

Rear loading wheelchair accessible vehicle survey - Comments

Q1 - Do you consider the use of rear loading wheelchair accessible vehicles as Private Hire Vehicles could affect the safety of a wheelchair user or other road users at the time they are accessing the vehicle via a ramp?

I think it is unsafe to load a wheelchair in a taxi off the road and will cause other road users problems.and is very unsafe for the person in a wheelchair
9/13/2019 3:51 PM



When loading the wheelchair you are on the road,so this would be dangerous to the driver and passenger.

9/13/2019 8:59 AM



The length of the vehicle with ramp out is very unlikely to find a space large enough to park adjacent to a pavement therefore it will be double parked increasing risk to wheelchair user and driver. In narrow side roads this will also cause congestion and possibly lead to confrontation

9/12/2019 4:05 PM



I have worked as a Hackney carriage driver for over 25 years and over that time witnessed many "rear end" accidents and unfortunately been on the receiving end of a few myself. Being at the rear of the vehicle increases the vulnerability of the driver and passengers. The fact that you would need to stand in the road to load and unload wheelchair bound passengers makes me very uncomfortable. Also should the vehicle be involved in an accident, the integrity of the vehicle may be compromised such as the third party vehicle being stuck or wedged to the rear of the vehicle or the boot unable to open. This would affect the exit of the wheelchair user detrimentally. Current licenced Hackney carriages load wheelchairs from the side door which preferably is via a raised kerb, keeping driver and passengers on the pavement. Another factor to consider is loading at taxi ranks when another cab is waiting immediately behind the vehicle, thus no room for the ramp. In conclusion I consider these vehicles not suitable for the taxi trade on the grounds of safety and practicality and encourage Wirral Borough Council not to license them as Hackney carries or private hire vehicles.

9/12/2019 10:02 AM



The amount of space required.

9/11/2019 7:03 PM



As a current licenced hackney driver I cannot see how the rear loading ramp would improve the service to a disabled service user at all. There is only as far as I can see negative effects from the use of such a system when the current system used in current licenced vehicles is readily available, safe and adequate. There are and will be safely implications in the use of this rear loading in the fact that there is limited rank space already and not enough space for a rear loader to have to take two spaces.. therefore the rear loader would have to leave the rank then load on the public highway on most ranks. There is little or no scope to drop wheelchairs down

high kerbs on built up residential areas where there are townhouses with no driveways or gaps between parked cars in the evening especially in Wallasey.. in certain areas this would mean a rushed job to load or unload a user from a potentially busy road with no way to rejoin the footpath.. the roads on the Wirral are particularly at the moment in disrepair. It is not practical or safe to use the road as a footway especially to transport users. This is a liability nightmare and potential hazard to consider forcing licenced drivers to use the roadway to load passengers and expect them to risk further injury whilst mounting and dismounting high kerbs.
9/10/2019 4:03 PM

To me they are a health and safety risk not only to the wheelchair user but also the driver. It would take some time to correctly load and secure the passenger, and during this time the ramp would be out into the road causing an obstruction to other road users.

9/8/2019 6:45 PM

Loading from the road would inconvenience other road uses and compromises the safety of the wheelchair passenger and the driver loading the passenger.

9/8/2019 2:08 PM

If I'm not mistaken a lady was involved in a terrible accident in Wallasey when she was getting in to a private hire vehicle which takes only seconds. So the length of time to load a wheelchair in the road is not a safe way to load a wheelchair passenger or the drivers safety . There's not always safe places to load passengers

9/7/2019 3:55 PM

More room, quicker to load and unload more options for the taxi trade

8/28/2019 10:53 PM

Q2 - Do you consider the use of rear loading wheelchair accessible vehicles as Private Hire Vehicles could affect the safety of a wheelchair user or other road users at the time they are accessing the vehicle via a tailgate lift assist system?

Unsafe and impractical to load in the road.

