

Caroline Steven

From: [REDACTED]
Sent: 26 June 2017 01:03
To: Caroline Steven; Lesley Clarke; John A. Savage
Subject: Fw: Disabled Access Taxi

Hi all,

I am forwarding you the email attached below from a wheelchair user.

Kind Regards,

M Isaq

From: [REDACTED]
Sent: 30 May 2017 11:15
To: [REDACTED]
Subject: Disabled Access Taxi

Dear Isaq,

Thank you so much again for taking great care of my disabled mother in driving her to and from our pub lunch the other week.

As we discussed, whilst you were very attentive and caring to mum, I really feel that the car you drive could be set up better to add to the experience of any disabled passengers:

1. I have seen "Rear Access" cars that allow the wheelchair to be wheeled straight into the car without need for edging back and forward to position the chair once in the taxi.
2. Rear Access would also enable my mother and other passengers to sit facing forward. Whilst my mother cant walk any more, her eyesight is very good and she enjoys seeing where she is going and take great interest in the environment around her. Travelling backwards really restricts what she can see and makes her feel somewhat disorientated.

Please let me know if there is any way that the 2 points above could be incorporated in your next taxi as this would make a major difference to both my mum and other disabled passengers.

Best Regards, Andrew

Andrew Webb
[REDACTED]

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