**Department for Transport Survey**

**Wheelchair users and use of taxis and private hire vehicles**

The Department for Transport has, over the past few years, received correspondence from wheelchair users reporting negative experiences when using taxis/private hire vehicles (PHVs – sometimes referred to as minicabs). In addition, the Transport Select Committee published their findings last year on ‘Access to Transport for Disabled People’, which included concerns about the attitude shown towards disabled people from some taxi and PHV drivers. As a result the Department is keen to learn more about the specific experiences of wheelchair users when using taxis/PHVs across the UK. We would greatly appreciate your feedback and for completed responses to be returned the Department no later than 16th February 2014 (further details at end of the document).

Survey Questions

|  |
| --- |
| 1. Are you a wheelchair user? |
| Answer – (if yes please carry on with the rest of the survey) |
| 1. Do you use taxis/PHVs? If yes, how frequently and in what geographical area? |
| Answer - |
| 1. When using taxis/PHVs has the competence or attitude of the driver negatively affected your experience?   Yes/No  If yes, how frequently does this occur and what is the impact? Alternatively, if your experiences have been positive please explain why. |
| Answer – |
| 1. Have you ever been charged more to use a taxi/PHV due to being a wheelchair user?   Yes/No  If yes, how common is this and what is the impact? |
| Answer – |
| 1. In general, when using taxis/PHVs have you had any negative experiences, if so what were they, how frequently have they occurred and what was the impact? Please also inform us of the positive experiences you have had. |
| Answer – |
| 1. Have previous experiences using taxis/PHVs ever deterred you from using taxis/PHVs?   Yes/No  If so, why and what has the impact been? |
| Answer – |
| 1. If the Government changed the law so that taxi/PHV drivers had duties, for example, to give wheelchair using passengers a reasonable level of mobility assistance and to not make any additional charge for doing so, what impact would it have on you? |
| Answer - |

Please email your completed survey to [BUSES@dft.gsi.gov.uk](mailto:BUSES@dft.gsi.gov.uk). Or, alternatively, post it to: Taxi Policy, Buses and Taxis Division, Department for Transport, Great Minster House, 33 Horseferry Road, London, SW1P 4DR.

If you require this document in another format, please contact [BUSES@dft.gsi.gov.uk](mailto:BUSES@dft.gsi.gov.uk).