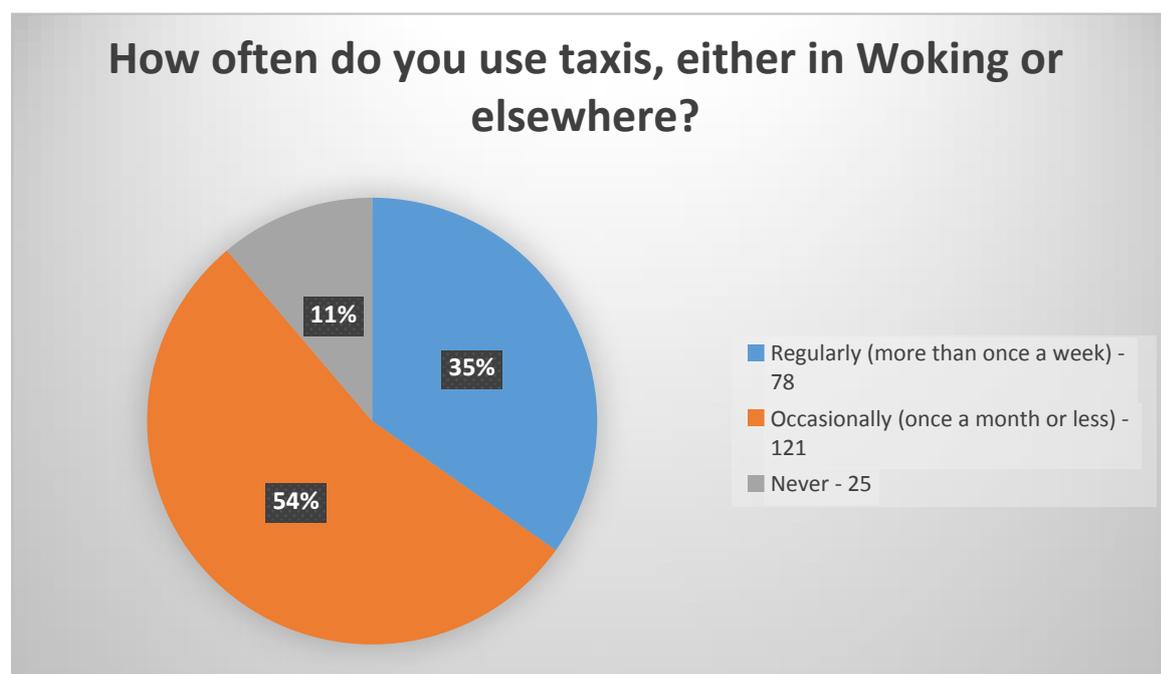
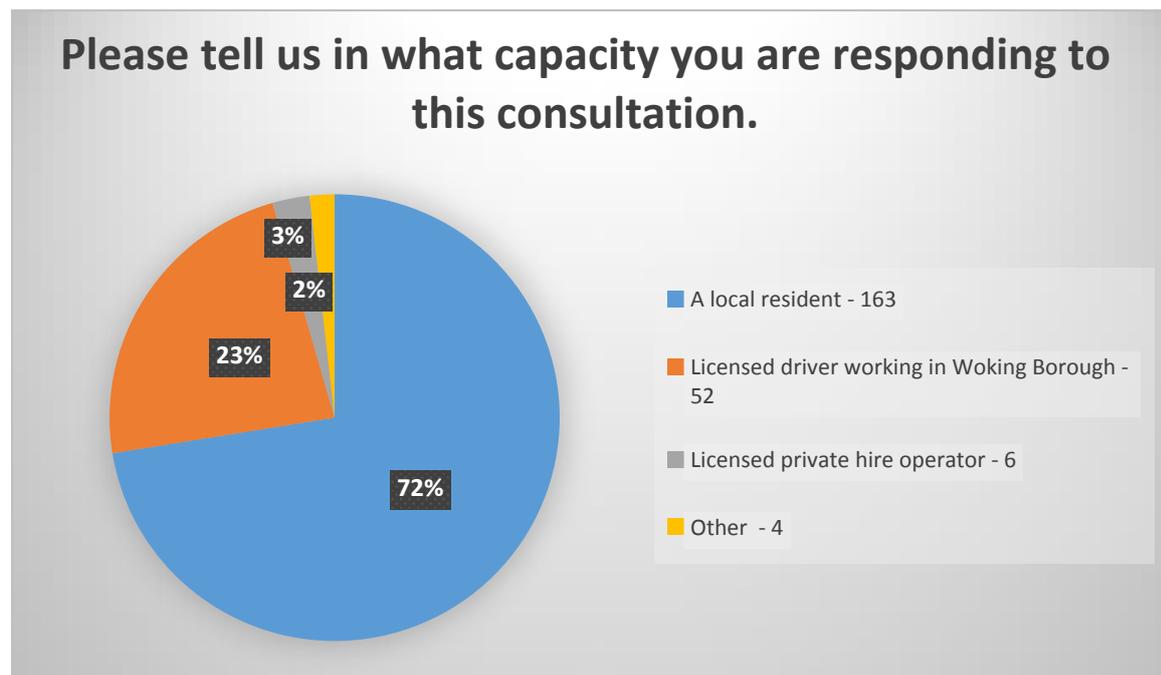


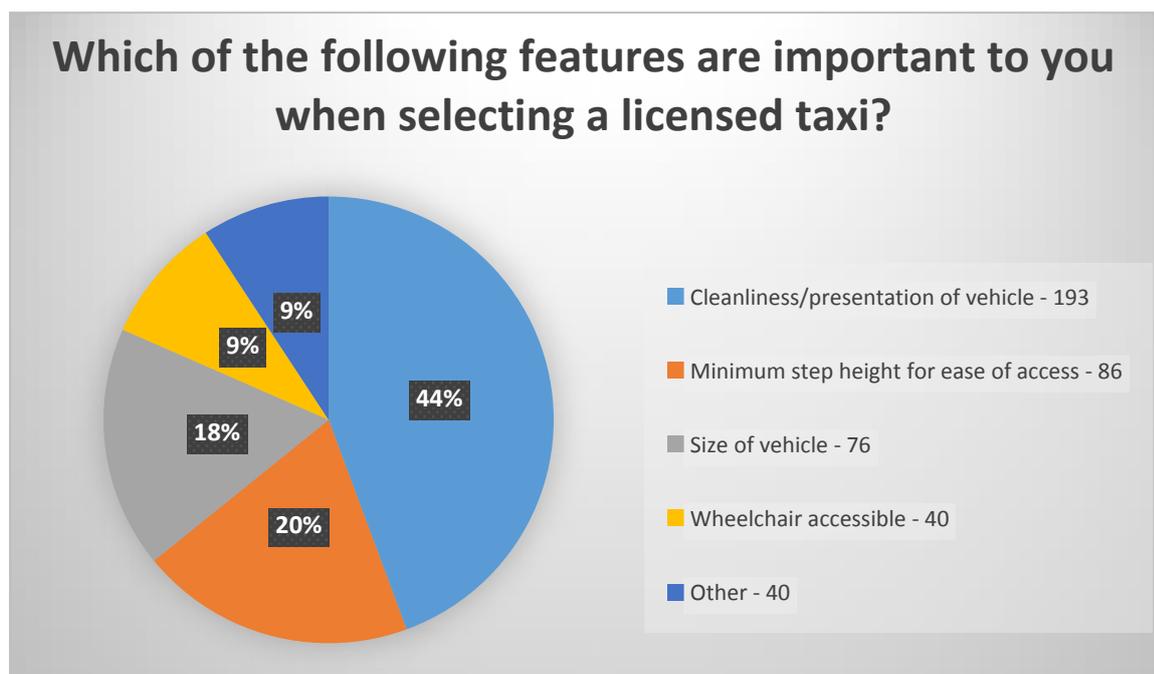
## Section 1 – Overall results



Those who put “Never” were given the option of providing a reason why not.

- “I do not feel that it is safe to get into a car with a stranger where they have the ability to lock you in. You tell your kids not to get into a car with a strange man yet you would be doing exactly that. Too many stories in the local newspapers in recent years about taxi drivers charged with offences.
- “Use Uber because they take card”
- “No guarantee I’ll be able to get an accessible taxi. Fear of not being treated well”
- “I don’t trust them. I have it a try but had too many bad experiences”

- “Cars look old and unsafe, drivers appear tired and don’t drive well. Last time I took one from Woking station about 6 months ago he drove so fast and on getting out the vehicle I noticed the tyre was so bald it had metal showing !”
- “I hadn’t realised they were wheelchair accessible.”
- “Rather use private hire”
- Two respondents stated they had their own car so no need to be getting a taxi.
- Fourteen respondents were taxi or private hire drivers (or their partners were taxi drivers) themselves and therefore had no need to be getting a taxi)

