

# Environment Directorate

## *Taxi Licensing Survey Results*

### *Wheelchair Users*

Survey Results 2007/08

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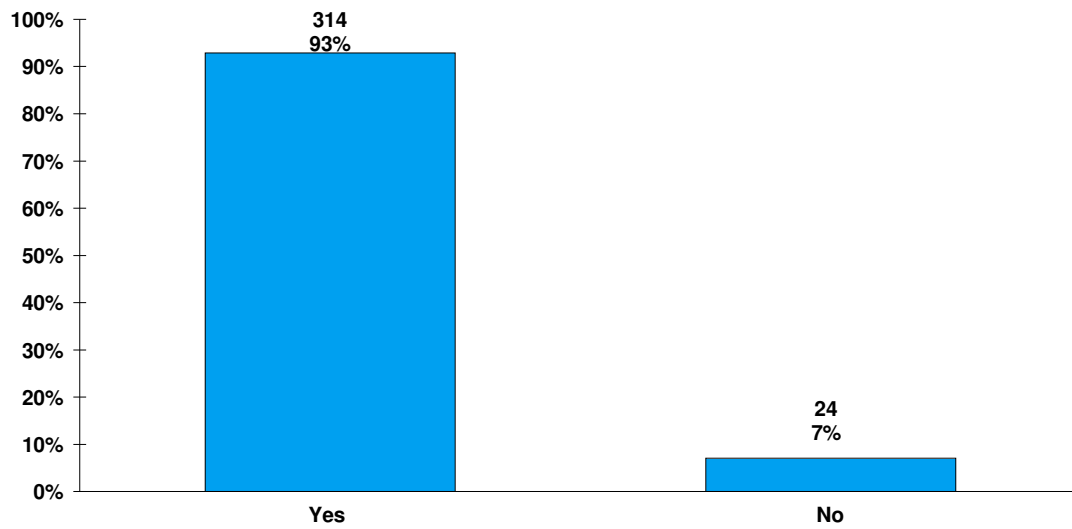
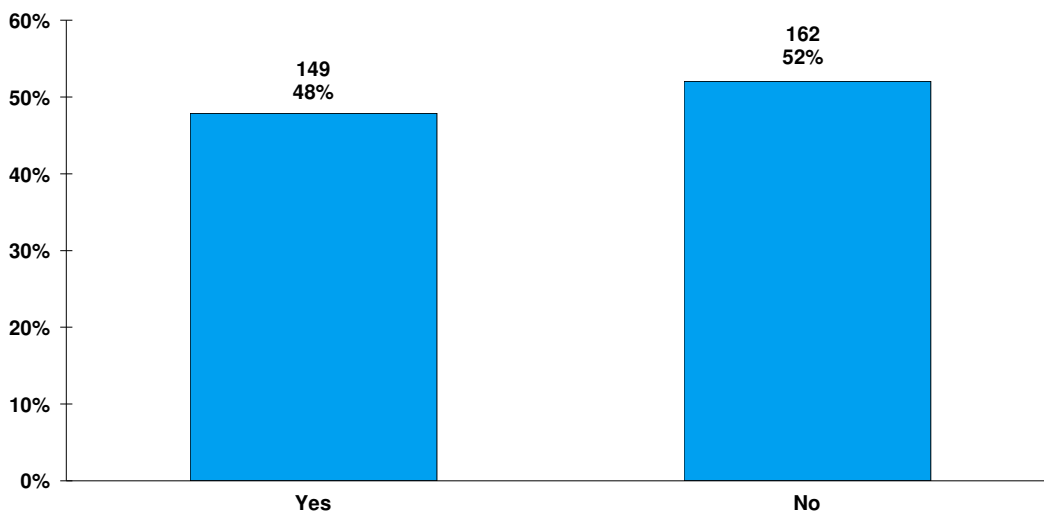
## Taxi Licensing Wheelchair Users Survey Results: 2007/08

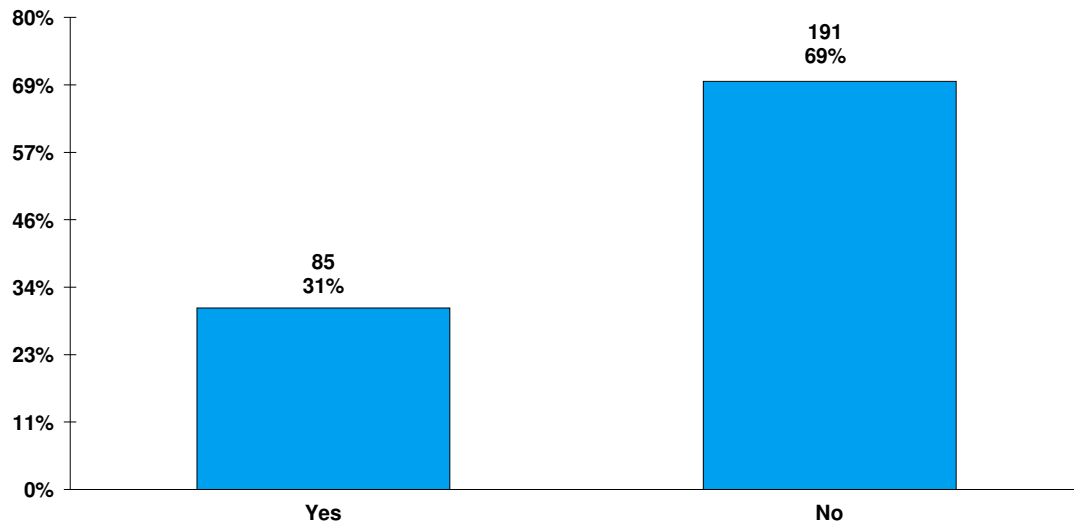
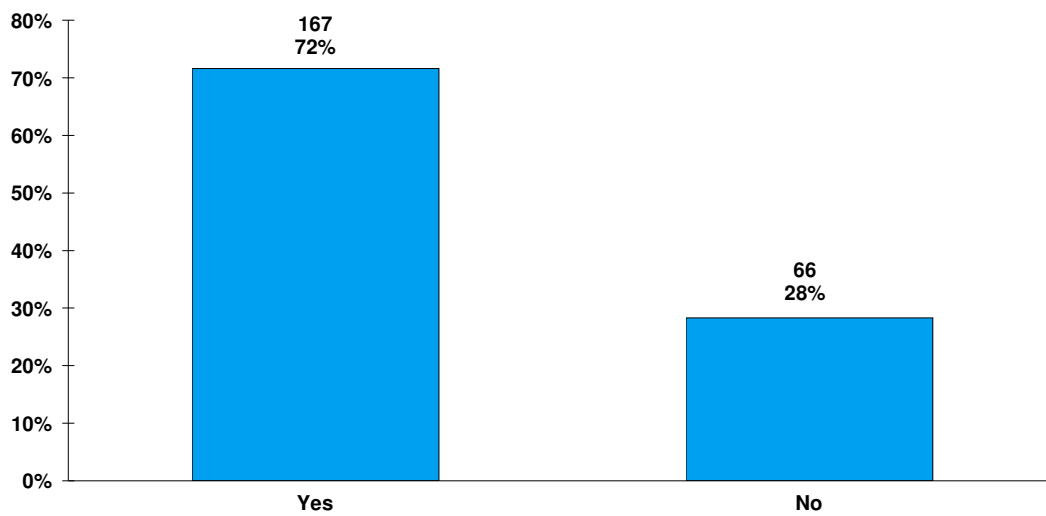
A total of 349 surveys were returned out of a possible 2329 which equates to a 15% return.

