

**Submission
No 22**

INQUIRY INTO NSW TAXI INDUSTRY

Name: Mr John Baxter

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As a wheelchair user for more than 20 years and having worked for an organisation providing support to people with a mobility disability for more than 7 years I have heard and read about the horrors of taxis across the State.

However, from a personal experience point of view I have had a good experience of taxis. I am a paraplegic and can transfer into the front seat of any taxi and have done so but I have also used the wheelchair accessible taxis where the driver has fitted my manual wheelchair into the vehicle with restraints.

I am a very casual user of taxis (probably averaging less than once a year over more than 20 years) and would only use taxis when I could not drive myself or chose not to drive myself.

These occasions have been in a number of locations, including Sydney, Wollongong, Hunter Valley, Brisbane and in various places in New Zealand. I have on most occasions ordered a taxi through the hotel I am staying at but on several occasions I have picked a taxi up at a rank.

I have on all occasions received a good service with drivers showing respect and offering a courteous service. My wife who accompanies me (not as care but as companion) other hand has experienced rudeness and abuse from drivers of "normal" taxis. Our limited experience of drivers of "disabled" taxis has been a good-one for both of us.

Generally speaking the taxis have been in good order from a casual observers point of view. I have experiences both Flash-cab and Maxi taxi design of vehicle. In most vehicles there is limited vision but as a preference when travelling with my wife the Maxi taxi provides a more intimate trip for both of us.