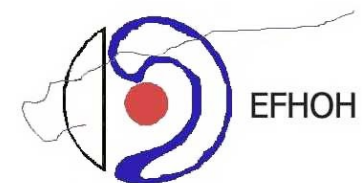




Accessibility of TAXIS



European Federation of Hard of Hearing People

Marcel Bobeldijk

- Life-long hard of hearing
- Lives with his partner and three dogs in NL
- Work as HRM partner at the Dutch Tax Office
- Member of the NVVS
- President of EFHOH
- Board member of IFHOH
- Board member of EDF



EFHOH and IFHOH

- **EFHOH** represents 51 million hard of hearing people at a European level in dialogue with the European Union
- **IFHOH** represents 360 Million hard of hearing people in the world.
- **EFHOH** and **IFHOH** campaign for equal rights for people with hearing loss at a European level.
- **EFHOH** and **IFHOH** members are national organisations for hard of hearing people, including people with Tinnitus, Hyperacusis and Menière's disease and deafened people.

European structure



European Disability Forum



- NGO to represent the interest of 80 million Europeans with disabilities.
- Only European platform run by people with disabilities and their families.

Background

- Social inclusion
- Same flexibility in travel options
- Taxi as part of the public transport system
- Not only physical accessibility of the taxi but also the accessibility of the booking system

Existing barriers

- Not one homogenous group
- Some Taxis may be available for some people, others are not.
- Not only wheelchair, hearing, visual, intellectual or psychosocial and some disabilities or a combination are invisible

Wheelchair

- Lack of ramps
- Insufficient space in the back
- Lack of training of the driver on how to handle mobility equipment



Blind or Visually impaired

- Lack of colour contrasting
- Lack of space for guide dogs
- Booking systems via apps or website need to be accessible



Deaf and Hard of Hearing

- Loops
- Lip reading
- Some basic sign
- GPS for orientation
- Will of the driver to communicate
- Alternative means of communication should be available, fax, email, sms etc



COSTS

- Relatively expensive way of travelling
- Use taxi more than often
- Disabled people don't always have a high income
- It is important that accessible taxi don't cost more than conventional taxis.



Attitude barriers



- Lack of awareness
- Using the guidelines issued by IRU and EDF
- Cooperation with Disabled Person's Organizations can be helpful

EDF's work on Taxi Accessibility

- Solutions to these barriers exist!
- Cooperate with the users
- Dialogue between all the stakeholders
- EDF works together with IRU to develop guidelines for the accessible taxis and a checklist for taxi drivers
- EDF is in contact with other stakeholders such as ECMF

Conclusions

- Taxis are an important part of the transport
- Taxis can provide flexibility and facilitate inclusion in the community
- Accessibility is still lacking in many cases
- Attitude barriers should be overcome

***TAXI
FOR
ALL***