The results are as follows:

### Q1. Where in Salford do you live?

<b>Base</b>	337 100.0%
<b>Where in Salford do you live? (If unsure please include y...</b>	
<i>Barton</i>	7 2.1%
<i>Boothstown &amp; Ellenbrook</i>	6 1.8%
<i>Broughton</i>	31 9.2%
<i>Cadishead</i>	7 2.1%
<i>Claremont</i>	21 6.2%
<i>Eccles</i>	59 17.5%
<i>Irlam</i>	16 4.7%
<i>Irwell Riverside</i>	5 1.5%
<i>Kersal</i>	6 1.8%
<i>Langworthy</i>	11 3.3%
<i>Little Hulton</i>	20 5.9%
<i>Ordsall</i>	13 3.9%
<i>Pendlebury</i>	15 4.5%
<i>Swinton North</i>	32 9.5%
<i>Swinton South</i>	22 6.5%
<i>Walkden North</i>	17 5.0%
<i>Walkden South</i>	6 1.8%
<i>Weaste &amp; Seedley</i>	15 4.5%
<i>Winton</i>	12 3.6%
<i>Worsley</i>	16 4.7%

**Q2. Are you a wheelchair user?****Q3. Is a black cab the only taxi suitable for your needs?**

**Q4. Have you experienced any problems ordering a black cab?****Q6. Do you think that Salford City Council should make more black cabs available for hire by removing its policy of restricting the number of licenses it issues for taxis?**

## Taxi Licensing Wheelchair User Survey Results Comments 2007/08

Snap Case No.	Q4. Have you experienced any problems ordering a black cab? If yes what were these?
1	Most days when phoned for a disabled taxi, it is unavailable or waiting time at least 2 - 4 hours.
4	Saltax always say they have no taxis available! When I'm going to precinct with one of my carers if after phoning to order the taxi my partner takes me in the car there are between 20 & 30 taxis at the rank. Saltax will not let you pre-book a taxi. They offer to take you to where you're going but won't let you pre-book a taxi back.
9	If you phone for a black cab on a Sunday you cannot get one and when you phone any time for a driver that takes the travel vouchers very few of them do so you wait a long time.
12	I cannot get up into a clack cab can only use them if fitted with a ramp.
16	They often arrive late and I miss the beginning of meetings and other activities, on one occasion I was not secured and the day centre forwarded a complaint to the company on my behalf.
22	On school runs are unavailable, also when we took a trip to the Trafford Centre the Black cab was not allowed to pick us up from the front of the building at the door it was pouring with rain and we had to go across the car park to get into it outside the orient exit. We were soaked. Taxis in the Trafford Centre had no taxis available or working for disabled. We had to call another company to pick us up and wait till they arrived.
23	We order private hire Blackline who are very good.
24	We can only get a black cab at certain times as from 2 o'clock they do the school run or so we are told when we phone for one.
26	Only disabled cabs
29	Black cabs will not come to Little Hulton my fiancé has electric wheelchair and finds it hard to get in taxi
32	I have early calls for Hospital and Doctor's appointments between 8.30 - 9.30 - school runs so I have to make my own way on my powered wheelchair, wet - cold, windy, not everyone's cup of tea.
36	Mostly use ring & ride
37	There isn't always a cab available.
39	Do not usually use taxis
40	Don't know any of black cab phone numbers.
42	Child has disabilities and is 3yrs old. We have our own transport so the taxi service has never been used.
43	I have never ordered a black cab I use local company's.
49	I only use Saltax taxis only and find very good service.
52	Precise dates unknown, but the black cabs are not readily available from the firms operating in the Swinton are because they only have a limited number available that can carry wheelchairs and they are used to transport disabled children to special schools making it extremely difficult for adults wishing to reach railway stations before 10.30 am. Only Saltax have a fleet which has been totally adapted to carry wheelchairs as far as I am aware.
55	Not enough of them! That is why Gent has to go to his centres by SS bus, you never know if the taxi will turn up.
57	I have a private arrangement with one of the Salford registered black cabs, so have no problem. I am unable to leave my wheelchair, so must use a black cab.
59	I don't use black cabs
60	We do not use any taxis
63	During 8.30am to 10am and 2.30pm to 4pm its school contract hours.
65	Problems with private hire companies who charge £15 - £20 per return journey from Monton to Swinton to attend Red Cross day centres.
66	I live in a housing scheme and I am disabled (lost my right leg four years ago) I very rarely use taxis if we do go out at night we use ring and ride to go to concerts as a group.
68	I have found the only wheelchair usable cab is from 'Swinton 1010' taxi firm but they only have one and one insured driver for the vehicle.
69	Couldn't get one when I phoned for one. If I try to pre book one, they always say they can't and I should phone for one in ten mins before I need it. Then most of the time I cannot get one so I miss my hospital appointment, as I cannot get to them. Sometimes it takes 2 or 3 occasions of me phoning before I get an answer. There should be more phone no's
72	/my husband tends to drive me to any functions.

