this way it is experienced drivers of good character who can feel rewarded with 'all options available' for the provision of a vehicle of their choice - some drivers I know are happy to provide and operate a WAV.</p> |
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|        | No  | <p>I don't know any able bodied people who enjoy being transported in a wheelchair accessible taxi, but more importantly, I know that many elderly and people with mobility issues find it very difficult to get in and out of wheelchair taxis . As I am a retired physio , I have been told this many times.</p> <p>I also volunteer this Guide dogs as a Sighted Guide and I'm partnered with a lady who has a guide dog. You might imagine that a wheelchair accessible taxi might be better for transporting this lady and her dog but ,in fact , she too finds it very difficult to get in and out of most wheelchair taxis. She would always request a saloon car. She also needs to know that when she goes to a rank , she can get a saloon car.</p> <p>I have a friend who has mobility issues . She walks with a walker and is only 4'10 and has arthritis. She finds it almost impossible to get in and out of a wheelchair taxi.</p> <p>So I feel that everyone should be able to specify what type of taxi they want</p> | 50% |  |
|        | Yes |  |     |  |
| Driver | Yes | <p>Basically, you can't tell one driver to still purchase a saloon, which can be picked up cheap and other to buy a more expensive way? Where's the fairness there for the drivers doing the same job.</p>   |     |  |

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|                           | No | As the mother of a young wheelchair user, I am well aware of the accessibility issues and I would definitely welcome an increase in availability of accessible vehicles. However, the reason for this entire debate seems to have been missed in the original ruling. We need accessibility for ALL. Including wheelchair users. There are many people whose disabilities, age or physical condition means that it is difficult for them to use wheelchair accessible taxis. I feel that benefiting one section of society at the expense of another is the complete opposite of what has been set out to achieve here and therefore, I do not think 100% is the right choice. | Obviously, on a personal level, I'd like the percentage to be fairly high. Given that the majority of people are able to use wheelchair accessible vehicles, I feel that 70-75% would offer a fair level. | Honestly, I have no idea. I have very little knowledge of the inner workings of the business or how this would be achieved but perhaps there would need to be some sort of leeway involved either side of the target percentage figure. |
| Whole & retail            | No | Uncomfortable journey, customers we pay for our journey, why don't we get nice car   | 75 saloon car<br>25 wheel chairs  | Make a compulsory period to work in wheelchair cars . It can be 10, 15 years then they can apply for saloon cars  |
|                           | No | A mixed fleet would offer more flexibility to cater for all sections of the community.   | Around 50%  | When a saloon plate becomes available the person who has held an accessible licence the longest should be given the opportunity to change.<br>The hiring of plates should also be prohibited.   |
| Self employed taxi driver | No | Not everyone feels that the accessibility vehicles offer the same degree of comfort afforded by a saloon car. I have spoken with some colleagues who have never had a wheelchair request in 4 years  | Maybe say 30/40% which would make them more viable due to less competition for wheelchair passengers  | It has not been an issue so far with the current policy   |

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| Taxi firm   | No | <p>Many drivers who have had to invest in these vehicles have never used the wheelchair ramp as apparently it only applies to 0.1% of the population.</p> <p>Also many disabled, elderly or infirm people do not want these vehicles as they cannot access them!</p> <p>Not all disabled people are wheelchair bound!!</p> | <p>The % at the moment is approx 50/50 and this is more than enough!</p> <p>Under the current system this would increase in the coming years as saloon car drivers retire.</p>   | <p>Carry on with current system to eventually reach the council target. Although as I've already said this is total overkill.</p>  |
| Taxi firm   | No | <p>Not 100% of population requires one.</p> <p>Of those who do some prefer a saloon car. Older or infirm passengers find it difficult to enter and exit wav.</p> <p>Passengers will purposely hang back in rank to avoid wav and let others take their place and wait for a saloon.</p>                                    | <p>The percentage should stay as it is, maintaining the existing numbers any issuing of further plates can be set by the council dependant on requirements. Why because this may be a way council can avoid any court or appeal.</p> | <p>More onus on large city fleets to meet a set quota.</p>   |
| Taxi driver | No | <p>It's not needed. I drive a WAV full time and I haven't had a wheelchair hire for 12 years. I could have answered yes but only because I think the two tier system that currently is in place wrong.</p>   | <p>10% -20%</p>  | <p>We are all renting our plates from ACC. firstly take back all the plates that are being sublet. Drivers are paying upwards of £100 a month for them from ex drivers that got plates pre 1994.</p> <p>ACC could look into charging more for saloon plate than wav plate. For example.. £1,000 a year for saloon plate and £100 for WAV per year. It gives drivers the choice.</p> <p>Or maybe new drivers first vehicle has to be wav for a period of time. Knowing that after a period. They can change to saloon.</p> <p>I think it will only work if when you finish taxiing. You</p> |

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| Taxi firm         | No | For everyone in a wheelchair there must be ten infirm people who can't climb in to them.  | 20% That is my understanding of the amount of people nationwide that use wheelchairs | License the taxi offices If they have to have 20% wheelchair access as part of their license conditions , this puts the onus on them and not the drivers |
| Oil & Gas Company | No | <p>Disabled people and in particular those that are in a wheelchair make up a very small percentage of the population.</p> <p>A member of my own family who is wheelchair bound actually prefers sitting in saloon cars as they are more comfortable than the larger wheelchair accessible London Cab types.</p>  | 20% Max  | Poorly worded question   |
| Mrs               | No | <p>Only a very small percentage of disabled people are actually confined to a wheelchair, there are many disabled and elderly people who prefer a saloon car</p> <p>Many people infirm and not prefer to use a saloon car as this is much more easily to get in and out of for them, wheelchair access cars are not always the easiest to get in and out of and are not the most comfortable of cars.</p> <p>Some taxi drivers who have been forced into buying these vehicles have experienced problems with the ramp seizing in the upright position as it does not get used.</p> | As it stands at the moment.  | Unsure.  |

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|    | No  | CUSTOMERS SHOULD HAVE A CHOICE. SOME CUSTOMERS STRUGGLE TO GET INTO HIGH SIDED VEHICLES WHICH ARE NORMALLY WAV. THERE SHOULD BE MORE ENVIRONMENTALLY FRIENDLY CARS . CARS ARE MORE ATTRACTIVE TO GET INTO AS SOME OF THE WAV ARE VANS WITH WINDOWS . BUSINESS MEN AND TOURIST COMING TO THE CITY AM SURE WOULD BE MORE COMFORTABLE IN A CAR AS MOST WAV ARE QUITE SMALL AND COMPACT .                | 20%                  | NEW DRIVERS COMING INTO TAXI DRIVING HAVE TO HAVE A WAV VEHICLE FOR 5 YEARS   |
| NA | Yes | I believe the fleet would look very uniformed if it was wheel chair accessible and keep private hire vehicles as regular cars. This would mean red and yellow plates would be more easily identifiable plus customers would still have a choice. For example my elderly Mum does not want a wheel chair accessible car when booking as they are too high and difficult for her to get in and out of. |                      | it would be impossible  |
|    | No  | We are in fact disadvantage for other groups of the public by going with this. Older people prefer saloon cars as they are easier to get in rather than having to step up into a disabled access vehicle. Keep a mix of both which works now.  | 50% reasons as above | New applicants should be disabled access and after a certain time depending on number of cars on renewing their licence they could have the chance up change to saloon. |

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| N/A                   | Yes | <p>This means there won't be a shortage of taxis which can be accessible for everyone.</p> <p>If you make them all the same vehicle, colour etc. Then people will be able to take notice of the taxis. For example NYC yellow cabs, London black cabs.</p>  | N/a  | <p>Maybe have the taxi companies stick to one colour on their cabs. For example: Com cab - red, rainbow taxis - blue, etc.</p>                                     |
| Carpenter and Joinery | No  | <p>I think the fleet should be mixed as there are people out there with all types of disabilities and that are not all in wheel chairs. I have a few friends with disabilities and they would prefer a saloon car instead of a wheelchair car as these are a bit difficult to get in to for some people. Some of these wheel chair cars are a bit higher than a saloon cars I have seen this when I have been out with my friends when they get a taxi and a wheel chair one turns up they have to tell them that they can not get into the taxi as they struggle to get in and have to wait for another taxi to come</p> | <p>I dont think there should be a percentage as I think it would be up to the taxi drivers options whether to have a saloon or a wheelchair accessible plate</p> | <p>Have two list one for saloon plates and one for wheelchair accessible plates think that would make it fair for everyone that wants to work as a taxi driver</p> |

