

Results of public consultation:

**Do you think that Cambridge City Council should introduce mandatory training for drivers in regards to supporting wheelchair users to board and travel safely?**

44 respondents

29 yes (65.9%)

15 no (34.1%)

29 Yes reasoning:

- this is a business and should comply with employment regulations on equality
- All training that helps people improve is valuable.
- getting accessible taxis in Cambridge is appalling. For those with no mobility so they have to stay in their wheel chairs Cambridge is a no go area after the bus service stops. We only of just one vehicle that our customers can book. Uber drivers are often willing but just don't understand the problems . There should be more encouragement for Taxis to consider wheelchair users
- It's important that all drivers should be properly equipped and trained to serve all users of the service.
- I sometimes use a wheelchair
- is important
- many disabled people have had poor experience
- Without adequate training, the drivers might not be confident enough to take wheelchair passengers on board.
- This should be compulsory
- I sometimes have to use a wheelchair so competent assistance is essential
- I thought this was already in place.
- They should always be respectful. Be able to speak english and be trained how they need to make extra effort and patience, when dealing with the disabled.
- Some drivers may need it.
- they need to be inclusive
- good idea
- Handicapped people require all the help they need
- Safety of passengers must be a priority.
- Because most drivers do not know how to help, and let's face it, if you're in a wheelchair, you can afford a taxi.
- I don't think the drivers should have to pay for the training, though.
- Wat do u think. All drivers should b capable
- This is important but likely difficult for many types of vehicle used as taxis.

- "Failure to introduce mandatory training could result in wheelchair users receiving a poorer standard of service than non-wheelchair users.
- Drivers would earn a certificate of competence in this respect. Ideally, this would be part of nationally-recognised scheme."
- Some drivers do not want to pick up disabled customers. There should be no excuse not to.
- Wheelchair users are more dependent on taxi user
- None
- Accessibility is important
- Public expect that this is in place and it covers drivers; operators and council to some extent in term of liability when issues occur.
- "We are broadly in favour of WAV training for driver partners (DP) as we believe this will help reduce DP, operator and council issues in this area of the trade whilst increasing level of safety and service for wheelchair bound passengers. Such training will increase the confidence of some DP's who currently avoid doing the bookings because they genuinely do not know the correct methods and are nervous of the consequences of getting it wrong.
- We support this idea in principle; however, we have concerns around implementation. If the training is too onerous or costly it may disincentivise DP's from licensing a WAV and therefore the overall numbers and coverage could decrease. To mitigate this, the implementation requires further consideration and thought, maybe in the form of a workshop between the trade and the council/members. It may also put off existing DPs that undertake WAV bookings.
- Having looked at the MIDAS schemes available these do not seem to be ideal as they concentrate too much on driving minibuses and with less focus on the wheelchair access element. Shorter, more relevant and cheaper courses are available, for example via Blue Lamp training who are already used for DP driving tests in Cambridge. These courses concentrate solely on handling the wheelchairs and using the anchoring equipment so are very relevant. Cambridgeshire County Council seem to offer a similar short course but only deliver it to groups of 10 people or more so this may be worth exploring."
- Equal access. If taxis are allowed of MR bridge they should be able to carry blue badge holders safely.

15 no reasonings:

- No reason is given for introducing this training, and I do not know of any data which suggests that it is needed.
- Common sense
- Useless for taxis that cannot take wheelchairs, training should be given to those who drive taxis that can take those chairs.
- Apparently the council doesn't have enough money to provide the services it already does.

- Not all vehicles suitable for wheelchair users
- Only if the vehicle is adapted to carry disabled passengers. The steep step on many large vehicles is difficult for those of us who are elderly and with reduced mobility.
- common sense and courtesy -
- Unreasonable burden and expense
- Only for those who drive a wheelchair friendly car.
- Anything mandatory simply increases costs and bureaucracy.
- I think a robust complain system, with consequences for the hackney carriage, and a sign explaining to wheelchair users how to complain would be much more useful. It's not very hard to understand how to put a wheelchair in a car. The problem is if a driver can't be bothered to do it, and no training will help with that.
- They are already experience in that
- Everyone knows how to operate don't waste public money
- Not all drivers are driving wheelchair accessible vehicles. Training is not required as it is not that complex to load a wheelchair into a taxi.
- Dose not need any training as 1 wheelchair job in 2 years I have done

## **Should this training be mandatory for drivers already licensed, or for new applicants?**

Drivers already licensed – 24 (54.5%)

New applicants – 5 (11.4%)

No answer – 15 (34.1%)

## **Do you have any other comments regarding mandatory training for drivers?**

31 of the 44 provided comments

- If you want to introduce a policy change, give evidence as to why it is a good idea.
- Yes make it more affordable
- No
- NO
- no
- No

- "how to drive around cyclist" would be useful. Too many taxis seems to think cyclist never have priority, and happy to shove cyclist on the pavement or in the gutter to save 3 seconds on their journey.
- No
- "Keep it simple no need training
- Waste of public money"
- this should improve the service
- If drivers have regular contracts (e.g. taking children to school) they should be obliged to keep to the timetables that get children to school on time and help families. (I heard an account from a parent fairly recently of a driver arriving late each day because he didn't want to queue outside the special school to drop off his passenger. This meant that not only was the passenger child late for school, but the mother was having to wait with this child meaning she couldn't take her other child to the local school on time. Drivers need to work to their contracts, not to their own convenience.
- no
- The training needs to be frequently refreshed to ensure drivers are always fully prepared
- no
- "Please have training for how the taxi drivers behave around cyclists - with importantly punishments for the ones who break the rules
- I have been verbally harassed, beeped at and had multiple close passes from taxi drivers. in particular these have been panther taxi drivers
- it would be very helpful if panther could store the data on where their taxi drivers were, so that if any report on dangerous driving at a given time at a given place came through then they could assign blame to a particular driver. who could be given additional training/ licence removed if their behaviour doesn't improve.this is important as often it happens too quickly to catch the number plate"
- no
- Drivers taking the mandatory training should have monetary compensation for time.
- No
- no
- I think taxis should be a community service and get tax relief. So those that can not afford taxis or get out, would be able to at least twice a week. Which would reduce mental and medical needs for that person.
- No
- No
- There needs to be a correct standard set way so paying customers know they are being treated the same correct safe way whichever driver or cab they get.
- No

- No
- Failing to insist on mandatory training for existing drivers would appear to be discriminatory.
- I would like to have a publicised system where one can easily report rogue drivers such as those that jump red lights, take short cuts through private premises, smoking in cars, parking on double yellow lines whilst waiting for a call and refuse to pick up customers as it doesn't suit them at the time. Complaints should be able to result in a driver losing their licence.
- They should at least know key places around the city they are licenced to work
- Drivers share vehicles so thought needs to be given to this. Maybe proprietors should be held responsible by a condition on their licence stating that only those trained can drive WAV vehicle.
- Yes, the training should be mandatory for all licensed drivers. The previous answer would only allow me to tick one box.
- Generally the quality of driving and customer service is poor.

## Summary

**44 responses were received. 29 responses stated that mandatory wheelchair training should be introduced into the Policy. 24 responses stated that the training should be for all drivers.**