73	A requested wheelchair user, pre-booked black cab arrived, the driver had no metal ramps with him, he told my son he would lift me into his cab if my son would help, my son refused to do this, the driver got upset, refused to call his operator line and my son had to call the company to request another taxi cab with ramps to come to take me to my appointment. Needless to say I was late arriving to my appointments.
82	You can sometimes book a black cab but have had no success in asking to be picked up on return. You have to take a chance on getting home; I have a mobile no which a taxi driver gave me, that is more satisfactory.
83	Drivers who are unhelpful when faced with the extra work or saying their vehicles are not suitable for wheelchair access, as well as bookings being refused due to 'too busy' or no cabs in area.
85	They are not always available.
86	No black cabs avail and when you do get one often the ramp is broken or not in the vehicle.
89	May I point out that my wife cannot be transferred to a vehicle without a chain but it needn't be a black cab, a van with a high roof and ramp at the back is acceptable she has used both. Finding a taxi firm with a suitable vehicle when you want it is a problem.
90	The only problem is the time waiting for a cab to be avail, not possible to book black cab in advance, have to phone when you need one so I find if I have for example Dr's appt I have to phone an hour before appt, because of wait time.
91	Waiting a long time for it or none available, one day waited 5 hours for one to go to Barton Brook Nursing Home. Had my husband for a few hours had to get the bus.
92	I phoned local taxi companies to enquire if they had a black cab type vehicle available. Most firms said they didn't have these cabs. The ones who said yes booked the date and time I needed a cab (Hope Hospital appt) I phoned 2/3 days in advance and was told everything was in order but on the day the cab either didn't arrive or came late. The promised return home cab also wasn't available. This caused me a great deal of stress and it seems the cabs are in use each afternoon to transport children from special education schools.
93	I have found since moving to little Hulton that there are no black cabs operating in the area, the nearest I have found are Bolton/Eccles when trying to hire 1 have been told they will only do long journeys, I have felt very isolated since moving one time I had to pay £15 for a 5 min journey as it came from Eccles, I feel disabled people don't get a fair deal.
95	I cannot get into a black cab because I cannot bend my neck as I have a fixture on the top of my spine. I am also quite tall. I can only get into the front passenger seat of a private taxi after transferring from wheelchair, as long as it is only a normal car not a mini-bus.
98	Regularly not available at certain time of each day due to prior bookings for school runs etc. The same problem occurs with wheelchair accessible private hire vehicles.
100	Not applicable, when needed I use a private company.
101	Problem of being collected by taxi after being brought to a destination.
102	Never had any experience of Black cab
107	We have our own transport so it is not applicable.
108	When 1 needed unavailable ring and ride facilities: notification not very good for booking if you can't go you must ring and state why; a weeks notice is needed for visiting other districts on weekends.
109	Some black cabs have no ramp.
111	Only use wheelchair occasionally
116	I can transfer from wheelchair to front seat in most cars, so I have never ordered a black cab.
118	I am sorry that I don't qualify to answer a lot of the questions as I have a wheelchair but I go where I want with my husband in the car.
121	Not available at times, no offer to accommodate.
122	Can not always get one when I need one.
123	Don't know exact date but when phoning Saltax sometimes they say they have no taxis in the area therefore we can't have one, if this was a normal private hire firm this wouldn't have been the case.
124	We enquired about taxis that take the tickets in place of money that Salford has in operation, but only one taxi firm would take them, so we had to drop that idea.
129	It is particularly difficult getting a taxi to come out to pick me up as they are often unavailable, this can result in waiting long periods of time and cancelling trips out. Even when a cab is booked well in advance one isn't available at the time needed.
131	Have vehicle converted for the use of disabled people unable to walk and have never had need of taxis.
134	Sorry cannot comment about black cabs never having been in one, I am a wheelchair user, support carer takes me out in it 2 hours a week, previous using a walking stick my carer and I was taken to the local shops on the ring & ride bus, or a mini cab, both satisfactory.
135	Never used one.

138	Mantax taxi booked to Piccadilly railway station to catch train to London, booked to arrive at my house at 9.15 - I said I had to catch a train, phoned every ten mins - kept being told it way on way held up in traffic etc, then told to get another taxi as they didn't have one! Managed to get one in time to catch train, neighbours said it turned up later!
141	Have had difficulty returning from home to care home, but husband now has a vehicle with wheelchair access.
142	Don't usually order a black cab.
144	Have not tried to use a taxi.
145	You cannot pre-book a black cab like Saltax and I myself and my disabled daughter has missed going out, and Dr's appointments so many times I think the taxi service is a joke.
147	Some drivers are not so friendly it comes over in their body language, this has happened on a number of occasions which I personally on behalf of my daughter who is the wheelchair user, to be ridiculous if they don't want disabled people using their cabs, perhaps other people would be glad to be of service.
155	Doesn't use Black Cabs use Private taxis - very suitable.
158	Wouldn't know where or who to ring to order a Black Cab.
159	Black Cab drivers are very foul mouthed and swear at the ones on Salford Precinct and aggressive to people.
160	Cannot get a taxi at around 3pm weekdays because we are told taxis are on school runs (black cabs)
161	Late unhelpful drivers, Q3 A Black Cab is more comfortable and more room.
164	Time waiting for availability (average 1 hour) Depending on time of day.
165	Have never tried to order Black Cab in this area.
167	It is very rare in this area.
168	Drivers don't have or want to use ramps, very undignified methods by drivers of putting me in and out of cab, patchy service late at night, And holiday times from grandsons house in Pendlebury.
169	Do not order them as they are too dear; use Ring and Ride sometimes or private hire.
172	Whenever I have phoned for a Black Cab they have either got none in the area or none at all.
175	There is never a black cab avail for order, there is no room for anybody else in the black cab it is a big pram, double the size of a wheelchair, Private Taxis don't have the space in the boot for it or a proper seating equip. I have to order a minibus in return this means it is double the fair, there is no help from the drivers, child cannot be left on his own he is completely dependant **
178	I have only ever used a Black Cab once - years ago.
179	Up to this date I have not had cause to use a Black Cab; however I can see a time when I will have to, I am in a motorised wheelchair so I need to get straight into the taxi, so it would have to be wheelchair accessible. I have to date not made enquiries as to how easy I would be able to obtain one.
183	Husband only able to use black cabs and they are not easily identifiable when ordering by telephone.
186	Availability when needed, especially at short notice
190	Always use private hire
196	The black cabs I used to use wait around Eccles bus station, I don't use them anymore as I don't feel safe getting in them, my wheelchair goes forwards and backwards - they make me panic. I now use a wheelchair accessible mini bus and have no problems anymore
200	Mrs Tissington is unable to complete the survey form as she is 90years old and suffers from dementia problems
201	Switch board operators asking, when will you be returning home? As there policy is 'if we take you we bring you back', which is not always convenient for service users, Saltax is the only firm of black cabs in this area.
202	I have tried to pre-book black cabs with Saltax told not possible fri-sun, whenever I was able to book a cab I was told there was no guarantee of getting home, therefore there was no point in making the journey at all. Saltax were not the only company who said they could not guarantee a cab for the return journey. Although other companies said they would try there best, a wheelchair user ca
204	Don't use black cabs
207	I have been told to apply for a bus pass, but want to know about vehicles that take electric wheelchairs
210	I do not hire black cabs as the cab I use is Black Line Swan and as they all come and I use them for years and cab ok
212	I don't use any kind of taxi. Too disabled
213	Sometimes when they come, they don't have a ramp to push my wheelchair in. Also some taxi drivers are unhelpful, they just sit in their cab with no offer of help and they forget to stop at red lights which scare me so much.