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| Taxi User | No | <p>The percentage of disabled vehicles should reflect the current percentage of disabled people in the area so that the council does not discriminate against able bodied people.</p> <p>This can be controlled by requiring new plate holders to do their disability discrimination courses and use WAV vehicles while existing drivers remain as saloon cars, the WAV drivers can be given the choice to change to saloon cars in the order they have joined the fleet should the amount of WAV vehicles increase above the percentages required to keep a balance of each vehicle which matches the percentages of disabled and non disabled passengers.</p> <p>This would be a perfectly fair system all round, which probably means it will be ignored by the council unfortunately.</p> | See above   | See above  |
| NA        | No | <p>No because not all physical disability are compatible with the type of cars used for wheelchair access as they are often much higher of more awkward to get into also the amount of people who atually use wheelchairs is not comparable with having 100% of cars with wheelchair access</p>   | <p>Somewhere between 30 and 50 percent wheelchair access but i thinks this should be for all plate taxis and private hire a most wheelchairs users will book a car and as private hire cant pick up on the street they account for a lot of pre</p> | <p>The percentage would be adjusted as new plate applications are made in the same way taxi and private hire plates are now there would be a waiting list for both or no wait if there are not enough of which ever one .Drivers as they are all self employed must be allowed to choose which type of car they drive.</p> |



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| Parts          | No  | I suffer with arthritis in both my knees! I can't pull myself into a wheelchair accessible atall! A saloon car is much easier to get in and out of.   | 50/50 gives the option for members of public like now, for a saloon or wheelchair car. | Cap the plates for each type of car |
| Taxi driver    | Yes | As a driver for 21 years & have put 5 wheelchair cars on the road in that time, at a cost of over £100 thousand pounds, how will you decide who has a wheelchair cab or a saloon car  |  |                                     |
| Ex taxi driver | Yes | That's what the council said I had to get wheelchair taxi said it would be all wheelchair by 2017 then put it off so now you can't trust what they say I would like to be there at next meeting to have my say can't see that happening |  |                                     |

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| Naval Postgraduate School | Yes | <p>100% accessibility removes all barriers to hailing a taxi. No special planning is needed, as all cabs work. There are no additional waits for wheelchair users, and there is also no danger of a mixup and being sent a non-accessible taxi. The design used to make the vehicle accessible doesn't otherwise impact use of the taxi for non-disabled riders. There is thus no downside to other riders. The advantages for the disabled community, however, are huge. Transportation can be a major difficulty for wheelchair users, even if otherwise independent. In addition to barriers that may exist with buses or bus stops, Aberdeen has many steep hills. Wheelchair users are more likely to seek vehicle transportation due to these hills.</p> <p>Creating an accessible taxi fleet provides a solution which is flexible both for Aberdeen and for its disabled residents. Taxi fleets are easier for the town to upgrade than spread out features such as bus stops. Taxis also provide a private option to take stress off public paratransit type options. And for residents, taxis</p> |  |  |
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|  | No | <p>It is really unnecessary to have a 100% fleet of wheelchair taxis .</p> <p>You will be discriminating against disabled people who can't climb into one of these types at a Taxi rank .</p> <p>Instead of being able to use a rank or flag a taxi down people will have to phone and order cars</p> <p>You can't buy electric wheel chair cars so this policy is also unfriendly towards the environment and won't help you reach your environment targets</p> | <p>With only 2% of the populatuon in Aberdeen using wheel chairs and some of them want to transfer so they can feel independent from their wheel chair for a while just like Ann Begg does I would say 40% wheel chair not that we even need that</p> | <p>You could use a revolving door method that any new Taxi driver that comes into the trade have to have wav cars and say after 5 or so years could change to saloon Taxi. This way anyone joining the Taxi trade would know exactly what's happening</p> |
|  | No | <p>Im registered blind and cant get into these high vehicles .. I always book a saloon car when booking a taxi and I feel if it went 100 wheelchair this option would be taken away from me ... I thing 0 percent is a more reasonable amount and will cover everyone.</p>   | 50 percent  | <p>I believe that if new drivers start they should have a wheelchair car then after 5 years they can get a saloon car ( like an appreticship) as there is always new drivers there would always be enought wheelchair cars.</p>                           |

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| <p>Transport partnership</p> | <p>No</p> | <p>Nestrans believes that a mixed offer of taxis, enabling ease of access and use for people with differing mobility issues, should be offered. Therefore, Nestrans does not feel that the taxi fleet requires a full 100% proportion of wheelchair accessible vehicles (WAVs). Some groups and individuals have previously discussed the potential difficulty accessing wheelchair accessible vehicles due to their height from the ground and space internally when some individuals may require something to hold on to. In these instances, there is benefit to continue to provide a mix of saloon vehicles in addition to wheelchair accessible vehicles.</p> <p>Whilst WAVs have ramps available, these can also present a barrier, either physical or perceived, to people who finds such vehicles difficult to enter. The gradient of these ramps can be difficult to navigate, and there is additional time required in order to use the ramp, when a saloon vehicle could allow some groups to enter the vehicle quicker and easier.</p> | <p>With 54% of the current fleet already considered wheelchair accessible, there is a question as to whether an increased fixed percentage of accessible vehicles should be the target maintained or aspired to. Instead, it may be more prudent to ensure that there is a sufficient mix of vehicle types in order to maximise the overall accessibility of taxis in Aberdeen.</p> <p>Engagement with representative groups, such as Disability Equality Partnership should inform appropriate levels of different types of vehicle.</p> <p>Due to this, we do not believe that it is</p> | <p>Given that we do not believe that a specific target should be maintained for the provision of accessible vehicles, this would not apply. However it should be noted that we do support the provision of accessible taxis and understands that these vehicles are necessary to ensure transport remains inclusive. Due to this, there should be consideration taken to ensure that the proportion of wheelchair accessible vehicles is not adversely affected in the future, but for this to be done in a way that does not prescribe arbitrary targets.</p> |
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| airport | No | There is more than enough ways at the moment to meet requirements for the disabled in my option  | I think 10% would be adequate but there is about 50% at the moment                                     | I would treat the taxi trade as a apprenticeship<br>For instance if you are new coming into the taxi trade it's just like any other trade you have to learn the job so your first license should be for a wav vehicle and then after three years or so you should go on a list and when your name comes up you have the opportunity to change to a saloon if you wish as you have completed your apprenticeship<br>And this way you would never be short of wavs as there are new drivers coming through every week |
|         | No | Simply not necessary. A proportion of taxis should be wheel-chair accessible only.   | around 10%. Probably, and in proportion to the number of wheelchair users, which needs to be assessed. | Maybe reduce licence fees for accessible taxis.   |
|         | No | My mum is disabled and has Parkinson's but is not a wheelchair user. She finds the wheelchair-accessible vehicles very difficult to get into and it has been very distressing for her trying to clamber into these vehicles and this has put her off using taxis at all. The saloon cars are SO much easier for her to get into. PLEASE consider the needs of all differently tabled people and not just wheelchair users. | Surely taxi operators can give an idea of how many wheelchair accessible taxis are required?           | I don't know.   |
|         | No | i have had 3 spinal surgeries and find it very difficult to access black cabs and if I DO manage to get in, i cannot sit comfortably...getting out is almost impossible !  | i wouldn't be able to answer this as i know nothing of numbers of cars available                       |   |

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| Na   | No | Very few are needed in reality and an all must have approach will be detrimental to taxi owners.  | Flexible number. Perhaps 1 in 2/3 owned by fleets?   | Single owner driver except. Fleets must conform.  |
| none | No | <p>Regardless of legislation, it is an unreasonable burden upon the owners to ensure that all such taxis need to be able to cater fully for what is a minority of specialist customers.</p> <p>Any person who knows they have a specific transportation requirement should be expected to plan for it or accept a small delay in service. Individual companies or owners might decide that the advantages of providing that service justify the cost, while others may not.</p> <p>There needs to be a mechanism to ensure some level of accessible service, but it does not need to be at 100%</p> | <p>I cannot say without access to the stats showing levels of demand, but I would be surprised if it was higher than 10% for fully accessible vehicles.</p> <p>A certain percentage could be held as a standby fleet, to be taken to jobs on demand.</p> | I am sure you can come up with something.   |
| None | No | <p>There are a small portion of the overall demographic who are registered as disabled, therefore the number of people requiring taxis will be a similar percentage. Plus you cannot expect the taxi driver to foot the bill for upgrading their vehicles to specially adapted wheelchair friendly models at significant cost. When making car parking facilities available, you don't specify that 100% of all parking spaces should be accessible for disabled users, so why should Taxis be different.</p>   | <p>Current demographics published on the Scottish Government website states that 20 % of people in Scotland have a long term physical disability. So I would say anything between 20 and 50% would be more than enough.</p>                              | Each taxi company would have to maintain a minimum percentage of accessible taxis or they cannot operate in the city. |

