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**Central  
Bedfordshire**

**Your ref:**

**Our ref:** GEN.MEJ

**Date:** January 2011

**Dear Sir or Madam**

**Wheelchair Accessible Hackney Carriages**

There are two types of licensed vehicles available to members of the public, private hire vehicles and hackney carriages (taxis).

Private hire vehicles can only be booked in advance through a private hire operator. Private hire vehicles can be saloon, hatchback, or any other suitable vehicle capable of carrying up to 8 passengers.

Hackney Carriages (taxis) can wait on a rank or be hailed in the street as well as being able to be booked in advance through an Operator. Central Bedfordshire Council has a policy that all hackney carriages should be wheelchair accessible. Those vehicles currently licensed as hackney carriages that are not wheelchair accessible are permitted to be re-licensed up to a maximum of 10 years from the original date of vehicle registration but any replacement vehicle will be required to be wheelchair accessible. We currently licence 246 hackney carriages of which 209 are wheelchair accessible.

This authority is currently assessing how best to meet the needs of a broad range of disabled people using hackney carriages, not just wheelchair users and we would like your views to be taken into account. We are carrying out a 12 week consultation with members of the hackney carriage and private hire trade, groups serving the disabled in Central Bedfordshire and members of the travelling public.

I should be grateful, therefore, if you could complete the enclosed questionnaire and return it to me by 31 March 2011. Please feel free to photocopy the form or request further copies if required. Alternatively, you can access the questionnaire on line from the Council's Web site at [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk).

**Central Bedfordshire Council**  
Watling House  
High Street North, Dunstable  
LU6 1LF

**Telephone** 0300 300 8000  
**Email** [customer.services@centralbedfordshire.gov.uk](mailto:customer.services@centralbedfordshire.gov.uk)  
[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

If you have any queries with this matter, please do not hesitate to contact me.

Yours sincerely

**Margaret James**

Licensing Enforcement Officer (Public Protection)

**Direct telephone** 0300 300 5400

**Email** [Margaret.james@centralbedfordshire.gov.uk](mailto:Margaret.james@centralbedfordshire.gov.uk)

**Please reply to:**

Watling House  
High Street North  
Dunstable  
Bedfordshire  
LU6 1LF



# Accessibility of hackney carriages survey



Central Bedfordshire Council is assessing how best to meet the needs of disabled people using hackney carriages. We will be seeking the views of the hackney carriage and private hire trade, groups serving disabled people in Central Bedfordshire and members of the travelling public.

We would be grateful if you could take a few minutes to complete this questionnaire and return it to the address at the end of the form by 31st March 2011.

Alternatively you can complete this questionnaire online at: [www.centralbedfordshire.gov.uk/surveys/hackneycarriages/survey.htm](http://www.centralbedfordshire.gov.uk/surveys/hackneycarriages/survey.htm)

Q1 Have you used a Central Bedfordshire hackney carriage (taxi)?  Yes  
 No - go to Q4

Q2 How many single journeys do you use a hackney carriage for per week?  
 None  1  2  3  4-6  6+

Q3 When you use a hackney carriage for your travel, do you: (Please tick all that apply)  
 Book in advance through an operator  
 From a taxi rank  
 Hailed in the street

Q4 Are you a wheelchair user?  Yes  No - go to Q6

Q5 Are you permanently confined to a wheelchair?  Yes  No

Q6 Do you have difficulty walking  Yes  No

Q7 Do you have a sight impairment?  Yes  No

Q8 Do you have a hearing impairment?  Yes  No

Q9 Do you need to be accompanied when you travel in a taxi?  Yes  No

**Questions 9 to 12 are for wheelchair users only**

Q10 Can you transfer from your wheelchair to a car seat by yourself?  Yes  No

Q11 Do you require a swivel seat to access a vehicle?  Yes  No

Q12 Do you need help to get into a vehicle?  Yes  No

Q13 What type of taxi would best meet your needs? (Please tick all that apply)

Fully accessible vehicle

Hatchback car

8 seater carrier

Saloon Car

Other

Please specify other

Q14 Do you have any comments on how Central Bedfordshire taxi's could better meet your needs?

**About you**

The following information will help us when considering your opinions and to make sure that we're getting the views of all members of the community. The answers will not be used to identify any individual.

Q15 Are you:  Male  Female

Q16 What is your age? (Please pick one)

Under 16 yrs

16-19 yrs

20-29 yrs

30-44 yrs

45-59 yrs

60-64 yrs

65-74 yrs

75+

**Q17 Do you consider yourself to be disabled?**

Under the Disability Discrimination Act 1995 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities

Yes

No

**Q18 If you answered 'Yes' to the last question, please state which of the following best describes your disability.**

Physical

Mental

Sensory

Learning

Other

Please specify other

**Q19 To which of these groups do you consider you belong?**

Asian or Asian British

Black or Black British

Chinese

Mixed

White British

Other Ethnic group (please specify)

Please specify other

**Q20 What is your home postcode?**

Thank you for your views.

Please return your completed questionnaire by 31st March 2011 to:

Margaret James  
Watling House  
High Street North  
Dunstable, Beds  
LU6 1LF

Data Protection Act 1998

Please note that your personal details supplied on this form will be held and/or computerised by Central Bedfordshire Council for the purpose of the survey around accessibility of hackney carriages. The information collected may be disclosed to officers and members of the Council and its' partners involved in this consultation. Summarised information from the forms may be published, but no individual details will be disclosed under these circumstances. Your personal details will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.