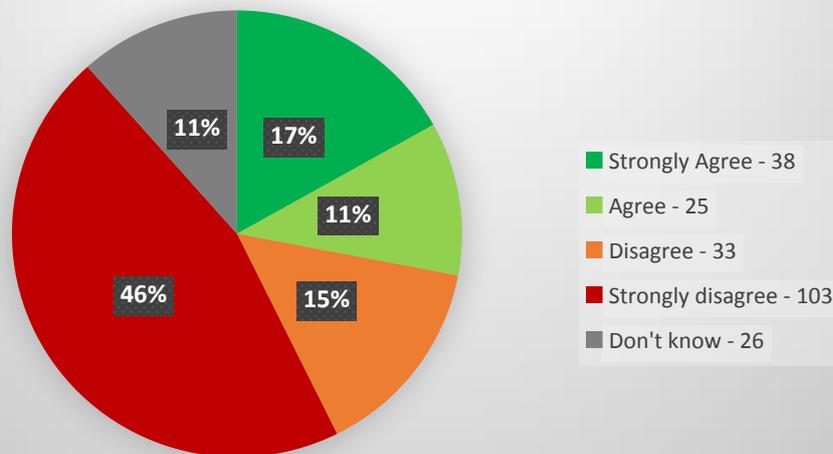


**Those who opted for “other” were given a chance to specify what else was important when selecting a licensed taxi.**

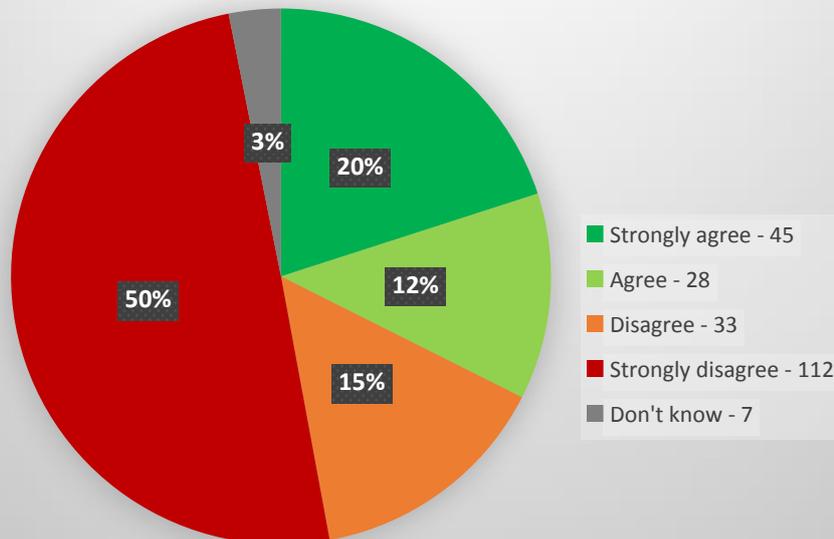
- Car Sizes, access and step height:
  - “Big cars are not suitable for all passengers. You are taking away the comfort for business customers. Many time customers have waited around till a suitable vehicle which is not too big as they bounce around in the back.”
  - “Cannot access high threshold or a seat that is not next to car door. Arthritic knees and artificial hips means i need a saloon as cannot get out of high door threshold types of Mpv unaided”.
  - “Ease of access. A high step necessitated for wheelchair access makes it harder for non-wheelchair but mobility impaired passengers to get onboard”
  - “Ease of access. Some London style taxis are difficult for me to access, I am not registered disabled but do have mobility issues. A saloon car is my current preference”
  - “hand holds to help me climb in.”
  - “Have an autistic son who has meltdowns in the larger black wheelchair taxis, prefer the saloon cars which are easier to get into and more comfortable.”
  - “I dislike the big cars”
  - “I think these big trucks should not be on the rank, there must be small cars.”

- "I want to travel in a car in comfort not a van or people carrier."
  - "If I were to use a taxi I would need to get a wheelchair in as my wife is disabled"
  - "Insisting on wheelchair accessibility for all taxis is excessive. There just need to be enough. I struggle to get onboard wheelchair accessible taxis because of the high step which makes it difficult for mobility impaired people who don't use a wheelchair. You need to make sure the steps are not too high for people with bad knees or hips."
  - "Maximum step height or seat height also, for example I cannot get into mpvs unless there is a step or steps."
  - "Prefer saloon cars rather than big MPV's with high steps !"
  - "Small cars with normal doors, sliding doors on black cabs give me anxiety"
  - "Sterilised and understanding as I am immune suppressed and struggle with mobility"
  - "The current wheelchair taxis are awful, the step doesn't work which means the height is too high for even able bodied people to get into. Sometimes the drivers refuse to use the step as well."
  - "Two big taxi is uncomfortable for %90 of customers, I had never got the wheelchair job since I started on Taxi Renk."
- Drivers in general
    - "Careful driver Punctual"
    - "drivers attitude"
    - "Good taxi company"
    - "personal safety"
    - "polite driver"
    - "Also drivers who are dressed smartly"
    - "Professional service"
    - "Reliability of the taxi company"
    - "Reputation"
    - "Safe driving"
- Car comfort and style
    - "Comfort"
    - "Comfort and overall safety of vehicle."
    - "Ride comfort and quietness"
    - "All woking taxis are the same colour like most other major town's and cities"
- Financial reasons
    - "COST"
    - "Card Payments"
    - "Price"
- Emissions related
    - "Emissions"
    - "Emissions and energy efficiency"

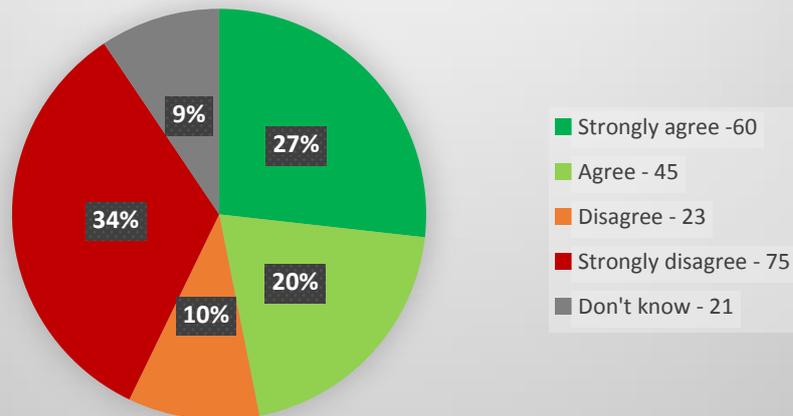
**Do you agree or disagree that Woking has an unmet demand for wheelchair accessible taxis?**



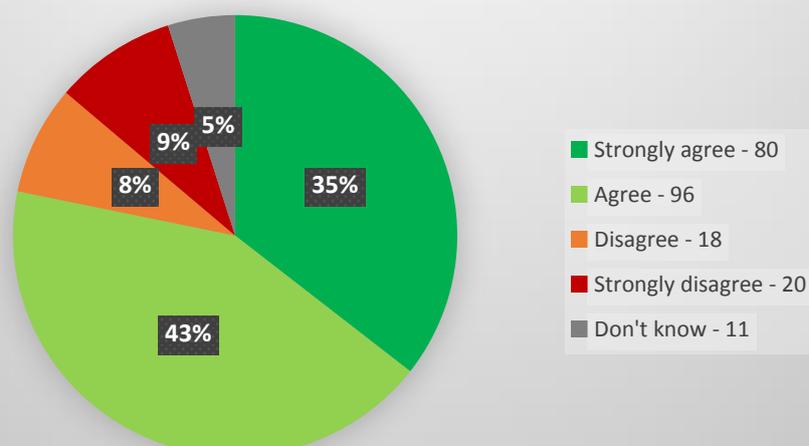
**Do you agree or disagree that when taxi vehicles are replaced with new vehicles they should all be replaced with wheelchair accessible vehicles?**



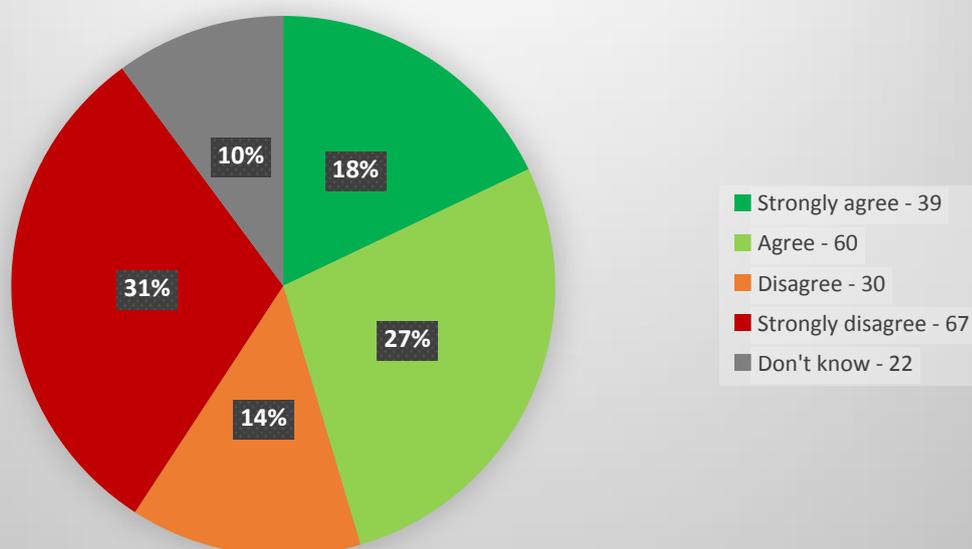
**Currently the cost of licensing a wheelchair accessible taxi is the same as a non-accessible taxi. To encourage participation, should Woking Borough Council subsidise the cost of purchasing a wheelchair accessible taxis?**



**The Council has declared a climate emergency and is considering what can be done to reduce emissions. Do you agree or disagree that it is important that we should reduce taxi vehicle emissions to improve air quality?**



**To help support the reduction in vehicle emissions, do you agree or disagree that all taxi vehicles should be electric or hybrid powered vehicles?**



**Do you have any further comments about wheelchair accessible taxis?**

- Rules for drivers
  - “1 rule for all taxi drivers “
  - “I think there should be the same rules for all taxi drivers.”
  
- Unmet Demand
  - “After 12 years as a DDA Compliant Driver and Vehicle operator I have never picked up a Wheelchair Passenger from either rank or ever been hailed by one. However i carry out many wheelchair journeys. wheelchair users always pre-book their taxi's so as to guarantee a suitable wheelchair accesable vehicle”
  - “Do we know how many wheelchair necessary residents we have ?”
  - “I don't think all new taxis should be wheelchair accessible, should be based on percentage of wheelchair users, 100% of people are not wheelchair users so therefore 100% of taxis do not need to be. It's another cost burden on drivers.”
  - “I don't think there is a demand or need for more wheelchair accessible taxis. Post pandemic it makes even less sense. A waste of time and money. Private hire vehicles should be enough to provide the resource for disabled people. Afterall they are already providing this function with send school runs and getting paid well for this service. I don't think the council should be wasting my money on this issue when there are more pressing issues.”
  - “I never had single job in my career They need wheelchair access”