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|                           | Yes |   |  |   |
|                           | No  | A percentage would be enough. 30 o/o ?<br>The fares would have to go up to cater 100 o/o accessible taxis   | 30 o/o wich is far more that the disabled percentage   | Give the taxi owners the choice. Maybe a small subsidy to help any costs of converting a taxi   |
| Private citizen           | No  | I suffer from arthritis and find it very painful and difficult to access a vehicle that is not a normal car. If all taxis are made wheelchair accessible it will discriminate against people like me. | 30-40 per cent at most.  | That is not my area of expertise or my responsibility.  |
| Self Employed Taxi Driver | No  | Some disabled people cannot get into these cars they prefer to move from wheelchair into saloon car and don't want to be treated different.   | 50/50 I know there has to be wheelchair cars available for disabled people that have to use a ramp but the majority of disabled people don't need that facility. | If someone is coming into the Taxi Trade the understandings is that they have to put a wheelchair motor on the road after five years if they want they can change to a saloon car that way there will always be a high percentage of wheelchair motors .Most of the Wheelchair motors are cheaper than the saloon cars so even if they have the choice of changing to a   |
|                           | No  | Not everyone with a disability requires a WAV .<br>I think at present the mix of vehicles is adequate for the people of Aberdeen  | See answer above   | I don't think it is discriminating it is using common sense approach and adequately serving the public in a way that is not discriminating .<br>You could say it's discriminating the public by not giving them a saloon option at pick ups airport or ranks .<br>All people disabled or not at these ranks would have no option other than taking what is a van and most |
|                           | No  | I find some of the wheelchair accessible vehicles hard to access and would much prefer a saloon car. Surely having some vehicles available at any given time would be adequate.                       | 10% of vehicles should be adequate at any one time   | The Council will have to work that out internally with some transparent system  |

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|         | No  | I am 80 years of age and use taxis quite often. I had a hip replacement in 2007 which was very successful but I find boarding and exiting most wheel chair access taxis quite difficult due to the height of the steps. On occasion I have bumped my head. For me using a saloon type car is infinitely preferable Whilst I have every sympathy with provision being made for wheel chair users, the Council should be aware that there are far more Aberdeen citizens who have a variety of disabilities that make access to high vehicles difficult and, in some cases, impossible. | 30per cent See reasons above |  |
| Citizen | Yes | 100% requirement would mean 100% availability for someone in need of wheelchair access.<br><br>Plus it is a disgrace seeing all the taxi drivers in top of the range Mercedes and BMWs, just shows people how much we get ripped off in Aberdeen for taxis.   |                              | Have a preferred supplier list of companies that can provide suitable vehicles for applicants.   |
| Retired | No  | Considering that the Scottish Government survey suggests that the ratio of severely disabled to able bodied is around 9.5%, with a further slightly disabled ratio of 8% I therefore suggest that a ratio of 25% for disabled to 75% for able bodied be considered for taxi services in Aberdeen.   | Answer as above              | If future applications are forced to provide an accessible vehicle to obtain a licence to trade then this will enhance the taxi fleet over time. |



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| Personal | No | <p>There is no proven requirement for 100% dedicated wheelchair accessible taxis. There will be a case for a proportion to be wheelchair accessible based on statistics of population.</p> | <p>25% unless there is a proven need for a greater percentage being required. The taxi "fleet" in Aberdeen appears to consist of a random selection vehicles of all shapes and sizes. At some stage the City should attempt to have a taxi fleet clearly designated as authorised taxis e.g. only one colour or entirely recognisable as an Aberdeen registered taxi. A proportion of such taxis should be wheelchair accessible. I do not have access to information to show the levels of need there</p> | <p>I do not know. However the registration authority should have knowledge of the number and type of vehicles which are wheelchair accessible. The minimum percentage could be maintained on this basis by granting reduced registration fees for such vehicles.</p> |
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| personal user | No | <p>do not see many wheelchairs users in Aberdeen for 100% compliance<br/>As a disabled person with crutch I find it difficult to get into the higher step vehicles which are disabled friendly already .Also these vehicles sometimes have high part at back so getting say cases/ large items into boot means cases are in danger of being damaged would suggest a lower % and a list available as to who offers disabled facilities</p> <p>More serious issue is taxis from bus/railway station especially and as a regular traveller<br/>the comments in the queue especially on Sunday nights when wait is possibly 40-60 minutes -disabled people cannot stand -I only manage with trolley to lean on .Older people say never use train again /avoid Aberdeen. Business men have said similar as planes from London too dear and such hassle after 7 hours journey from London - I think<br/>I will just go back south and forget business in Aberdeen</p> | see above say 40% | are you not capable of policing a robust system on number plates ? |
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| N/A  | No  | <p>What is the proportion of users requiring an accessible taxi</p> <p>Many of these accessible taxis are uncomfortable</p> <p>Many frequent taxi users prefer to be collected in a saloon car or similar</p>   | <p>proportionate to the number of users requiring accessible taxis - 30%?</p>  | <p>No discrimination - allow the drivers to decide which type of vehicle they wish to utilise</p> <p>Those drivers who 'lease' a taxi may only be able to lease accessible vehicles should the % on the road be below that desired</p> |
|      | No  | <p>There is no requirement for this, I for one feel very unhappy &amp; uneasy in this type of taxi. I have waited in many a taxi queue &amp; allowed people to go in front of me until a saloon car taxi arrives at a rank. I have even walked the 3.5miles home rather than enter these accessible vehicles. I am not sure who has thought this idea up but they really need to think again.</p> | <p>30% would be more than sufficient , if you were to calculate the able bodied v the disabled bodied I think the % would be even lower.</p> | <p>Simple answer is that there should be a set minimum amount of accessible taxis on duty 24/7 , all taxi company accessible cars should be logged when on/off duty ,I am sure this would be very simple to monitor .</p>              |
|      | No  |   |  |  |
| Self | No  | <p>There are more than enough wheelchair cars on the road.</p>  | <p>50%</p>   | <p>Apply for the certain type of licence. i.e. wheelchair or not.</p>  |
|      | Yes | <p>A disabled person has the right to travel just like able bodied individuals. If an accessible taxi is not available then they may not be able to make their journey. Buildings have had to adapt to become accessible so it is important that other aspects of life follow to make us an inclusive society.</p>  |  |  |
| Na   | No  | <p>There are enough of the stupid shape rattling noises things around already</p>   | <p>30</p>  | <p>What kind of question is that?</p>  |

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|         | No  | I think about 50% maybe at most there are plenty on the road as it is. Not everyone want to sit in an uncomfortable car and these disabled taxis are uncomfy. Also for the taxi drivers that have spent good money on the cars where does that leave them out of pocket and unable to work.            | 30% maximum 50%  |  |
| Railway | Yes | To allow free movement for all in the 21st century.  |  |  |
| Private | No  | Having a diverse fleet suits more people, if someone requires a wheelchair accessible taxi, they can request one. I have met people who struggle far more to get into the wheelchair accessible taxis than into sedan taxis. Why discriminate against those who struggle to get into accessible taxis? | Leave this to the operators of taxis. They know what percentage of the fleet is needed for wheelchair access, and what is needed for sedans, etc. The mix that we have currently is about right I would say. | Leave the fleet type down to the companies that manage taxis. They know what percentage of the fleet is overworked, if there are always people waiting on 9 seater taxis, they will see this and increase the percentage of larger taxis, and copy this through the fleet. |
|         | No  | There is no need to have every taxi for wheel chair disabled people.<br><br>This is a huge investment for taxi drivers which should not be the case the community is running good with service provided so this changes do not have to be taken  | I would say around 120 which should be in place already  | There would be no discrimination<br>Service is working at this present time<br>There is no need for change   |
|         | No  | Not all wheelchair users use taxis   | I think if all companies could provide at least 3 to 4 taxis for wheelchairs that would be sufficient  |  |
|         | Yes |  |  |  |