9/13/2019 10:40 PM

It will be unsafe for the wheelchair users and other traffic and when using a ramp or lift it will be time consuming which will cause other road users to be fed up and the wheelchair user stress I would say you would need 3 meters to load a wheelchair which health and safety would be at risk

9/13/2019 3:51 PM

Again you are operating the use of the exit (rear loading) in the road, and could also be an obstruction to traffic and in turn be a potential cause of an accident.

9/13/2019 8:59 AM

Yes for same reason as above

9/12/2019 4:05 PM

Mainly for the same reasons as my first response.

9/12/2019 10:02 AM

The opposite of question 1

9/11/2019 7:03 PM

The highway is not a safe place to unload or load users full stop.. I cannot see why this is even being considered. The risks posed from other drivers and the unmaintained roads are a hazard to cars never mind untrained and uninsured drivers operating on the highway.. there will be legal insurance issues that prevent the insured driver wondering about the dangerous highway.

9/10/2019 4:03 PM

As in question one.

9/8/2019 6:45 PM

I've seen the the vehicle in question and it takes to long. Not a bad idea but I don't think it's going to be safe

9/7/2019 3:55 PM

No as it is perfectly safe to load and unload passengers from the rear as many disabled vehicles are I.e disability cars, school buses and private ambulances.

8/28/2019 10:53 PM

Q3 - Do you consider the length and height of a ramp used to access a rear loading wheelchair accessible vehicle to be a relevant factor for the Licensing Authority to consider when determining whether to license such vehicles?

Impractical and unsafe in real life scenario.

9/13/2019 10:40 PM



If this vehicle is on the rank the cab behind and the cab behind and so on would all have to move to acomadate the ramp of the said vehicle because of rear loading ?

9/13/2019 8:59 AM



It's not the length that's a real problem although a factor it's rear loading that is the biggest concern

9/12/2019 4:05 PM



The height of the ramp is of no real concern, however the length would compromise the ability to load in many instances such as taxi ranks or in the road. Even at hospitals during most hours keeping enough space behind the vehicle to safely load or unload would be difficult. The length required is not only the ramp but also the wheelchair and the driver to push from behind, this being a few meters in length.

9/12/2019 10:02 AM



The shorter the ramp the steeper it will be making it harder to push the wheelchair user; a longer ramp would need more space to operate.

9/11/2019 7:03 PM



As above the ramp aswell as the vehicle is too long to park on ranks or some streets. The Wirral is a highly condensed residential area with limited parking in most areas. As a driver we would be lucky to find one space to unload never mind the two needed especially together. This is not needed on the current system of side loading.

9/10/2019 4:03 PM



On either a taxi rank or on the roadside there would likely be problem's due to rear loading ramps or tailgates. there are very few side roads within the borough that have the room to load or off load a wheelchair user without a risk to them and the driver

9/8/2019 6:45 PM



I don't know the dimensions of the ramp, but it looks to be very long.

9/8/2019 2:08 PM



The ramp on the said vehicle if I'm not mistaken is to long

9/7/2019 3:55 PM



The advantage of rear loading is the ramp can be less steep compared to a side loader. Loading and unloading time is reduce, also less strain on the drivers.

8/28/2019 10:53 PM

Q4 - Do you consider the length and height of a tailgate lift assist system used to access a rear loading wheelchair accessible vehicle to be a relevant factor for the Licensing Authority to consider when determining whether to license such vehicles?

As above

9/13/2019 3:51 PM



In order to accommodate this vehicle on the Wirral every single rank would have to double in length due to the size of the ramp, and that's if you don't have anybody else parked illegally on the rank cars, private hire or vans!

9/13/2019 8:59 AM



As above

9/12/2019 4:05 PM



Mainly for reasons of all rear access as mentioned previously.

9/12/2019 10:02 AM



It solves the problem highlighted above

9/11/2019 7:03 PM



There could be potential issues in the fact that there is without doubt a frequency in that the number of Rtc involving Wirral hackney and ph drivers and more than likely nationally that if such a driver was to be involved in a rtc then in the majority that vehicle would in most circumstances be hit in the rear... as professional drivers who spend several hours on the road a day we become exposed to more than the average amount of rtc in which mostly are rear ended collisions. This is not an argument to question the integrity of the vehicle the rear loader is installed but in the fact that in the case of being rear ended as so to speak there is no other exit for the user where as there is another side door for access on side loader. Again there are unquestionable safety issues to use the rear loader on Wirral roads.

