

FOR A GOOD REASON

they know which way the vehicle is facing; make sure they are seated and have secured the seat belt before you move off. They may like help with the belt. Also please tell the passenger if you are taking a different route from that which they might expect, or if there is a hold-up or diversion; tell them the fare and count out the change; set them down in a safe place and make sure they know where they are going. If they would like to be accompanied to an entrance of a building, offer them your arm; gripping just above your elbow will enable them to be guided more easily. All taxis have to carry guide dogs; these dogs are trained to remain on the floor of a vehicle and will not abuse your vehicle.

If the passenger is deaf or hard of hearing, look at them when you are speaking. Speak clearly - but don't shout, and a pad of paper and pen can make it easier to communicate. Make sure that they are aware that you have understood their instructions and that you know where you are going.



Undoubtedly there are drivers who already know the above information and use it during their working life. Taxi drivers in London have a unique position in that all their vehicles are wheelchair accessible and the many taxi trade charities are able to help less able bodied people and children to enjoy trips they would not have been able to in other vehicles. Every year the convoy of taxis going to Disneyland Paris on the Magical Taxi Tour includes a number of wheelchair users. The War Disabled outings, which this year will include taking veterans to Normandy as the anniversary of the D Day landings takes place; The London Taxidriver's Fund for Underprivileged Children also use the wheelchair accessibility, as do the outings by The Albany to Margate and Maldon. These events all raise the profile of London's taxi trade. Being disabled in 2008 does not mean being imprisoned at home and the features on your taxi will help liberate some people who cannot otherwise get out and about.



Disability Awareness Guidance Notes

Swivel seat and step access

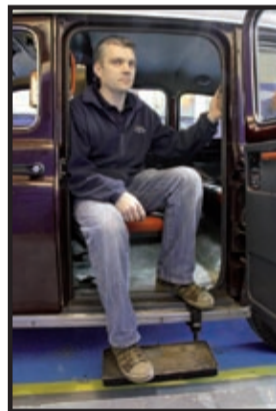
FAIRWAY



Fairway step in position



Fairway swivel seat in position



Use handles and assist customer into seat



Secure seat into position and ensure seatbelts are used

TX1/2/4



TX step in position



TX swivel seat in position (ensure it locks into place)



Use handles and assist customer into seat



Secure seat into position and ensure seatbelts are used

REMEMBER:

- HIGH VISIBILITY GRAB HANDLES are provided for the passenger's convenience and safety. Always offer their use to a customer who would benefit from utilising them when boarding or alighting the taxi.
- LOW FLOOR LIGHTING can assist visually impaired customers and are well featured on modern taxis.
- HEARING AID INDUCTION LOOPS are fitted to most modern taxis - alert your passenger that this is fitted to assist their communications with you.

COMPUTER CAB plc

scope



Know your customers:

Always try to make eye contact with your passengers and ask them if they have any specific needs before starting the journey.

Always keep a pen and paper handy - this can help you communicate more effectively with passengers who have hearing or speech impairments.

Always offer an arm to passengers who seem to be unsteady on their feet and bring to their attention the other assistance devices fitted to your taxi, such as the grab handles and swivel seat & step.