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To: Councillor Al-Samarai, Convener; Councillor Delaney, Vice-Convener; and Councillors Boulton, Clark, Crockett, Fairfull, Farquhar, Henrickson, MacGregor, Malik, McLeod, Tissera and van Sweeden.

Town House,
ABERDEEN 30 August 2022

LICENSING COMMITTEE

The Members of the **LICENSING COMMITTEE** are requested to meet in the Council Chamber - Town House on **TUESDAY, 6 SEPTEMBER 2022 at 10.00 am**. This is a hybrid meeting and Members may also attend remotely.

The meeting will be webcast and a live stream can be viewed on the Council's website. <https://aberdeen.public-i.tv/core/portal/home>

VIKKI CUTHBERT
INTERIM CHIEF OFFICER - GOVERNANCE

B U S I N E S S

NOTIFICATION OF URGENT BUSINESS

1.1. Urgent Business

DETERMINATION OF EXEMPT BUSINESS

2.1. Exempt Business

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

3.1. Declarations of Interest and Transparency Statements

DEPUTATIONS

- 4.1. Deputations

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- 6.1. Notices of Motion

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- 7.1. Referrals from the Taxi and Private Hire Car Consultation Group Meeting of 26 August 2022 (Pages 21 - 26)

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(Pages 29 - 32)
- 8.2. Renewal of a Licence for a House in Multiple Occupation - 37 Orchard Street
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- 8.3. Renewal of a Licence for a House in Multiple Occupation - 8 Orchard Road
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- 8.5. New Licence for a House in Multiple Occupation - 13 Rose Street, Flat A
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- 8.9. Grant of a Street Trader's Licence - Paulies Media Ltd, Hareness Road, South Side 65m West of Blackness Road (Pages 71 - 74)
- 8.10. Grant of a Street Trader's Licence - Pavel Plasek, Beach Esplanade, East Side 100m South of Links Road (Southern Spur) (Pages 75 - 76)
- 8.11. Grant of a Late Hours Catering Licence - L & M Stores Premier, 132-134 Hutcheon Street (Pages 77 - 78)
- 8.12. Grant of a Taxi Operator Licence - Varinder Sood (Pages 79 - 82)
- 8.13. Request for Exemption from Permitted Vehicle Policy - Steven Hall PH105 (Pages 83 - 86)

COMMITTEE REPORTS

- 9.1. Review of Street Trader Policy - COM/22/180 (Pages 87 - 106)
- 9.2. Street Knowledge Test - Consultation Feedback - COM/22/181 (Pages 107 - 1170)
- 9.3. Short Term Lets - New Licensing Powers - CUS/22/191 (to follow)

CONFIDENTIAL INFORMATION - APPLICATIONS, INCLUDING LIST OF APPLICATIONS, TO BE HEARD IN PRIVATE

Applications to be heard in private and treated as confidential information in terms of Section 50(A)(3)(b) of the Local Government (Scotland) Act 1973.

- 10.1. Landlord Registration (Pages 1173 - 1178)
- 10.2. Landlord Registration (Pages 1179 - 1182)
- 10.3. Request for Suspension or Revocation (Paragraph 11) of a Taxi Driver's Licence (Pages 1183 - 1200)
- 10.4. Renewal of a Taxi Driver's Licence (Pages 1201 - 1202)
- 10.5. Request for Suspension (Paragraph 12) of a Taxi Driver's Licence (Pages 1203 - 1206)
- 10.6. Renewal of a Taxi Driver's Licence (Pages 1207 - 1208)

EHRIAs related to reports on this agenda can be viewed [here](#)

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LICENSING COMMITTEE

ABERDEEN, 5 July 2022. Minute of meeting of the LICENSING COMMITTEE.
Present: Councillor Al-Samarai, Convener; Councillor Delaney, Vice Convener; and Councillors Clark, Farquhar, Graham (as substitute for Councillor Crockett), Henrickson, MacGregor, Malik, McLeod, McRae (as substitute for Councillor Cormie) and van Sweeden.

The agenda and reports associated with this minute can be found [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

VALEDICTORY

1. The Convener wished to express her thanks to the previous Convener, Mr John Reynolds who had recently retired and stood down prior to the recent Local Government Election.

She also acknowledged that this would be Mr Ally Thain's (Private Sector Housing Manager) last meeting before retiring from the Council after 46 years of service. She expressed her sincere thanks for his contribution and support of the Committee wishing him well in his retirement.

The Committee resolved:-
to concur with the Convener.

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

2. There were no declarations of interest or transparency statements intimated at this stage in the proceedings.

DEPUTATION BY RUSSELL MCLEOD, RAINBOW CITY TAXIS

3. The Committee had before it a deputation from Mr Russell McLeod, Rainbow City Taxis in relation to agenda item 9.3 (Street Knowledge Test).

The Committee resolved:-
to hear the deputation prior to consideration of the report. (Article 24 of this minute refers)

MINUTE OF PREVIOUS MEETING OF 22 MARCH 2022, FOR APPROVAL

4. The Committee had before it the minute of its previous meeting of 22 March 2022, for approval.

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The Committee resolved:-

to approve the minute.

COMMITTEE BUSINESS PLANNER

5. The Committee had before it the Committee Business Planner as prepared by the Chief Officer – Governance.

The Committee resolved:-

to note the content of the Business Planner.

NEW LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 35 ST MACHAR DRIVE

6. The Committee had before it a report by the Private Sector Housing Manager, which advised that the application was before the Committee for the reason that one letter of representation had been submitted; and that the necessary upgrading work and certification had not been completed.

The applicant, Mr Nicholas James was in attendance and spoke in support of the application and responded to questions from members of the Committee.

The respondent was not in attendance, nor represented.

The Committee resolved:-

to defer consideration of the application until the works were completed, after which time the Private Sector Housing Manager could grant the licence under delegated powers if appropriate.

RENEWAL OF A LICENCE FOR A HOUSE IN MULTIPLE OCCUPATION - 118 CROWN STREET

7. The Committee were advised that the licence had been granted under delegated powers.

REQUEST FOR EXEMPTION FROM AGE OF VEHICLE POLICY - LEE JOHNSTON

8. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the applicant was seeking an exemption to the current Committee Policy which stated that any saloon vehicle to be licensed as a taxi or private hire car must be no older than 5 years old from the date of registration.

The applicant, Mr Lee Johnston was in attendance and spoke in support of his request and answered questions from members of the Committee.

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The Committee resolved:-

to approve the request for exemption from the Age of Vehicle Policy.

REQUEST FOR EXEMPTION FROM AGE OF VEHICLE POLICY - TULA MIAH

9. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the applicant was seeking an exemption to the current Committee Policy which stated that any saloon vehicle to be licensed as a taxi or private hire car must be no older than 5 years old from the date of registration.

The applicant, Mr Tula Miah was in attendance and spoke in support of his request and answered questions from members of the Committee.

The Committee resolved:-

to approve the request for exemption from the Age of Vehicle Policy.

REQUEST FOR EXEMPTION FROM AGE OF VEHICLE POLICY - DARREN MATTHEW

10. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the applicant was seeking an exemption to the current Committee Policy which stated that any saloon vehicle to be licensed as a taxi or private hire car must be no older than 5 years old from the date of registration.

The applicant, Mr Darren Matthew was in attendance and spoke in support of his request and answered questions from members of the Committee.

The Committee resolved:-

to approve the request for exemption from the Age of Vehicle Policy.

REQUEST FOR EXEMPTION FROM AGE OF VEHICLE POLICY - MATTHEW CHYLA

11. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the applicant was seeking an exemption to the current Committee Policy which stated that any saloon vehicle to be licensed as a taxi or private hire car must be no older than 5 years old from the date of registration.

The applicant, Mr Matthew Chyla was in attendance.

The Committee resolved:-

to approve the request for exemption from the Age of Vehicle Policy.

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REQUEST FOR EXEMPTION FROM AGE OF VEHICLE POLICY - HUSEYIN POLAT

12. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the applicant was seeking an exemption to the current Committee Policy which stated that any saloon vehicle to be licensed as a taxi or private hire car must be no older than 5 years old from the date of registration.

The applicant, Mr Huseyin Polat was in attendance and spoke in support of his request and answered questions from members of the Committee.