9/10/2019 4:03 PM



Yes I do but that is up to you guys to check length and height, please Don't just think of the customer please also consider the driver's safety. Putting someone in the cab from the safety of the kerb is a lot better than from the rear

9/7/2019 3:55 PM



No. Most rear loading vehicles have a large rear opening.

8/28/2019 10:53 PM

Q5 - Please use the space below for any other points or information that you would like the Licensing Authority to consider when determining if rear loading wheelchair accessible vehicles should be licensed as Private Hire Vehicles. Please give reasons for your answer and if possible identify the key advantages or disadvantages as you see them:

The safety of loading wheelchair an user in road is a concern. And also a worry is the issue of wheel chair user being trapped or worse in back as a result as the most common rta place of impact the rear end .

9/13/2019 10:40 PM



The use of existing rear loading vehicles such as ambulances which have a lift system are used in accordance of their loading/unloading in hospitals which they reverse into an allocated bay.They never unload in the busy hospital car park.Even your large school minibuses reverse in a line side by side in allocated bays in Foxfield school Woodchurch.There for I deem these vehicles un suitable and not for purpose as a taxi on the Wirral.

9/13/2019 8:59 AM



I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science,what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be to acute at the rear as there is no curb.Also there is also the problem of contamination ie. oil etc.on the wheels of the wheelchair from the road.I really can't believe this is being debated.

9/12/2019 11:05 PM



It is my opinion that it is dangerous to load a wheelchair from the rear of a vehicle as the wheelchair user is in the road. I don't see a problem with the traditional way of side access on the safety of the kerbside.Also loading from the rear from the road adds the problem of the wheelchair from contamination of oil etc.

9/12/2019 10:52 PM



Firstly I have to point out I am a cab driver, I don't think there is a need for this vehicle there are around 280 cabs on the Wirral plus p/h vehicles that are capable of carrying wheelchair users safely, both rear facing and forward facing. I am not aware of any accidents whilst loading wheelchair passengers to date so why take an unnecessary risk As a side issue why is Shaun Marnel being allowed so many chances to bring this forward I thought the committee/ panel decisions where final , this I believe is the 3rd time and a public consultation. I hope this treatment will be afforded to drivers who happen to appear in front of the committee/ panel. Kind regards Chris Carroll

9/12/2019 4:05 PM



Key points: 1, Safety for driver and passengers would be severely compromised when loading and unloading. 2, Safety for wheelchair users compromised following a collision. 3, Space required for ramp deployment not practical on taxi ranks. 4, Space required for ramp deployment not practical in busy locations such as hospitals etc.

Consideration must also be taken when loading and unloading wheelchairs at night or in poor light situations. The driver and wheelchair may at times stand in such a position that blocks the rear lights from the view of other road users, this itself being another major safety factor.

9/12/2019 10:02 AM



As a member of the existing fleet of Wirral based hackney carriages. I feel it is important that the local authority safeguard the service user, by implementing restrictions on rear loading vehicles based on the evidence above. This is evidence provided from my experience on the job. The local authority would also be working in turn to safeguard the drivers from potential harm on the carriageway and the general public in turn. It is imperative that the local authority work alongside licensed drivers to ensure the safety of the drivers and public and take advice and evidence to further increase service and safety alike. I would also like to mention again the potential of insurance companies raising premiums across the board to compensate for their potential losses should they ever be involved in a liability issue whilst a driver is conducting loading on the highway. This is unfair for drivers who do not operate the service but the insurer base their pricing strategy on risk of the local area.. the Wirral is already one of the highest risk areas.

