

TAXI
GLOBE



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CARRIAGE OF DISABLED PASSENGERS

The Disability Discrimination Act 1995 and the DDA 2005 make it unlawful for taxi drivers to discriminate against disabled people. The same Acts apply to private hire drivers and operators. The PCO are reminding drivers of the specific requirements that affect taxi services on a day to day basis.

- All taxis must carry a disabled person's assistance dog, allow it to remain with the passenger and to do so without additional charge;
- All taxis must carry wheelchair ramps at all times and they must be in working order;
- All taxis must accept a hiring by a wheelchair user if the journey is within the usual compellability rules

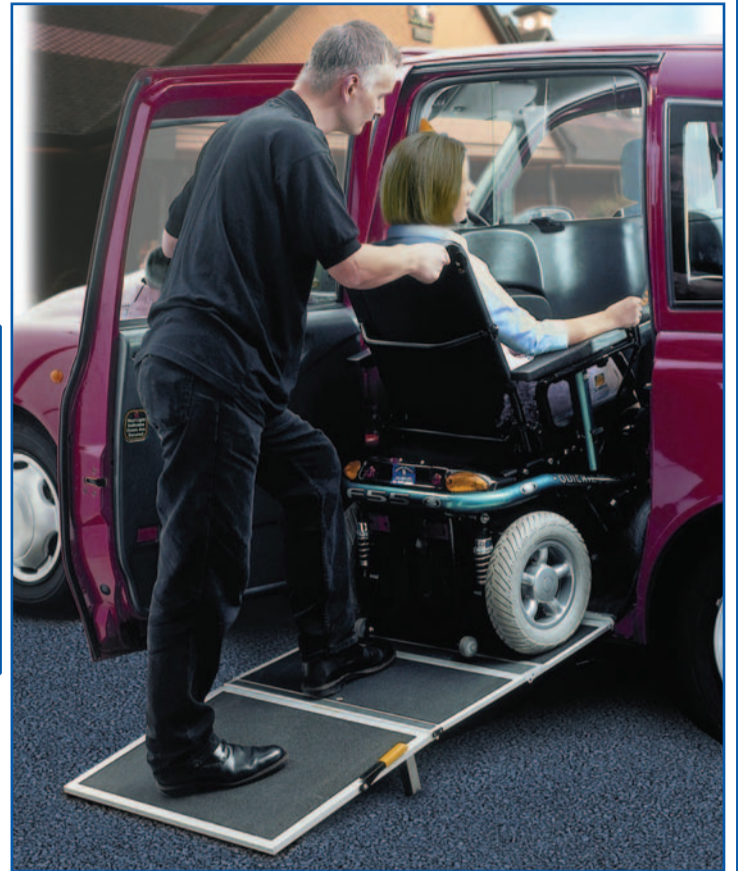
Drivers can only seek exemption from these requirements on medical grounds.

Any driver who has a medical condition that will prevent him or her from fulfilling their legal obligations should apply to the PCO using the appropriate form which can be obtained from the driver licensing teams on 0845 602 7000.

Mary Dowdye, Head of Standards & Regulations at the PCO has issued PCO Notice 22/07 reminding drivers of their obligations. It is not clear from the PCO Notice whether the increasing number of complaints from passengers who have been refused bookings or hirings either because they have an assistance dog or use a wheelchair relate to drivers in the taxi trade or the private hire trade, but where drivers fail to comply with their legal requirements under the DDA, the PCO will carry out a full investigation which may result in prosecution.

In the last 12 months seven licensed drivers have been prosecuted for DDA offences. Penalties have included fines of up to £300 and disqualification from driving. A further two drivers and one operator are awaiting court hearings.

PCO Notice 01/06 provided advice and guidance to operators and drivers regarding the carriage of assistance dogs in taxis and private hire vehicles, including grounds for exemption. All PCO Notices can be read at www.tfl.gov.uk/businessandpartners/1414.aspx



PCO Notice 23 /07

Transport for London

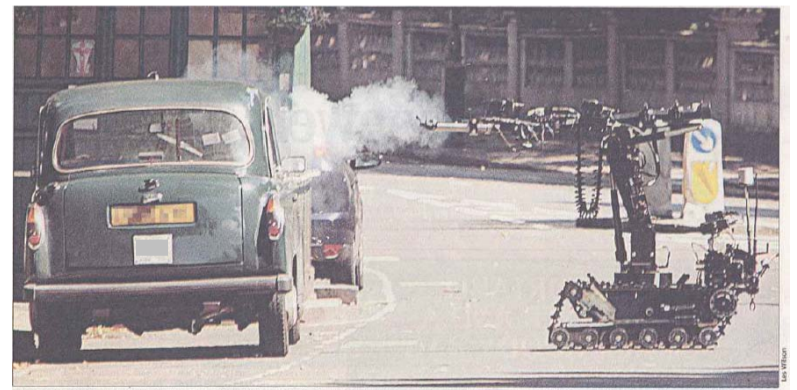
Public Carriage Office



Taxi and Private Hire Drivers Security Issues

Licensed London taxi and private hire drivers are asked to ensure that they do not leave their vehicles unattended with any articles of luggage etc. on display in the vehicle.

A recent incident in Kensington Gore involving a licensed London taxi, caused alarm that led to a bomb scare, given the nature of the item left clearly on display in the passenger compartment. I have attached a copy of the press photograph relating to this event to demonstrate the importance of this matter.



Drama: the remote-control robot destroys the window of the taxi in Kensington Gore, above, revealing a container used by the driver to send goods home to Jamaica, below.

In these times of heightened security please take every precaution you can so as not to give anyone cause for concern. Your cooperation on this matter is appreciated.

Dave Stock
Head of Service Delivery

27 July 2007



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Office**

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