- “I prefer travelling in a Saloon and when ever I took a taxi from Woking station I have never seen a disable person getting in a wheel chair cab.”
- “I strongly disapprove of WBC insisting that all taxis be wheelchair accessible. That has resulted in these huge mini bus-type ta is which must be costly for the drivers. Guildford seems to manage fine with saloon cars which I much prefer. I don’t think I’ve ever seen someone in a wheelchair using a taxi here. Fine, have some of them accessible but not every taxi. I think you’re penalising the drivers.”
- “Wouldn't know how many wheelchair vehicles are on station rank”
- Vehicle styles and accessibility
  - “With the rising population Woking should be seen to make progressive choices ie. Being inclusive and sustainable “
  - “All taxis should be colour branded like Guildford and Brighton”
  - “In most taxis there is a lack of headroom height. A complete lack of handrails inside, but! There is also a complete lack of supports to access for getting in and out of a taxi safely. Entry points into and out of taxis are too high ( the step height from curb to the floor of the vehicle is way to high ).”
  - “I walk with a stick or trolley and find it incredibly difficult to access and egress the large taxis. I cannot climb up into the cab without good handholds which often don't exist.”
  - “It's essential this service is open to everyone, regardless of mobility issues and without alternative arrangements having to be made. I.e. people with mobility issues should not have to specify their requirements or wait for a replacement taxi. They should be able to board the first taxi they come across. That's equality and we should expect nothing less.”
  - “More rear load taxi should be available”
  - “My disabled friend had to use the Bustler service which was not always available when she needed it.”
  - “Please make sure that the wheelchair cars are a much better design so that able bodied people can get into them with ease as well as people in wheelchairs. The current ones are awful and everyone complains about them, including the taxi drivers.”
  - “Stiff hip and knee joints make it impossible for me to get on board taxis adapted for wheelchair access because of their high step height. Making all taxis wheelchair accessible will prevent me from using them, which would defeat the Equality Act's purpose. There are more elderly passengers than wheelchair passengers; you should not disadvantage one group for the benefit of a smaller one.”
  - “The taxis at Woking Station are very difficult to get in and out of - the step up is so high and they are uncomfortable. I feel like I'm going to break my ankle getting in and out of them”
  - “there are many hidden disabilities where a ramped taxi would be of help to people other than wheelchair users”
  - “There are some serious issues with Woking Taxis and the service that they offer to disabled passengers. I've had taxis refuse to take me even though I can transfer out of my wheelchair. Taxi drivers won't listen and will grab my wheelchair or act in other ways that make me feel uncomfortable such as asking me questions about my disability or medical history. I don't particularly feel confident using a taxi by myself but did use to use Taxis prior to Covid”

- “They are a must for those of us that rely on their availability, and through census records, those less able to get around need to be identified by the council and informed of those taxi companies equipped to meet their needs”
- Number of vehicles
  - “Far too many in Woking when a smaller, comfortable car would be a far better option for many”
  - “Already more than enough
  - “Currently here are not enough taxis or space”
  - “Currently there are not enough taxis or space”
  - “Currently there are not enough taxis or space “
  - “Currently there are not enough taxis or space “
  - “Currently there are not enough taxis or space.”
  - “Currently there are not enough taxis or space. “
  - “Far too many taxis in woking, need to license the mini cabs better”
  - “From observation there seems to be plenty of taxis with wheelchair access. I see no need to impose costs on all taxis to have this facility when the taxi trade is already suffering from an overhang of supply, COVID 19 and the impending economic crisis.”
  - “I also work with people with disabilities and it's always a struggle to get a wheelchair accessible taxi in Woking”
  - “I believe all taxis should have equal access and be the same. We shouldn't treat or charge them differently. The demand for wheelchair taxis is very low in Woking. There is sufficient wheelchairs accessible taxis already.”
  - “I believe we do not require any additional disability access vehicles as there are many available already should they be required.”
  - “I do not know how many wheelchair accessible taxis are there in Woking but I do see many of them around. Personally I feel that the council should focus on the busses as they have far more emissions than taxis. A large number of taxis are hybrid already like Prius.”
  - “I think it would be more beneficial to reduce the number of waiting taxis at the station with engine running and blocking the surrounding roads”
  - “Limited number of taxis”
  - “lots of taxis “
  - “Lots of taxis not enough spaces”
  - “Never enough taxis”
  - “No more needed, already too many”
  - “Not enough space available at station.”
  - “Not enough space available on the station “
  - “Not enough taxis and space at station”
  - “Not enough taxis and space at the station”
  - “taxi are insufficient”
  - “There are more than enough”
  - “There are not enough spaces allocated at the stations for taxis”
  - “There aren't enough spaces or taxis”
  - “There is far too many taxis and there is not enough space on the station for taxis.”
- Saloon Cars or Wheelchair Accessible vehicles?
  - “There must be a one rule for all vehicles.”

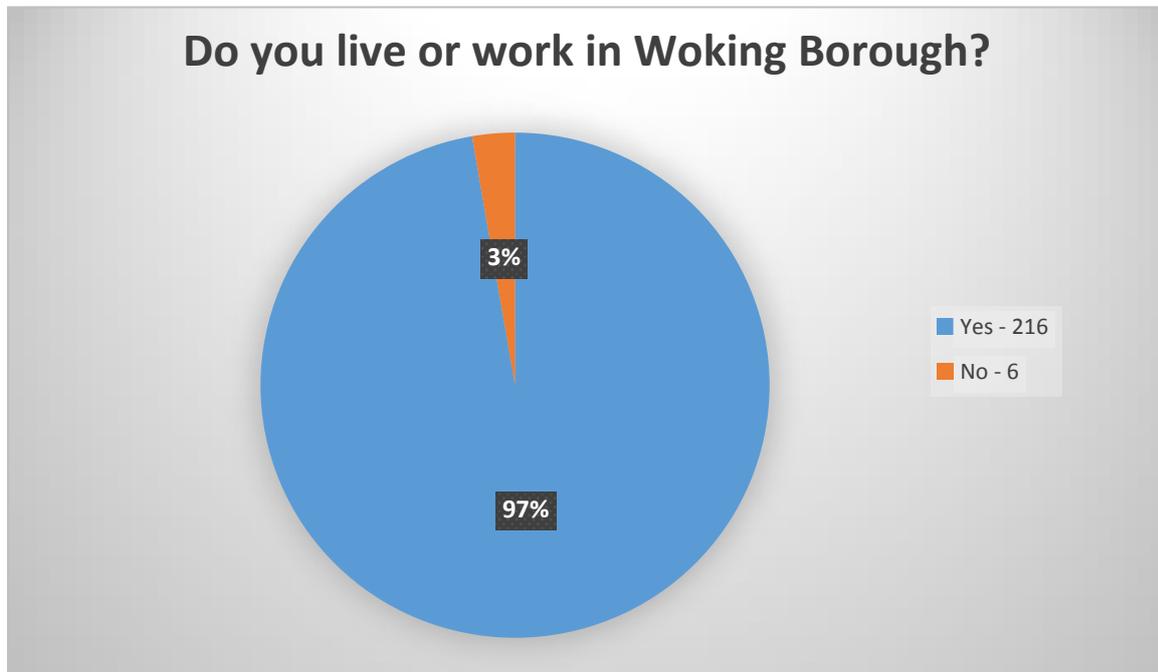
- “As a non wheelchair person I would prefer to have the option of a regular taxi in the form of a regular car. I think you should have a certain% of wheelchair accessible cars, more so than current but don’t forget the majority of users want a car which resembles a normal car
- “From environmental impact, cost and practicality, a reasonable portion of the Taxis should be wheelchair accessible. The proportion I do not know but should be possible to work out for the council. To make it fair between drivers and customers the cost difference should be covered by the tax payers.”
- “I believe customer do prefer saloon car rather than all wheelchairs accessible all of them”
- “I believe that drivers should be allowed to choose which type of car they drive and this shouldn’t be dictated by the council. There is still need for smaller vehicles, like saloons, in the borough.
- “When using a taxi I prefer to wait for a saloon for comfort reasons and dislike the disability access vehicles.”
- “I dislike large cars so strongly believe there should be a mixture of both wheel Chair accessible cars As well as small cars.”
- “I suffer backache and have knee pains and find very uncomfortable the wheelchair acciessible taxis. I only small cars now”
- “I think we have enough of those wheel chair vehicles it should be a mixed fleet as it is now”
- “I think Woking BC already has an abundance of big disabled taxis more than the smaller cars we prefer. I think the council is focusing its resources in the wrong area, most wheelchair users like my friend who has a wheelchair bound child arrange transport to come into town and use that same transport choice to go home, parents with disabled kids have to plan everything we never leave anything unplanned or to chance, people who use station taxis are people like me and my son who walk into town via the canal and then take a taxi home as we are tired and my son is having a tantrum. I think you should also consult Surrey Council who due to my sons difficulties transferred his school transport from a big car to a smaller car, happened for other kids with disabilities too.”
- “If council do wheelchair taxi every body should have them or should be driver choice which car to drive wheelchair taxi or car”
- “It should be mixed, some taxis need to have wheel chair access and some don’t and as long as it’s split so that both types of customers are focused on.”
- “Should be all wheelchair accessible taxis Should be one policy far all”
- “Most passengers hate the large wheelchair accessible taxis, as there are difficult to access and uncomfortable. In 2 years working on the rank at Woking station I picked up 2 wheelchair passengers. The irony is almost all disabled passengers can not get into wheelchair accessible taxis. They a big they are big polluters, difficult to access, and uncomfortable, no body likes travelling in them.”
- “My mum is elderly and finds it really hard to get in the big wheelchair taxis. I think a few is good but now all cars. You have to cater for ALL people.”
- “need to be avoided as they are not suitable for Woking town center big vans in a small over crowded Woking town”
- “no wheelchair vehicles required standard saloon vehicles needed”
- “Not a national UK government European law requirement for any borough council for wheelchair taxis”

- “Not everyone wants to travel in a big van”
- “not necessary as people with disabilities usually have pre-arranged wheelchair accessible transport”
- “Not required in many forms of other vehicles on road currently”
- “One Type of vehicle doesn’t fulfil all disabled needs”
- “Only wheelchair accessible or driver choice same role for everyone thanks”
- “People should have choice of type of vehicles to travel in rather than one size fits all. Hybrid type of Taxis should be considered before the electric Taxis are introduced and are affordable.”
- “Should be a variety for all needs”
- “Should be all wheelchair accessible taxis and should be one policy all of them”
- “There are currently a lot of wheelchair accessible taxis available in Woking and if more were bought in the trade will take even more of a dive. Those Vehicals charge an arm and a leg and no one will be willing to pay those extortionate prices to use. People who use taxis use them regularly and are people on low incomes who can’t afford a car, we need normal size cars to allow the poor to be able to use the transportation when needed. Also the disabled can not afford to pay the prices of a disabled taxi trip. There needs to be a subsidy available for the general publicwhonare disables and have a need for these vehicles. Those who use them get charged an arm and a leg to use the facility. Also as I wife of a taxi driver there is no way we would be able to afford to purchase a wheelchair adapted Vehical. With the COVID the trade has taken a massive hit and many drivers have been out of work and lost thousands of pounds since lockdown. Bringing in yet another rule change for drivers will be another blow to earn a honest living and will be the last straw for most drivers and will lead to mass unemployment in the self employment sector”
  - *Note: the above is incorrect. It is illegal for a driver to charge a disabled user more – all hackney carriages should have a fare chart which shows the maximum that can be charged for a fare. The fact that this person thinks her taxi driving husband charges more is concerning to say the least.*
- “There are far too many WAVs. There needs to be a balance of varying vehicles including saloons for us to compete in today’s taxi trade. Also why would you do this survey when the majority of the general public is not travelling.”
- “There are plenty on wheelchair accessible taxis in Woking, as a person with a disability but doesn't use a wheelchair I find it hard getting in and out of these very high vehicles. And if you want to reduce emissions shouldn't you encourage smaller cars instead of great big van types.”
- “There is a lack of balance between the numbers of 'ordinary' and WA taxis. The latter are usually: heavy, diesel-powered, poorly converted from vans, uncomfortable and likely unsafe. “
- “There is a lot of them we need more saloon cars to cater for luxury demand as I like to be driven in luxury cars not just black cabs or wheelchair taxis “
- “There is already many wheelchair taxis, don't think there is need for anymore.”
- “There should be some wheelchair accessible Taxis day 80%”
- “We have wheelchair access vehicles. We need some saloon. We cannot make everything tailored to the disabled as this is showing negligence towards other consumers. A recent scenario where I was watching and a customer waited 15 minutes as she did not want to go in the big cars.”