9/10/2019 4:03 PM



Firstly, the rear loading is not viable on the ranks and streets of the Wirral (maybe Liscard at push). Secondly, according to our regulations, the luggage must be separate from the area that passengers are conveyed in (or words to that effect) so how and where will the luggage/shopping go? As the wheelchair user will have a helper/family member/spouse travelling with them. And this is more prevalent if going on holiday to Airport/Port/Train Station or Bus station. And Lastly, and more importantly Having a wheelchair in the rear of the vehicle is if there was a rear end shunt in an accident then there would be NO WAY of getting the less able passenger out of the vehicle. These vehicles for the last 50 years have crumple zones to absorb the kinetic energy released in a crash to protect passengers. Now I believe that Mr Marnell has strengthened the area in case of this happening, and if this is the case then he has made the vehicle DANGEROUS as the chassis has been developed and designed out of the factory to crumple the way it does.

9/9/2019 10:51 AM



I am sure the vehicle has been crash tested but if something hit the rear of the vehicle above the bumper / slam panel area then the wheelchair passenger would get the full impact. Whereas in all other currently licensed vehicles there is at least a row of seats as well as the tailgate to protect any passengers.

9/8/2019 2:08 PM



The above response is from a driver with 35 years experience. The response above is without prejudice to anybody. Just about safety. Peace and love

9/7/2019 3:55 PM



Having a rear loading vehicle is great for the trade and gives customers who are in wheelchairs to be able to travel facing forward.

8/28/2019 10:53 PM

Q6 - Do you consider the use of rear loading wheelchair accessible vehicles as Hackney Carriage Vehicles could affect the safety of a wheelchair user or other road users at the time they are accessing the vehicle via a ramp?

They are being loaded in sometimes busy roads or ranks very dangerous for wheel chair user and also driver.

9/13/2019 10:49 PM



Same reasons that p/h there is not enough room on a tank to use them

9/13/2019 3:53 PM



While the driver is sorting the ramp out he could have his back to the traffic.

9/13/2019 9:36 AM



I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science, what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be to acute at the rear as there is no curb. Also there is also the problem of contamination ie. oil etc. on the wheels of the wheelchair from the road. I really can't believe this is being debated.

9/12/2019 11:06 PM



For the same reason as with p/h plus the ranks are not able to rear load

9/12/2019 4:14 PM



Reasons as previous.

9/12/2019 10:09 AM



Similar to the private hire with the added problem of loading from a rank. Take Milton's rank for example, that is situated outside the old Miltons pub. Unless the council redevelops/revamps the access for wheelchair users, the rear loading vehicle (RLV) is a non-starter. For a RLV to load, the taxis on the rank would have to reverse onto a mini roundabout that controls a car park, a bus lane and access to the market. The RLV cannot move forward because of another mini roundabout and immediately after that is a pedestrian crossing. Pulling onto the road would cause serious congestion.

9/11/2019 7:28 PM



As a current licenced hackney driver I cannot see how the rear loading ramp would improve the service to a disabled service user at all. There is only as far as I can see negative effects from the use of such a system when the current system used in current licenced vehicles is readily available, safe and adequate. There are and will be safety implications in the use of this rear loading in the fact that there is limited rank space already and not enough space for a rear loader to have to take two spaces.. therefore the rear loader would have to leave the rank then load on the public highway on most ranks. There is little or no scope to drop wheelchairs down high kerbs on built up residential areas where there are townhouses with no driveways or gaps between parked cars in the evening especially in Wallasey.. in

certain areas this would mean a rushed job to load or unload a user from a potentially busy road with no way to rejoin the footpath.. the roads on the Wirral are particularly at the moment in disrepair. It is not practical or safe to use the road as a footway especially to transport users. This is a liability nightmare and potential hazard to consider forcing licenced drivers to use the roadway to load passengers and expect them to risk further injury whilst mounting and dismounting high kerbs.

9/10/2019 4:04 PM



same reasons given for private hire vehicle.

9/8/2019 2:14 PM



As said on previous page

9/7/2019 3:57 PM

Q7 - Do you consider the use of rear loading wheelchair accessible vehicles as Hackney Carriage Vehicles could affect the safety of a wheelchair user or other road users at the time they are accessing the vehicle via a tailgate lift assist system?

They are still accessing vehicle from the rear in road its unsafe.

9/13/2019 10:49 PM



Again all the procedure of loading into this taxi the driver and the passanger is at the mercy of how vigoalant the other road users are.

