

General Questions

Where do you operate or provide your public transport service?

Metropolitan area

What type(s) of conveyance do you operate or provide?

wheelchair accessible taxi

How would you rate the overall accessibility of the public transport service you operate?

Very accessible

Do you know approximately how many of the people who use your service have some form of disability?

over 200

What aspects of your service could be improved to ensure people with disability have better access to the public transport service you provide?

more dedicated accessible pick up areas

Are you aware of any factors out of your control that make your service less accessible?

safe pick up points at ranks and other public spaces

Do you have a process to handle complaints from people with disability?

Yes

Have you ever received a complain about an accessibility problem?

Yes

Were you able to resolve it for the user?

Yes, I have a fold out step for easier access into the seating area of my maxi taxi.

Which areas of reform do you view as most important to improve accessibility on your service?

All of them

1. Staff Training and communication

What disability awareness training do you provide to frontline and back of house staff?

I work with a taxi company that supplies the very bare minimum training to new drivers of wheelchair accessible vehicles and as far as I am aware little or no training for back of house staff, there is a great room for improvement in the area of training all staff.

Are staff involved in design, policy and procurement trained in disability awareness or transport accessibility awareness?

we were once upon a time, but that has now changed

If staff disability awareness training was mandatory would you be required to implement new training programs?

Yes

What costs would you incur?

I wouldn't, but the taxi company would

Do you have any examples of improved accessibility or improved customer service interactions as a result of recently implemented training programs or well-trained staff?

I used to be a trainer with the taxi company I work with and am also an ex wheelchair user, occasionally I was able to bring in a wheelchair customer to assist with the training but this was then over ruled due to budget cutbacks. I no longer do training for the same reason.

2. Mobility Aid Safety

Are mobility device restraining systems used on your public transport conveyances?

Yes

What mobility device restraining systems are used on your public transport conveyances?

I drive a WC accessible taxi and we have pretensioning safety straps to tie down the chairs as well as seatbelts for the occupants.

Are your current systems adequate to ensure people using mobility aids are safe in transit?

Yes

Have mobility device users on your public transport conveyances had accidents where the device has slipped or toppled over?

No

10. Assistance animal toileting facilities

What considerations do you currently make for people traveling with an assistance animal on public transport?

None

Have you constructed or considered constructing assistance animal toileting areas on your public transport network or facilities?

No

15. Passenger loading areas

What feedback have you received regarding the use of passenger loading facilities?

There is very few dedicated accessible loading areas

Bearing in mind the various national, state and local government guidelines on the layout of taxi ranks and passenger loading zones, what is the optimum layout of a taxi rank or passenger loading zone?

there needs to be far more ramps for WCs to access the rear loading position of a WC accessible taxi, also far more dedicated WC loading areas on every rank

Can we improve design requirements in the Transport Standards?

yes