

[REDACTED]

From: Victorian Taxi & Hire Car Families [REDACTED]
Sent: Tuesday, 25 May 2021 11:23 AM
To: mptpinquiry
Subject: My thoughts

Hi

I am in a unique position to provide feedback given my elderly mother (91) used MPTP and my husband drives a taxi. My mother used this service several times a week and it was vitally important the car was big enough to allow an older lady to get in and to place her wheelchair in the boot by the driver.

I was also able to call the taxi company to provide specific requirements. Rideshare do not have a call centre to contact and most cars are too small to assist elderly.

My husband frequently takes older people shopping etc and they have specific needs for example assisting get into and out of car and putting their wheelchairs together. It's also vitally important family members have the ability to contact the provider.

Wheelchair accessible vans are specifically set up to load wheelchairs into van and the drivers are trained to deal with this sector of our community. These people are very vulnerable many are young or elderly and require an understanding of their needs and disability.

There is a reason training is required.

Kind regards
Sandy Spanos
VTHF