9/13/2019 9:36 AM



I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science, what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be to acute at the rear as there is no curb. Also there is also the problem of contamination ie. oil etc. on the wheels of the wheelchair from the road. I really can't believe this is being debated.

9/12/2019 11:06 PM



Same answers as for P/h. Not practical

9/12/2019 4:14 PM



Reasons as previous.

9/12/2019 10:09 AM



Not as much as a ramp but the problems highlighted above are still a concern.

9/11/2019 7:28 PM



The highway is not a safe place to unload or load users full stop.. I cannot see why this is even being considered. The risks posed from other drivers and the unmaintained roads are a hazard to cars never mind untrained and uninsured drivers operating on the highway.. there will be legal insurance issues that prevent the insured driver wondering about the dangerous highway.

9/10/2019 4:04 PM



same as ph vehicle

9/8/2019 2:14 PM



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9/7/2019 3:57 PM

Q8 - Do you consider the use of rear loading wheelchair accessible vehicles as Hackney Carriage Vehicles could affect the safety of a wheelchair user or other road users at the time they are accessing the vehicle via a ramp on a taxi rank?

Other road users will be affected when hackney have to reverse to make space for these ramps on busy ranks . Bot like shown on pictures when they were quiet.

9/13/2019 10:49 PM



This would cause confusion and disrupt the flow of traffic which in turn is a potential risk to both driver and passenger.

9/13/2019 9:36 AM



I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science,what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be to acute at the rear as there is no curb.Also there is also the problem of contamination ie. oil etc.on the wheels of the wheelchair from the road.I really can't believe this is being debated.

9/12/2019 11:06 PM



Same reason as answer for P/H

9/12/2019 4:14 PM



Reasons as previously mentioned. The Hackney carriage would need to pull off the rank in order to gain enough space for the use of the rear loading ramp.

9/12/2019 10:09 AM



As highlighted in the previous answer, taxi would have to reverse at least 2 taxi lengths to give the lead cab room to load. Given that ranks are predominately situated in where both traffic and footfall are heavy this increases the possibility of collisions.

9/11/2019 7:28 PM



As above the ramp aswell as the vehicle is too long to park on ranks or some streets. The Wirral is a highly condensed residential area with limited parking in most areas. As a driver we would be lucky to find one space to unload never mind the two needed especially together. This is not needed on the current system of side loading.

9/10/2019 4:04 PM



same as ph vehicle

9/8/2019 2:14 PM



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9/7/2019 3:57 PM

Q9 - Do you consider the use of rear loading wheelchair accessible vehicles as Hackney Carriage Vehicles could affect the safety of a wheelchair user or other road users at the time they are accessing the vehicle via a tailgate lift assist system on a taxi rank?

Same still in road from rear also must be unloaded in road. Which could also be very busy making rear impact a possibility. ssme

9/13/2019 10:49 PM

The ramp is to long for the rank.

9/13/2019 9:36 AM

I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science, what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be to acute at the rear as there is no curb. Also there is also the problem of contamination ie. oil etc. on the wheels of the wheelchair from the road. I really can't believe this is being debated.

9/12/2019 11:06 PM

As answer for P/H

9/12/2019 4:14 PM

Reasons previously mentioned.

9/12/2019 10:09 AM

It would be preferable to ramps.

9/11/2019 7:28 PM

Not enough rank space. Inconvenient and unsafe to ask a row of ranked drivers to reverse in sink the full length of the rank to accommodate enough space for the rear loader. The vehicle would move from the rank to load on the road. Where it is again unsafe.

9/10/2019 4:04 PM

same as ph vehicle

9/8/2019 2:14 PM

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9/7/2019 3:57 PM

Q10 - Do you consider the length and height of a ramp used to access a rear loading wheelchair accessible vehicle to be a relevant factor for the Licensing Authority to consider when determining whether to license such vehicles?

Space on ranks

9/13/2019 10:49 PM



How do you release the ramp on the rank if the taxi behind is parked two feet from you?