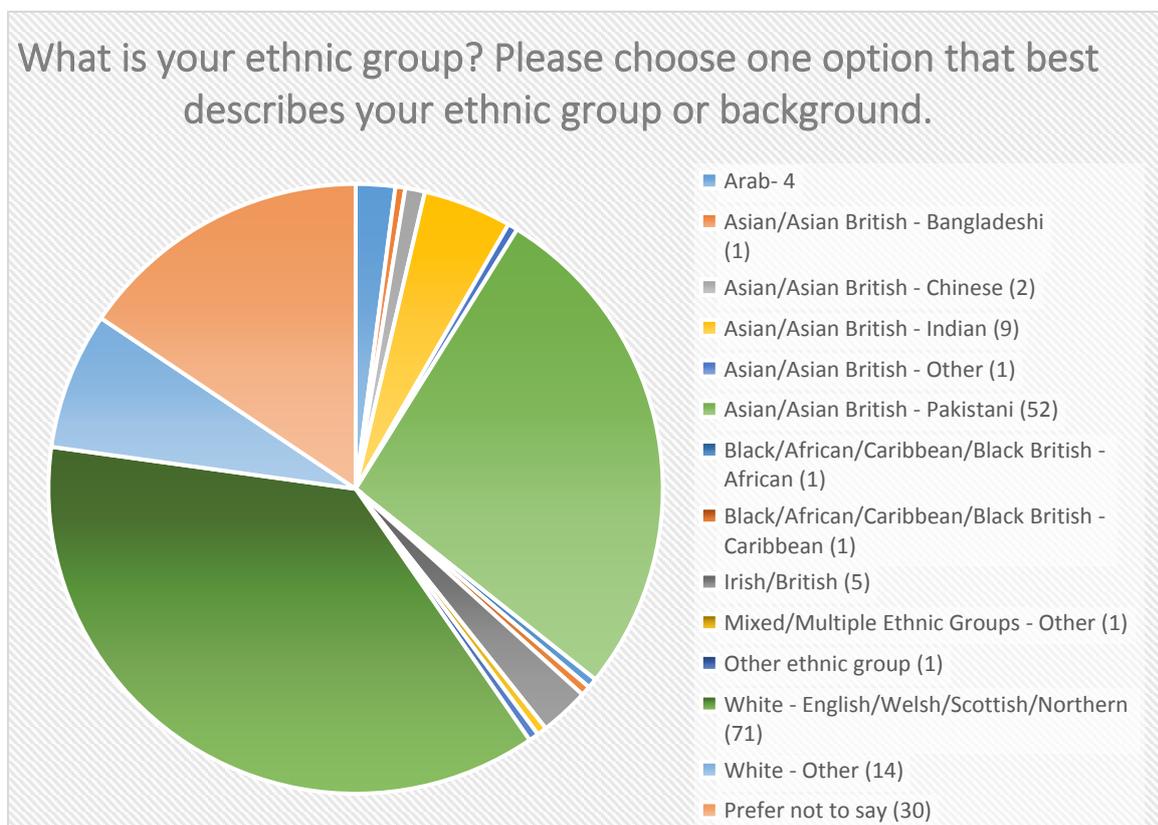
- “We need more wheelchair accessible taxis & drivers need a lot more training how to use their equipment as well as disability awareness training & Good customer service.”
  - “Wheel Chair Accessible taxi is big in size and in terms of fuel , it will use more and expensive for drivers. “
  - “Wheelchair accessibility is important but requiring it for all taxis is unnecessary. A proportion, calculated by surveying relative demand, would suffice, without making it harder for mobility impaired non-wheelchair passengers. My wife and I much prefer saloon taxis as we struggle to get onboard the wheelchair accessible taxis due to their high step entry. A maximum (not minimum) step height, set as low as possible, should be a requirement for wheelchair taxis. Also requiring all taxi license-holders to buy only wheelchair accessible vehicles is expensive and unfair when only a small proportion of passengers use wheelchairs. The Equality Act does not require this.”
  - “Wheelchair accessible are to big plus customers don’t like them even disbled person”
  - “Wheelchair accessible taxis may be accessible for people in wheelchairs but they are less accessible for other people with mobility issues in backs, hips and knees. These people find it more difficult to step up into higher vehicles and need sturdy support to step down from them when exiting. For many people, it is easier to lower themselves into a lower seated vehicle and to be helped up with support when exiting. I therefore support a mixed fleet with a majority of wheelchair accessible vehicles supplemented by a minority of regular vehicles suitable for people with other mobility issues that do not necessarily require a wheelchair.”
  - “Wheelchair accessible taxis usually expensive to buy if woking borough council wish to subsidise i have no problem using it for work”
  - “Wheelchair accessible vehicles are not always easy to access for other people e.g. elderly having to step up into a higher vehicle. Larger vehicles are also less fuel efficient so less environmentally friendly, take up more space on the roads, parking etc.”
  - “Wheelchair chair accessible vehicles aren’t comfortable for person like, who has bad back. Most of the times I’ve to wait for lower car because there are too many big taxi.”
  - “Woking being small town, I feel there are more than enough wheelchair accessible taxis. There are not many customers who require wheelchair access taxis. Current or new drivers should have the option to get either wheelchair accessible vehicle or non wheelchair accessible vehicle.”
- Environmental Issues
    - “Bad for environment
    - “Big and bad for the environment
    - “Emissions must not be used as an excuse not to invest in wheelchair accessibility and therefore to discriminate. The council must be creative in finding eco friendly accessible vehicles.”
    - I believe that there are also environmental concerns with larger cars that offer wheelchair accessibility. I think that both concerns are valid, however drivers should be encouraged rather than forced into choosing a certain type of vehicle.”

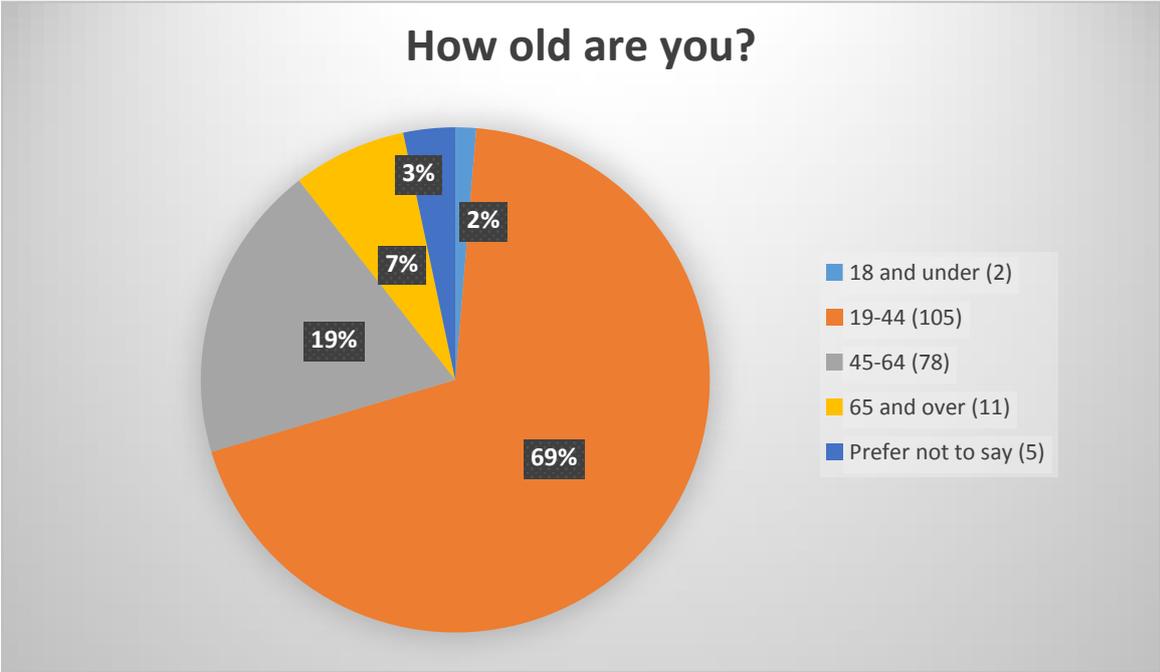
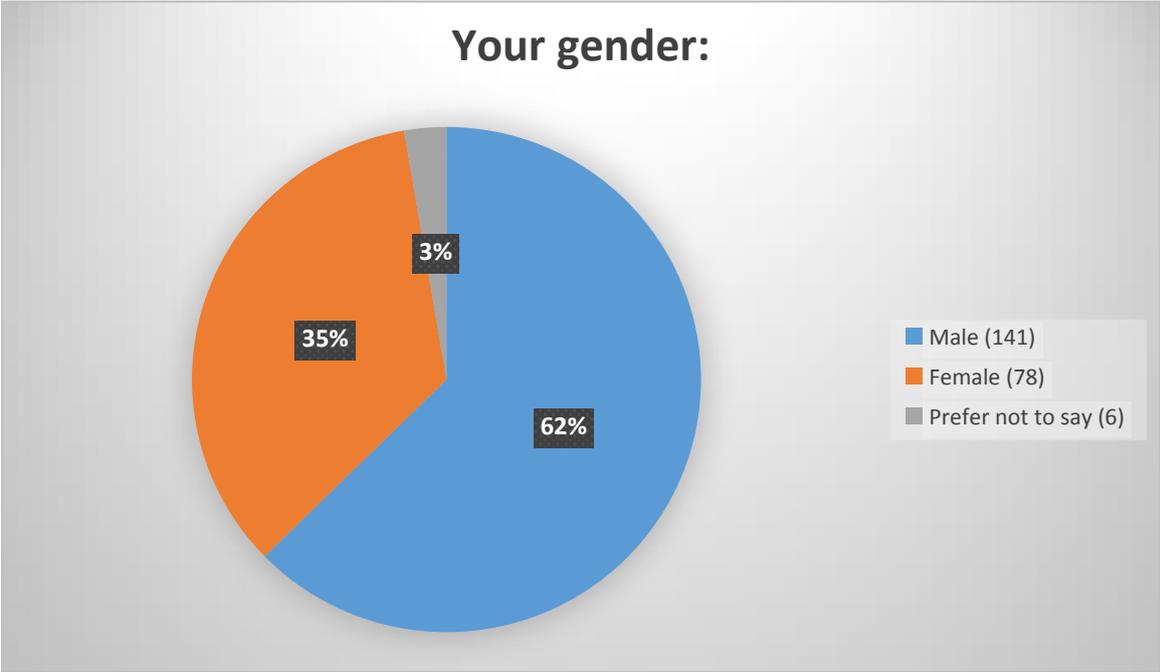
- “More people should walk / cycle more. Any vehicle electric hybrid etc is still polluting but in other ways. Walking / cycling. Best fit the environment and best for individual health”
- “No but taxis should be hybrid”
- “there should be a comment box for emissions too so I will write it here , cars with low emission / electric are highly expensive and I believe most taxi drivers (looking at their occupation and background) will be unable to afford cars like these. Therefore could put self employed out of work”
- “There should be a mixed fleet. Not one vehicle fits all”
- “There’s plenty of those big truck looking things there but never any normal cars. Should be promoting normal sized vehicles”
- “these are very uncomfortable, no need of them at all. Difficult to get into these tractors”
- “These make partially disabled people (like me) feel pretty pathetic”
- “They are uncomfortable and should only be available per needs as currently. I am a business customer and would like a normal car and does not look good coming in a big vehicle like in some school child being dropped off.”
- “They are very often not accessible for short people”
- “They are way too expensive!!!”
- “Too large cars. Not comfortable. Problematic for elderly people. Cars are comfortable. Easy accessible”
- “Too many of them already we need to maintain a status quo by giving people a choice of vehicle always wait for the saloon vehicles myself .”
- “Too many of them I hate travelling in them by myself , they are uncomfortable and my grandfather finds it difficult to get into them so prefers a saloon car.”
- “We have a sufficient amount of these vehicles. Introducing a greater amount would not be conducive to a green agenda or traffic conditions.”
- “Wheelchair accessible taxis are normally diesel powered 7 seater vehicles - the worst polluters. They are also uncomfortable and difficult for less mobile people to enter and exit. Most taxis normally have 1 passenger for the majority of journeys. This means that should all taxis become wheelchair taxis there will be significant additional CO2 and particulate emissions generated for no benefit. 7 seater diesel vehicles are more expensive to buy, maintain and insure than equivalent Toyota Prius cars, as used by Uber. If Woking forces all taxi drivers to use 7 seaters then they will be adversely financially affected, and Uber will triumph.”
- Other comments
  - “I think it is far more important to DEVELOP A PARK AND RIDE SYSTEM USING ELECTRIC BUSESSES - WISLEY AIRFIELD WOULD BE IDEAL- which are wheelchair accessible”
  - “Wheelchair accessible taxis should be able to go through the High St to pick up as it is currently restricted I believe. If you work in and around Commercial Way it is a fair walk to pick up a taxi if you suffer from Chronic pain & fatigue ( not everyone has a wheelchair but that doesn't mean they are not disabled)?”
  - “Mostly people don't like it”
  - “The taxi drivers should be given more time to change vehicles because nobody has been working because of Covid and they need to have time to save to buy a new vehicle putting that amount of pressure on the industry is not fair”