214	I have not been using taxis, as we have used our own car, but at the moment we haven't got a car, but haven't used a taxi. I use a 3 wheel walking aid more than a wheelchair
217	As soon as you explain you have a wheelchair suddenly there is no suitable cabs available or the waiting time is too long, often no help is given as it seems to be 'not part of the job' I have found a motability vehicle a cheaper and more efficient mode of transport
218	When phoned for one, excuses are given that none is available, or there is a long wait, especially by one firm, I do have a personal contact number for a friend who has one and when he can he helps. Also I have spoken to our members re: this issue on black cabs. Also we should be asking the private sector to have some of the transit or MPV vehicles that they use today be adapted to take who
220	We have a car up to now
222	Sometimes there are none available and if I manage to obtain a black cab on an outward journey, I cannot order a timed return journey and I cannot order a hire car because electric wheelchairs do not fold
225	Since being in a wheelchair I have not used the taxi service, therefore I do not feel I can comment on the taxi service in Salford
226	I don't order black cabs
227	Unavailability due to school runs or other contracts. They are reluctant to take short journeys
228	I don't use taxis and PHVs and I have an electric buggy - I should think getting along the pavements is so much more hazardous than getting a taxi, this is due to the fact that where I live, they have not been improved for wheelchair users
231	I live in a nursing home and black cabs are very reluctant to attend even for visits to hospitals if they do come the drivers are very unhelpful, will not push wheelchairs up the ramps etc.
232	None available at night
233	The ramps are not always steady and sometimes they don't have any
234	Some drivers refuse to take me, or say not available when I ring for a black cab
236	Find them hard to get in and out of
240	In the past no problem, but have not had the need to order one in recent years due to disability
241	Unavailable due to school runs. Reluctant to take fare for short journeys
245	Don't get taxis have a car
248	No availability due to other contracts i.e. 'school runs'. Refused short distances i.e. to hospital for OPD appointments
249	Unable to collect due to school runs. Not wanting a short journey
250	Been told could not pre book as didn't know if one with wheelchair access be available. Also can't get cabs at certain times of the day as drivers have school transport contracts from Salford education
253	I live in Salford precinct
254	Never use a black cab
256	I don't see many cabs here
258	Don't use at the moment, my wife drives me
262	They don't always come out of the local area. I take my aunt from Swinton Hall Nursing home and can only use a black cab as she cannot get out of her wheelchair, is there any other suitable cabs, also cheaper rates.
267	I live in a nursing home and black cabs don't come if they do come the drivers are very rude, they will not push wheelchairs up the ramp, they pull faces when asked to help.
271	In the past we have had problems ordering black cabs - luckily I can transfer when using my wheelchair, very rarely need to use a cab as have friends/family who take me wherever I need to go
275	We need a black cab that has metal fixed ramp as my husband has a micro scooter. We have found it difficult to find black cabs which enable us to get out and about, we live on station road, Swinton, we had to get a minibus from our house to Manchester Victoria at the cost of £25, and we got a black cab home at the cost of £10. a day out cost £35
276	Taxi companies do not always provide them locally, black cabs will not do short distance travel, do not always have ramps or appropriate safety seat belts or the know how to operate them, to put a wheelchair safely in place
277	My husband still drives me about so I am lucky I don't need a taxi
278	I recently took a black cab to the Trafford centre with my daughter, when we were ready to come home we had to wait an hour and half for one to come available.
282	Don't use taxis I am housebound, use ambulances
284	No ramps or prefer an easier fare
286	Due to the height of my wheelchair no black cab / private hire vehicle is suitable. Do not use taxis
297	From Hope Hospital, waited half an hour, cannot use a bus, only other is my son's car.



298	If you get a taxi cab outside Tesco, there's a problem but sometimes if you phone from home or from the hospital you struggle to get a cab, it seems to me that they please themselves. Private hire cabs are easier to get from anywhere.
299	Trying to get a black cab to your home is difficult, they are usually not available
302	Not always available or a long wait
305	My wife who cannot read, write or speak and is paralysed down her right side over 70 years old and I take her everywhere in my car with wheel chair in boot. We would have no difficulty using a black cab but not a private hire, we would have great difficulty paying and could not be able to use more than once a week.
307	Although some taxi firms have taxis with wheelchair access, they are not always available when required i.e. weekends during the day and evenings
309	Sometimes when I have been going to the doctors or social events you cannot pre book a black cab and have to use a normal car which I find difficult to access
313	Didn't advertise for wheelchair users
315	Do not use black cabs, I use 793 1010 a safer for females company, but I can use any taxi company
317	Sorry but before seeing this we were unaware what taxi we could use for a wheelchair user
318	None available when I phone, especially after 9/10pm
319	None available at times required due to school run
321	To the airport with wheelchair and family luggage
322	Thank you for the above information, so far I have not used any taxis for transportation to hospital
326	Usually only use private hire
327	Not advertised enough
328	Have not used a taxi since my stroke
331	To book at key periods is very difficult
333	We have a contract with a converted black cabs otherwise we would not be able to access transport
334	Yes difficult to arrange in Swinton to anywhere
335	Cannot get black cab school pick up and drop off times. 8am - 10am, 3pm - 4.30pm which limits me for my appointments and days out
337	They will not come to the front door to pick up I can only get one on a return trip home (i.e. Bolton centre) (Hope hospital) then it seems too much trouble to expect help from the driver
338	Struggle to get one after 3pm, which sometime means I can not attend appointment or restricts my days out.
339	No black cabs in my area
341	After tea many problems come up either no taxis working at all or you are told on school runs. You cant pre book over the phone you have to phone when you want it so you can't plan anything in advance, I personally think that Black cabs are anywhere near acceptable the only place you can get a black cab is either at Eccles/Salford precinct even then you have to queue and get no priority.

Snap Case No.	Q5. We are reviewing the locations and provisions of taxi ranks across the city as many of existing ranks are in places where are no longer used. In order to make taxis more accessible to the public can you please identify where you think taxi ranks should be?
1	Swinton, Pendlebury, Clifton
4	Swinton precinct, new taxi ranks should be made available through out Salford and a number of taxis are licensed to a number of ranks to take them away from Salford precinct and spread them out around Salford.
8	Monton
9	On super market car parks and hospital grounds.
12	Only use taxi to and from airport.
13	Eccles
15	Ours are fine, Salford precinct near Tesco handy for all.
16	Near all main shopping areas, supermarkets etc.
18	Where they are now on Shopping precincts, Outside railway stations and Bus stations.
21	Liverpool Road, Eccles
26	Chorley Road, Swinton
31	Outside Bingo, Baths and Leisure Centres
32	That's ok after 9.30am
40	No ranks any where in Walkden (or Black Cabs)
43	I think there should be a rank at each shopping precinct i.e. Walkden, Swinton, Salford and Manchester
45	Hope and Salford Royal Hospital, Salford Precinct