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| Monitor    | No | Not 100% of people are in wheelchairs, probably nearer 1%.   | Go for 10%, more than enough. | Your challenge, you'd have to pay the driver their additional cost.  |
| University | No | <p>There are enough wheelchair accessible taxis on the road.</p> <p>As a regular user of taxi's, I have learned that some drivers, with accessible cars, have has their licences for many years and never been requested to assist in a wheelchair hire.</p> <p>Most elderly people don't want to be climbing into large wheelchair accessible cars when they order a taxi and on top of that, some of the doors on them are quite heavy and difficult to open.</p> <p>I, personally prefer to travel in a saloon car when using taxi's and I think it would be discriminatory against wheelchair drivers to request a private hire vehicle in order to receive a saloon car.</p> <p>I think driver's who have been taxiing for 15-20 years should have the option - saloon car or wheelchair accessible? If you then find out there is a shortage of wheelchair cars, then make it compulsory for drivers to start going wheelchair</p> | 30% accessible, 70% saloon.   | <p>Make it so that from a particular day e.g. Dec 2018, that any new applicant knows that they can only become a taxi driver if they put a wheelchair car on the road.</p> <p>Make a system so that these drivers can go on a waiting list to become saloon car drivers as older drivers retire. Once a saloon car driver retires and hands back their plate, then first on the list should be given the opportunity to put a saloon car on the road within a certain time. Make it a public list so there are no discrepancies.</p> |

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| Taxi driver               | No  |  | 60 wheelchair<br>40 saloon cars                                | There should be no hiring of saloon plates from drivers who have gave up taxing or are retired , there are many ex or retired taxi drivers who still hold a yellow plate and have no intention of taxing again who get over a thousand pounds a year for there plate , you could pass your Hackney test tomorrow and hire a yellow plate and put it on a saloon car , I don't think that's fair or rite , I'm a taxi driver who is going to be 60 yeas old on my birthday and beginning to feel my age , I also need to replace my taxi soon I would love to buy a saloon car but I'm going to have put another wheelchair access car on the road that costs a lot more than a saloon , so if there was a revolving door system that would make it fairer for all drivers so when a driver retires they put there plate back and the next in line driver gets the chance |
| Member of the public      | No  | There are enough taxis for wheel chair access , this would cause a lot of extra expense to taxi drivers in Aberdeen.               | 15%. Enough taxis already                                      | Ask taxi drivers if they want cars wheel chair friendly and will council help with the cost of vehicle.  |
| Self employed taxi driver | Yes | Sick of two tier system been in wav since 1997 told all wav by jan 2004 then goal posts moved surly doesn't t21years to decide 😞😞😞 |  |  |
| Public Sector             | Yes | All taxis should be accessible to all members of the community at all times.   |  | It would not.  |
| Taxi user                 | No  | I do think there's a high Percentage of wheelchair taxis available at present.   | I think that about 50-60% taxis should be wheelchair friendly. | I think the drivers who have already this feature in their vehicle have probably done so with this in mind and would likely purchase the same version again.   |

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|          | No  | My Mum was in a wheelchair for years and would never go into a taxi and sit in her chair. She would refuse point blank. Her preference was to help her into the front seat of a saloon car. I am now in my 70s and absolutely HATE these wheelchair accessible boxes which they call taxis. The steps are far too high and they're not as comfortable as a saloon car. If it's not broken why try to fix it? | Perhaps around 30% to accommodate those who can't get out of their chair. Most people I know can get out with a little help. | Don't know but I'm sure you could work it out. Please consider the comfort of all taxi passengers and not just the few.  |
| Catering | No  | Are 100% of customers disabled ? Obviously not why the need to have 100% access.<br>At the very most a 50/50 mix.I know a driver who has an accessible car he has had 1 disabled person in his car in 4 years of owning it.  | 50/50 and even that is too much.   | 50/50  |
| Private  | No  | I am in my eighties and disabled but find many of the purpose built taxis unsuitable. Why not licence , say, 40% of all Aberdeen taxis to be wheelchair friendly and not inflict those of us who wish to travel in saloon cars   | 40% - see above.   | Aberdeen City Council have full control over all licences. If they limit the non wheelchair licences to 40% they could be granted on a first come first served basis and members of the public who wish to travel in a non wheelchair vehicle would suffer discrimination by only 60%. |
|          | Yes | Equality   |  |  |

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| I am registered disabled | No | I am registered disabled but I cannot get into disabled taxi cabs as they are too high.I am much happier in a saloon car.I feel very strongly that I should have a choice not every disabled person uses a wheelchair.I think we all should have a choice I might be in a wheelchair one day but I most definitely would not Insist that all taxis should be wheelchair only.I hope my voice is heard don't force me into a disabled cab I don't want to have this label pinned on me. | I am sure there are more people like myself that would like to see 70/30 in favour of saloon cabs.As I have stated above not all disabled want to be pushed into disabled cabs. | I think it's discriminatory against disabled and able bodied people not to have a choice. |
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| <p>member of the public only</p> | <p>No</p> | <p>In the interests of equality very handicapped people should have access to wheel chair carrying vehicles but there are others who, although not so severely handicapped, have physical limitations due to arthritis, past or current injury, age related muscle weakness or smallness of stature, have difficulty in entering or exiting some vehicles because of the high entry and difficulty in operating sliding doors.</p> <p>I speak mainly from the experience of knowing such people who find transport in a saloon car easier. There is no equality if all are not catered for.</p> <p>I am also against all fleet cars being forced to become wheel chair accessible because this might lead eventually to all saloon car drivers being forced to comply similarly or be put off the road or invest in wheel chair accessible vehicles at a time when taxi drivers are finding things harder financially, especially those with no working wives. Furthermore not all taxi drivers, perhaps those with back problems, are physically capable of manoeuvring and securing a wheel chair</p> | <p>I do not know the answer to this question. The council needs to do a survey of taxi drivers and the public to see if there is an actual problem. If there isn't a clear answer, remember the saying 'If it ain't broken. leave it.'</p> <p>Keep in mind that those with wheel chair access vehicles may have a vested interest in wanting this only to the detriment of possible competitors.</p> | <p>If the council wants to change the status quo it should come up with the answer.</p> |
|                                  | <p>No</p> |   | <p>80%</p>   |   |

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| Private individual | No | <p>I feel that an all wheelchair fleet would handicap non disabled persons as for example my own wife who is 5' 0" high and is unable to climb into these wheelchair vehicles. This means we have to wait for a normal saloon type car to come onto rank. If the fleet becomes all wheelchair access it simply means we will be unable to take a taxi home after a night out. Of course the extra expense to taxi companies to change vehicles can only mean that taxi rates must rise to compensate.</p> <p>I understand that these type of vehicle are more expensive to purchase than normal saloon type cars.</p> <p>I feel that we have enough of these class of vehicles, you only have to look at the Back Wynd taxi rank to see the amount of wheelchair access vehicles already on duty. on site at present and to change to a 1 class type taxi is overkill.</p> | <p>50% would surely meet the requirements of the disabled community in Aberdeen.</p> <p>Does A.C.C. actually know the percentage at present we have of these vehicles??</p> | <p>Surely by consulting with taxi companies as to the percentage of passengers carried that were disabled and needed these type of vehicles.</p> |
|                    | No | <p>My mother is unable to enter these vehicles</p>   | 30%   | <p>I'm sure some drivers would still like to keep their accessible vehicles</p>  |

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|                  | No | <p>My husband is a wheelchair user. He finds adapted taxis very difficult to access. It is much easier for him to transfer into, and out of, a saloon car.</p> <p>I would strongly request that the Aberdeen Taxi fleet should not be comprised of 100% accessible vehicles.</p> <p>Thank you 50</p> | 50%, so those who find it difficult to access adapted vehicles have a choice. I'm not sure   | I'm not sure how to answer this question.   |
| Public Transport | No | Need diversity rank  | Discrimination of all disabilities act 2010 and act 1998 human rights, people using wheelchairs don't always want a all wheelchair accessible rank I think it needs to be a mixed fleet for all disabilities and not discriminate any that need a saloon car also the elderly most wheelchairs are per booked and not many | 50% of both saloon and 50% wheelchairs assembly seen more reusable for the public as I'm Taxi drive and see this hands on and we are the public eye |
|                  | No | It is right that there are sufficient taxis available with disabled access however there is no justification for them all to be.   | 25%  | Large operators can provide the necessary cars as a requirement for their licence.  |

