

# Travelling by taxi

## A guide to using taxis in the Dudley borough for people with disabilities

Dudley Metropolitan Borough Council's (DMBC) licensing section works closely with local taxi firms and organisations to make sure that all passengers can travel with confidence and in complete safety in the taxis licensed by the council. This leaflet provides information for people with disabilities who use taxi services in the borough.

Included in the leaflet is a list of taxi firms that provide vehicles adapted to carry people with disabilities. Where applicable any drivers who have requested an exemption certificate related to either offering assistance with accessing a vehicle or with allowing an assistance dog in their vehicle will display a certificate as outlined below.

### All vehicles listed are designated under section 167 of the Equality Act 2010

### There are two types of 'taxi' operating in the borough

**Hackney carriages** are public transport vehicles which are licensed to 'ply for hire'.

This means they can:

- carry passengers for hire
- be hailed in the street by prospective passengers
- park on a taxi rank to await the approach of passengers
- be pre-booked with a private hire operator subject to availability

A hackney carriage must be driven by a driver who holds a hackney carriage driver's licence. The vehicles have a roof light with the word TAXI and have a yellow plate affixed to the rear.

**All hackney carriages licensed by Dudley Council are accessible for the carriage of standard reference wheelchairs.** The driver is obliged to offer assistance unless subject to a medical exemption certificate. A driver with an exemption certificate will have a **white** Notice of Exemption on their vehicle windscreen with the letters **EW** (standing for exemption wheelchair) clearly marked on it.

**Private hire vehicles** are public transport vehicles but cannot 'ply for hire' or stand in a rank. A private hire vehicle must be pre-booked with a private hire operator, usually by telephone. The vehicles have a blue plate affixed to the rear and two prominent blue door signs affixed to the passenger doors on either side of the vehicle which state, 'Not pre-booked not insured'.

Certain private hire vehicles as indicated in the relevant operators list as below have been examined and deemed suitable for the safe carriage of standard reference wheelchairs. The proprietors and operators of these vehicles have been informed that their vehicles are required to be used unless driven by a driver with an exemption certificate. They will have a **white** Notice of Exemption on their vehicle windscreen with the letters **EW** (standing for exemption wheelchair) clearly marked on it.

## **Travelling with an assistance dog**

If you travel with an assistance dog they must be allowed into the hackney carriage or private hire vehicle with you unless the driver has an exemption certificate. This can be issued if the driver has a medical condition made worse by contact with dogs.

A driver with an exemption certificate will have a **yellow** Notice of Exemption on their vehicle windscreen with the letters **ED** (standing for exemption dog) clearly marked on it.

Taxi and private hire vehicle drivers have been told how to identify assistance dogs. Your assistance dog should wear its harness or identification jacket when you are travelling with it. If an identification card was issued for the dog, this should also be carried.

## **Private hire operators in the Dudley Borough**

The following is a list of private hire operators who operate additional vehicles that have been adapted to carry people with disabilities under section 167 of the Equality Act 2010. These are only available through booking with the licensed operator. The list is accurate at the time of publication. The list does not include the companies that are solely involved in permanent contractual work.

Drivers of these vehicles must offer such mobility assistance as required unless subject to a medical exemption certificate. If you have special requirements please speak to the operator direct. (The Private Hire Licence Plate is issued by DMBC to show the vehicle conforms to legislation)

If you are planning a return journey please ensure that when you make the booking there is also a vehicle available for the return journey.

### **White Star Taxis**

**01384 239333      07968 369394**  
DMBC Licence Plate 1529 VW Transporter  
DMBC Licence Plate 779 VW Transporter

### **Five Star Taxis**

**01384 232323      07956 475654**  
DMBC Licence Plate 752 LDV Minibus  
DMBC Licence Plate 1730 LDV Minibus

### **A to Z Taxis**

**01384 668295      01384 254700**  
DMBC Licence Plate 1428 Ford Transit  
DMBC Licence Plate 1307 Ford Transit  
DMBC Licence Plate 1309 Toyota Hiace  
DMBC Licence Plate 5043 Vauxhall Vivaro

### **Kingswinford Community Services**

**07525 873052**

DMBC Licence Plate 1734 Peugeot Partner

DMBC Licence Plate 832 Citroen Berlingo

### **Kev's Kabs**

**07971 007470**

DMBC Licence Plate 1191 Mercedes Sprinter

DMBC Licence Plate 1909 Ford Transit

### **Willie Tonkas**

**07543 209676**

DMBC Licence Plate 5037 Peugeot Expert

### **Hackney Carriages in the Dudley Borough adapted to carry wheelchair dependant passengers.**

This list is up to date at this time, however the number of vehicles available may change.