The Committee resolved:-

to approve the request for exemption from the Age of Vehicle Policy.

REQUEST FOR EXEMPTION FROM AGE OF VEHICLE POLICY AND WHEELCHAIR ACCESSIBLE VEHICLE POLICY - STANLEY NOBLE AND CHRIS WINPENNY

13. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the applicants were seeking an exemption from three current Committee Policies, namely (1) the Committee Policy that states that any vehicle being licensed as part of a Grant of Licence, Temporary Licence or Substitution application must be 5 years old or less on the day the application is submitted; (2) the Committee Policy that states that any application for the Grant of a Taxi Licence must be for a Wheelchair Accessible Vehicle; and (3) the Committee Policy that states that the licence holder must be the legal owner and registered keeper of the licensed vehicle and must also be the main insured party.

The applicant, Mr Stanley Noble was in attendance.

The Committee resolved:-

to defer consideration of the requests until such time the applicant(s) submit an application.

RENEWAL OF A TAXI LICENCE - CHRISTOPHER SEDGWICK

14. The Committee had before it an information note prepared by the Chief Officer – Governance in respect of the application which advised that the application had to be determined by 29 September 2022.

The licence holder, Mr Christopher Sedgwick was in attendance and spoke in support of his application.

The Committee resolved:-

to defer consideration of the application until the next meeting of the Committee, to allow the licence holder to submit an application for the Substitution of a Vehicle.

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SEXUAL ENTERTAINMENT VENUE LICENCE - LICHOLDING LTD, SILHOUETTE, 48 BRIDGE STREET

15. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours for the licence would be: Sunday to Thursday - 12:00 to 02:00 and Friday and Saturday - 13:00 to 03:00; and (2) correspondence from the Principal Environmental Health Officer, Operations and Protective Services.

The applicant's agent Mr Mohammad Ali was in attendance and spoke in support of the application.

Mr Andrew Gilchrist, Principal Environmental Health Officer indicated that some outstanding work was required to be undertaken by the licence holder.

The Committee resolved:-

to approve the licence subject to the standard environmental health conditions being met by the licence holder.

SEXUAL ENTERTAINMENT VENUE LICENCE - TGC LEISURE LTD, PRIVATE EYES, 70 CHAPEL STREET

16. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours for the licence would be: Sunday to Thursday - 19:00 to 02:00 and Friday and Saturday - 19:00 to 03:00.

The applicant's agent Mr Archie McIver was in attendance and spoke in support of the application.

The Committee resolved:-

to approve the licence.

SEXUAL ENTERTAINMENT VENUE LICENCE - TGC LEISURE LTD, PRIVATE EYES 2, 30 BRIDGE STREET

17. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours for the licence would be: Sunday to Thursday - 19:00 to 02:00 and Friday and Saturday - 19:00 to 03:00.

The applicant's agent Mr Archie McIver was in attendance and spoke in support of the application.

The Committee resolved:-

to approve the licence.

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SEXUAL ENTERTAINMENT VENUE LICENCE - DEVANA INVESTMENTS LIMITED, BUGSY BROWNS, 7 WINDMILL BRAE

18. The Committee had before it an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours for the licence would be: Sunday to Thursday - 13:00 to 02:00 and Friday and Saturday - 13:00 to 03:00.

The applicant's agent Mr Neil Fraser was in attendance and spoke in support of the application.

The Committee resolved:-

to approve the licence.

SEXUAL ENTERTAINMENT VENUE LICENCE - NEW PROGRESS LIMITED, THE MASK ABOVE MAGMA, 52 BRIDGE STREET

19. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours for the licence would be: Sunday to Thursday - 12:00 to 02:00 and Friday and Saturday - 13:00 to 03:00; and (2) correspondence from the Principal Environmental Health Officer, Operations and Protective Services.

The applicant's agent Mr Mohammad Ali was in attendance and spoke in support of the application.

Mr Andrew Gilchrist, Principal Environmental Health Officer indicated that some outstanding work was required to be undertaken by the licence holder.

The Committee resolved:-

to approve the licence subject to the standard environmental health conditions being met by the licence holder.

SEXUAL ENTERTAINMENT VENUE LICENCE - PUNCH PARTNERSHIP LTD, C/O TLT LLP, NUMBER 7, 7 CROWN STREET

20. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours for the licence would be: Monday to Thursday - 11:00 to 02:00, Friday and Saturday - 13:00 to 03:00 and 12:30 to 02:00 on Sunday; and (2) an inspection report from the Building Standards Team.

The applicant's agent Mr Stephen McGowan was in attendance and spoke in support of the application.

The Committee resolved:-

to approve the licence.

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SEXUAL ENTERTAINMENT VENUE LICENCE - GLORYEVER LIMITED, HOUSE OF GINZA, 21 CROWN TERRACE

21. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance, which advised that the operating hours would be: Sunday to Thursday - 11:00 to 02:00 and Friday and Saturday - 12:00 to 03:00; and (2) a letter of representation from the Chief Superintendent, Police Scotland, c/o North East Division, dated 30 March 2022; (3) letters of representation from the Council's Environmental Health and Building Standard Teams; and (4) three letters of objection submitted by members of the public.

The applicant's agent Mr Joseph Chong was in attendance and spoke in support of the application.

Sergeant Neil Grant was in attendance and spoke in support of Police Scotland's letter of representation.

Mr Andrew Gilchrist, Principal Environmental Health Officer indicated that he would have no objection to the licence if the required environmental health conditions were met by the applicant.

Mr David Kidd, Team Leader, Building Standards advised that some outstanding work was required to be undertaken by the applicant.

The Committee then heard from Ms Rachael Sparrow and Ms Evelyn Provatos, two of the three members of the public who spoke in support of their letters of objection.

The Committee resolved:-

- (i) to refuse the licence on the grounds of over provision, noting that if the licence was approved, the number of Sexual Entertainment Venues in the local authority's area would exceed the number (six) that the authority considers appropriate for their area; and
- (ii) to instruct the Chief Officer – Governance to undertake a review of the Sexual Entertainment Venue policy in 18 months' time.

APPOINTMENT OF MEMBERS TO LICENSING SUB-COMMITTEE AND TAXI AND PRIVATE HIRE CAR CONSULTATION GROUP - COM/22/093

22. The Committee had before it a report by the Chief Officer – Governance which sought approval to re-establish the Licensing Sub-Committee and thereafter to determine compositions and make appointments to the Licensing Sub-Committee and the Taxi and Private Hire Car Consultation Group under the Committee's remit.

The report recommended:-

that the Committee –

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- (a) agree to re-establish the Licensing Sub-Committee and agree the composition and appoint a Convener and members to the Licensing Sub-Committee in accordance with the proposed composition at 3.4 of this report; and
- (b) agree the composition and appoint a Chairperson and elected members to the Taxi and Private Hire Car Consultation Group in accordance with the proposed composition at 3.4 of the report.

The Committee resolved:-

- (i) to re-establish the Licensing Sub-Committee and agree that its membership number be seven (3 SNP, 1 Liberal Democrat, 1 Labour, 1 Conservative, and 1 Independent) and to appoint the Convener of the Licensing Committee as its Convener;
- (ii) to re-establish the Taxi and Private Hire Car Consultation Group and agree that the number of elected members on it be seven (3 SNP, 1 Liberal Democrat, 1 Labour, 1 Conservative, and 1 Independent) and to appoint the Convener of the Licensing Committee as its Chairperson; and
- (iii) to instruct the Clerk to arrange a meeting of the Taxi and Private Hire Car Consultation Group in August 2022, in consultation with the Chairperson.

BACK WYND TAXI RANK PROPOSAL - COM/22/088

23. The Committee had before it a report by the Chief Officer – Governance which outlined the feedback following consultation with Police Scotland, Aberdeen City Council Roads Department, the City Centre Masterplan Team, the taxi trade and the general public on the reinstatement of the taxi rank at Back Wynd.

The report recommended:-

that the Committee –

- (a) consider the Consultation responses in Appendices 1, 2 and 3 of the report; and
- (b) agree to install a rank on Back Wynd for the number of vehicles and operating hours considered appropriate.

The Committee resolved:-

to install a rank on Back Wynd for 11 vehicles and that the operating hours be 05:00 to Midnight, seven days per week.

