

# London Taxi Access Features

## Purpose

This information will assist you to decide if the London Taxi is suitable for you.

The London Taxi has built-in features to assist passengers who are vision, hearing or mobility impaired and need to use mobility aids such as a walking frame or wheelchair. Alternatively, you might have recently undergone a hip or knee replacement, suffer from arthritis or simply do not move as easily as you used to.

All passengers who use the London Taxi should be able to stand and transfer themselves into and out of the vehicle with some assistance from the taxi driver.

If you are unsure whether the London Taxi is suitable, DoT recommends that you seek the advice of an appropriately qualified Physiotherapist or Occupational Therapist.

## Caution

- ! In Western Australia, the London Taxi is currently deemed unsuitable to transport passengers whilst seated in their wheelchairs.
- ✓ However, wheelchair users who can safely and independently transfer themselves into and out of the vehicle using one of the two options below are welcome to use the London Taxi.

Wheelchair users will be required to stow their wheelchair during travel.

## How can I transfer myself into a London Taxi?

You have two options:

1. *Transfer yourself using the swivel seat*





- This option is best for passengers with limited mobility
- Passengers will need to be able to stand to access the swivel seat
- Swivel seat height is approx. 78cm from ground level
- The swivel seat does not have arm supports and has limited back support
- The swivel seat rotates to transfer you into the cabin and locks into place during the journey
- The swivel seat is on the left side of the London Taxi in Australia

## *2. Use the intermediate step*



- This option is best for passengers who can step into the London Taxi

Your taxi driver will assist you access the swivel seat and/or the intermediate step.

## Other Features of the London Taxi

The London Taxi has further features to improve accessibility, comfort and safety:

- ✓ Yellow grab handles – you may hold onto these whilst transferring into and out of the London Taxi
- ✓ Hearing Aid Induction Loop System – assists with communication between the taxi driver and a patron who uses a hearing aid
- ✓ Luggage and equipment – mobility aids such as walking frames and collapsible wheelchairs can be safely stored in the luggage compartment

## Taxi Driver Training

Your London Taxi driver is trained to supervise your entry and exit from the vehicle and will encourage you to use all its accessibility features.

## How do I Make a Booking or Offer Feedback?

Please contact 13 LCAB by phone on 135 222 or online via <http://www.lcab.com.au/index.html>