

## GENERAL RECOMMENDATIONS

Identifying a customer's disability does not tell you anything about that person's abilities. Customers with the same disability often need different types of assistance in order to travel independently.

**Ask directly what kind of assistance the passenger might need.** Asking shows courtesy and respect for the customer's needs and abilities.

**Act only according to the passenger's wishes.** Careless assistance may cause severe pain and could do more harm than good.

**A calm and friendly attitude will make the situation easier.** Pay attention to your own gestures and movements. If you are asked to repeat or write what you've said, do so calmly and pleasantly. If the passenger has difficulties or moves slowly, be patient and do not make him/her feel uncomfortable about minor mistakes.

Once inside the vehicle, you should offer to help the customer with the seat belt, and should not set off until the passenger is seated and secure.

During the journey, avoid all sudden movements or stops. Careful driving and politeness creates confidence among passengers and also among other drivers on the road.



Read more in the  
**IRU Taxi Accessibility Guidelines on**  
[www.iru.org/index/en\\_accessibility](http://www.iru.org/index/en_accessibility)



# TAXI ACCESSIBILITY CHECKLIST

IMPROVING THE QUALITY OF SERVICES TO PERSONS WITH DISABILITIES AND/OR REDUCED MOBILITY



**Recommendations to taxi drivers to help improve the quality of services offered to their customers and, in particular, to customers with disabilities and/or with reduced mobility.**

## CUSTOMERS WHO ARE BLIND OR PARTIALLY SIGHTED

When vehicles are pre-booked, it is advisable to find out what will be required. This information will help both the driver and the blind or partially sighted customer.

If the blind or partially sighted customer asks to be guided to your vehicle, stand by his/her side and offer your arm.

Once the customer takes your arm, inform him/her about any obstacles on the way.

To help the customer sit down, use your guiding arm, reach for the door handle and allow the person you are guiding to slide his/her hand down your arm and take hold of the handle.

During the journey, the passenger should be informed about any delays or deviations taken from the route that he/she might have expected to take.

Inform the person early of his/her stop. Allow plenty of time for disembarking, depending on the amount of luggage and the person's needs.

**Upon arrival, leave the passenger in a safe and convenient place,** which enables him/her to move away independently, such as next to a wall, bench, pillar, or another person.

## CUSTOMERS WITH A GUIDE DOG

If the customer has a guide dog, go to the side opposite the animal and offer your arm (this will normally be the person's right side). The customer will drop the harness and take the animal's lead. This signals that the dog is to heel, not work.

Ask the customer where they would prefer the dog to be in the taxi.



## HARD OF HEARING / SPEECH IMPAIRED CUSTOMERS

Lip reading helps many hard of hearing persons. It is based on the observation of lip movements and facial gestures. If the hearing loss is mild, lip reading confirms and supports the heard message. **The greater the hearing loss, the more important lip reading becomes.**

Get the person's attention before you start to talk, by gently touching him/her on the shoulder.

Find out how the person wishes to communicate (sign language, gesturing, writing or speaking). Pay attention to his/her attempts to communicate by always maintaining eye contact.

If you have trouble understanding a person who is deaf or hard of hearing, let him/her know, suggest another way of communicating or ask him/her to write it down.

Speak clearly and slowly. Let the movements of your lips show, but don't exaggerate. Use gestures and facial expressions to get your message across. Rephrase your message when the person doesn't understand. Be prepared to write it down.

Make sure that important information such as tariffs, payment and other facts about the journey are communicated to customers.

## CUSTOMERS USING WHEELCHAIRS

When pushing a wheelchair, pay attention to curbs and other obstacles. Steps can be managed by tilting the wheelchair slightly backwards, lifting the front wheels onto the step then pushing the wheelchair over the step. Alternatively, you can turn the wheelchair backwards and pull it over the step, taking advantage of the large rear wheels.

In a vehicle, the wheelchair's seat belts need to be fastened. The wheelchair's brakes need to be on and the body of the chair (not the foot or arm rests) has to be fastened to the attachment points provided for this purpose.

## CUSTOMERS WITH REDUCED MOBILITY

When you assist a passenger, always first ask how you can be of help. **Do not touch the cane or crutches, but offer your arm or support.**

To prevent falling or slipping, the taxi should stop in a place where the passenger can exit onto a secure surface.

## CUSTOMERS WITH UNAPPARENT DISABILITIES

Many types of disabilities are not immediately obvious. You cannot always tell at first glance that a person has a disability and may need assistance.

Psychosocial, cognitive and developmental disorders are examples of disabilities that may not be easily detected.

**If you feel that the passenger's behaviour is unexpected, talk to him/her to establish if the passenger needs help.**