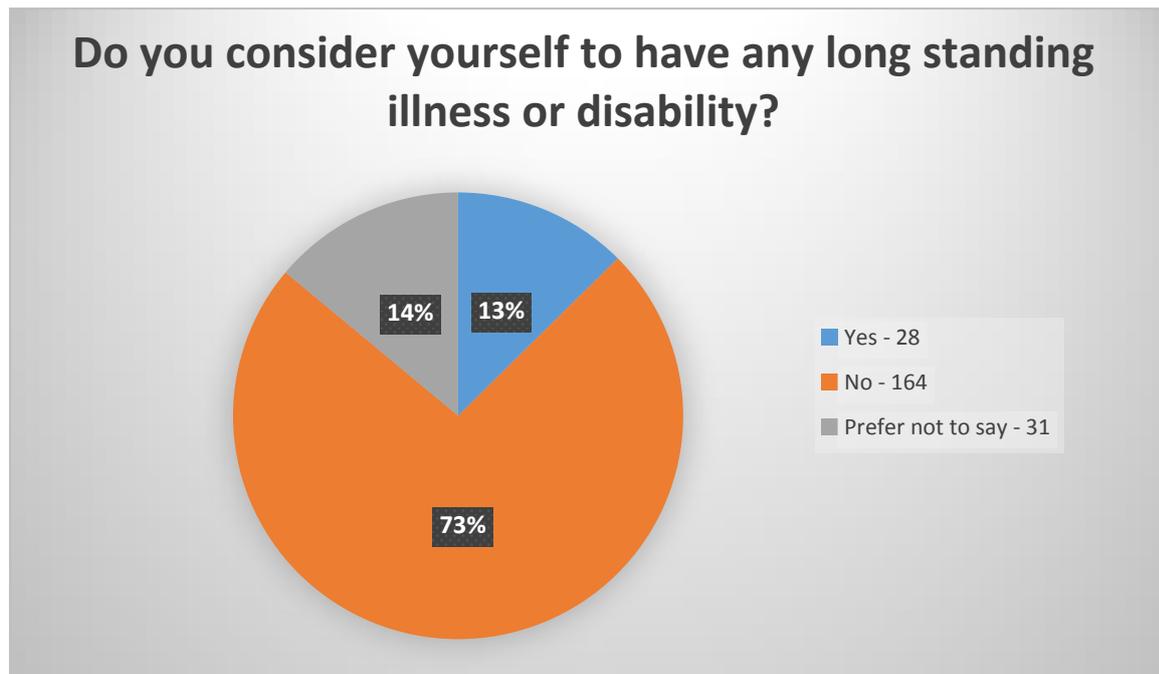
- “The taxi rank is awfully small and congested they need more space especially when it's raining so we don't have to wait ages for a cab after getting off a train”
- “Totally completely support the council in this”



What is your ethnic group?







Section 2 –

#### **How often do you use taxis, either in Woking or elsewhere?**

Of those who identified as disabled, 53% use Taxis occasionally, 32% regularly and 14% never – citing the lack of accessibility and bad experiences as being reasons for not using them.

Of those who stated they were a licence holder, 52% use Taxis occasionally, 26% regularly and 21% never – citing the fact that they were a taxi driver so had no need to get a taxi themselves.

Of those who were neither a licence holder nor identified as disabled, 56% use Taxis occasionally, 36% regularly and 8% never – citing the lack of trust and personal safety issues as being reasons for not using them.

#### **Which of the following features are important to you when selecting a licensed taxi?**

Of those who identified as disabled, 71% thought cleanliness and presentation to be important, 39% thought a minimum step height important, 32% the size of the vehicle and 35% that they should be wheelchair accessible.

Of those who stated they were a licence holder, 86% thought cleanliness and presentation to be important, 37% thought a minimum step height to be important, 38% the size of the vehicle and 19% that they should be wheelchair accessible.

Of those who were neither a licence holder nor identified as disabled, 91% thought cleanliness and presentation to be important, 39% thought a minimum step height to be important, 32% the size of the vehicle and 12% that they should be wheelchair accessible.

**Do you agree or disagree that Woking has an unmet demand for wheelchair accessible taxis?**

Of those who identified as disabled, 46% agreed or strongly agreed that there was a demand for more wheelchair accessible vehicles that was not being met, whilst 46% also disagreed or strongly disagreed that there was not an unmet demand. 7% said they did not know.

Of those who stated they were a licence holder, 28% agreed or strongly agreed that there was a demand for more wheelchair accessible vehicles that was not being met, whilst 65% disagreed or strongly disagreed that there was not an unmet demand. 8% said they did not know.

Of those who were neither a licence holder nor identified as disabled, 24% agreed or strongly agreed that there was a demand for more wheelchair accessible vehicles that was not being met, whilst 62% disagreed or strongly disagreed that there was not an unmet demand. 15% said they did not know

**Do you agree or disagree that when taxi vehicles are replaced with new vehicles they should all be replaced with wheelchair accessible vehicles?**

Of those who identified as disabled, 50% felt that they agreed or strongly agreed with this, whilst 46% disagreed or strongly disagreed – whilst 4% stated they didn't know.

Of those who stated they were a licence holder, 32% felt that they agreed or strongly agreed with this, whilst 67% disagreed or strongly disagreed – whilst 3% stated they didn't know.

Of those who were neither a licence holder nor identified as disabled 29% felt that they agreed or strongly agreed with this, whilst 68% disagreed or strongly disagreed – whilst 2% stated they didn't know.

**Currently the cost of licensing a wheelchair accessible taxi is the same as a non-accessible taxi. To encourage participation, should Woking Borough Council subsidise the cost of purchasing a wheelchair accessible taxis?**

Of those who identified as disabled, 46% agreed or strongly agreed, 46% disagreed or strongly disagreed and 8% said they didn't know.

Of those who stated they were a licence holder, 32% felt that they agreed or strongly agreed with this, whilst 33% disagreed or strongly disagreed – whilst 12% stated they didn't know.

Of those who were neither a licence holder nor identified as disabled, 45% felt that they agreed or strongly agreed with this, whilst 46% disagreed or strongly disagreed – whilst 7% stated they didn't know.

**The Council has declared a climate emergency and is considering what can be done to reduce emissions. Do you agree or disagree that it is important that we should reduce taxi vehicle emissions to improve air quality?**

Of those who identified as disabled, 89% agreed or strongly agreed that this was important, 3% strongly disagreed and 7% didn't know.

Of those who stated they were a licence holder, 67% felt that they agreed or strongly agreed with this, whilst 28% disagreed or strongly disagreed – whilst 7% stated they didn't know.

Of those who were neither a licence holder nor identified as disabled, 84% felt that they agreed or strongly agreed with this, whilst 12% disagreed or strongly disagreed – whilst 4% stated they didn't know.

**To help support the reduction in vehicle emissions, do you agree or disagree that all taxi vehicles should be electric or hybrid powered vehicles?**

Of those who identified as disabled, 46% agreed or strongly agreed, 28% disagreed or strongly disagreed and 25% didn't know.

Of those who stated they were a licence holder, 49% felt that they agreed or strongly agreed with this, whilst 44% disagreed or strongly disagreed – whilst 8% stated they didn't know.