STREET KNOWLEDGE TEST - COM/22/147

24. With reference to article 3 of this minute, the Committee received a deputation from Mr Russell McLeod, Rainbow City Taxis.

Mr McLeod advised that as a trade they were well aware that during Covid, Aberdeen's Taxi and Private Hire fleet had diminished by approx. 25%. A large percentage of those who had left the trade seemed to have been those drivers that worked "the ranks" which impacted on taxi numbers servicing the ranks at peak times, especially at weekends. He

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indicated that the trade had no intention of burying their heads in the sand, realising that they needed to be proactive in increasing the Aberdeen Fleet, and they should not forget the standards that have been built over the past 40+ years, standards that they should not just disregard, because we have a shortage of taxis at some peak times.

He intimated that their trade was not the only trade that was struggling to recruit, and at this time, they were approximately 300 drivers short, although Bus companies openly acknowledged that they had no plans to re-start their late-night buses anytime soon and certainly not before October or November 2022, at the earliest. He explained that they had been represented at many groups over the past two years and were allowed to take part in conversations that directly affected their industry, with other stakeholders in attendance. He advised that since the city started to open after Covid, it was only the taxi trade that had kept people moving after 11pm, there had been no help from bus companies, and during this time their most used night-time rank (St Nicholas Church) had not been accessible.

Mr McLeod advised that there was no signage for members of the public to direct them to find, or wait for a taxi, until most of the Spaces for People measures were lifted. Night-time Marshals have been working for the past two weeks and most of the night-time ranks were now back operational.

In terms of the report before members, Mr McLeod explained that the proposals were not acceptable to the taxi trade and they would undo 40+ years of striving to make their industry the best it could be.

Mr McLeod made reference to the four options outlined in the report and responded as follows:-

- (1) Amended Test for Private Hire Drivers - Why would someone being asked to do the same job, be allowed to do this with a lesser test?
- (2) Abolition of the Test for Private Hire Drivers - No test at all would put their industry back many years, they had one of the best, most knowledgeable fleet in Scotland, maybe even the UK, so why would you want to erode all those years of hard work?
- (3) Amended Resit Procedures - Yes, they would welcome this, but this was muted by the Taxi and Private Hire Car Consultation Group almost three years ago; and
- (4) Driver Training Qualification - Nothing wrong with anything that improved standards, it just needed to be across the board, but there was the issue of cost?

Mr McLeod advised that in association with Aberdeen Taxis, ComCab Aberdeen and Rainbow City Taxis, they would like to propose the follow as an alternative to the proposals, although stressed that it may be prudent to point out, that allowing no test for Private Hire Drivers, would be beneficial financially for all Taxi Offices, as this was the only way they could work, but in their view, allowing this would seriously damage the standards that they strived to achieve:-

- (a) At present, each applicant needed to achieve 75% pass rate on all four modules, they proposed that this be reduced to 60%. For obvious reasons, if it was felt that keeping the Highway Code part at 75%, then they would have no issue;

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- (b) If an applicant, passed at least two modules out of four, then that applicant should only have to sit the parts that were failed on first sitting. They would propose that each applicant be allowed only two attempts to pass. After this they would need to start again; and
- (c) Test for a Private Hire Driver should remain the same as a Taxi Driver, as they were doing the same job.

Mr McLeod indicated that their proposals would help increase the number of those applying and passing the Knowledge Test, which in turn would steadily increase the Aberdeen Fleet, with all three of their offices now running Taxi Training schools to help and teach applicants how to pass the Street Knowledge Test.

The Committee thanked Mr McLeod for his deputation.

The Committee had before it a report by the Chief Officer – Governance which sought authority to seek public opinion on options for amending the Street Knowledge Test by way of a public consultation exercise.

The report recommended:-

that the Committee –

- (a) instruct the Chief Officer – Governance to hold a public consultation on the options for amending the Street Knowledge Test as detailed in Appendix 1 of the report; and
- (b) instruct the Chief Officer – Governance to report back to the Committee on 6 September 2022 with the results of the consultation exercise.

The Committee resolved:-

to approve the recommendations.

CONFIDENTIAL INFORMATION

The press and public were excluded from the meeting for consideration of the following items which contained confidential information in terms of Section 50A 3(b) of the Local Government (Scotland) Act 1973.

REQUEST FOR SUSPENSION OR REVOCATION (PARAGRAPH 11) OF A TAXI DRIVER LICENCE

25. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance, which advised that a request had been received under Paragraph 11, Schedule 1 of the Civic Government (Scotland) Act 1982 for the suspension or revocation of a Taxi Driver's licence; and (2) a letter from the Chief Superintendent, Police Scotland, c/o North East Division dated 16 May 2022.

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As a preliminary matter, Mr Munro, Legal Adviser, Aberdeen City Council advised that he had recently received a late letter from the applicant and that the Committee required to consider whether it be accepted into the proceedings.

The Committee resolved:-

to accept the letter into proceedings.

Sergeant Grant was in attendance, spoke in support of Police Scotland's letter and responded to questions from members.

The licence holder was in attendance, as was his representative Mr Dean Purdie who responded to the details within Police Scotland's letter and to member's questions.

Both parties summed up.

The Committee resolved:-

to suspend the licence holder with immediate effect and for the unexpired period of his licence (31 October 2023).

RENEWAL OF A TAXI DRIVER LICENCE

26. The Committee were advised that the application had been withdrawn.

REQUEST FOR EXEMPTION FROM THE STREET KNOWLEDGE TEST

27. The Committee had before it (1) an information sheet prepared by the Chief Officer – Governance, which advised that the applicant was seeking an exemption from the Committee Policy that stated that an applicant for a Taxi Driver or Private Hire Car Driver licence must pass the street knowledge test; and (2) an email from the applicant indicating the grounds on which he was seeking the exemption.

The applicant was not in attendance, nor represented.

The Committee resolved:-

to refuse the request for exemption.

- **COUNCILLOR GILL AL-SAMARAI, Convener**

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	A	B	C	D	E	F	G	H	I
1	LICENSING COMMITTEE BUSINESS PLANNER								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference Number	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3			6 September 2022						
4	Review of Street Trader Policy	The Committee on 22/3/22 agreed to instruct the Chief Officer - Governance to proceed with the consultation process on any revised policy, and report back to this Committee with a final draft of the revised policy by September 2022		Arlene Dunbar/ Sandy Munro	Governance	Commissioning	17.3		
5	Street Knowledge Test - Consultation Feedback	The Committee on 5/7/22 agreed to instruct the Chief Officer – Governance to report back to the Committee on 6 September 2022 with the results of the consultation exercise.		Sandy Munro	Governance	Commissioning	17.3		
6	Short Term Lets – New Licensing Powers	To advise Members of the introduction of licensing for Short Term Lets and the implications for the Council and, in particular, the Licensing Committee		Jocelyn Janssen	Early Intervention and Community Empowerment	Customer	17.3		
7			15 November 2022						
8	Update on Mixed Fleet Status for Taxis	To provide an update on the transition from the 100% WAV Policy to a Mixed Fleet Policy		Sandy Munro	Governance	Commissioning	17.3		
9			TBC						
10	Taxi Driver Training	Licensing Committee 19/2/19 agreed to instruct the Chief Officer – Governance to continue to investigate training programmes for taxi and private hire drivers and report back to the Committee in this regard as and when appropriate.		Sandy Munro	Governance	Commissioning	17.3		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Directorate	Terms of Reference Number	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
11	Review of Taxi Ranks	The Committee on 26/10/21 agreed to instruct the Chief Officer – Governance to undertake a Review of the Taxi Ranks in Aberdeen at the earliest opportunity following any Council decision being taken on the options for vehicle access on Union Street and the Spaces for People interventions in that area.		Sandy Munro	Governance	Commissioning	17.3		