46	The taxi rank provision at Hope Hosp is very much required, but hardly ever appears to be used.
50	Within a shopping centre
51	Shopping precinct at Swinton
52	I think indentations should be made across the wide paved area in front of the banks on Chorley Rd, Swinton, opposite the Civic Centre, so that taxis carrying disabled passengers could stop closest to the establishment they are visiting.
53	Town Centre outside civic centre, local supermarkets
54	Racecourse Car Park, Lower Kersal Social Club Kersal
55	Hospitals, Shopping Centres, Clinics
58	Salford Precinct
59	I don't know
60	Monton
61	Near supermarkets, near hospitals and health centres.
62	Never use taxi ranks
63	Civic Centre in Swinton, Salford Precinct
64	In Walkden precinct, Elsmere Centre Walkden
68	My daughter organises a taxi when we need to go for appointments e.g. Hospital, Dentist, and Opticians. They pick us up and take us from A to B and back '1010' are very good and helpful.
73	At designated ranks where the public can easily access the taxi, e.g. shopping centres, maybe at hospitals or large medical clinics would help the elderly.
75	Salford Quays
83	Shopping centres in general, additional ranks at places such as the shopping city instead of just one.
85	Hope Hospital
86	Ellesmere Centre Walkden
88	In Cadishead they are mainly private hire.
90	Not aware where taxi ranks are now.
91	In Peel Green somewhere.
92	Close to the entrance of Hope Hospital
93	Walkden or somewhere nearer Little Hulton
95	I don't use taxi ranks so am unable to answer question.
99	Salford Quays, RMCH
102	Not having ever used one. I would not give my opinion on Black cab.
104	Existing taxi rank fine.
110	Supermarkets, precincts, hospitals
111	Daughter takes me about in her car so don't use black cabs at all.
112	Salford Precinct, Eccles Precinct, Sainsbury's Regent Road
113	Wheelchair people carriers must be in every town.
114	All main public places.
115	Any suitable busy places.
120	Fine here at Morrisons
122	Peel Green
123	The one at Salford precinct is good, maybe one in Swinton town centre now.
124	I think we are luck in Salford as there are plenty of taxi ranks.
125	Access near the shops not near bus stops.
126	Liverpool Street Langworthy.
132	Netto - private cars should have this.
135	Bolton Road Clifton, Manchester Road Pendlebury.
136	Salford City Shopping Centre, Near to Salford Markets as the nearest rank is outside the Post Office & Tesco.
145	Outside hospitals.
147	I personally always phone for a cab.
148	Train Stations, Supermarkets, Retail Parks
156	Town Centres and Shopping Centres.
158	In the area I live it would be difficult to pin point a suitable place for a taxi rank.
161	A taxi rank at the market end of Salford Precinct would be good, the one opposite is never used by taxis, the taxi rank at the Tesco end can be held up for traffic coming off the roundabout, especially when taxis park on the roundabout causing an ***
162	Sainsbury's at Salford
163	Tesco as is now.
164	At Shopping outlets etc.
167	Albert Square, St Ann's Square

168	Ordsall, Salford Quays, Salford Station, Gerald Road near University Residences.
169	More in Eccles.
170	In Singleton Rd lay-by near corner of Bury Old Road.
172	In Eccles where they are now is a suitable place.
175	It's not the fact of where they are placed as you can order one if you know the no, it's the access to get in them.
177	Although I do not use Black Cabs I think ranks at Salford Shopping Centre and Eccles are suitable.
185	Shopping Centres, Local Hospital.
186	Have always gone home in pre-booked both ways
187	Higher Broughton and Cheetham Hill
191	I don't know as I very rarely use taxi services
194	Cab ok
195	Irlams o'th height near shopping giant
198	Shopping centre ellesmere
201	Maybe a black cab rank would be useful around Salford Royal Hospital
202	Shopping centres, train stations, bus stations etc
204	Near to shops/supermarkets
206	Bus stations - Rail stations shopping centres
208	In busy areas where you shop and you have not got a car
213	Area at supermarkets
217	Any area where there is frequent pedestrian traffic, around shopping areas, theatres etc. I would imagine having any other locations like bus stops a parking and waiting problem and not cost efficient to the driver.
218	Within all major shopping retail developments i.e.: Tesco, Morrisons, West One, more on the main road placed at strategic intervals. We should put this in our policies on new developments where it involves retail services that taxi rank plus a feeder rank who
220	We have a car up to now
222	As explained in Q4, I need to be able to guarantee both outward and inward journeys at the same time
225	I live in the Monton area of Eccles, I think a taxi rank should be accessible on canal bank neat Dr surgery or Monton green
226	Shopping centres
229	Shopping centres and busy public areas
230	Taxi ordered mainly from home
232	Around shopping centres and town centres
233	Its ok in Salford shopping centre but I think you should be able to flag one down
234	Monton green roundabout
237	I don't use taxis very often so I wouldn't know
238	Swinton centre
239	Swinton centre
242	Don't know
245	In places that wheelchairs can get into easy
246	No views
247	Little Hulton precinct, Walkden
250	One in Irlam
251	Only order by phone
252	I don't use Radio Cars
253	There should be a proper taxi rank in Salford
256	Ordsall precinct off Phoebe Street and Robert Hall Street
261	Near shopping precincts
262	Surgeries, main shopping areas, doctors, dentists etc hairdressers, garden centres, libraries, nursing homes and reduced rate for the elderly
263	Close to shopping centres, superstores and sights of interests
265	Close to bus stations and supermarkets near doctors surgeries and hospitals
266	Eccles black cabs are ok, close to Morrisons store
268	Shopping centres, train stations etc
271	Swinton, Irlam o'th height
272	Shopping centres, Hospitals, Health centre, Doctors
273	Manchester Road, Clifton
274	Outside Tesco store at Walkden North as we don't have black cabs in Walkden
275	In Swinton I would suggest somewhere near the civic centre across from the shopping centre
276	In the city and towns (precincts) Swinton

279	Near Swinton shopping centre
284	Near bus stations
285	Only use taxis in dire straits
287	Close to shops, hospitals, doctor's surgeries, libraries, supermarkets, out of city areas.
288	Shopping centres/ precincts etc
292	Close to shops, close to hospitals
295	Consideration needs to be given regarding access for wheelchairs users - such as height of kerbs etc
296	Don't use a taxi other than my daughter for school, transport
297	On Brookhouse estate
299	The height & Swinton
302	Hospitals, shops, banks, doctors, dentists
303	Do not use any form of taxi - use own transport. My daughter uses a private hire vehicle on her return home from school - no concerns
305	I can not really comment I am unable to use them. I should think the black cab drivers of many years should know its there living you don't earn money on a vacant lot
307	In well lit areas with ramps for wheelchair access near to shopping facilities
308	The rank at Salford precinct is unsuitable, wheelchair users would prefer to shelter if its raining whilst waiting for a cab
309	Local areas
312	Where are they?
314	As far as I am aware black cabs are not based anywhere in Walkden
317	Outside shopping centres, supermarkets. Should also be able to phone and book
318	Just depends
325	Outside shopping precincts and health centres
326	Cannot say on this matter
327	Nearer to supermarket or social activity places
331	In Swinton
333	Outside main shopping areas
334	One in each town centre
335	Trafford centre
337	Walkden centre, Little Hulton precinct
338	Trafford centre
341	Firstly if there are black cabs lying idle I cannot comprehend why a black cab is not available, I believe in looking into that as well as pre-booking enabling people like myself to make proper plans to go out knowing they can get you home in the day and night
343	Near Shops and bus stops
345	I am a wheelchair users, when me and my daughter do the shopping on Salford precinct we have to wait for one, so it would be nicer if they were closer to home
349	Many of us have family - at cemeteries, Taxi rank near or in these places would be excellent, No transport, to or from or even near these places.