Of those who were neither a licence holder nor identified as disabled, 71% felt that they agreed or strongly agreed with this, whilst 25% disagreed or strongly disagreed – whilst 4% stated they didn't know.

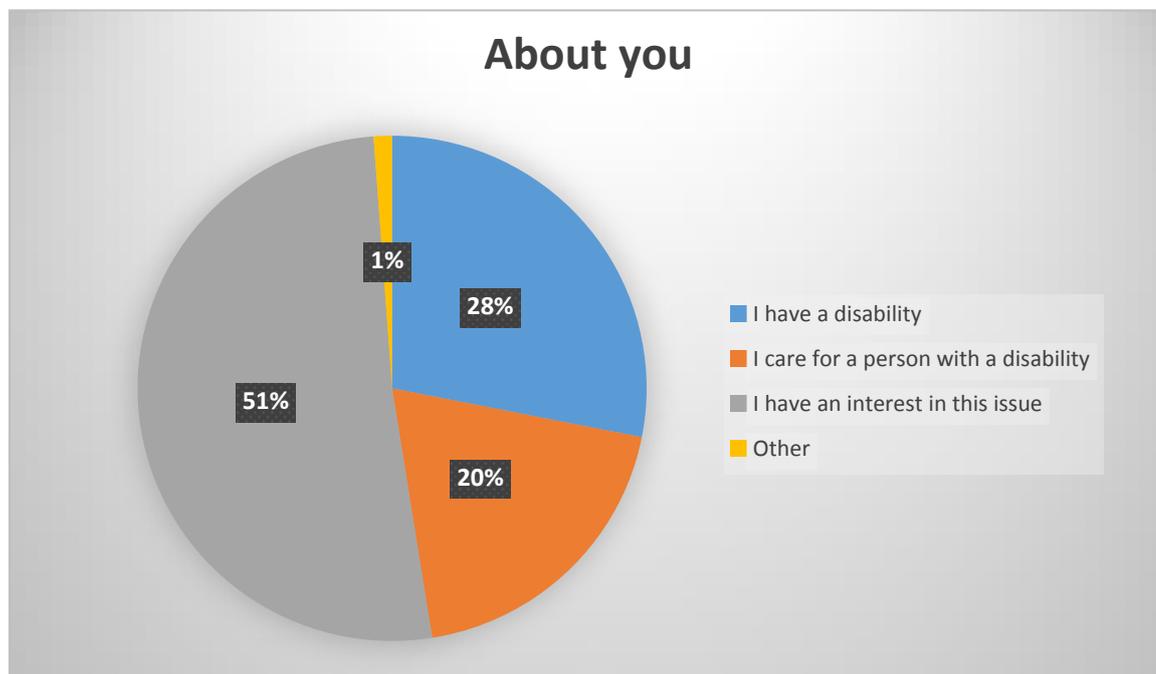
### Section 3 – Data Discrepancies

As part of the consultation the system highlighted discrepancies which suggests that single applicants may have filled out the form more than once.

- Respondent 11931971429, and respondent 11932620919, both completed their survey at 12.23 the same day, from the same IP address and shared the same views (against wheelchair accessible taxis)
- Respondents 11947001259, 11932537438 and 11915817273 completed their surveys from the same IP address and shared the same views (against wheelchair accessible taxis)
- Respondents 11967150009 and 11969728221 completed their surveys from the same IP address and shared the same views (against wheelchair accessible taxis)
- Respondents 11968875482, 11968895526, 11977328245 and 11982522055 all completed their surveys from the same IP address and their 'additional comments' were almost identical ("Not enough taxis and space at the station," "Currently there are not enough taxis or space," "Never enough taxis," and "Limited number of taxis")
- Respondents 11935195446 and 11932554577 completed their surveys from the same IP address and their answers were identical (also against wheelchair accessible taxis).
- Respondents 11918310793 and 11919695631 completed their surveys from the same IP address and their answers were very similar (against wheelchair accessible taxis).
- Respondents 11982342568, 11940682967 and 11982561601 completed their surveys from the same IP address and their answers were very similar (against wheelchair accessible taxis).
- Respondents 11927615886, 11965992783, 11995942474, 11947446883, 11928468525, 11919260331, 11934347960 and 11973330035 all completed their surveys from the same IP address and their answers were very similar (against wheelchair accessible taxis).
- Respondents 11930907729, 11930899543, 11927322383, 11985175328 and 11953577807 all completed their surveys from the same IP address and their answers were very similar (in favour of wheelchair accessible taxis).
- Respondents 11988790034 and 11979053069 both completed their surveys from the same IP address and their answers were very similar (against wheelchair accessible taxis) but also had identical medical conditions.

- Respondents 11945292052 and 11945298601 completed their surveys from the same IP address and their answers were very similar (against wheelchair accessible taxis).
- Respondents 11971276773, 11970858085, 11970625316, 11970228367, 11969546387 and 11968895526 all completed their surveys on the 8<sup>th</sup> of September between 4.54am and 14.06pm – and they all had a similar view (against wheelchair accessible taxis) and even had identical comments (all six stated in the additional comments that “Currently there are not enough taxis or space”)
- Respondents 11968913825 and 11968875482 both completed their surveys within minutes of each other with identical answers (against wheelchair accessible taxis) and identical comments (both put “Not enough taxis and space at the station” in the additional comments section.)
- Respondents 11957961635 and 11955540911 both completed their survey on the same day with identical answers (against wheelchair accessible taxis) and identical comments (both put “Not enough space available at station” in the additional comments section.)
- Respondents 11970122040 and 11970233572 both completed their survey on the same day (within an hour of each other) and had identical answers (against wheelchair accessible taxis) and almost identical comments (“Should be all wheelchair accessible taxis and should be one policy all of them” and “Should be all wheelchair accessible taxis Should be one policy far all”)

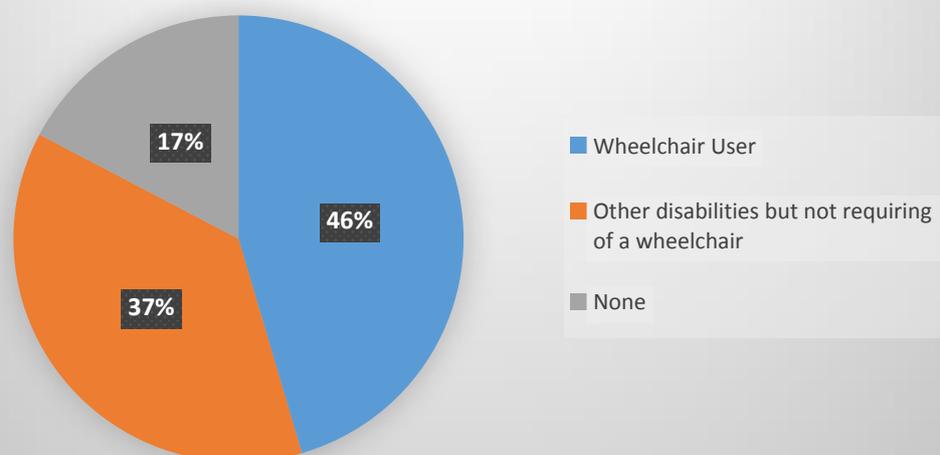
In February 2020 a less formal survey was sent out to disability groups and associated organisations to try and assess what was required by those who will be most affected by the potential reduction in Wheelchair Accessible vehicles. The outcome of this survey are as follows.



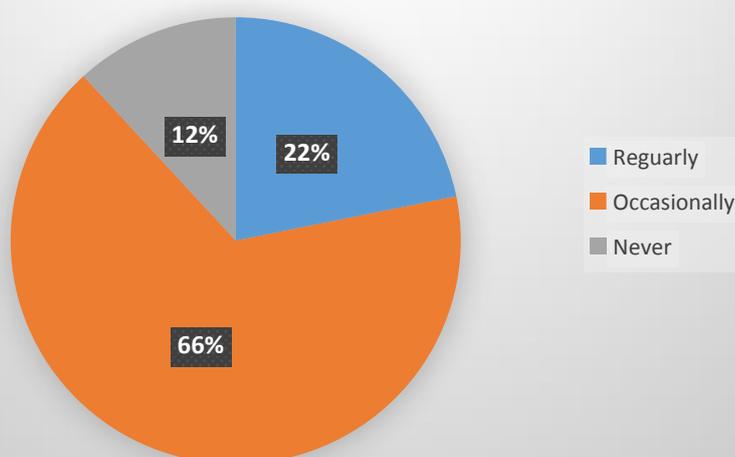
Those who selected "other" were able to give further info.

- "I work at The Junction (MRC) & we have disabled users"
- "Relative with disability"
- "I have back problems and arthritic knees, so stepping up can be difficult"
- "Horsell care volunteer"
- "As all taxis in Woking appear to be now wheelchair accessible we're all users of them."
- "Registered Manager"
- "work for woking shopmobility"

## Please tell us about your disability or the disability of the person you care for.



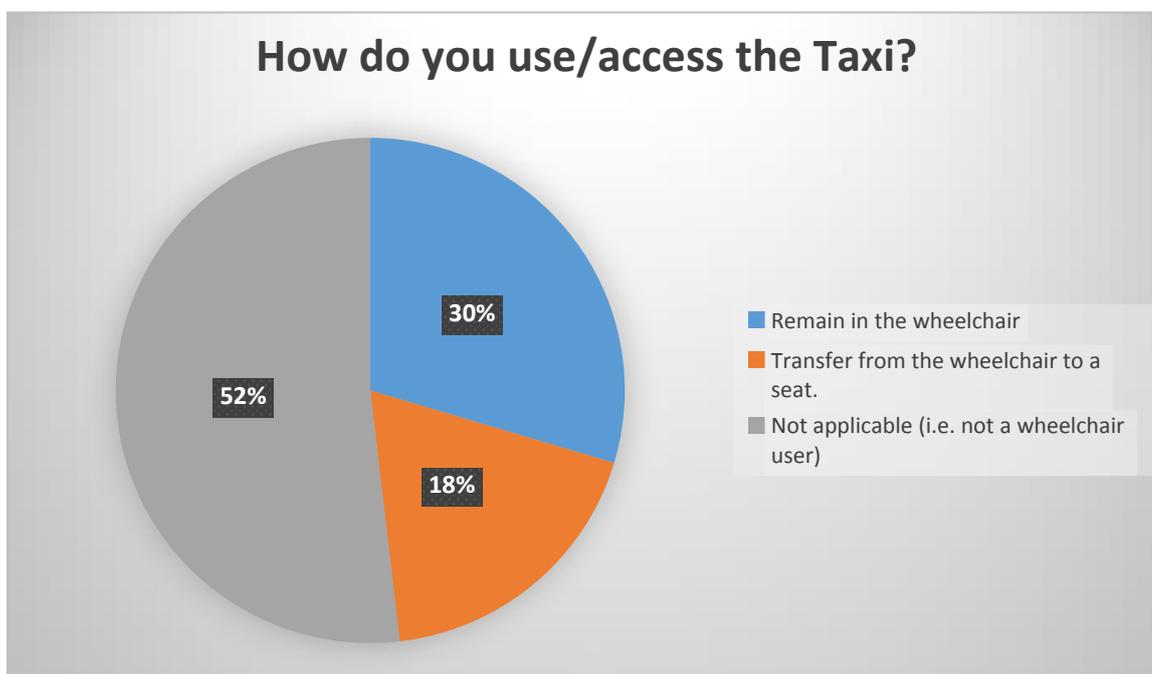
## How often do you use Taxis, either in Woking or elsewhere