Application	Name of Applicant & Agent	Premises of which application refers	Representations received	Date by which application to be determined (date order)	Proposed Meeting to Determine Application	Page Number
HMO Application (New)	MIDU Ventures Ltd	Flat 1, 16 Craigie Street, Aberdeen	HMO UNIT (Marc)	19 September 2022	6 September 2022	
HMO Application (Renewal)	John Fotheringham	37 Orchard Street, Aberdeen	HMO UNIT (Marc)	12 October 2022	6 September 2022	
HMO Application (Renewal)	James Thomas Lawrie + Geraghty-Gibb Property Management	8 Orchard Road, Aberdeen	HMO UNIT (Marc)	21 October 2022	6 September 2022	
HMO Application (New)	Shivas Lindsay + Stonehouse Lettings	38 Fonthill Terrace, Aberdeen	HMO UNIT (Stuart)	27 October 2022	6 September 2022	
HMO Application (New)	Yeargraph Limited	Flat A, 13 Rose Street, Aberdeen	HMO UNIT (Marc)	10 November 2022	6 September 2022	
HMO Application (New)	Yeargraph Limited	13B Rose Street, Aberdeen	HMO UNIT (Marc)	10 November 2022	6 September 2022	
HMO Application (New)	Arnold Clark Automobiles Ltd	80 Western Road, Aberdeen	2 Objections	25 April 2023	6 September 2022	
HMO Application (Renewal)	Dave Harris + Winchesters Lettings	Second Floor Flat, 2 Queen's Gate, Aberdeen	2 Objections	17 July 2023	6 September 2022	

Application	Name of Applicant & Agent	Premises of which application refers	Representations received	Date by which application to be determined (date order)	Proposed Meeting to Determine Application	Page Number
Application for a Street Trader's Licence - Grant	Paulies Media Ltd	N/A	Public Objection x1	21 April 2023	6 September 2022	
Application for a Street Trader's Licence - Grant	Pavel Plasek	N/A	Environmental Health	23 September 2022	6 September 2022	
Application for Late Hours Catering Licence - Grant	L & M Stores Premier	132 – 134 Hutcheon Street	Legal – Proposed trading hours out with policy.	15 June 2023	6 September 2022	
Application for Taxi Operator Licence - Grant	Varinder Sood	N/A	Legal	23 June 2023	6 September 2022	
Request for Exemption from Permitted Vehicle Policy	Steven Hall PH105	N/A	Legal	N/A	6 September 2022	

Taxi and Private Hire Car Consultation Group Meeting of 26 August 2022

FARE REVIEW – VERBAL UPDATE FROM LICENSING TEAM

The Consultation Group received an update from Mr Sandy Munro, Legal Adviser in relation to the Taxi Fare Review, following an email received by Mr Russell McLeod requesting that the review process be brought forward.

Mr Munro (a) explained that the present taxi fare came into effect on 30 April 2022, following the usual process and consultation period, and that in terms of the legislation, was not due to be reviewed for 18 months; (b) outlined the process for the next review, indicating that it takes approximately 6 months until the final report was submitted to the Licensing Committee for consideration (around October 2023); and (c) advised that the process to bring forward the date of a Taxi Fare Review would need Committee approval.

The Consultation Group heard from Mr McLeod, who made reference to the impact on the taxi trade as a result of the fuel, energy and the cost of living increases and sought agreement to bring forward the date for a Taxi Fare Review to commence from November 2022.

The Consultation Group resolved:-

to request that the Licensing Committee at their meeting on 6 September 2022 consider whether to bring forward the Taxi Fare Review process.

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Taxi and Private Hire Car Consultation Group
Meeting of 26 August 2022

ENFORCEMENT OFFICER REPORT

The Consultation Group had before it for consideration, the Enforcement Officer's report which provided details relating to Taxi/Private Hire Car issues and information.

Mr Dave McKane highlighted the main issues from his report, making reference to (a) the current numbers licensed compared to October 2019; (b) the street knowledge test statistics during the period 1 January 2022 to 8 July 2022; (c) the appointment of Daniel Wright as the new Civic Licensing Standards Officer; and (d) the Taxi Rank Review.

Mr McKane also advised that it was hoped that a Taxi Demand Survey, produced by an independent company would be undertaken soon, which would also include a review of all taxi ranks.

During the discussion, Mr Russell McLeod and Mr Stewart Duncan provided information on why a Taxi Demand Survey should be deferred at this time, namely that the trade was still undergoing a recovery period following the pandemic.

The Consultation Group resolved:-

- (i) to request that the Licensing Committee at their meeting on 6 September 2022 consider deferring the Taxi Demand Survey for a period of 12 Months;
- (ii) to note that Mr McKane would include a breakdown of the passes and fails in relation to each section of the street knowledge test in future reports; and
- (iii) to otherwise note the report.

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Taxi and Private Hire Car Consultation Group
Meeting of 26 August 2022

MEETINGS OF THE CONSULTATION GROUP – REQUEST TO HAVE FOUR MEETINGS INSTEAD OF THREE PER YEAR

The Consultation Group heard from Mr Russell McLeod who requested that consideration should be given to increasing the number of meetings of the Group from three to four per year, in order that any relevant taxi trade issues and recommendations of the group could be submitted for consideration of the Licensing Committee on a more regular basis.

There was a general agreement amongst members that an extra meeting would be beneficial for the trade members.

The Consultation Group resolved:-

to request that the Licensing Committee at their meeting on 6 September 2022, agree to increase the number of annual meetings of the group to four, commencing in 2023.

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Application	Name of Applicant & Agent	Premises of which application refers	Representations received	Date by which application to be determined (date order)	Proposed Meeting to Determine Application	Page Number
HMO Application (New)	MIDU Ventures Ltd	Flat 1, 16 Craigie Street, Aberdeen	HMO UNIT (Marc)	19 September 2022	6 September 2022	29-32
HMO Application (Renewal)	John Fotheringham	37 Orchard Street, Aberdeen	HMO UNIT (Marc)	12 October 2022	6 September 2022	33-36
HMO Application (Renewal)	James Thomas Lawrie + Geraghty-Gibb Property Management	8 Orchard Road, Aberdeen	HMO UNIT (Marc)	21 October 2022	6 September 2022	37-40
HMO Application (New)	Shivas Lindsay + Stonehouse Lettings	38 Fonthill Terrace, Aberdeen	HMO UNIT (Stuart)	27 October 2022	6 September 2022	41-44
HMO Application (New)	Yeargraph Limited	Flat A, 13 Rose Street, Aberdeen	HMO UNIT (Marc)	10 November 2022	6 September 2022	45-48
HMO Application (New)	Yeargraph Limited	13B Rose Street, Aberdeen	HMO UNIT (Marc)	10 November 2022	6 September 2022	49-52
HMO Application (New)	Arnold Clark Automobiles Ltd	80 Western Road, Aberdeen	2 Objections	25 April 2023	6 September 2022	53-60
HMO Application (Renewal)	Dave Harris + Winchesters Lettings	Second Floor Flat, 2 Queen's Gate, Aberdeen	2 Objections	17 July 2023	6 September 2022	61-70

Application	Name of Applicant & Agent	Premises of which application refers	Representations received	Date by which application to be determined (date order)	Proposed Meeting to Determine Application	Page Number
Application for a Street Trader's Licence - Grant	Paulies Media Ltd	N/A	Public Objection x1	21 April 2023	6 September 2022	71-74
Application for a Street Trader's Licence - Grant	Pavel Plasek	N/A	Environmental Health	23 September 2022	6 September 2022	75-76
Application for Late Hours Catering Licence - Grant	L & M Stores Premier	132 – 134 Hutcheon Street	Legal – Proposed trading hours out with policy.	15 June 2023	6 September 2022	77-78
Application for Taxi Operator Licence - Grant	Varinder Sood	N/A	Legal	23 June 2023	6 September 2022	79-82
Request for Exemption from Permitted Vehicle Policy	Steven Hall PH105	N/A	Legal	N/A	6 September 2022	83-86

LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (NEW)

APPLICANT: MIDU VENTURES LIMITED

ADDRESS: 16 CRAIGIE STREET, ABERDEEN (FLAT A)

AGENT: NONE STATED

INFORMATION NOTE

At the date of drafting this Information Note, a new HMO licence cannot be granted for the reason that the work & certification requirements to bring the property up to the current HMO standard have not been completed. The meeting of the Licensing Committee on 6 September 2022, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the property is still unsuitable for occupation as an HMO by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 6 September 2022. I will advise the Committee whether the applicant has satisfactorily completed the necessary work & certification requirements.