Snap Case No.	Q6. We are reviewing the locations and provisions of taxi ranks across the city as many of existing ranks are in places where are no longer used. In order to make taxis more accessible to the public can you please identify where you think taxi ranks should be? Reason:
1	If the restriction does not work, maybe other measures will, to help get a disabled taxi
4	They are too choosy about the work they take if there were more taxis they'd accept more jobs away from Salford precinct. They do a lot of contract work which reduces the number of taxis in school terms.
8	Black cabs are safer
9	There are very few cabs in the Eccles area and find yourself waiting a long time, especially at school times when a lot of drivers do the school run.
12	Not concerned.
13	More disabled people about.
14	A lot of black cabs do school runs; it's very hard to get a black cab in the morning.
15	Seems to be plenty about with the no you have.
16	More cabs could mean more punctuality.
18	Perfectly happy with the service as things are.
21	There are plenty of taxis
22	Because we often have to wait longer when we ring to hire a taxi.
32	There could be the odd one not on school runs.
37	Black cabs should not be restricted, as private hire cars are not

43	I use local companies and if there where rules in place for these drivers they would not get away with what they do, think you should look into local taxi company ranks.
46	Not enough black cabs.
50	Because even though there are more private hire vehicles on the roads, it is sometimes very hard to get one, where as a black cab would be more accessible if available.
51	There are enough black cabs available in the area.
52	See Q4 I feel it is important for all wheelchair users to have the black cab service avail any time of day.
53	Better standard of vehicle than private hire, feel safer.
54	More disabled people about.
55	There are not enough taxis with wheelchair ramp access, or hoist access.
58	Not a lot of private hire works of a night, plus black cabs are more secure.
61	Black cabs are under better control than private hire taxis.
62	I use a private black cab so cannot comment.
63	See Q4
64	Because it is accessible for people to get one when they need one.
65	Whether Black Cabs or Private Hire - they should be properly regulated to protect the public.
68	There are not enough wheelchair friendly cabs.
69	So taxis are more readily avail for hire, especially when phoning for one and especially at school times as a lot of taxis do school runs so it is even more difficult to get a taxi at those times.
70	One rank is not enough.
73	A black taxi is large enough to accommodate someone with disabilities, chaperones, large amounts of shopping & unusual purchased items.
75	They should also be part of private hire fleets.
83	Unrestricted could mean standards drop, better to limit and enforce the disability standards upon a certain number of cabs.
85	They are not always available
86	Because it is not easy to access the use of a black cab.
90	During the afternoon all avail cabs are busy on the school run. I am aware I can go places and because between 2.30 to 4.30pm there's not a cab to be found.
91	Should be more done for disabled we are don't have cars.
92	There always seems to be wheelchair bound patients waiting in hosp area, they seem to take over any cab delivering a wheelchair patient.
97	Because you could soon lose track of vehicles the more you have or other people could be phonies and pretend they are genuine council taxi drivers.
98	Obvious shortage of wheelchair accessible black cabs.
99	More black cabs and less minicab - they drive poorly!
101	During certain hours of the day, it can be difficult to hire a black cab. I.e. during school hours.
106	Because private hire are cheaper.
110	Accessibility for all to reduce waiting times.
112	Some are needed at Sainsbury's regent road
113	So they may get different cabs that hold wheelchairs with people in them.
114	As a wheelchair user, it is much better not having to get out of the wheelchair and black cabs offer that service.
116	There are plenty of private hire taxi firms I prefer to use them.
124	We have plenty of black cabs in and around Salford
125	Black cabs are bigger and easier for a disabled customer, but that doesn't mean they need to be more expensive.
126	I have no problem getting a black cab.
129	Because there seems to be an acute shortage.
132	Black cabs its £3 before you start off, I think private taxis are pulled all the time this is not fair on them, Black cabs get away with a lot just because the police use there cabs, and the staff off them are disgusting ***
135	Disabled people with no means would need them.
138	Was not aware there was a limit on the number of licences.
147	Sometimes we can wait up to half hour sometimes longer.
148	Just think that more black cabs needed.
151	Long waits for cabs for appointments
156	For punctuality on travel.
160	Cannot get a taxi at around 3pm weekdays because we are told taxis are on school runs (black cabs)
161	This may create competition with the other rip off taxis on the road.
162	Waiting times would not be so long

164	Not enough availability to cover Salford totally, I believe only two ranks i.e. - Eccles and Salford Precinct.
167	Not normal taxis but Black Cabs there should be more.
168	No but drivers should have to work more anti social hours, too many on ranks during day not enough at night.
170	Not enough ranks
172	If there was less Black Cabs what is a wheelchair user going to use to go home, that's if they can get one at all.
175	Should be more accessible to pick up from a specific place, you are then only certain areas; it would make things so much easier.
176	Not used
177	Might provide extra jobs.
182	I don't use black cabs
185	In case of high demand, e.g. bad weather on any day.
186	Population is getting older - with the advent of different mobility chairs etc. More people are able to access the outside and lead a more independent and rewarding life
187	Good service if more cabs
191	Again, I don't know
194	If my son travel he has to have an escort with him
196	Doesn't apply to me anymore
197	Too few at times
202	No sure about policies if shortage of black cabs is fault of Salford city council then yes there should be more available, I feel that drivers need more training regards moving, handling, clamping in particular
204	Don't use black cabs
206	Traffic problems, congested roads
208	Because they are easy choice of transport
217	I feel that the standards currently maintained by the cabs would slip further, the threat of loosing a licence and therefore a livelihood maintains these standards.
218	This would eliminate the shortlist and also it might help in booking one, for many years the SDM has been saying this
220	We have a car up to now
227	Availability
229	To provide more black cabs which have easier access into them.
232	Not enough in Eccles at night
233	It would be easier to get one
234	Because it wont make them more disabled friendly
241	More availability
242	Not seen any
246	Current system is adequate
247	More taxis, less waiting time
248	More availability
249	More availability
250	Surely the more taxis available the easier it would be to pre book. Not all of them would have contracts with Salford education, surely? which would make more availability or the public to book
253	Not enough in Salford
261	Black cabs, if available, easier for access even without wheelchair, for person with severe walking problems.
262	If there were more suitable black cabs, it would benefit all ages, young mums and dads with pushchairs and wheelchair users.
266	Seems plenty in Eccles
271	Because I know people who are wheelchair users and can't transfer find it hard to get taxis at the time they want.
274	Too expensive to use
275	The need for those with easy access for disability of every type buggy access, the buses provide so why not cab companies
279	Standards will drop as cut price competition gets hold
284	More accessible taxi availability
285	Can only get one when you phone for private hire
287	So that they will be available in more areas.
293	Because when its cold and wet, more people use taxis for short journeys rather than waiting for a bus and this leaves people like me waiting for a long time
295	Not sure unaware of present availability