If "never" – please specify why not

- "Never sure if they would take my wheelchair and provide adequate safety"
- "Adapted car"
- "the clients of my shop sometimes like to use taxis but cant get dropped off or picked up from here"
- "I'm not disabled"
- "She is a regular user of the service as it gives her greater independence and freedom"
- "Too expensive"
- "Too expensive and difficult to book"

- “Responding on behalf of friends with disabilities”
- “Own mobility vehicle”
- “Can not guarantee to be able to get a taxi with wheelchair access”

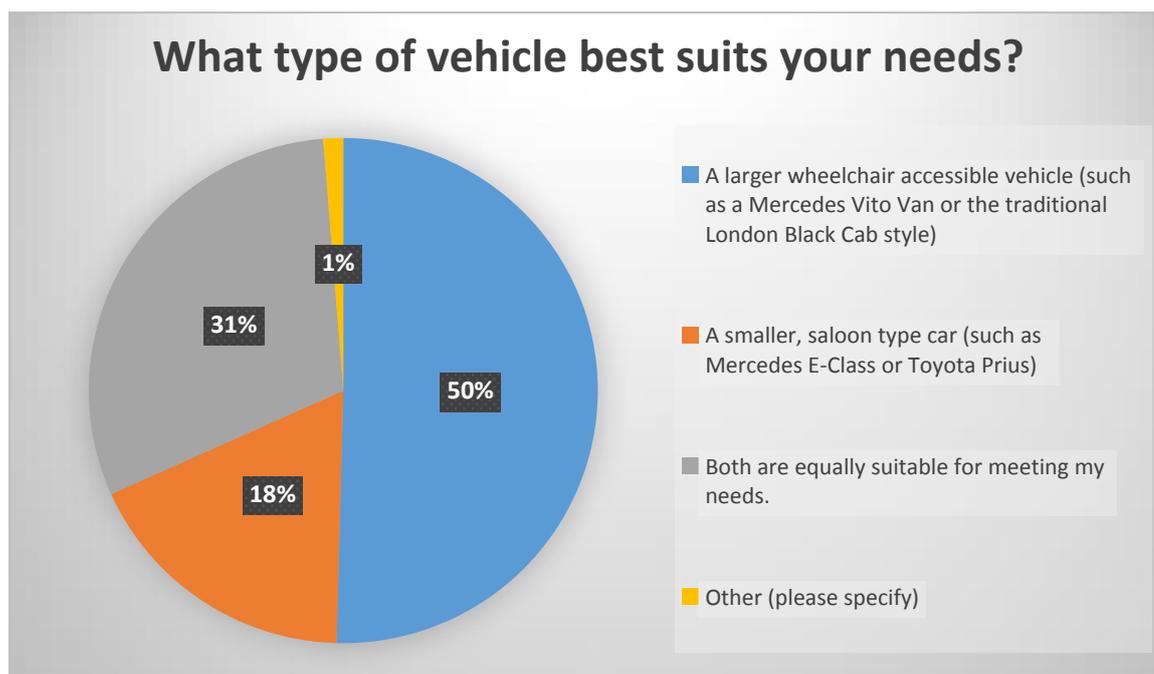


Please give an example of your experience with the above. (optional)

- “Use ramp to enter vehicle, clamps secure wheelchair to floor and seatbelt”
- “I dont always use a wheelchair but when I do I have to transfer. Sometimes it is easy if the taxi is on flat ground or not too high.”
- “Estate type vehicle needed for the scooter to be put in. Modern SUV's tend to be high to get into.”
- “A taxi was arranged by the train company from Woking station, due to my nearest station not being accessible. However the driver kept saying I wouldn't manage to get in and when I tried he didn't give me the help I needed, so I had to give up on that taxi and then get in another identical taxi where the driver was quite happy to give my chair a slight push to get it in.”
- “I remain in my electric wheelchair as I can not walk/stand. Some taxis don't have or know how to use their ramps & most times the taxi drivers do not strap me in because they say they haven't got the right equipment!”
- “It can be very difficult physically to do.”
- “Because of spinal problems it is very hard to get into a car/taxi”
- “Wheelchair users can also have a Hearing Impairment, if I ever find myself having to use a wheelchair, my hearing problems won't go away. Difficulty hearing drivers if they don't face me so I can use lipreading. Extra difficulty at night if face is unlit. Impossible to understand driver's questions about destination once the vehicle is in motion.”
- “I can walk but my knees no longer bend as they once did so getting into your "black maria" type taxis makes the taxi unuseable for people like me. I usually take the next car in the taxi queue which is easier to get into if front seat is pushed back.”

- “this would apply to both as we have customers that can and cannot come out of their wheelchairs.”
- “All of the above for our patients”
- “i am unable to get into or out of the so- called accessibility vehicles without assistance without great difficulty and undignified stance and embarrassment as the step up / and down and the seating configurations are not easy yo negotiate with decorum or without discomfort these so-called accessible Mini vans ate not easy to access without assistance or risk: two hip Replacements and arthritic knees these vehicles are already 3 to 4x more plentiful at the station. (so significantly outnumbering car taxis at Woking Station). I have yet to find any women over 55 having an easy time with physical Access to these vehicles let alone persons with joint problems. I am dismayed that more of these vehicles will create longer waits and more distress arguing with other passengers and drivers as my disability is not self evident it is about Time to consider the risks that entry and exit poses to the demographic of partially disabled who are trying to maintain an active life but are regularly distressed /challenged by the negotiation that has to be undertaken directly with other passengers and “ both drivers or a very long wait.”
- “We regularly give lifts to people who either cannot afford a taxi or who cannot get in or out of their wheelchair into a vehicle. They also need accompanying in many cases.”
- “Last few occasions I found it very difficult to step up into the people carrier taxis. The step was too narrow and if my husband had not been there to give me a push I would not have been able to access the taxi. Stepping out also difficult because of the narrow step”
- “Very difficult to find a taxi available.”
- “Quite difficult as my brother has dementia and doesn't understand how to do things anymore.”
- “A large motorised (not manual!) wheelchair with extra height that is not possible for a quadriplegic to get out of, and yet is too tall for most standard disabled access wheelchairs.”
- “My wife and I are not wheelchair users but we are both in our sixties and have arthritis in hips, knees and ankles, so accessibility is very important to us.”
- “some of our clients prefer a normal car they find it easy to transfer, than some cars which are higher.”
- “It is easier to get into a car than an accessible high taxi”
- “Our organisation have service users who are in fixed wheel chairs,also those who can transfer into a taxi from a wheelchair”
- Electric wheelchair users cannot transfer, some manual wheelchair users prefer to transfer but most remain in their wheelchairs.”
- “Many of our young people access taxis in their wheelchairs”
- “It is unfair that disabled people should have to pay a higher fare than able bodied people because they require a larger vehicle.”

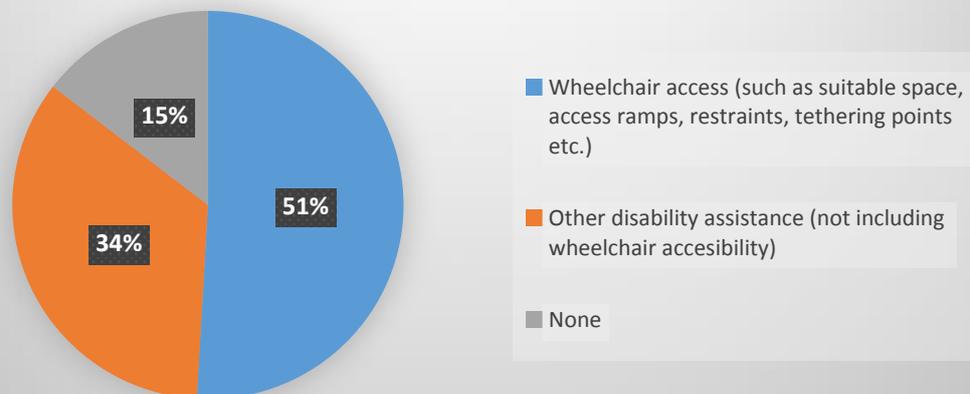
What type of vehicle best suits your needs?



Those who chose “other” were able to specify what vehicle best suited their needs:

- “Estate”
- “Can not get out on the curb side because of hight difference”
- “Any vehicle with a high bedroom. I have osteo arthritis and cannot bend my head low enough to get into the vehicle”
- “Struggle with low saloon car due to a lot of arthritis and I'm 4-10”
- “Need decent accessibility for my friend’s wheelchair”
- “Larger than the standard large wheelchair accessible is needed for some motorised wheelchairs with extra height”
- “Got to be a van / people carrier with raised roof or lowered floor”
- “Surely the idea would be for all vehicles to be suitable for everybody regardless of their disability”
- “No 2 wheelchairs are the same, a lot of electric chairs are much wider and longer than average, so access into a vehicle is important.”
- “I normally travel by taxi with my family and need a larger vehicle (5 seats)”

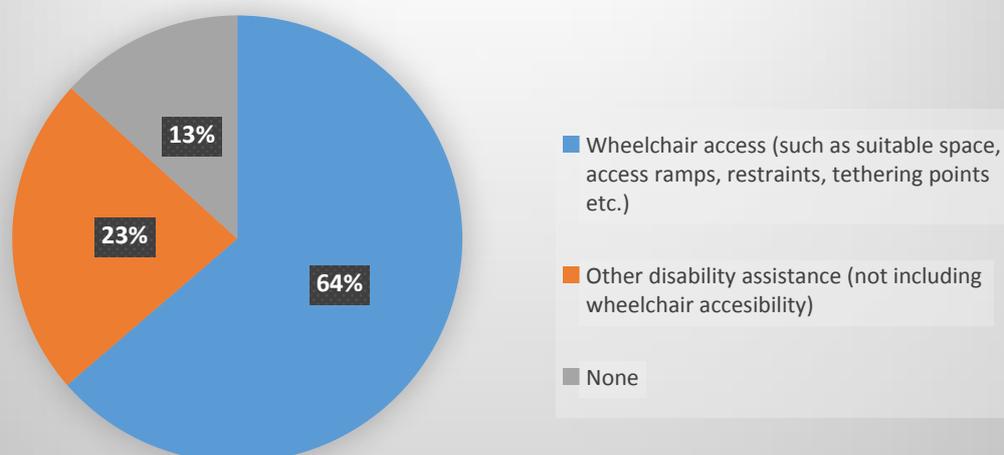
## Which of the following do you, or the person you're travelling with, require in order to ensure a safe and comfortable journey?



