

Hello.

I do not believe these proposed regulations will address the issue of not enough wheelchair accessible cabs are available on Friday & Saturday nights in Hobart.

I have been confined to a wheelchair since 1984, now because of my age & lack of ability to get in & out of a normal sedan, over the past 10 years if I need a taxi, I need a wheelchair accessible taxi.

I live in Glenorchy & during the day, especially Mon to Fri, there isn't a problem booking & even with late notice, I can get an accessible taxi with no problems at all. There is an abundance of them around Hobart.

However as soon as the sun goes down, especially Fri & Sat nights - most of the cabs & drivers knock-off & I have been left waiting for pre-booked cabs for hours...

Last year in July (Winter) I had to go to Hobart Private Hospital Emergency Dept because I had a fall. I got there easily around 3pm on a Saturday however at 9pm I called [REDACTED] & requested a wheelchair cab to pick me up at 10pm. I didn't get picked up until 1.30AM.... Numerous calls [REDACTED] all I got was lip service from the operator with excuses like "they're really busy" or "the nearest wheelchair cab is at the airport", or "it's at New Norfolk".

The last 2 Decembers I pre-booked accessible cabs to get me to & from my workplace Christmas functions in Hobart. In 2021, my pre-booked cab for 6pm did not turn up at my home. After waiting 1 hour & getting excuses from the [REDACTED], I decided to drive myself to North Hobart (& miss out on the free drinks). The [REDACTED] at 7.30pm telling me the accessible cab was at my home & wondering where I was!

Dec last year, I decided to give them 1 more shot. A week prior, I booked an accessible cab to pick me up at home in Glenorchy at 6pm to Dr Syntax Hotel in Sandy Bay. This time they turned up on time & I was there by 6.30pm. However, my return journey was a nightmare. No cab at 10.30pm. [REDACTED] sent me a SMS at 11.15pm stating they will be there in 5 minutes. Well they didn't show up until 1.30am after dozens of desperate calls [REDACTED]

[REDACTED]

Pre-Booking a cab means nothing if the available drivers (all 2 or 3 of them) don't want to take the booking. There is more money carting groups of able-bodies from the airport than taking one wheelchair a 20-minute trip home at a busy time such as 10pm to 12 pm.

So, these lovely new regulations what I can see just means there may be more accessible taxis on the road - but can you guarantee that pre-booked accessible taxis for 10.30pm in

Hobart on Fri & Sat nights will be guaranteed? I don't think so. I'd love to go to town more often & meet friends, have a few drinks, & come home but it's not worth it if I'm left sitting in Sandy Bay Road for 2 to 3 hours by myself waiting for an accessible cab....

I have a medical procedure happening at the Hobart Specialist Day Hospital on Thur 18-May-23. I know I'll get there easily on time at 1.30pm. I'm [REDACTED] scared that I won't get picked up that night before the Hospital closes!

Thank You - Rodney Squires

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