

14. Accessible taxis

14.1. Considerations

The present supply of 7 accessible taxis is severely lagging behind the demand. It resulted in long waiting time of an hour or more. This will be exacerbated by the anticipated increased demand by visitors for EXPO 2020. There is also a need to provide accessible taxis for intercity service. The major technical and customer service obstacles are the dated technology of present accessible taxis, a lift- equipped rear boarding system with limited headroom for the user. With only one space for wheelchair per vehicle, it prevents two persons in wheelchairs, e.g. a couple, travelling together in the same vehicle. Although it is mandatory to use the wheelchair securement system, some users refuse its use. In the case of female passengers, a male driver would be unable to help with the boarding process or the tied down of securement belts due to social cultural considerations. A female driver is required to service female clients with disabilities.

Onboard information and communication alternatives for sensory-impaired passengers should be provided as well as fare payment options. Fare payment methods should account for persons with limited agility and vision. The use of Nol cards has recently been introduced to facilitate fare payments. Designated pick-up and drop-off places should be made available to facilitate seamless interface.

Access to an accessible taxi shall be universal and apply to the dimensions and maneuvering characteristics of all persons using mobility aids, luggage, prams/ strollers, service animals, persons with vision, hearing and cognitive disabilities.

New technologies shall recognize the development of driverless cars, and in the case of accessible taxis they can be automatically driven but will always need a driver to assist passengers with disabilities.

14.2. Boarding and alighting

14.2.1. Vehicle

Accessible taxis shall have a low floor and accessible doors on both sides with ramps that should be used where possible to accommodate the full height of a large person in a wheelchair with clear headroom, and persons with strollers.

The international symbol of access shall be placed on the side passenger door and rear window.