

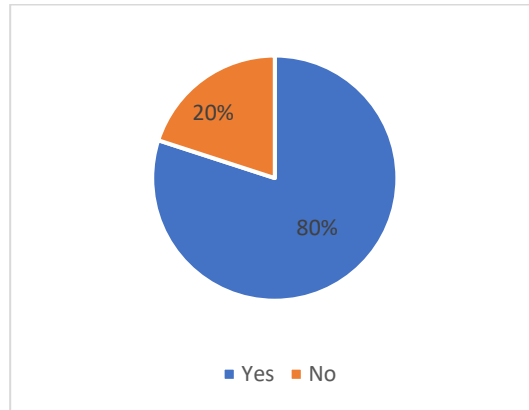
Taxi Wheelchair Accessible Survey Results

The survey launched on Monday 7 October and closed on Monday 4 November. The survey was available on the Council website and was promoted via: Council social media, Taxi companies social media, posters in libraries across the district, staff notice and the District Round Up newsletter.

45 responses were received in total and the results are set out below:

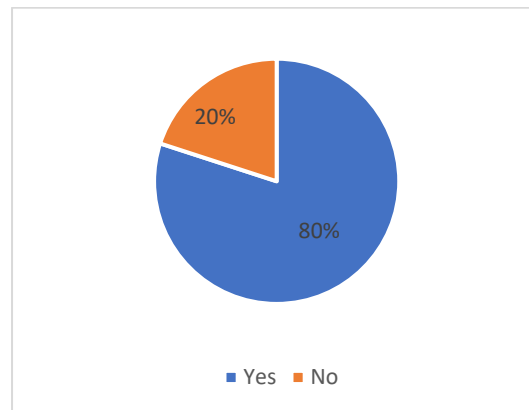
1) Do you use a wheelchair or care for somebody who does?

Option	Number	%
Yes	36	80%
No	9	20%



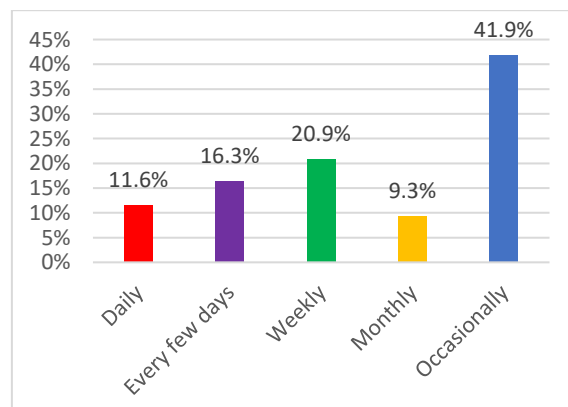
2) If you do use a wheelchair or care for somebody who does, do you require the use of a Taxi Wheelchair Accessible Vehicle?

Option	Number	%
Yes	36	80%
No	9	20%



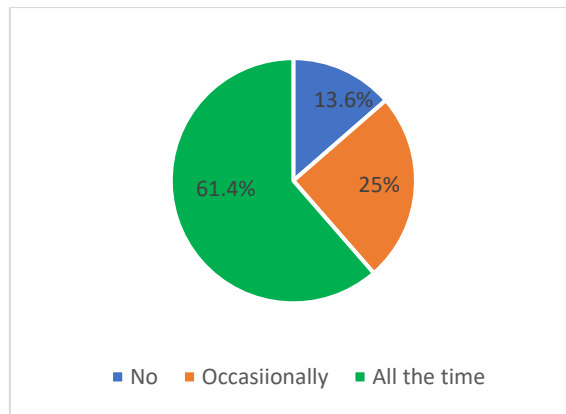
3) How often do you or somebody you care for require the use of a Taxi Wheelchair Accessible Vehicle?

Option	Number	%
Daily	5	11.6%
Every few days	7	16.3%
Weekly	9	20.9%
Monthly	4	9.3%
Occasionally	18	41.9%



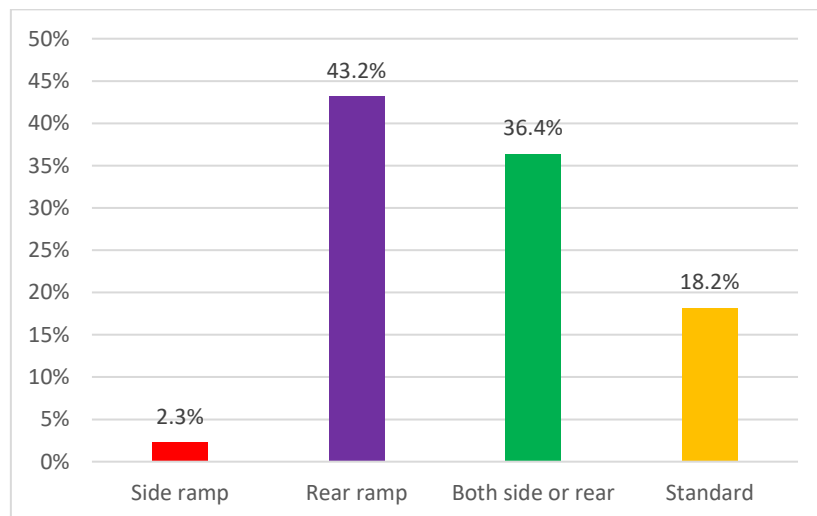
4) Do you struggle to book Wheelchair Accessible Vehicles?

Option	Number	%
No	6	13.6%
Occasionally	11	25%
All the time	27	61.4%



5) What type of taxi provides best access if you need your wheelchair?

Option	Number	%
Side ramp loader	1	2.3%
Rear ramp loader	19	43.2%
Both side or rear loaders are fine	16	36.4%
I can access and sit in a standard saloon taxi and my wheelchair can be placed in the boot with minimum assistance	8	18.2%



6) If you are able to obtain a taxi WAV when you need one locally, which company do you book with?

Almar Cabs	9
Corkys	6
Aero	2
Village Cabs	2
Can't get one	2
Unsure	1
Sky	1
None do	1

Any we can get	1
Chase	1
Whoever is available	1
Rugeley firm	1
Don't know of any wheelchair adapted vehicles	1

7) Do you have any comments regarding your experience of using taxi WAVs locally and nationally?

There are not enough	5
None are available after 5pm/out of peak times	4
Almar are great	3
Expensive	1
Can't find any	1
May need one in the future as currently ambulatory wheelchair user	1
They are too busy doing school runs	1
Many are booked weeks in advance - a friend was stranded when visiting	1
Some companies charge extra	1
Uber do it best	1
Some firms treat you as a burden and only consider you if there is no other work on	1
There should be no discrimination and all bookings should be accepted	1
Taxis are often the only transport option but they are not available	1