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| None | No | <p>How many do we need? If I want to ride in a bus I'll take a bus. Why is this even a consideration?</p> <p>Generally these taxis are big bus like and some are really uncomfortably are we using the ones we have in place ?</p> <p>Is there a shortage?</p> <p>More questions than answers</p> | <p>As long as there is enough and that could be done with a survey FIRST or is there an alternative reason for this requirement ?</p> | <p>Duh NEED do we need more or do we NEED normal passenger cars</p> |
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|  | No | <p>what a ridiculous way to ask a question. Maybe provide some objective data on which to base an opinion.</p>  | <p>It would seem reasonable that the provision of vehicles that are accessible reflects the percentage of the population that use taxis and request/ require this service.</p> <p>le if 10 % of the people requesting taxis request an accessible one then 10% of the fleet available should reflect this need.</p> <p>The idea that the provision of a niche service should outstrip the demand of it is ludicrous given the implications for the current taxi drivers. I believe this would also reduce the quality of the taxis available in Aberdeen as many of</p> | <p>If a quota could be established for accessible cars. Eg minimum of 50 cars. And this was not met, any applications with an accessible car could be prioritised as there would be a clear evidence based reason for this.</p> <p>When the quota was met then it would be based on the standard decision making process.</p> |
|  | No | <p>There is no logical reason for this as wheelchair access affects a small majority of the Aberdeen population, as long as there is a reasonable percentage of the taxis accessible to wheelchairs that is sufficient.</p> | <p>I would say approximately 20%</p>  | <p>There is no need to discriminate as figure is only a guideline and can go up or down, there is no black or white. There should be a choice available.</p>  |

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| None/ retired         | No  | If I phoned for a taxi and requested a wheelchair friendly one the company would send one, having every taxi wheelchair friendly is completely over the top. Another daft idea from the council .   | Around 20% , how many people using taxis are in wheelchairs? Do you know?  | Some taxis are wheelchair friendly when manufactured, and some drivers like having them, you are just looking for excuses and trouble to push through a stupid idea. |
| N/a                   | Yes | Many frail elderly people with sticks and limited mobility find saloons nightmare to get in and out of. Also/ disabled access vital and extending numbers of vehicles available will encourage greater numbers of disabled people to use this form of travel. Also/ increasing numbers of elderly population in coming years should be reflected in fleet of taxis being more accessible. |  |  |
| Public transportation | No  | It would discriminate against the elderly,the none wheelchair disabled, people with mental & physical illness & also wheelchair disabled that find it easier to transfer .<br>There is nothing positive about any kind of discrimination.   | This is something, a whole the council will have to dig themselves out of as other councils will have to as disabled people's voices get heard instead of able bodied who misinterpret the equality act etc thank goodness most councillors had good | Common sense usually works best but there's not a lot of that about & employing people that are qualified for the job  |
| Chef                  | No  | There should be a mixed fleet. People don't like wheelchair access vehicles.<br>Should be 50/50   | 50% because there should be a choice   | By having a limit  |

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|          | Yes | <p>Why should one person be able to go out and buy a more comfortable to drive saloon car and also use it for his/hers private use and the next has to buy a wheelchair accessible vehicle which is less comfortable to drive so they end up buying a second car for there private use because it's more comfortable to drive.</p> <p>Not fair at all</p>  |   | Anyone that renews there public hire taxi license should have to change to wheelchair accessible vehicle.   |
| None     | No  | 100% of people are not disabled  | 30% would be more than enough given the figures of disability in this   | I don't understand this question.   |
| Shipping | No  | <p>These vehicles are not practicle for elderly users and are uncomfortable to sit in for length of journey. For the small amount of wheelchai4 users I have heard from they also do not wish to sit in the back of a vehicle like luggage.</p> <p>I also think it would be unfair for the taxi drivers to be expected to have to push a wheelchair into the back of their vehicle. Not all drivers are physically able to do so and could result in injury to either the driver or wheelchair user.</p> | <p>I cant answer how many should be accessible as I do not know the statistics of how many wheelchair users who require accessible vehicles actually use them.</p> <p>I do know that most wheelchair users I have met have a disability motor of their own and are capable of moving from their chair to a saloon style car with ease, and the chair then</p> | <p>Either lower radio fees for the owner of the accessible vehicles or some other bonus or incentive. Possibly help towards buying the vehicle.</p> |

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| <p>Member of the public</p> | <p>No</p> | <p>Professional taxi drivers should be allowed to decide themselves on what type of car they drive. Not forced into it by over the top regulations.</p> <p>There is a plentiful supply of wheelchair access taxis. Too many in my opinion.</p> <p>As a frequent taxi user I actually dislike the look and comfort of wheelchair access taxis. It should be my right to decide on what type of transport takes me from A to B, I am after all paying for the service.</p> | <p>No more than 10%-20%</p> <p>Someone should do a survey asking the public their opinion of disabled access taxis. Im pretty sure a majority would prefer a choice of car and agree with my comments in the previous question.</p> <p>How many wheelchair users are there in Aberdeen? How many taxis are there? How many wheelchair users use taxis?</p> <p>A very small amount is the answer. Having 100% of the fleet as</p> | <p>What exactly does that mean? Identical applications?</p> |
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|  | Yes | <p>People in wheelchairs/with limited mobility are already faced with enough difficulties and obstacles when leaving the comfort of their own surroundings without having to then worry about how long they will need to wait for a vehicle that can safely get them home, and a driver willing to assist them to do this.</p> <p>Wheelchair users should be able to live as spontaneous lives as everyone else, meaning pre-booked accessible taxis are not always convenient. With the extra struggles of daily life these equal members of society already face, having access to suitable transport should not be another one.</p> <p>Taxi ranks are usually on side streets, and wheelchair users are already more vulnerable in society -especially if alone. The idea that they should need to wait longer outside (potentially in the dark, cold and wet weather) than an able bodied person is disheartening. If anything a wheelchair user should get priority, if they wish, of taxis as the chances are the</p> |  |  |
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|  | No | <p>I don't think it is necessary for the whole of the Taxi fleet to be wheelchair accessible. The reason I feel this is I am 86 years of age and although I do not require to use a wheelchair I do have some mobility problems and have to use a walking stick I find it far easier to slide into a saloon car as opposed to trying to climb into a wheelchair accessible car</p> | <p>I think a 50/50 ratio should be adequate as there are more abled body people than those who require a wheelchair and should ensure that anyone requiring a wheelchair will get one when they require one.</p> <p>I would also point out that to have the whole taxi fleet 100 per cent wheelchair accessible will put some taxi drivers out of business as with the downfall of the oil industry I know they will find it difficult to purchase wheelchair accessible cars. I also feel that we should try to keep as many of our experienced drivers who have gone through the area knowledge test a</p> | I don't understand this question |
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| Self employed mechanic | Yes | <p>When my father was still alive after having suffered a stroke, and was in a wheel chair i struggled to get a wheelchair adapted taxi.</p> <p>When one arrived the guy didnt have straps so he would not take us.!!</p> <p>He left and said someone else would come nobody did arrive.</p> <p>I phoned another company and someone did arrive and i asked him to take us to the beach.</p> <p>I asked for him to come back in an hour or so he said he couldmy and said just phone the cab office no.</p> <p>I did and it took a taxi 1 hr to arrive by which time my father was very cold and desperate for the loo.</p> <p>Very Bad experience that I never repeated, terrible taxi service and a disgrace to resident of Aberdeen that are wheel chair users, so get all taxis adapted and it will stop this happening.</p> <p>I am Sick of getting picked up by a guys just off the golf course in their e class mercs that dont work evenings or weekends in case their taxi gets dirty.!!</p> <p>Get them in people carriers same as</p> | N/a | Get them all adapted simple as that. |
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|                  | No | <p>I feel there is no need to have 100% accessible vehicles .I find it difficult to get into these Vehicles as I am only 5 ft tall and basically have to clamber in.</p> <p>I have heard from a lot of people that I know that they feel the same especially the elderly ones ! And I always look for a saloon car in a rank or if ordering a taxi insist on one</p> <p>Its a pity that most of the people that will be affected by this if you do go fully accessible are the ones that probably wont be able to vote on this as it is an online survey</p> | <p>I feel that around 20% of vehicles would be enough, as I don't think there that many people in wheelchairs in Aberdeen that couldn't be accommodated by that amount</p> | <p>I would think fairest way would be that the people who have been driving taxis the longest should get more of a priority , and when they retire next longest person moves up the list.</p>                       |
|                  | No | <p>I don't like the big vehicles and much prefer the saloon cars and I know some of the old people I know hate the wheelchair cars as they are too high and struggle to get in</p>   | <p>30% should be enough I would think as I have never seen a person in wheelchair getting into taxi in a rank.</p>   | <p>Don't really know ? I suppose the taxi driver that have done the job longest should be picked first</p>  |
|                  | No | <p>My reason for not wishing all taxis to be wheelchair accessible is that they are all too high. I have osteoarthritis in my knees and feet. One knee has already been replaced. I find this type of taxi difficult to get in and out of. I prefer a saloon type of taxi and I am sure I am not the only customer that struggles. Not everyone with a disability uses a wheelchair.</p>   | <p>25-50% would be sufficient. I very seldom see anyone in a wheelchair waiting at the taxi ranks.</p>   | <p>I think some drivers may prefer one style of car to another. Perhaps when granting taxi licenses the council could offer an incentive such as a less costly licence to those that are wheelchair accessible.</p> |
| Member of public | No | <p>Wheelchair friendly vehicles are very difficult to access for those with other mobility problems</p>  | <p>50% is a fair split</p>   | <p>Lottery</p>  |