299	It would make it more accessible
302	Because they are more accessible than private hire vehicles
305	It is easier for older people to get into than private cars, also better for single young people, there is more safety, and A black cab is identifiable.
306	More people using taxis due to public transport being so poor
307	Black cabs are more expensive than private hire companies and when you are on a restricted budget this can prove to be too much
312	Cannot use other transport only my car, my husband is not always able to get me in the car.
314	Though I appreciate there may be demand during the week
316	Black cabs have more room - passenger and luggage wise
317	It needs to be policed for safety reasons i.e. public and vehicles
318	Some cabs I believe do not carry radios
319	Easy access at peak times
327	More secure/ feels safer being higher up most taxis/private hire are too low for the elderly
333	Not unless you were prepared to licence converted black cabs
335	The availability would be much greater for myself and many other disabled people

Snap Case No.	Q7. If you have any other comments to make about taxi services in Salford please enter them below:
1	More information is needed to find where to get a disabled taxi from. A special telephone guide is a good idea.
3	Never had any problems with ordering a taxi over the phone
4	Reasons they use for not sending a taxi is none available, none in your area, doing a change over, busy doing contract work, can't get in touch with anybody.
7	I do not use the Black car service only a private hire cab from my house.
10	There is plenty who provide higher cabs which are obliging.
14	The taxi service in Salford is very good.
17	We only use private hire cabs - quite satisfactory
18	I find Saltax cabs and drivers very courteous and helpful. I am unable to use public transport so I use Saltax regularly. ps. why isn't Pendleton on the reverse?
21	I have found New Lyle great with my daughter and her wheel chair, always help.
23	Gent does not use black cab he uses private hire from Blackline who are very good with him and know not to drop him off anywhere but his home as he has amnesia and doesn't know where he lives.
26	Lynch taxi are disabled taxi they have only 1 that takes wheelchairs and you can never book it and that is why we would like black cabs.
28	Just moved in area.
32	Well a bus is also a form of taxi. Can't get on one for disable powered wheelchair users, for the amount of prams, blocking disabled area.
40	I Don't have a problem with private hire cars; never have to wait long for one.
43	To name a few problems, The taxis all have their own individual pricing depending on driver, some of the taxis are filthy, and some of the taxis that are local are known to proposition the females using the taxis.
46	There appears to be a huge lack of enforcement action by Salford City Council Officers. This is in respect of both HC & BC vehicles. Many of the vehicles are filthy and many in a very poor and run down condition. *Please do something about it*
50	Majority of PH cabs will not come into Broughton because of vandals & jobs which I understand is not their fault, but black cabs will, so I think maybe we should have more black cabs.
53	Private Hire - I have experienced excessive speeds on many occasions.
55	When ordering these taxis you have to give a day or two notice if you have a hospital, dental etc appointment. Then if you are lucky a long wait to get home which makes it a long procedure. More cabs are the answer with wheelchair access.
58	Private hire down lower broughton scarce on weekends.
59	I use Mainline taxis or Swan and they are both very helpful to me.
63	Standards vary greatly depending on the driver Saltax drivers especially can vary, one or two are ok, Many more do not offer much help and anchoring chair etc. Some wheelchairs (my sons included) are too long to fit front to back can only be accommodated sideways. Independent black cabs are more willing to help and are friendlier.
64	We have 5050 Radio cabs, Metro Swinton cabs come to Walkden Precinct for people.
68	Many taxi drivers do not help me when I use the taxi sometimes I use my walking frame, and they sit in the driving seat and leave me to cope only for my daughter being with me I don't know how I would manage.

69	I think that if it is a disabled/wheelchair user getting a taxi that the taxi fares should be cheaper than it is for a normal taxi fare. Also I only know 1 no for a black cab and there should be more as sometimes I have to ring 2 or 3 before get an answer.
73	I use another type of taxi service now, which is an adapted van with an electrical platform; I am very pleased with their service & feel very safe as I am locked into place in my wheelchair.
83	It is time that Salford did a mystery shopper.
86	You are unable to access black cabs at present when you are wheelchair bound black cabs are easier to access so why are they not available in this area.
87	If I need a taxi I get a private hire with wheelchair access.
89	No complaints about the normal private hire.
90	There is only one black cab firm in Salford.
91	And getting on the bus is dreadful and you cannot get on for all the school children.
92	Two of the cabs I did manage to get were old and banged alarmingly and I doubt they were roadworthy. Use Saltax and their cabs are pretty good.
95	I use one taxi firm and they ring me when they are outside my house. I am very satisfied at the present time.
98	Private hire are freely available for all able-bodied and reasonable in price in Eccles area, but more need to be provided for wheelchair users. I have never been able to get a black cab (wheelchair accessible) when I have wanted one, not even to pre-book on the phone.
99	Black cab drivers don't always use ramps. They tip the wheelchair backwards.
102	I happen to use Lynch Taxi service as they seem to be the only service to take my cheaper fare tickets from Manchester Transport and I find them quite good.
105	I am a wheelchair user with a XXXL chair. I find it a problem to get in to a Black cab as I feel your cabs don't cater for my needs.
106	Taxi drivers should not make in their cabs.
110	Charged extra to carry wheelchairs!!
112	I am a double amputee age 86; I find Salford taxi & Eccles taxi reliable, honest and very helpful. I don't act my age and go out and about 7 days a week.
113	We need chair carrying taxis so people can ride sat in their chair in the cab.
123	Just that black cabs/wheelchair accessible vehicles should be easier to access from home in this day and age.
125	Sometimes hiring ordinary taxis if you have a wheelchair the driver doesn't want to help you. I have limited mobility but could not go in a taxi alone with my chair because I cannot pick the chair up to get in it or out of the taxis, some drivers do, especially ones that have got to know me using the local taxis company.
126	When I phone for a black cab I always tell them it's for a wheelchair user so they always make sure they've got a ramp with them.
133	I have only just been issued with a wheelchair, and consequently have not yet had the occasion to require a taxi, so therefore I am unable to offer an opinion, if you could request details in about 12 months time, I maybe able to reply fully.
139	Not a taxi user and now resident in a care home.
144	Some drivers drink heavily - then go out early next morning to drive, presumably the previous nights alcohol is still in their bloodstream.
145	The taxis available in Winton are rubbish.
147	When I get a driver who doesn't mind getting out of the cab to push my daughter inside the cab it makes my day, Some drivers are a joy, I really appreciate their help. Thank you.
152	My father has a wheelchair, but I am his & my mum's carer and have a car. So therefore they don't use black cabs. What I can say is when we are on Salford Precinct there are loads of Black cabs & the drivers appear very helpful when dealing with wheelchair users.
161	Although I have only had one bad experience with a taxi driver, I drive my own car thru mobility, now I would never recommend anyone uses a taxi, the drivers are not helpful and they are too expensive, always late and unreliable.
162	As I am on Dialysis 3 times a week & husband is in a Care Home, I would not have the time to amend any meetings.
165	I have not experienced any problems, but would have to specify a large boot to carry a wheelchair, I use taxis rarely.
168	Limit number of cabs allowed to park nr Salford Precinct. They cause obstruction and overflow outside subway and round the roundabout.
169	Too dear, they charge more than private hire.
172	I have had one bad experience with a Black Cab all the others when I have used them have been helpful. What I don't know is the price for a Black Cab is it the same for an abled body only myself feel they add just that bit more.