9/13/2019 9:36 AM



I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science, what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be too acute at the rear as there is no curb. Also there is also the problem of contamination ie. oil etc. on the wheels of the wheelchair from the road. I really can't believe this is being debated.

9/12/2019 11:06 PM



See answers for same question it doesn't matter whether it's p/h or hac the dangers are the same

9/12/2019 4:14 PM



Reasons previously mentioned.

9/12/2019 10:09 AM



Ramps are a trade off; shorter means that less space is needed, but increases the problems of pushing a wheelchair user into the RLV, a longer ramp means more space is needed.

9/11/2019 7:28 PM



As above the ramp as well as the vehicle is too long to park on ranks or some streets. The Wirral is a highly condensed residential area with limited parking in most areas. As a driver we would be lucky to find one space to unload never mind the two needed especially together. This is not needed on the current system of side loading.

9/10/2019 4:04 PM



same as ph vehicle

9/8/2019 2:14 PM



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Q11 - Do you consider the length and height of a tailgate lift assist system used to access a rear loading wheelchair accessible vehicle to be a relevant factor for the Licensing Authority to consider when determining whether to license such vehicles?

Space on ranks
9/13/2019 10:49 PM



Just the fact that you are even considering a rear loading vehicle is enough.

9/13/2019 9:36 AM



I believe there could be a serious health and safety issue loading in the road. The wheelchair user is in line of traffic it's not rocket science, what is the problem with the traditional method of accessing the vehicle from the curbside the ramp is not to steep on the curbside where it would be to acute at the rear as there is no curb. Also there is also the problem of contamination ie. oil etc. on the wheels of the wheelchair from the road. I really can't believe this is being debated.

9/12/2019 11:06 PM



As answer fo P/H
9/12/2019 4:14 PM



Reasons previously mentioned.
9/12/2019 10:09 AM



Tailgate lift, still has disadvantages because taxis would still have to reverse for the wheelchair user to access the vehicle, but only half a taxi length.

9/11/2019 7:28 PM



There could be potential issues in the fact that there is without doubt a frequency in that the number of Rtc involving Wirral hackney and ph drivers and more than likely nationally that if such a driver was to involved in a rtc then in the majority that vehicle would of in most circumstances been hit in the rear... as professional drivers who spend several hours on the road a day we become exposed to more than the average amount of rtc in which mostly are rear ended collision. This is not an argument to question the integrity of the vehicle the rear loader is installed but in the fact that in the case of being rear ended as so to speak there is no other exit for the user where as there is another side door for access on side loader. Again there is unquestionable safety issues to use the rear loader on Wirral roads.

9/10/2019 4:04 PM



same as ph vehicle
9/8/2019 2:14 PM



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9/7/2019 3:57 PM

Q12 - Please use the space below for any other points or information that you would like the Licensing Authority to consider when determining if rear loading wheelchair accessible vehicles should be licensed as Hackney Carriage Vehicles. Please give reasons for your answer and if possible identify the key advantages or disadvantages as you see them:

Just unsafe in so many ways I'm surprised at WBC for even considering this option. I honestly think people are being bribed for this to take place.

9/13/2019 10:49 PM



The health and safety issue should be enough to tell you this vehicle is not a taxi friendly vehicle. So don't pass it as one. The implications that would cause the council if there was an accident would be horrendous.

9/13/2019 9:36 AM



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9/12/2019 11:06 PM



Please see comments at bottom of P/H

9/12/2019 4:14 PM



Key points and reasons previously mentioned.

9/12/2019 10:09 AM



As stated earlier, taxi ranks are situated on busy roads and that should be a factor in the council's decision. In addition the council have spent a considerable amount of money adapting ranks for wheelchair users to load into taxis from the side; for example raised kerbs. This works against the wheelchair user as they would have to negotiate 5"/6" kerbs to access a RLV

9/11/2019 7:28 PM



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service but the insurer base their pricing strategy on risk of the local area.. the Wirral is already one of the highest risk areas.

9/10/2019 4:04 PM

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9/9/2019 10:52 AM

same as ph vehicle

9/8/2019 2:14 PM

Already stated

9/7/2019 3:57 PM