DESCRIPTION

The property at No.16A Craigie Street, Aberdeen, is a ground & basement maisonette flat providing accommodation of 5 letting bedrooms, dining-kitchen & shower-room. The applicant has requested an occupancy of 5 tenants, which is acceptable in terms of space and layout.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building for the 21-day statutory period, alerting the general public to the HMO licence application.

OBJECTIONS/REPRESENTATIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- General public – no objections

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDINGS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and their registration includes 20 rental properties, one of which being No.16A Craigie Street.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints of anti-social behaviour involving the tenants of No.16A Craigie Street.
- The extent of the above-mentioned work & certification requirements is as follows:
 - 1) All faulty or missing lightbulbs to be replaced immediately.
 - 2) Lightshades to be fitted to pendant fittings where there are bare lightbulbs.
 - 3) All windows to be checked and adjusted to ensure that they open easily for ventilation. Particular attention to be paid to the windows in lounge, bedroom 2 & bedroom 4.
 - 4) All self-closing room doors to be checked and adjusted as necessary to ensure that they fully close against their stops and latch.
 - 5) The following documentation to be submitted for inspection:
 - Notice of HMO Application – Certificate of Compliance
 - Portable Appliance Test (PAT) certificate

6) Confirmation awaited from the Scottish Fire & Rescue Service that the property is fire-safety compliant.

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LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (RENEWAL)

APPLICANT: JOHN FOTHERINGHAM

ADDRESS: 37 ORCHARD STREET, ABERDEEN

AGENT: NONE STATED

INFORMATION NOTE

At the date of drafting this Information Note, a new HMO licence cannot be granted for the reason that the work & certification requirements to bring the property up to the current HMO standard have not been completed. The meeting of the Licensing Committee on 6 September 2022, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the property is still unsuitable for occupation as an HMO by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 6 September 2022. I will advise the Committee whether the applicant has satisfactorily completed the necessary work & certification requirements.

DESCRIPTION

The property at No.37 Orchard Street, Aberdeen, is an upper-floor maisonette flat, providing accommodation of 5 letting bedrooms, open-plan lounge/kitchen, shower-room & bathroom. The applicant has requested an occupancy of 5 tenants, which is acceptable in terms of space and layout.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building for the 21-day statutory period, alerting the general public to the HMO licence application.

OBJECTIONS/REPRESENTATIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- General public – no objections

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDINGS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and his registration includes No.37 Orchard Street.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has a record of 4 separate complaints of anti-social behaviour involving the tenants of No.37 Orchard Street. The last recorded complaint was on 9 February 2020 when a neighbour contacted the ASBIT helpline to complain about loud music being played in No.37. ASBIT staff attended an hour later but the neighbour advised that the music had since been turned off and no further action taken. Similar complaints were recorded on 14 October 2017 and 20 November 2015. On 2 April 2015, ASBIT staff witnessed a loud party in No.37 at 03.10 hours and served a Warning Notice on the occupants.
- The extent of the above-mentioned work & certification requirements is as follows:
 - 1) All self-closing doors to be checked and adjusted as necessary to ensure that they fully close against their stops and latch. Particular attention to be paid to the doors in bedrooms 1, 2, 4 & 5.
 - 2) The door-handle to bedroom 1 to be securely reattached to the door as a matter of urgency.
 - 3) Door handles and a latch to be fitted to the lounge door.

- 4) The window locks which have been fitted to the doors of the letting bedrooms must be removed as a matter of urgency.
- 5) All faulty or missing lightbulbs to be replaced immediately and lightshades fitted to pendants where there are bare lightbulbs.
- 6) All portable heaters to be permanently removed from the property.
- 7) All windows to be checked and adjusted as necessary to ensure that they easily open for ventilation. Particular attention to be paid to the windows in bedroom 1 & bedroom 2.
- 8) The mould growth on the ceiling of the first-floor bathroom treated and the ceiling redecorated.
- 9) There is evidence of historical water damage to the ceilings of the lounge and kitchen. These ceilings to be made good and redecorated.
- 10) The sealant around the shower-tray in the second-floor bathroom to be removed and the shower-tray resealed.
- 11) A prohibition notice to be fixed beside the open fireplace in bedroom 1 and a relevant clause added to the Tenancy agreement.
- 12) The new Notice of HMO Application to be displayed outside the property for a 21-day period.
- 13) The following documentation to be submitted for inspection:
 - Notice of HMO Application – Certificate of Compliance
 - Gas Safe certificate
 - Electrical Installation Condition Report (EICR)
 - Portable Appliance Test (PAT) certificate
 - Copy of Private Residential Tenancy (PRT) Agreement
- During a recent visit to No.37, the HMO Officer noticed some fire-safety items requiring attention. The Scottish Fire & Rescue Service was notified and confirmation is awaited from them that the property is fire-safety compliant.

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LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (RENEWAL)

APPLICANT: JAMES LAWRIE

ADDRESS: 8 ORCHARD ROAD, ABERDEEN

AGENT: GERAGHTY-GIBB PROPERTY MANAGEMENT

INFORMATION NOTE

At the date of drafting this Information Note, a new HMO licence cannot be granted for the reason that the work & certification requirements to bring the property up to the current HMO standard has not been completed. The meeting of the Licensing Committee on 6 September 2022, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the property is still unsuitable for occupation as an HMO by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 6 September 2022. I will advise the Committee whether the applicant has satisfactorily completed the necessary work & certification requirements.

DESCRIPTION

The property at No.8 Orchard Road, Aberdeen, is a mid-terraced, 3-storey house, providing accommodation of 4 letting bedrooms (one en-suite), dining-kitchen, drying-room & shower-room. The applicant has requested an occupancy of 4 tenants, which is acceptable in terms of space and layout.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building for the 21-day statutory period, alerting the general public to the HMO licence application.

OBJECTIONS/REPRESENTATIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- General public – no objections

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and his registration includes No.8 Orchard Road.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints of anti-social behaviour involving the tenants of No.8 Orchard Road.
- The extent of the above-mentioned work & certification requirements is as follows:
 - 1) All faulty or missing lightbulbs to be replaced immediately and lightshades fitted to pendant fittings where there are bare lightbulbs.
 - 2) The tenant of bedroom 4 reported an incident of insects entering the room via the light fittings. This must be investigated and the existing light-fittings to be replaced with new close-fitting lights.
 - 3) CO detectors to be installed in rooms which contain gas appliances and/or gas flues.
 - 4) All self-closing doors to be checked and adjusted to ensure that they fully close against their stops and latch. Particular attention to be paid to the doors to the bathroom, lounge & bedroom 3.
 - 5) The door leading into the basement area must re-fitted into the door frame and an appropriate lock fitted to secure the basement area.

- 6) All windows to be checked and adjusted as necessary to ensure that they easily open for ventilation. Particular attention to be paid to the windows in bedroom 2 and bedroom 3.
- 7) The failed double-glazing units in the windows of the lounge, bedroom 1 & bedroom 3 to be replaced.
- 8) The water damage to the ceilings in bedroom 3 and the ensuites to be made good and the ceilings redecorated.
- 9) The overgrown hedge in the front garden to be cut back.
- 10) The housekeeping throughout must be addressed and improved.
- 11) The following documentation to be submitted for inspection:
 - Notice of HMO Application – Certificate of Compliance
 - Gas Safe certificate
 - Copy of Private Residential Tenancy (PRT) Agreement

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LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (NEW)

APPLICANT: SHIVAS LINDSAY

ADDRESS: 38 FONTHILL TERRACE, ABERDEEN

AGENT: STONEHOUSE LETTINGS

INFORMATION NOTE

At the date of drafting this Information Note, a new HMO licence cannot be granted for the reason that the work & certification requirements to bring the property up to the current HMO standard have not been completed. The meeting of the Licensing Committee on 6 September 2022, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the property is still unsuitable for occupation as an HMO by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 6 September 2022. I will advise the Committee whether the applicant has satisfactorily completed the necessary work & certification requirements.

DESCRIPTION

The property at No.38 Fonthill Terrace, Aberdeen, is a top-floor maisonette flat, providing accommodation of 3 letting bedrooms (one en-suite), lounge, kitchen & bathroom. The applicant has requested an occupancy of 3 tenants, which is acceptable in terms of space and layout.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building for the 21-day statutory period, alerting the general public to the HMO licence application.