175	There should be a certain no of taxis designed for disabled people, ramps that pull down, safety belts or security put in place to protect a wheelchair user in case of an accident. A guide for drivers to read & understand the needs & help a disabled person would need. The council/govt go on about equal opportunity for the disabled. In every effort I have done for my son to make this happen, there is no such thing as everything is virtually impossible. The council/govt doing nothing to make equal opportunities or I wouldn't keep hitting a brick wall.
177	We have always used the same small Private Hire taxi firm for the past 10 yrs, we have had excellent service from them, both in turning up and my wife has never had to put the wheelchair in the boot of the car herself. I might add that this taxi firm is one of the cheapest in the area.
185	Black Cab drivers always provide excellent service, last year between May - November 2007, local post office was closed, so was using Black Cab to collect pension weekly. Driver always waited so was able to return home safely.
188	I regret that I can not comment as my wife has a mobility vehicle and scooter, she can only leave her home if I accompany her. My personal use of taxis is fair to say, the drivers are willing and polite, I have had no bad experiences, I do not know if a taxi rank is situate at Salford Quays but presume it would be a good location
196	I am fortunate in Winton to have an excellent taxi service who have improved greatly by getting 3 wheelchair accessible mini buses - I never have a problem getting one of these buses any time of day and night
197	The cost, a lot of money fro a short supply trip
201	Taxi drivers in Salford are usually 90% helpful to wheelchair users, I have not found any fault with the drivers in the past, I have found that some are not equipped for power wheel chair users, I am one
202	It is difficult to hire a black cab between the hours of 8.30 - 9.30 and 3pm - 4pm as many drivers have contracts for school runs and day centres. It is also more expensive to hire wheelchair accessible cabs than it is for able bodied people
204	No problems with private hire taxis, would like to see better disabled facilities for rail/bus travel
207	I was using PACT till they let me down, I now have my own transport
209	Private hire firm are good, will take me alone in a wheelchair; I am 90 years of age. swan
210	All come on time and I deal with them for years, both my son and I will
217	I would like to see more controls over private hire vehicles whose ideas of access to services seems rather patchy to say the least
218	Most drivers are decent blokes, but again some of them don't like dropping the ramp when needed also the restraining traps that should be used at all times. It all boils down to time and money not customer satisfaction, all drivers and firms should have disability awareness training as part of receiving their plate, this goes for the private sector too.
222	Black cabs for hire will drive past you if they are aware of the wheelchair
229	It is a struggle to obtain a taxi mainly in the evenings and weekends, more taxis may assist this problem.
231	More private hire firms should have wheelchair friendly cabs
233	When it's an account job the drivers are Fantastic and have nor problems, when its not the drivers can be horrible.
234	Because of the way I have been treated in the past, I have now engaged the services of a private hire minibus which has been adapted for wheelchair use. The company is very amenable and obliging and have not let me down at all. Nothing is too much trouble for them.
236	Do not find the drivers helpful I have difficulties getting in and out of them with a walking stick. So I stick with the local taxi hire company.
242	normally get help from the family
245	When we used normal taxis before we had to ask them would a wheelchair fit in it.
246	Not enough providers accept disabled vouchers - not enough information to users. Otherwise happy with the service I receive from local cabs
250	SCC should definately remove the policy of restricting licences of black cabs
251	All drivers seem most helpful
255	I have had difficulty filling in this form in because I am house bound and when I do manage to get out my daughter takes me by car, sorry I cant be more help.
256	Taxis run pretty regular in Ordsall
258	Don't use them at present, my wife drives them
261	Waiting time at Walkden, outside Tesco can be long especially for people with standing/walking difficulties, for such a long time (up to 1hr)
262	Just more of them and reassurance that you are not getting in a bogus cab, it is very scary, as you can never be sure what's legitimate.
266	Lyle taxis have a good system, i.e. they phone for you to come out of the house
267	More private hire firms should have disabled access cabs

269	I use private hire drivers they are more helpful - mainline
271	Feel taxi firms should not be able to say they are coming at a specific time and then not turn up till much later, often after you ring again once or twice
274	Don't use black cabs only use radio cars and they are very good
275	I would also make sure that all seats are working plus the restrainers belts which are to use for the safety of wheelchairs/scooters or buggies, otherwise you are rolling about like a loose cannon. This service is done in Plymouth, each time we travel whilst there.
276	They are more expensive, they should be the same price as local cab companies more available.
278	I think there should be anchor points in black cabs to make wheelchairs more secure, on the journey in Q4 the driver went so fast round corners that my daughter had to hold onto my chair to stop me being flung about.
295	Rarely use taxi services (black cabs) - since becoming a wheelchair user have not used them
300	We have not needed to use taxis during the last 12 months as we have only been out with our daughter in her car, maybe we will be able to get out more often, then a taxi or ring or ride would be required.
305	As I have said I don't use them with our life style and cost prohibits it but with people moving to other areas (we lived in a great community in Langworthy destroyed by the council) 1 to 2 thousand gone, so you need to find them and put your taxi there.
306	Drivers very helpful and its door to door service
308	I think all black cabs should be able to carry wheelchair users
317	Taxi services need to publicise more so that wheelchair users are aware they can actually book a suitable taxi for there needs.
318	Good when you can get one
322	My wife and I are both disabled and cannot use taxis because, no facilities of wheel chair safety, taxi drivers do not assist in helping us from home to taxi, there should be 2 drivers for above assistance
324	I have not been able to travel due to a bad fall, with 3 fractures to my right leg as well as being disabled, would like to travel and use a taxi, never used one, thank you for considering the disabled
325	I find existing taxi drivers useful
327	People need to be aware of the ability or of the obligation of the driver with regards to how they can help, should they help? Or is it down to the individual driver.
328	No comments as yet
330	Sorry I can not be of more assistance but my husband has only just been issued with an invalid chair and has not yet started using it.
334	My carers just tend to ring a regular taxi driver
335	We have a huge problem with Saltax every time I have requested a cab they never have anything in the area and tell us to try someone else, I wish it was that simple
336	I am very sorry I have not had to use taxis at the moment as my daughter drives me when I have to go out
341	I find it disgusting that as a disabled person I have to pay sometimes double fare because we need a bigger car, those of us who can't use other private hire companies pay more than a walker. I phoned H&L taxi the journey for my sister came to £3-£4 the same journey cost me £7, the reason given I needed an estate car which was classed as a mini bus, all I did was order a taxi to go and see my mum, mine also took twice as long as my sisters to pick me up.
345	I think that the black cabs in Salford are doing a great job but some of the drivers have a bad attitude towards people in wheelchairs, and the drivers charge too much for wheelchair users and the public it's a rip off.
349	Some drivers are not willing to take us; they make any excuse, like going off duty, just had another call or just ignore us!