

Caroline Steven

From: Neil Jowitt [REDACTED]
Sent: 26 June 2017 13:30
To: Caroline Steven; John A. Savage; Lesley Clarke
Cc: [REDACTED]
Subject: Accessible taxis

Dear Sir/Madam

I recently used a disabled accessible taxi driven by Mohammed Isaq (copied into this email) who mentioned you were reviewing the use of rear access taxis. I understand that you are reviewing the situation regarding allowing such rear entry disabled taxis in the High Wycombe area.

Unfortunately I suffer from Primary Progressive Multiple Sclerosis and I am confined to a wheelchair. I live in Hughenden Valley and I try to socialise with friends and family in High Wycombe when I get the chance.

It is often very difficult to find a taxi that can genuinely accommodate me in a wheelchair. I am just over six feet tall and the only taxis I can find are ones that load me via the side door. The ramps used are extremely steep and I am not able to wheel myself into the taxi.

My wife is also not strong enough on her own (always need the assistance of the driver) so I do find the whole experience pretty degrading.

The other problem I have is the height of the door and I always have to bend significantly forward to avoid banging my head.

Occasionally I have travelled on my own but this is almost impossible.

I live in Warrendene Road which is described as a semi-rural location. The houses are set back from the road and are all named rather than numbered. Consequently it is very difficult for drivers to find my house without directions.

There are no street lights so taxi drivers always require me to give them detailed directions to find my house as they drive if it is dark.

The fact that I am facing sideways means it is extremely difficult for me to twist and see where we are going so inevitably we miss my house and again the whole experience is quite distressing.

I have used rear loading taxis before and they are significantly easier for me.

The loading ramps are much less steep and because I am facing the direction of travel it is much easier to direct the driver.

I hope you find my thoughts of some benefit to you as you consider the implications for disabled people.

If I can be of any further help or if you have any questions then please do not hesitate to contact me.

I am happy to speak on the phone, meet in person or respond to emails.

Kind regards

Neil