### **White Star Taxis**

**01384 485644 or 07968 369394**

8 Waverley Street, Dudley, DY2 0YE (4 x Hackney Carriages)

### **Five Star Taxis**

**01384 232323 or 07956 475654**

Porters Field, Dudley, DY2 7AT (8 x Hackney Carriages)

### **Beacon Taxis**

**01902 666666**

Dormston Trading Estate, Burton Road, Dudley, DY1 2UF (10 x Hackney Carriages)

### **Newline Taxis**

**01384 480001**

2<sup>nd</sup> Floor, Brierley Hill, Dudley, DY5 3AE (15 x Hackney Carriages)

### **ABC Taxis**

**01384 231111**

12 Castle Street, Dudley, DY1 4QQ (11 x Hackney Carriages)

### **Fastline Taxis**

**01384 404040**

Unit 29F, Dawley Brook, Trading Estate, Kingswinford, Dudley, (13 x Hackney Carriages)

### **Midland ACA Cars Ltd**

**01384 242424**

Paddys Wide Water Industrial Estate, Brierley Hill, DY5 4AH (14 x Hackney Carriages)

### **Crown Taxis**

**01384 868686**

Unit 35, Wallows Trading Estate, Brierley Hill, DY5 1QA (6 x Hackney Carriages)

**A to Z Taxis****07973 121945**

29 Terry Street, Dudley, DY2 7DR (7 x Hackney Carriages)

**ABM Taxis****01384 838383**

Vauxhall Road, Stourbridge, Dudley, DY2 7DR (7x Hackney Carriages)

**Castle Cars****01384 666666**

Wolverhampton Street, Dudley, DY3 1RF (21 x Hackney Carriages)

**Falcon A2B Elite****01384 393939**

St Johns Road, Stourbridge, Dudley, DY8 1HE (21 x Hackney Carriages)

**Star New Star Taxis****0121 501 2222**

Star House, Birmingham Street, Halesowen, Dudley, B63 3HN (7 x Hackney Carriages)

**Triple Twenty Taxis****01384 202020**

23 King Street, Dudley, DY2 8NY (10 x Hackney Carriages)

**One 4 You Taxis****01384 231660**

31 Gammage Street, Dudley, DY2 8XL (16 x Hackney Carriages)

**New Excel Taxis****01384 909090**

54a High Street Lye, Stourbridge, DY9 8LQ (13 x Hackney Carriages)

**Swift Taxis****01384 959595**

Heath Lane, Stourbridge, Dudley, DY8 1RF (6 x Hackney Carriages)

**Express Taxis****0121 501 2345**

234 Dudley Road, Halesowen, Dudley, B63 3LW (4 x Hackney Carriages)

**Waterfront Cars****01384 78781**

Woodside Industrial Estate, Pedmore Road, Dudley, DY2 0RL (33 x Hackney Carriages)

## **Taxi feedback**

The council does everything it can to ensure companies adhere to all the regulations controlling the taxi service. The council is ready and willing to take action against drivers, who flout the law or offer a substandard service. It is not appropriate for us to pursue an allegation of dangerous or irresponsible driving, as dangerous driving is a criminal offence and should be dealt with by the police.

If you have any serious concerns regarding your journey in a vehicle licensed by Dudley Council please contact Dudley Licensing Enforcement on 01384 815101.

Please provide as many details as possible about the vehicle and/or the driver you wish to comment on to help us identify the vehicle or driver in question. Useful information includes: the licence number; the vehicle registration number (even part of the number is helpful); the make, model and colour of the vehicle; the time and place of the journey taken and the personal badge number of the driver.