OBJECTIONS/REPRESENTATIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- General public – no objections

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and their registration includes No.38 Fonthill Terrace.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints of anti-social behaviour involving the tenants of No.38 Fonthill Terrace.
- The extent of the above-mentioned work & certification requirements is as follows:
 - 1) All self-closing doors to be checked and adjusted as necessary to ensure that they fully close against their stops from all angles of swing and latch when closed. Particular attention to be paid to the doors in the kitchen and bedroom 2.
 - 2) The amount of electrical sockets in bedrooms 1 & 2 could not be established because of the position of the beds and bedroom furniture. Confirmation required that each bedroom includes a minimum of 6 sockets.
 - 3) The mould growth on the bathroom ceiling to be treated and the ceiling redecorated.
 - 4) The sealant around the bath to be removed and new sealant applied.
 - 5) The following documentation to be submitted for inspection:
 - Notice of HMO Application – Certificate of Compliance

- Gas Safe certificate
- Electrical Installation Condition Report (EICR)
- Portable Appliance Test (PAT) certificate

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LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (NEW)

APPLICANT: YEARGRAPH LIMITED

ADDRESS: 13 ROSE STREET, ABERDEEN (FLAT A)

AGENT: NONE STATED

INFORMATION NOTE

At the date of drafting this Information Note, a new HMO licence cannot be granted for the reason that the work & certification requirements to bring the property up to the current HMO standard has not been completed. The meeting of the Licensing Committee on 6 September 2022, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the property is still unsuitable for occupation as an HMO by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 6 September 2022. I will advise the Committee whether the applicant has satisfactorily completed the necessary work & certification requirements.

DESCRIPTION

The property at No.13A Rose Street, Aberdeen, is a first-floor flat, providing accommodation of 4 letting bedrooms (all en-suite) & dining-kitchen. The applicant has requested an occupancy of 4 tenants, which is acceptable in terms of space and layout.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building for the 21-day statutory period, alerting the general public to the HMO licence application.

OBJECTIONS/REPRESENTATIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- General public – no objections

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and their registration includes 4 rental properties, one of which being No.13A Rose Street.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints of anti-social behaviour involving the tenants of No.13A Rose Street.
- The extent of the above-mentioned work & certification requirements is as follows:
 - 1) All self-closing doors to be checked and adjusted as necessary to ensure that they fully close against their stops from all angles of swing and latch when closed. Particular attention to be paid to the door in bedroom 4.
 - 2) The loose handles on the kitchen door to be securely reattached.
 - 3) All faulty or missing lightbulbs to be replaced immediately.
 - 4) Lightshades to be fitted to pendants where there are bare lightbulbs.
 - 5) All windows to be checked and adjusted as necessary to ensure that they easily open for ventilation. Particular attention to be paid to the windows in bedrooms 1 & 4.
 - 6) The following documentation to be submitted for inspection:
 - Notice of HMO Application – Certificate of Compliance

- Gas Safe certificate
- Electrical Installation Condition Report (EICR)
- Portable Appliance Test (PAT) certificate
- Copy of Private Residential Tenancy (PRT) Agreement

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LICENSING COMMITTEE INFORMATION SHEET 6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (NEW)

APPLICANT: YEARGRAPH LIMITED

ADDRESS: 13 ROSE STREET, ABERDEEN (FLAT B)

AGENT: NONE STATED

INFORMATION NOTE

At the date of drafting this Information Note, a new HMO licence cannot be granted for the reason that the work & certification requirements to bring the property up to the current HMO standard have not been completed. The meeting of the Licensing Committee on 6 September 2022, is the last meeting before the one-year statutory deadline for determining this HMO licence application therefore if the property is still unsuitable for occupation as an HMO by the day of the Committee, and the Committee are minded to refuse the application, they must do so at the meeting on 6 September 2022. I will advise the Committee whether the applicant has satisfactorily completed the necessary work & certification requirements.

DESCRIPTION

The property at No.13B Rose Street, Aberdeen, is a top-floor maisonette flat, providing accommodation of 5 letting bedrooms (all en-suite) & dining-kitchen. The applicant has requested an occupancy of 5 tenants, which is acceptable in terms of space and layout.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building for the 21-day statutory period, alerting the general public to the HMO licence application.

OBJECTIONS/REPRESENTATIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- General public – no objections

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDINGS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all of the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and their registration includes 4 rental properties, one of which being No.13B Rose Street.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints of anti-social behaviour involving the tenants of No.13B Rose Street.
- The extent of the above-mentioned work & certification requirements is as follows:
 - 1) All self-closing doors to be checked and adjusted as necessary to ensure that they fully close against their stops from all angles of swing. Particular attention to be paid to the doors in the kitchen and bedroom 1.
 - 2) The locks and handles on the doors of bedrooms 2 & 4 to be repaired or renewed as necessary and the doors adjusted to latch correctly.
 - 3) All windows to be checked and adjusted as necessary to ensure that they open easily for ventilation. A key to the window handle in kitchen to be provided.
 - 4) All portable heaters to be permanently removed from the property.
 - 5) All faulty or missing lightbulbs to be replaced immediately and lightshades fitted to pendants where there are none.

- 6) The extractor fan in the en-suite bathroom of bedroom 2 to be checked for correct operation and adjusted if necessary.
- 7) Opening devices must be supplied for all Velux windows.
- 8) The following documentation to be submitted for inspection:
 - Notice of HMO Application – Certificate of Compliance
 - Gas Safe certificate
 - Electrical Installation Condition Report (EICR)
 - Portable Appliance Test (PAT) certificate
 - Copy of Private Residential Tenancy (PRT) Agreement

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LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (NEW)

APPLICANT: ARNOLD CLARK AUTOMOBILES LIMITED

AGENT: NONE STATED

ADDRESS: 80 WESTERN ROAD, ABERDEEN

INFORMATION NOTE

This HMO licence application is on the agenda of the Licensing Committee for the reason that 2 representation/objection e-mails were submitted to the HMO Unit.

If, after consideration of the representation/objection, the Committee is minded to grant the HMO licence it may do so under delegated powers since at the time of drafting this Information Note, the necessary upgrading works & certification have not been completed. I will advise Members during the Committee meeting if that position has changed.

DESCRIPTION

The 2-storey, detached building at No.80 Western Road, Aberdeen, was originally a doctors' surgery which was converted by the applicant some years ago to form 19 serviced apartments, ie. 8 apartments on the ground floor and 11 apartments on the upper floor. All apartments are en-suite hotel-room accommodation and there are communal kitchens on both floors. There is no garden ground. The applicant wishes to accommodate a maximum of 19 tenants, which is acceptable to the HMO Unit in terms of space & layout. The location of the premises, marked 'surgery' is shown on the plan attached as Appendix A.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building, alerting the public to the HMO licence application.

REPRESENTATIONS/OBJECTIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- One objection e-mail from Pat Gibson (Attached as Appendix B)
- One objection e-mail from Lee Gibson (Attached as Appendix C)
- Licence-applicant – one e-mail from the applicant to the objector, Pat Gibson, in response to her objection e-mail (Attached as Appendix D)

Both e-mail objections were received within the statutory time period therefore the Council must consider them.