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|             | Yes | Not fair on the drivers who have went to the expense of providing a wheelchair vehicle   |         |   |
| ?           | No  | Have you ever gone a long trip in one of these converted vans? The ride is awful. Scotland is known for passengers sitting in front seats of taxis. The front seats in black cabs and wheelchair accessible taxis are pretty poor.   | 25-30%. | If somebody needs a wheelchair accessible taxi, they can surely ask for one? Same as if you want a minibus, not a mini. |
| Taxi Driver | Yes | <p>I had to give up my saloon car and get fitted out with a WAV before getting a yellow plate over a year ago at some expense to myself.</p> <p>If this rule gets changed would the council then imburse me to get my WAV changed back to my Saloon car? My guess is no.</p> <p>This will just cause major uproar if the ruling is changed.</p> <p>Brian</p> |         |   |

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| Private user | No  | I strongly prefer to travel in a saloon type vehicle. At a taxi rank I will always select a taxi which is not wheelchair accessible, I simply do not like to travel in these vehicles. Whilst I recognise that it is essential that a percentage of taxis are wheelchair accessible, it is completely unnecessary for 100% of the taxi fleet to be wheelchair accessible. If a booking is being placed by telephone the type of taxi required (whether wheelchair accessible or not) can be specified at the time of making the booking. At a taxi rank, the choice is there. Why should the choice for the majority of taxi users be driven by a requirement to cater for the minority - it simply doesn't make sense. | 20 to 25 percent | Don't understand the relevance of the question. 100% wheelchair accessibility is discriminating against the (able bodied) majority who would prefer not to be forced to travel in a wheelchair accessible vehicle.                          |
| Miss         | Yes | so that they can get any taxi not have to wait for special ones   |                  | -   |
| n/a          | Yes | To make things easier for people with such difficulty   |                  | wouldn't have to discriminate if a. if calling for a taxi service if asked if a accessible taxi will be required.<br>b. If all taxi were accessible to the disabled then there would be no discrimination against this particular situation |

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| Taxi driver | No | <p>Although I am now a private hire driver I was a wheelchair taxi driver for over 9 years and during that time I encountered so many people that weren't able or want to enter my vehicle because it was a wheelchair car I did do many wheelchair accessible jobs some days not any at all but some days almost 10 not once in the time I was working that vehicle did I get someone requiring it for wheelchair from the rank people needing these cars tend to phone the companies so they can be collected from a convenient spot.</p> <p>Also the taxi ranks don't cater for these people for example my vehicle was near side loading for wheelchair access and back wynd is set up for offside entry and harden being a bit down market st and not being accessible because of the incline/decent.</p> | 50% there is a need for accessible vehicles but not 100% as so many frail and infirm people prefer saloon cars as easier for them or they are more accustomed to entering and exiting these vehicles. | Hmm that's a tricky one |
| None        | No | <p>Although there is a need for this type of car there is no need for every taxi to be wheelchair access. My 95 year old mother cannot get into one of these cars and has to book a saloon car everytime.</p>  | 25% is more than enough. There is not enough wheelchair people to justify 100% because they are not going to all book a taxi at once.any new drivers must be wav driver for 3                         | As above                |

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| Taxi driver | No | Some passengers are unable to enter wav's because of their height. Some wheelchair users actually prefer to transfer into a saloon car.  | The current numbers seem to be sufficient and through natural progression of drivers retiring or leaving the trade it will lead to a full 100% wav fleet. This will only be achieved by the council bringing the managing of Hackney plates to an end. | The current policy of all new license applicants having to buy a wav should continue.  |
|             | No | There are enough wheelchair cars in Aberdeen already, my mother can't get into one as they are too high, she prefers a saloon car,   | I think it should be 50-50   | Make all New applicants wheelchair, and then later on they can change,   |
|             | No | I don't see why a minority group should have a full 100% allocation of taxis when it is not needed. Most wheelchair or disabled users expect to have to prebook in advance. Also where do you draw the line at making taxis accessible to all, next it will be taxis having to learn a language to cater to those users who don't speak English locally or training to make drivers able to handle users with mental disabilities. In an ideal world our taxi services would be able to cater for everybody but I have yet to see another European or Worldwide city where their taxis are 100% disabled access and I don't see why Aberdeen has to set a precedent. | 25%  | Put the owners on taxi companies to maintain the level of accessible vehicles as well as open it up to voluntary in the yellow plate pool. |



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| Taxi firm | No | <p>I have been an Aberdeen City Taxi driver for 8 years and every car I have driven has been wheelchair accessible. I had 2x wheelchair hires today so on that average I have had well over 5000 wheelchair hires. The service from my company for wheelchair hires is good. I am never late for customers and there is plenty within the fleet to handle the demand. Furthermore a lot of older passengers complain when I get there that my car is too high. If every taxi at a rank was wheelchair access a lot of older customers would struggle. There is plenty of cars already and there is just as much if not more of a demand for saloon cars.</p> | 50% as explained above the amount already is sufficient for the demand.   | <p>Not my job to figure that out but making everyone wheelchair access to avoid discrimination is not the answer. Even if I had a choice not to drive wheelchair access cars I still would because I get more wheelchair hires and extra luggage also.</p> <p>If anyone was allowed to drive other cars maybe grants, help, discounts or govt account work would encourage individuals to buy wheelchair access cars.</p> |
| N/A       | No | <p>It's nonsense to expect every taxi to cater for wheelchair disabilities - I would be interested to know the number of people in Aberdeen who require these modified taxis, as I'm sure it's less than 1% of the population. This is a nonsense expectation and to even consider accepting this potential cost is stupidity.</p>   | Less than 5% of vehicles should be accessible, as I'm sure that the population is less than 1% who require these modified vehicles. |   |
|           | No | 100% is passengers do not require these modified vehicles  | Less than 5% - these modified vehicles are not suitable for everyone so should not be the only option                               |   |

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| Resident              | No | I have mobility problems but Don't need a wheelchair & climbing into a wheelchair accessible taxi is like climbing Mount Everest as I have had 2 hip replacements & now arthritis in my knees. I am by no means alone . My husband also has difficulty & many of my friends.   | 50% as that still leaves wheelchair users with same choices as others. | As last answer   |
| Aberdeen City         | No | Most disabled people don't want to be labelled as disable. It is also more difficult to get into a disable taxi. They are also very polluting vehicles.  | 25%  | You are not discriminating against anybody. Disable people don't want these taxis  |
| Ratepayer of Aberdeen | No | The majority of less mobile or disabled persons would prefer to travel in a saloon car as the wheelchair Taxis are too high and more difficult to enter and exit. It is the councils duty to cater for all its citizens. To have a 100% wheelchair fleet would not be in the interest of most disabled passengers. It is not in the interest of passengers to not have choice. | I think 50 to 60% should be a maximum.                                 | There could be a waiting list of drivers in wheelchair vehicles. The persons that have held a licence longest being top of the list. As a vacancy for a saloon licence occurs the driver at the top of the list is offered a saloon licence. |
| Houseowner Aberdeen   | No | I find it very difficult to get in to a wheelchair cab. Many of my old friends have the same problem. We use a saloon car when we get a cab from the Back Wynd. I would be really annoyed if the council removes our choice of using a saloon car.   | 50% maximum.   | A waiting list.  |

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| NHS     | Yes | <p>It is often hard enough to even book a taxi in Aberdeen without having the additional challenge of booking a taxi that is wheelchair friendly.</p> <p>People using wheelchairs are already restricted using public transport (busses) as there is only one wheelchair/buggy space on each bus and the larger country busses are not at all wheelchair compatible. Leaving taxi's as a sometimes easier and more convenient option for wheelchair users, assuming they are accessible.</p> <p>On a medical note, due to advances in medical technology there are likely to be more disabled people in the city in the future than previous. This is something that needs to be anticipated and catered for.</p> <p>It makes no difference to an able bodied person to have a wheelchair accessible taxi, but would make all the difference to a wheelchair user, to not be restricted to only certain vehicles to make their</p> |  |   |
| Retired | No  | A variety of vehicles to suit different disabled needs.  | 5% to cater for people who can't get out of wheel chairs | Obviously people who really need wheelchair accessible vehicles have to book well in advance. |