Other comments on what is required for a safe and comfortable journey:

- "Passenger door wide, seat not low."
- "Including freedom from worry: SMS contact for operator and Council for use in case of lost property, compliment or complaint."
- "Rear access vehicles are easier to use in an electric wheelchair due to the gradient of the ramp"
- "as above, it depends on disability"
- "I think my wheelchair user friends would tick the first option (Wheelchair Access)"
- "Extra head clearance"
- "assistance from a care worker"
- "In order not to discriminate all vehicles should have the above so someone can travel in the first vehicle that pulls up"
- "Time and patience of driver when getting in and out. patience with speech and communication problems "

## Which of the following do you think should be a mandatory requirement for all accessible taxis?



Other comments on what you feel should be mandatory on all taxis:

- “Any other feature that ensures that every taxi is Access-for-ALL.”
- “The taxis need to be flexibility set up to support those with physical and mental disabilities in the borough”
- “Cannot comment because I am not aware of the issues affecting others. It would be unfair of me to state which should be mandatory and I don't think saying all of them is appropriate”
- “Extra height taxis”
- “Extra head room”
- “Wheelchair Access (such as suitable space, access ramps, restraints, tethering points etc), hearing Loops, visual aids such as suitable lighting, high visibility seat edges etc, grab Handles and a low step height into the vehicle.”

We appreciate any other feedback you may have on your experience, or any other thoughts you may have on how we can improve the Taxi trade to yourself or to the general public.

- “I do not understand why fares for wheelchair users are flat rate (and more expensive) than metered fares for the able bodied - a hint of disability discrimination?”
- “We need this outside of Woking”
- “Many more accessible taxis are needed, and there should be a specific boarding area so able bodied people dont jump in front and grab it. Also it can be de difficult to queue with many people.”
- “Please see comments on the availability of normal vehicles which are suitable for persons with arthritic or similar, but hidden conditions”
- “Monitor rates charged as often much higher? It would be useful to have a directory of acc taxi companies which is kept up to date with info regarding fares/assistance offered if any”

- “I accept that not all taxis will be accessible - they are not needed to be - but if they say the taxi is accessible then it should fully be so.”
- “The cost of taxis is possibly the greatest hindrance to people on disability allowances.”
- “It is very embarrassing not to be able to get into these people carrier taxis on my own and if my husband had not been with me to help I'm unsure what would have happened. I would not expect, nor would I want, the taxi drivers to give me a push up. Accessibility is very important and I would expect taxis to be used more by elderly and people with mobility problems than by youngsters so it is important that their needs are considered and catered for. I can access London black cabs without any problems, perhaps we ought to consider using this type of vehicle instead of the saloon cars and people carriers that make up the Woking taxi fleet.”
- “Local, Woking taxi for the disable should be available as soon as possible as many people are stuck at home.....”
- “Enforce double yellow lines at Woking station .Taxis park on the lines all the time and getaway with it. Members of the public get fined, very unfair.”
- “Taxis at Woking station, forecourt side. When returning to Woking, especially in the evening, we find that the taxi queuing system is not respected. People exit the station and jump in the closest taxi, ignoring the taxi queuing sign. The drivers should be told to respect the queue and refuse to take those who try and jump it.”
- “Where a passenger has limited mobility and uses a taxi to collect such a person a nice touch would be to help them load the taxi with their shopping and not sit in the vehicle and watch them struggle.”
- “Often forced to use private hire from the home”
- “Although paralysed from chest down I am able to lift myself from wheelchair into a car seat. Most wheelchair users cannot do this and would require more accessible vehicles”
- “Would be good for them to slow down as whizzibg around corners after going fast doesn't help my spinal arthritis.”
- “Goldsworth Care voluntary drivers scheme does not take wheelchair user: it is important that wheelchair users have an alternative way of getting to hospital, gp, shopping etc”
- “I often get a taxi from Woking Station. I cannot access any of the large vehicles, where the step is incredibly high. I am told by the driver I must use the first car in the queue. I usually cannot.”
- “I think it very important that those with disabilities are able to access a service that will meet their right, need and wishes to fully participate in society”
- “I find getting a wheelchair accessible taxi extremely difficult . I call & nobody answers, or I call & they pass me on to someone else, or I call & leave a message & no one calls me back, etc. When I do get a taxi, often they don't know how to use their equipment (ramp) & they say I don't need stopping down or they haven't got the correct restraints. Getting a wheelchair taxi in Woking is hard & very stressful!”
- “Wheelchair accessible taxis seem to charge a lot more than normal taxi Isn't that discrimination?”
- “I do not use the people cartier style taxis which seem to be preferred now in Woking. They are too high to get into and are on the whole very uncomfortable.”
- “Almost all taxis based at Woking station are large accessible taxis. They appear to be converted vans. As such they are wasteful environmentally and uncomfortable for non-disabled users. Anecdotally, drivers don't like them either but are under pressure from the

Council to use them. In short, the balance between saloons and the vans is wrong and should be corrected in favour of there being more of the former.”

- “AFAIK, WBC made it a requirement some time ago that all taxis must be wheelchair accessible, resulting in the large, cumbersome vans we now have, which I think are a considerable financial burden on the drivers. I agree we need wheelchair accessible taxis but do they ALL have to be so? I can honestly say I've never seen a wheelchair user in Woking using a taxi.”
- “In the past for many years I had to use crutches for months on end and used the Woking taxi service morning and night. When the taxis switched to the larger van ones, they may be fine for wheelchairs but terribly difficult to climb into for the elderly or those on crutches, even with a small step. For this reason there really needs to be a mixture of taxi types and not just the great big vans.”
- “I find taxi's very expensive and use the Bustler when I can. Only you do need to book 2 weeks in advance.”
- “Wheelchair users can also have a Hearing Impairment. These conditions should also apply to Private Hire. In particular contact by SMS to book a vehicle, not just telephone or App should be mandatory immediately. This should have been automatically applied after the DDA1995, or from 1st October 2010 following the Equality Act 2010. Finding a neighbour to make the call in an urgent situation, because I can't lipread on the phone, is no fun. See JSNA figures for numbers affected. Businesses would also benefit from more Purple Pound spending.”
- “We are concerned that nearly all taxis are now large people carriers with high steps and that traditional saloon cars are being phased out, which we strongly oppose. We dislike people carriers with high steps as they are too difficult to get in and out of with arthritic joints. We understand there should be some taxis with wheelchair access, but why should they all be? Could not the number required be in proportion to the percentage of wheelchair and non-wheelchair users (which you must know or could find out)? We are aggrieved at having to wait for one of the small minority of saloons to become available as drivers follow a strict first-come first-served basis, which means we have to wait much longer than necessary, as sometimes the first 10 or more vehicles are people carriers with steps that are simply too high. By insisting on a "one size fits all" policy of mandatory wheelchair capability for all vehicles you are discriminating against a much larger number of simply elderly or stiff people that don't use wheelchairs but need easy and low access into a realistic (ie much larger) proportion of taxis. I would be happy to explain my views more fully in person in any follow-up exercise.”
- “Being a user of taxis in Woking borough and being a carer for a disable person, having a all access vehicle throughout Woking makes my person feel segregated from normalities of life as they wish to feel 'normal' and carry on journeys in nice saloon vehicles rather than disable vehicles.”
- “Rear access vehicles are essential as the gradient of the ramp is safer to use in an electric wheelchair. Rear access vehicles have more exits than side access vehicles and they would be easier to be lifted out of if necessary.”
- “It needs to have seats that you can get down from (i.e. SUV height) rather than sit in (like a saloon car).”
- “Different disabilities require different needs, it's difficult to find a one fits all”
- “I avoid the special wheelchair Black Maria type taxi at all costs even though all taxis at Woking station are soon supposed to be of that sort. They may be fine for wheelchair users

but not for other disabled persons. They are far too difficult for us to get into. Too high and without a low step, and if there are grab rails, they aren't in the right place. Horrid!"

- "Generally a lot more expensive than an able body cab"
- "Some of the drivers need to be more helpful with disabled clients who may need extra help especially with carry shopping to the taxi."
- "We are supposed to have 135 something Accessible Taxis when do I see that station they always seem to have an extra seat even though the show in that wheelchair accessible it's not the seats that can be Folded down He should not be signed as accessible"
- "Why is this still going on. Taxi drivers were given 13 years to comply"
- "The seating of these larger vito van type taxis and getting in and out of them are completely unsuitable for people who have and suffer with spinal injuries. Plus! The suspension of these taxis are also a very serious problem and nightmare for spinal injuries users."
- "For older people with no obvious disability, but some agility difficulties, the wheelchair accessible taxis are a major challenge. There always should be a choice of saloon cars"
- "Working with a lot of people with different disabilities and running a transport service for a Disability Charity, all vehicles should be adapted to cater for any disability when being used by individuals whether disabled or not."
- "We ahve had problems booking them in the past as there haven't been enough accessible taxis. We have tried booking one and were told that it might be available if they didn't have to do an airport run. Another accessible taxi had their boot full of stuff so the driver couldn't put the wheelchair in until he had cleared it. On another occasion a colleague was given abuse by the first taxi driver in the rank at the station because they used the second taxi which was wheelchair friendly - something the first taxi was not."
- "Taxi drivers need to know about brain injury, the hidden disability and the Nationally recognised Brain Injury ID Card. Survivors look to all intense and purposes to be normal, however they may have balance issues and slurred speech, similar to intoxicated people."
- "Disabled people should be prioritised on taxi waiting lists. My mother was waiting for over an hour for a taxi before Christmas because there weren't any available vehicles and not one company would prioritise her because of her disabilities"
- "The cost of hiring an accessible taxi is much more than an ordinary cab - this needs to be addressed urgently as these costs are disproportionately affecting people with disabilities"