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:

'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

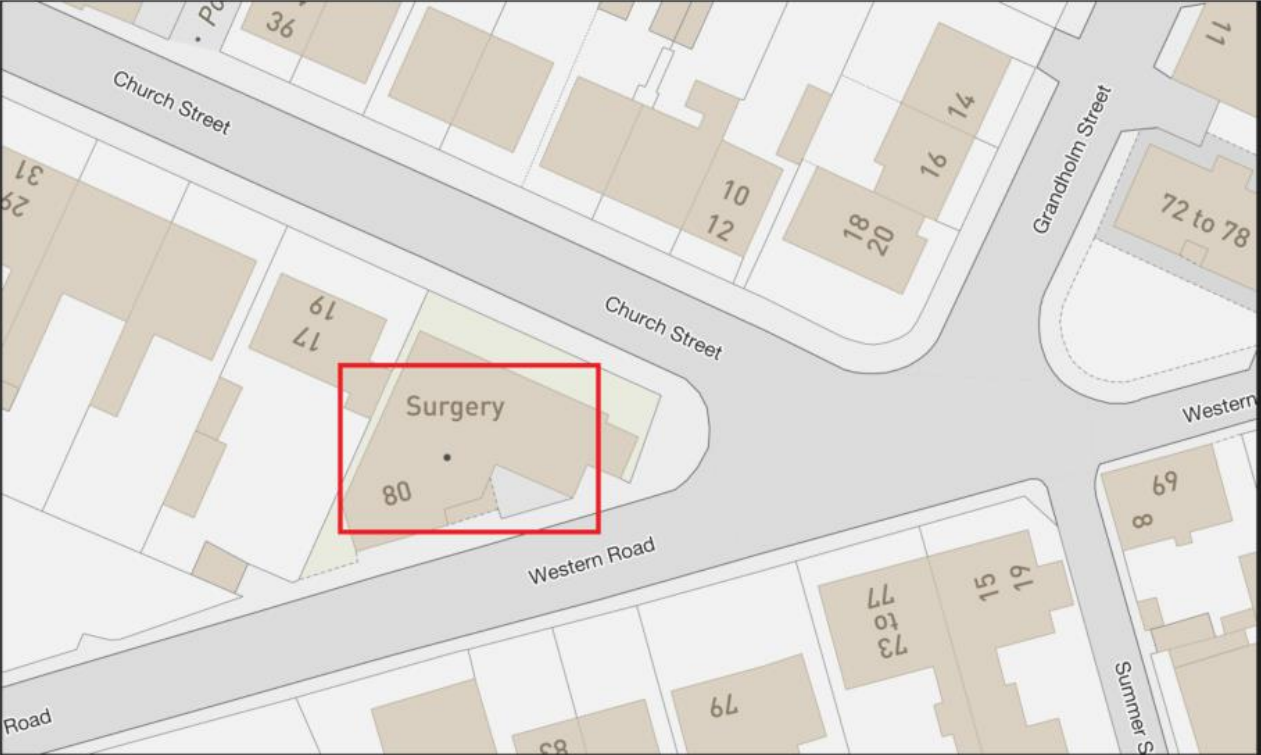
GROUNDS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and their registration includes No.80 Western Road.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints in respect of No.80 Western Road.
- The building at No.80 Western Road was originally used by the applicant to accommodate employees from their company when they were in Aberdeen for training courses and the like. Accordingly, no HMO licence was required however the applicant's current intention is to obtain an HMO licence for the purpose of accommodating refugees. The applicant is currently in talks with the Council's Resettlement Team about this.
- One of the objection e-mails mentions the lack of a garden at No.80 Western Road, and whilst this is correct there is no requirement in HMO licensing for a licensed property to include garden ground. There are hundreds of HMO-licensed flats in Aberdeen and some of these do not include any garden ground.



'B'

From:

Sent: 06 May 2022 08:16

To: HMOUnit <HMOUnit@aberdeencity.gov.uk>

Subject: HMO Licence (Ally Thain)

Hi Ally

I am Mrs Pat Gibson, [REDACTED]

I wish to complain about Arnold Clark requesting a HMO licence for 80 Western Road, Woodside. They want to put 36 refugees into the building, that would mean we would have no privacy as there are 7 windows looking onto my garden, this is a quiet area and we never have any problems. When Arnold Clark took over the old surgery there was only employees allowed to stay, obviously Arnold Clark will be paid for every refugee staying and they are just trying to make money back for the past 2 years of having very few employees staying there, due to COVID, this may not be the case but that's what I think.

My husband has been ill for some years and takes panic attacks and this would not help him one bit having all this strange people coming and going, I know refugees need help but the building is not suitable for families. They have only one small kitchen and a small lounge, there is nothing for children to do nearby, I wouldn't mind a couple of families but not 36 all together, I hope you take this into account when looking at giving them a licence.

Pat Gibson (Signed)

'C'

From:

Sent: 04 May 2022 21:09

To: HMOUnit <HMOUnit@aberdeencity.gov.uk>

Subject: Re: Complaint HMO license

To Ally Thainstone hope this is all you Need!

> Hi it has come to my knowledge that the Arnold Clark accommodation 80 western road Aberdeen next door to me has applied for a HMO license for housing refugees , I do not think this is appropriate as there is no outside area for children and it would cause a noise nuisance for us being directly next door as the room windows look on to our garden there has only been a few workers staying there at one time and if it was full I am convinced it would cause a problem, I look forward in hearing from you about this matter
Many thanks, Lee Gibson

'D'

From: ACA-SafetySupport [REDACTED]
Sent: 06 June 2022 10:42
To: [REDACTED]
Subject: FW: HMO Licence (Ally Thain)

Good Morning Pat

Following your email below, I would like to address some of the points you have raised and try to alleviate your concerns.

1. Arnold Clark are offering the accommodation as a charitable gesture.
2. Arnold Clark do not currently profit or generate an income from the property and our employees are not charged for staying overnight.
3. Any goodwill payments from Aberdeen City Council are donated per building and not per refugee.
4. The number of refugees has not been agreed and currently there is no guarantee children will be staying in the property.

I am happy to discuss your concerns further. You can contact me via email at [REDACTED] or the office phone number [REDACTED]

Many thanks
Margaret
☒ Many thanks,

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LICENSING COMMITTEE INFORMATION SHEET

6 September 2022

Public Application

TYPE OF APPLICATION: HMO LICENCE APPLICATION (RENEWAL)

APPLICANT: DAVE HARRIS

AGENT: WINCHESTERS LETTINGS

ADDRESS: 2 QUEENS GATE, ABERDEEN (SECOND-FLOOR FLAT)

INFORMATION NOTE

This HMO licence application is on the agenda of the Licensing Committee for the reason that 2 letters of objection were submitted to the HMO Unit.

DESCRIPTION

The flatted granite building at No.2 Queens Gate, Aberdeen, comprises 2 basement flats, ground-floor flat, first-floor flat and second-floor flat. The second-floor flat is the subject of this HMO licence renewal application and the applicant wishes to accommodate a maximum of 3 tenants, which is the maximum occupancy of the current HMO licence. The location of the premises is shown on the plan attached as Appendix A.

CONSULTEES

- Police Scotland
- Scottish Fire & Rescue Service
- A public Notice of HMO Application was displayed outside the building, alerting the public to the HMO licence application.

REPRESENTATIONS/OBJECTIONS

- Police Scotland – no objections
- Scottish Fire & Rescue Service – no objections
- One letter of objection from Liberata Tayler (Attached as Appendix B)
- One letter of objection from Peter Tayler (Attached as Appendix C)
- Licence-applicant – one letter from the agent in response to the 2 letters of objection (Attached as Appendix D)

Both letters of objection were received within the statutory 21-day period therefore the Council must consider them.

COMMITTEE GUIDELINES/POLICY

All applications for HMO licences are dealt with in accordance with the Scottish Government's document:
'Licensing of Houses in Multiple Occupation: Statutory Guidance for Scottish Local Authorities'

GROUNDINGS FOR REFUSAL

This application is being dealt with under the provisions of Part 5 of the Housing (Scotland) Act 2006, as amended. Available grounds of refusal are as follows:

- 1) The applicant and/or agent is not considered to be a 'fit & proper' person to hold an HMO licence, and
- 2) The property is unsuitable for occupation as an HMO for one, some or all the following reasons:
 - i) Its location
 - ii) Its condition
 - iii) Any amenities it contains
 - iv) The type & number of persons likely to occupy it
 - v) Whether any rooms within it have been subdivided
 - vi) Whether any rooms within it have been adapted, resulting in an alteration to the water & drainage pipes within it
 - vii) The safety & security of persons likely to occupy it
 - viii) The possibility of undue public nuisance
 - ix) There is, or would be, an overprovision of HMOs in the locality

OTHER CONSIDERATIONS

- The applicant is registered as a landlord with this Council and his registration includes 2 rental properties, one of which being the second-floor flat at No.2 Queens Gate.
- The Council's Anti-Social Behaviour Investigation Team (ASBIT) has no record of any complaints of anti-social behaviour involving the tenants of the second-floor flat at No.2 Queens Gate.
- The applicant was first granted an HMO licence for the second-floor flat at No.2 Queens Gate in September 2019 and the application under consideration is his first renewal application.
- The only currently HMO-licensed flat in No.2 Queens Gate or the adjoining building at No.4 Queens Gate is the subject of this Information Note, i.e.. Second-floor flat at No.2 Queens Gate.
- The Landlord Register currently shows 3 rental flats at No.2 Queens Gate and 2 rental flats in the adjoining building at No.4 Queens Gate.
- At the time of drafting this Information Sheet, an initial inspection of the property has not been carried out therefore the extent of any upgrading work and/or certification has not been established. An inspection has been scheduled ahead of the Committee meeting therefore I will update the Members on the position during the meeting.
- Members may wish to note the following comments about the various points made in the letters of objection:

Noise insulation – the building at No.2 Queens Gate is a traditional granite townhouse which was converted into flats many years ago. It is unknown if a Building Warrant was required and if so, whether noise insulation was installed however there is no requirement to retrospectively install noise insulation.