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|                 | No | Because it discriminates against people that can't use these vehicles.   | Probably 50/50 would<br>Be plenty to cover<br>wheelchair hires.   | Maybe an age thing and health. As drivers get older they would not be able to do wheelchair hires. Or by years of service as it is now.  |
|                 | No |  | 50  |  |
| Fitness Company | No | I have lots of disabled women who use my gym that simply they cannot get into these vehicles. They need a saloon. Also the fact that the ramps in them rattle about all the time. Not a pleasant journey at all.           | I think the taxi offices should have a number of them to supply the percentage of users in town. I dont know what percent of people in aberdeen use taxis. You should maybe let us know then. | The taxi drivers in aberdeen are all self employed. It should be up to them to decide what kind of taxi they can afford to buy. Do the council have grants or incentives for them.   |
|                 | No | There are probably far more elderly and infirm people whom require saloon cars than there are disabled people requiring to be seated in a wheelchair   | There seems to be a reasonable balance at the moment  | if the numbers were being increased, a queuing system on first come first served basis on any available licenses   |
| Public          | No | Demand for saloon cars for impaired mobility is much higher than that of wheelchair users<br>Discrimination against one group is no way to address discrimination against another group<br>We need to cater for All groups | 50/50 or 60/40 would seem a reasonable mix<br>This would give an ample supply for all groups of people  | each application would have to be dealt with as relevant licences became available<br>A waiting list would inevitably form just as when licences were generally capped due to the amount being too high<br>First come first served |
| None            | No | There aren't enough disabled people in wheelchairs looking for taxis...surely if would be better to allocate a few to each taxi organisation   | 20%<br><br>There are less disabled people than people who don't need wheelchair access  | By allowing each company to have what meets their needs  |
|                 | No | Some wheelchair accessible taxis are not suitable for people with other mobility issues.   | 80  |  |

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| none   | No | I personally would be unable to access one due to osteoarthritis.  | About 50% would be right, making everyone equal.                              | I can't see how it discriminates. 100% wheelchair accessible would. |
| Public | No | I am 86 and can only get into saloon cars with assistance<br>I cannot manage the higher wheelchair vehicles  | Half and half   | Longest serving drivers should get priority in driving cars         |
| None   | No | I hate those rattling uncomfortable vans<br>People should have a free choice of what they spend their money on when getting a taxi<br>Not be forced to use something that a tiny minority want | 50% would more than cover a demand of the few wheelchair using taxi customers | First come first served   |

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| none | No | <p>As long as wheelchair bound disabled people are not discriminated against, there is no need to discriminate against others, who ,either for reasons of comfort or preference or because of mobility problems though not confined to a wheelchair, want to travel by saloon cars which are much easier to get in and out of. If 100% of taxis are accessible then it will encourage drivers to abandon the taxi fleet and become private hire drivers, which will have negative consequences for taxi users. Wheelchairs are not the only disability. If a wheelchair confined person wants a taxi, they should be able to book one of the right kind from any taxi company or from the rank, including getting any necessary assistance and not expect a significant delay but they don't have the right to expect preferential treatment anymore than an old or blind person can expect to join a rank on a Saturday night and expect to get a car without a wait, so if booking by telephone or app is required , then a five minute delay to get the right car is not unacceptable. One possibility would be for</p> | 40% but this is based on the guess that 10% of taxi journeys actually require a wheelchair accessible vehicle. What is the actual figure? | make it up to taxi companies' responsibility |
| N/A  | No | There is no need to have 100% of taxis to be wheelchair accessible. % of population using wheelchairs is low.  | 50% maximum   | ?  |

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| N/A | No | <p>I'm a punter. Not an owner.</p> <p>I'm a punter who's very tall and uses a walking stick daily. I've had several bad sprains, shoulder injuries and two major limb breaks all largely owing to the state of Aberdeen pavements. But not let's go there shall we? I've kissed Aberdeen pavements all too often owing to falls.</p> <p>I find wheelchair accessible vehicles incredibly difficult to get in an out of. They're too high. And remember - I'm not short. And the sliding doors are difficult use. But in the case of those cabs similar to classic black cabs - let's not even start on them. Their awkwardness is both they are too high to get out of and too low maneuver inside the cab with any comfort</p> <p>Last summer I had another serious fall outside my own house getting out of a wheelchair accessible cab. That fall set off a medical condition which over six months later I'm still on medication for. Charming. Chances are if I'd been in a saloon cab, I would not have had that fall.</p> | <p>I wouldn't begin to answer this hypothetical question. Rather than the judgemental word should I would say it might be a good idea to have rather fewer 'accessible' vehicles and rather more saloon cars.</p> | <p>Don't understand the question.</p> <p>However I know increasing the number of saloon cars might enrage badge holders who obtained very expensive 'accessible' vehicles.</p> <p>Going on hearsay evidence alone, I understand that not every wheelchair user enjoys travelling in 'accessible' vehicles.</p> <p>I'd rather see more saloon cars and fewer 'accessible' ones.</p> <p>Oh yes and get the pavements fixed and make them more pedestrian and wheelchair friendly.</p> |
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| Community Council | No | This was discussed at the Rosemount & Mile End Community Council meeting on 20th February 2018. It was unanimously agreed and minuted that the Community Council believed a taxi fleet of mixed use was more appropriate and feasible. | A requirement for each Company to have a reasonable % available for booking on any day as part of their fleet. No % discussed by 10% would feel reasonable with a minimum one one vehicle in each companies fleet for | The responsibility should lie with Taxi firms as part of their licensing process, |
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| Taxi Owner | No | <p>A lot of elderly people and people with different disabilities cannot access these wheelchair accessible vehicles so this would be discrimination against these people.</p> <p>After all as this council has stated it is trying to adopt this policy in line with the Equality Act 2010 to stop discrimination. If the council can come up with a vehicle that All the traveling public can access that would solve the problem. But it is not a legal requirement to have a 100% wheelchair accessible fleet. The case with Wilson v ACC Was pre 2010 but in 2012 the saloon drivers in Aberdeen were sent letters by Aberdeen Council informing them that they were adopting a 100% wheelchair policy the council can change their policy at any time but it must be reasonable if challenged the council has made a unreasonable decision as it is not a legal requirement to have a 100% Wheelchair Accessible Fleet. This council was elected for the good of all the people in Aberdeen not just for a few. A mixed fleet</p> | <p>The percentage of Wheelchair Accessible. &amp; Saloon Type Taxis operated in Aberdeen 54/45 works well if you look at all the Ranks. Airport. Rail. &amp; The City so why change. A policy that works</p> | <p>The policy for new applications should remain ie Wheelchair Accessible with a revolving system that when a saloon plate is returned that plate should be offered To a Wheelchair driver next on the waiting list.</p> |
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| self-employed taxi driver | No | <p>In my time as a taxi driver in Aberdeen, nearly 7 years driving a WAV, i can recall serving approximately 6-7 wheelchair passengers maximum from a rank. This is in stark contrast to the number of elderly or less-mobile passengers who have complained about their difficulty in entering via the higher side-step on WAVs.</p> <p>Although i received several wheelchair hires from taxi offices during the daytime, these offices also received many requests for saloon cars from elderly customers. As such, this placed an extra burden on the office staff, as well as leading to saloon cars travelling further to collect those passengers when other nearby cars were only WAVs. This is also an undesirable situation for both drivers and passengers, who may need to wait longer for a suitable car to arrive.</p> <p>Overall i feel that forcing 100% WAV taxis is not only unnecessary, but it also unfairly disadvantages an even larger group of less-mobile people who have difficulty in entering and exiting WAV cars.</p> | A split of between 40-60% or 50-50% WAVs-saloon cars would seem sensible. | <p>First, an opt-in list could be created, allowing current WAV drivers to voluntarily keep their WAV plates; as many of these cars will be 7-seaters, a number of drivers may be happy to stay on a WAV licence.</p> <p>To fulfil the remaining percentage, a waiting list for non-WAV plates could be maintained, requiring any new driver to work with a WAV plate for set period before being allowed a WAV plate (4-5 years perhaps).</p> <p>If necessary, there could perhaps also be a requirement for all drivers to operate with a WAV for a set period (eg 3 years in every 10).</p> <p>Finally, i believe it is important to limit the number of non-WAV plates granted to each operator down to one plate. This would serve to reduce the practice of older drivers renting out their existing saloon plates to make a profit, which is unfair on other drivers.</p> |
|                           | No | <p>I prefer to travel in a saloon car, there should be a choice for all.</p> <p>Many able bodied and elderly people find wheelchair access vehicles difficult to board.</p>   |   |  |

