

Respected Sir/Madam,

Hope you are doing well. I'm writing this email to bring my concern with the new regulations which are about to take place for WAT vehicles. I'm very pleased that transport have taken some serious actions to manage the difficulties for wheelchair's taxi as some of the drivers are actually exploiting the use of it by just ignoring doing any wheelchair jobs and only operating from airport and so on.

There were few considerations which I think can be taken further which I feel can be concluded which can benefits the drivers.

1. Many of the customers who use the wheelchairs taxis more frequently do not carry taxi subsidy scheme card and we are not receiving our lifting fees which all the owners and drivers are entitled too. As a taxi driver we are taking solely responsibility of customers from loading them to the taxi and off-loading them from the taxi and in this durations of time as a drivers should be awarded their lifting fees which will be 20\$ soon that is added at the end of trip. Transport should provide some strong solution for this issue otherwise customers who are not be carrying WAT card will still be stranded on their pickup locations for longer duration as drivers will not encourage and will prefer customers who have WAT card over who do not have them.
2. In my opinion transport can provide some sort of vouchers which can be used by the customers until they are wheelchair dependant or transport can provide a unified WAT to the age cares which can be accessed by the multiple passengers who are using wheelchair taxis.
3. Many of the customers who are under NDIS scheme are not encouraged to use their WAT card if they have so as they are being told that if they use the transport scheme they will be not eligible to access the transport funds via NDIS schemes. I highly request transport to look into this matter and communicate with the NDIS authorities to get clarified so that their are less confusion between customer and drivers.
4. Many of the taxis drivers are only focusing on doing long duration trips and short trips are being ignored. (For example, I have picked customers many times who ordered taxis from different company and they not arrive for more than an hour and when they loose hope and call different company for someone to drop them to their location safely. One time I picked customer who were waiting for more than 2 hours and nobody picked them up as it was a short fare). In my opinion transport should give a strict warning give a guidance to the drivers where each one should be doing trips either they are short or long trips.

I request transport to please look into this matter and come out with the solutions which can be beneficials for both as a driver and customers.

Looking forward for hearing from you.

Warm Regards,  
Hiten Gupta