

Appendix B

	NO	YES	Comments
Driver	NO		As a taxi driver for many years for Runnymede Council I think it is part of my duty to offer help and compassion where required and have no issues doing so.
Driver	NO		I believe that drivers and operators are well aware that people with disabilities need some help.
Driver	NO		I don't believe this is necessary as we have for years held a contract with the local health authority and daily convey passengers with all kinds of disabilities without any issues at all
Driver	NO		Training should be optional not mandatory unless an incident has been reported regarding an individual.
Driver	NO		I do not have a disability car
Driver	NO		Common sense always prevail in all those circumstances, I believe we do already help enough if the passenger is disabled. Please keep in mind that a disabled person by knowing that we would have passed a disability awareness training may or may not be keen to abuse his circumstances, for example, carrying large accessories like a wheelchair from inside his house to the car. I don't believe is a good idea for a driver to enter a residence to go and pick up anything inside the residence ... unless is outside the door, and many other requests where could put us in a awkward position with responsibility that a professional care should cover. We don't need a disability awareness training
Driver	NO		Common sense and consideration.
Driver	NO		We are already doing it anyway. It will be a complete waste of time. As far as I can tell speaking from my own experience with helping a disabled person is (common sense). So no I don't think a disability course is necessary.
Driver	NO		In all my time as a taxi driver I've had no need to feel I needed training for the disabled, I find that if they are that bad they tend to be in a specialist transport Not taxi or Private hire.
Operator	NO		All the drivers here at Image Car Services work very closely with St Peters and have already much experience in looking after disabled passengers
Public	NO		I consider that only taxi drivers who wish to support people with disabilities should have the mandatory training.
Public	NO		There could be a liability to occur here, damage to any disability aide, any accident helping a passenger in or out of the vehicle who maybe put blame on the driver etc, etc. So there would be a need for a liability insurance to be taken out, the cost of £££££,s, an extra expense not needed anytime. Drivers have been carrying disabled passengers for years successfully.
Public	NO		I believe it to be unnecessary.

Appendix B

Driver	YES	Proviso is the course would be pertinent, focused, short and informative. Out of interest, it should also include recent changes to the Highway code regarding the restraint of dogs (most commonly a companion) whilst in vehicles.
Driver	YES	It is good to be made aware of latest mandatory disability awareness training
Driver	YES	We should already be aware of the rules and regulations. We have been sent the necessary guidelines on how and what we should do. I think that this is adequate enough. If however further down the line somebody pleads ignorance and goes against these rules then they should then be made to do a course. A one strike, then go on a course policy, is best I believe
Operator	YES	It is very important that drivers recognise the issues with disabled passengers - Drivers are getting used to the easy way and have lost even the basic courtesy of opening the door or helping with the luggage therefore when they get a disabled passengers, they feel they have a mountain to climb. Not everyone in society is blessed with the best of health and mobility therefore we should as an industry do our level best to raise the awareness and educate drivers so that they have empathy and not an attitude which is very negative and unhelpful. The only issue which I would like to raise on the vehicle front is if drivers are forced to purchase wheelchair accessible vehicles this would be an expense with the current economic climate a very difficult pill to swallow! or if there are incentives out there to help drivers and provide a better coverage for passengers!
Public	YES	We have had issues in the past when booking transport for our members. One man who is visually impaired was left in the wrong place. We have also had some issues with people that need to travel with guide dogs
Public	YES	Long Overdue
Public	YES	Mandatory training is necessary and will be very welcome. I am aware that some drivers of varying ethnicity have refused to accept blind persons with their guide dog (s). The objection being to the dog. Some have also refused to take a wheelchair. Others have attempted to inflate the price for accepting a wheelchair.
Public	YES	Everyone whether able or disabled should have the same treatment. Every company not just taxi drivers should have this course as part of its mandatory training
Public	YES	When going to/from care homes, hospital etc. Taxis assume I am staff and it's a bit uncomfortable/ I also get charged more than my friends, especially UBER
Public	YES	Training should include sensory impairments (Visual and Hearing) and other non-visible disabilities, especially any that might otherwise be interpreted as "Drunk, best avoided...." The training package should be validated by Surrey Coalition of Disabled people - "Nothing about us without us!" Example of non-obvious needs of Hearing Impaired people: " ** Don't have the sun or other strong light behind you, having a halo prevents lip-reading, so lip readers prefer a sunlit face!"

Appendix B

- Public **YES** Training and awareness of new legislation should be compulsory to all taxi drivers including Uber
- Public **YES** An online test would suffice.
- Public **YES** Provided the training is appropriate and cost effective. It is mainly about being observant, courteous and helpful.
- Public **YES** About time.
- Public **YES** Very good idea