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| n/a | No | I prefer to ride in a salon car which I find more comfortable.  | 25% would give plenty of accessible vehicles for the needs of Aberdeen | Don't understand the question  |
|     | No | I've work as a taxi driver for over and I have never had a problem with disabled people getting in and out of my cab.and as for the whole fleet being disabled vehicles<br>I don't think necessary and a 50 50 split would be plenty. | 50%  | I think if you keep the system that is operating at the moment when you. Apply for a license you have to get a disabled vehicle. |

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| Not applicable | No | People who require these types of vehicles do so by calling an office and personally requesting one. | The way the fleet is at the moment is perfectly acceptable. Why should drivers who use their taxis for work purposes aswell as personal use have to suffer by having to buy a wheelchair accessible vehicle. There are drivers who are 50, 60 years old, possibly younger who perhaps cant afford a new wheelchair accessible vehicle so why put them under pressure to do so by bringing this matter up for debate. The way the economy is at the moment due to down turn in oil, employment and general income within Aberdeen and surrounding areas, its already a struggle for the taxis on the road to make a decent living. | For the fleet to stay the same. |
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|  | No | These vehicles are not suitable for all patrons, they can be difficult to enter and exit. | 30% of vehicles would be more than adequate for peoples needs, and I feel that you would be discriminating against people who would find these vehicles unsuitable for their needs. | Unsure |
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| Union | Yes | <p>We have spoken to our taxi driver/operator members in Aberdeen and they believe a fully accessible fleet is the only way forward.</p> <p>Taxis are a professional public service and the accessible vehicles are fit for their purpose which is to ensure driver safety and that any member of the public can use them regardless of any accessibility needs that they might have. These purpose built taxis are fully wheelchair accessible, with a ramp, for example. Inside the cab, they have prominent yellow handles for visually impaired passengers and an induction loop for to aide hearing. The alternative is a 10 year old Vauxhall Astra with none of these features.</p> <p>Our members believe that people should have a choice and that is where private hire comes in, if a person wants a saloon car they can call for one. A disabled person at a rank does not have the choice to go into a saloon.</p> <p>Edinburgh and Glasgow work with 100% accessible vehicles and have done so for a</p> | See our answer to Question 4 above  | <p>Any system where we run a “mixed” fleet opens up claims for unfairness. As explained in our answer to Question 4 - the public have a choice, if they want a saloon they can call private hire or use Uber. People with mobility issues requiring a taxi on the street don’t always have that choice so you will always be treating them unfairly if you have a mixed fleet.</p> <p>The drivers have made the change and purchased the more expensive accessible car because they were told that was the way it was going, so they embraced it. Those that said “I’m not changing no matter what the Council say” are the ones that will win from this. They haven’t changed to the more expensive car while others have; our members all drive WAV’s and have to work the longer hours to pay for their more expensive vehicle.</p> <p>The least they can expect is for the Council to back that decision.</p> |
| n/a   | No  | Not everyone requires accessible access, it should be 50% also it would require many taxi drivers having to change their vehicles  | The journey for taxi's in and around aberdeen are not that long, therefore someone requiring an accessible taxi shouldn't have to | this would be up to the taxi firm to closely montior  |

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| NA                 | No | The taxi fleet being mixed the way it is today is perfectly suitable.  | as above, the vary in the different types of taxis at the moment is suitable for the general public, if a wheelchair user requires a wheelchair vehicle, they do so by contacting an office. | The way the fleet is at the moment is perfectly suitable. Why should those who use wheelchairs be treated differently. If they require one, they phone an office and ask for one. They are never turned away and i dont think those who use them would be treated differently. People who dont have disabilities can sometimes be given a wheelchair accessible car if a normal car isnt available at the time or if its booked through an office and we manage. Those who are users are more than happy to get into the car without being in the wheelchair unless physically incapable. I do not agree with the fleet being 100% what logic does that have and those who dont use |
| office work        | No | I do not believe it is logical to have 100% wheelchair vehicles on the road.   |  | There has been no complaints about this before, so why change something thats not causing issues. People who need a wheelchair vehicle would phone an office taxi company and order one. I dont believe the entire general public of Aberdeen should be affected by this. where do you draw the line with   |
| Supermarket worker | No | As a wheelchair user myself, even i dont believe that all taxi's should be changed to suit a certain percentage of us. If i have ever required a taxi i have always been given one when asking for one via rainbow or com cabs etc. Never any issues. i dont wait any longer than the normal person. | Im happy if the fleet stayed the same.   | I dont believe we as wheelchair users should be given special treatment so id rather there wasnt a percenatge - 50/50 if anything but its mixed right now and its never caused any problems.<br><br>Many thanks for your time.  |

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| <p>Member of the Scottish Parliament</p> | <p>No</p> | <p>I have been contacted by a number of constituents who have raised concerns about this policy since it was first approved in 2012 and who have highlighted to me their first hand experiences of Wheelchair Accessible Vehicles (WAVs). Many older people, people with sight impairments and people with Musculoskeletal difficulties have told me that they struggle to get in and out of WAVs more so than saloon vehicles. Some went as far as to say they would feel trapped if there was a 100% WAV fleet as they would not travel in one.</p> <p>I also understand that some wheelchair users prefer to travel in a seat rather than in their wheelchair and that they too prefer saloon vehicles as they are easier to transfer in and out of.</p> <p>While there is an acceptance from many that it is not impossible for these groups to access WAVs, it is with greater difficulty. In some cases my constituents have noted that entering a WAV causes them greater pain and can be done with</p> | <p>I believe that around 50% of vehicles, similar to what is in place just now, would give the greatest likelihood of both vehicle types being available at taxi ranks thus allowing those with a requirement for one particular type of taxi to choose that. Allowing for a range, for example between 40% and 60%, would provide flexibility to a system and reflect the difficulties of maintaining a fixed quota where the number of drivers may not be fixed.</p> | <p>I would suggest that the percentage be maintained by requiring new taxi drivers to drive a WAV initially before graduating to an 'open' taxi drivers license that allows them to drive either a WAV or a saloon car. This graduation could happen either (1) after a license has been held for a set period of time or (2) after a driver's license becomes one of the longest held X% issued by the council.</p> <p>I expect that option 1 could be achieved by analysing how long licenses are typically held for. This would allow the council to set the length of time based on their preferred percentage of WAVs and their estimate of WAV usage among drivers who hold 'open' licenses. This would require monitoring and adjustment over time to maintain a desired percentage.</p> <p>Option 2 would see the percentage of taxi drivers who have held licenses for the longest periods being granted 'open' licenses. This would be simpler to administer but there may be more disparity between applications received at similar times depending on how this was managed.</p> <p>Accepting that a percentage of 'open' licenses will not be used with saloon cars but initially calculating</p> |
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|                       | No | <p>Disabilities cause a range of difficulties and requirements so it is never a case of one solution suiting all. The same applies to cars.</p> <p>I am disabled and occasionally use a wheelchair when a wheelchair accessible taxi would be required.</p> <p>The majority of the time I use crutches and a saloon would be more suitable as long as it has not too low a seat, sufficient distance between seat and door post and sufficient leg room. I can only sit in the front seat of a car and cannot get into a hackney cab as I can't step into a car.</p> <p>I hope this demonstrates why a range of types of taxis is essential.</p> | I don't feel qualified to answer this. I just wanted to give my opinion that choice is essential.   | I don't fee qualified to answer this as I have no knowledge of how taxi licenses are granted.   |
| Shipping co-ordinator | No | Stay the same.   | Stay the same   |   |
| N/A                   | No | A mixed fleet can cater for all members of the public. Members of the public whether they are in a wheelchair or not are entitled to have a choice. Having a mixed fleet gives them that choice. There are those who are in wheelchairs that can only use wav. However, there are those who are in wheelchairs that use and prefer non wav.  | No more than 20-25%<br>Taking into consideration the shifts worked by different drivers also vehicles being off the road for various reasons at any given time will still be enough to cover people | All new licensed taxi drivers wanting to apply for a yellow plate must use a wav for a specific time period set down by the council. After which you may if you want to, apply to change to a non wav. The time period decided may be implemented in a way that it takes into consideration current plate holders that drive wav as well. |