Tenant's friends – the HMO licence, if granted, will state the maximum occupancy of tenants who can occupy the flat as their 'only or main' residence'. It is for the landlord to decide whether to allow his tenants to have guests sleeping over.

Seal against water leaks – accidental water spillages are inevitable, as they are in most houses and flats. It is accepted that tenants do not have the same personal stake in maintaining their rental flat as owner-occupiers do but any water spillages in rental flats are the ultimate responsibility of the landlord who should be insured for such an event.

Allocated car parking – car parking is not a consideration of HMO licensing since it is not mentioned in the Scottish Government statutory HMO guidance.

Bike storage – bike storage is not a consideration of HMO licensing since it is not mentioned in the Scottish Government statutory HMO guidance. However, bikes chained within the common hallway/stair might obstruct the means of escape in the event of a fire and should therefore be discouraged.

Pets – the Private Residential Tenancy (PRT) agreement includes a series of discretionary conditions which a landlord may choose to implement some, all, or none. One such condition is in relation to pets and if the landlord decides to include the 'pets' clause in the PRT, the clause is as follows: *"The Tenant will not keep any animals or pets in the Let Property without the prior written consent of the Landlord. Any pet (where permitted) will be kept under supervision and control to ensure that it does not cause deterioration in the condition of the Let Property or common areas, nuisance either to neighbours or in the locality of the Let Property."*

Rubbish disposal - the Council's Waste Team were asked to confirm any complaints of rubbish disposal at No.2 Queens Gate. Their report is as follows: *"there does appear to be a history of the wrong bins being left out and the bins being rejected because they are contaminated. This stretches back to May 2019 and is consistent until about July 2021. Since then, it looks like the general waste collections have been missed regularly because the bins were not out. Also, a mixed recycling bin at this property was rejected in May 2022 because of severe contamination (plastic black bags)."*

There are 5 flats within No.2 Queens Gate and it should be noted that the Waste Team's report is general to the whole building and does not identify the 'guilty party/parties'.

'A'

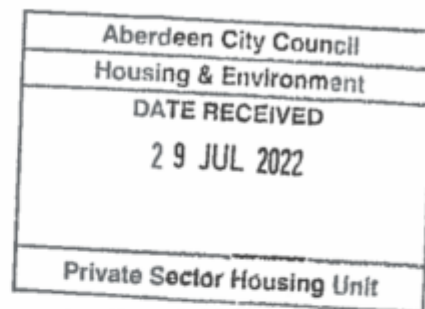


Liberata Tayler



25/07/2022

HMO unit
Early Intervention and Community Empowerment
Business Hub 6
First Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB
Dear sir/Madam



Reference: HOUS437766979

This application refers to an application for a license to operate a House in Multiple Occupation in the second floor flat in 2 Queens gate Aberdeen AB15 5XZ

As owner of [redacted] I strongly object to the award of this license on the following grounds, as per experience sustained by myself, as the result of the letting to large number of people in adjoining flats in the past.

1. The building is well over 100 years old and has been converted into flats. There is no effective noise insulation between the flats. Noise reverberates from the staircase into the bedrooms and everywhere else, especially above our head that at times resembles an earthquake due to running and stomping of feet, dragging of chairs and other furniture most of day and night.
2. Tenants usually bring other friends to stay leading to overcrowding.
3. There is no effective seal against water leaks between flats, and irresponsible use of showers, baths etc has led and would lead to repeated flooding problems in the flat(s) below.
4. There is only one allocated car parking space per flat, which is already not enough. We have had people parking anywhere outside allocated bays, blocking access for emergency vehicles and access to and from allotted bays.
5. There is no effective Bike storage – tenants would want to store bikes in common hallway or chained to railings outside.
6. Pets are already a problem with dogs urinating and defecating on the lawns, burning all the grass and making it impossible the use of the gardens as a relaxing amenity to all.
7. We also had to deal with rubbish being left on landings, dumped in large quantities in other residents' bins, overflowing, left unemptied for long periods of time, and to the reach of birds and gulls creating a mess everywhere

As these problems have occurred over the years, they would be exacerbated by additional people living in the building, especially when the flat was rented out separately to individuals who would not have any accountability to maintain good responsible behaviour.

Liberata Tayler



'C'

Peter Tayler



25/07/2022

HMO unit

Early Intervention and Community Empowerment

Business Hub 6

First Floor South

Marischal College

Broad Street

Aberdeen AB10 1AB

Aberdeen City Council
Housing & Environment
DATE RECEIVED
29 JUL 2022
Private Sector Housing Unit

Dear sir/Madam

Reference: HOUS437766979

This application refers to an application for a license to operate a House in Multiple Occupation in the second floor flat in 2 Queens gate Aberdeen AB15 5XZ

I would like to object to the award of this license on the following grounds:

1. The building is well over 100 years old and has been converted into flats. There is no effective noise insulation between the flats.
2. Tenants would bring other friends to stay leading to overcrowding
3. There is no effective seal against water leaks between flats, and irresponsible use of showers, baths etc would lead to flooding problems in the flat(s) below.
4. There is only one allocated car parking space per flat, which is already not enough. People park outside allocated bays, which blocks access for emergency vehicles.
5. There is no effective Bike storage – tenants would want to store bikes in common hallway or chained to railings outside.
6. Pets are already a problem with dogs urinating and defecating on the lawns.

These problems already exist or have occurred over the years. However they would be exacerbated by additional people living in the building, especially when the flat was rented out separately to individuals who would not have any accountability to maintain good responsible behaviour.



Peter Tayler

‘D’

Dear HMO Department, Liberata Taylor, Peter Taylor and Councillors.

Many thanks for your comments on the application for the HMO license at 2 Queens Gate. Below I will respond to each of your concerns point by point.

The property at 2, Top Floor, Queens gate was first granted on 10/4/2019 and in that time the property has been leased to 3 separate groups of tenants both student and professional.

Concerns to answer.

1. The age of the building

The building does have a degree of sound deadening in the sub floor in the guise of an ash layer. In the past 3 years there have been no reports from other residents in the common stair (2 Queens Gate) of any excess noise. Further more there have been no complaints received from the adjoining building which is separated by a thick granite partition wall.

2. Overcrowding.

The license clearly states a maximum occupancy of 3 persons, I would contest the language used in this comment as a sweeping statement. People are within their rights to have friends over to their homes, I would be concerned if this was a daily occurrence but there has been nothing to suggest (inspections and the lack of any complaints relating to the property) that this has ever been an issue at 2 Queens gate. However if this was ever the case in the future we would deal with this if it arose.

3. There is no increased risk or anything to suggest the future tenants in this property would ever use the shower or bath in an irresponsible manner. I would also point out that there is physically no way that a water escape from 2, Top floor, Queens gate into [REDACTED] Queens Gate.



Green – 2 Queens Gate, Top Floor

Blue – Granite separation

Red – Mr and Mrs Taylor's [REDACTED]

Note. Separate door access

This conclusion is drawn from standard building practices in place at the time of build to place a fire break wall between properties such as this. There will not be penetration by voids or services for fire protection. This gives a barrier to any water leaks. I would suggest that any leaks would be received by 2 Queens Gate, First floor flat. To prevent this we regularly inspect the seals and plumbing around showers and baths for integrity. Should anything be reported to us as Managing Agents, we would of course action a repair at the quickest timescale possible.

4. Carparking

Tenants are explicitly told that there is only 1 carparking space available at the building and if they require more, then they need to seek alternative arrangements for parking, generally student tenants do not have a vehicle but in the case there are multiple vehicles then tenants are signposted to the council to get a permit for Forest road, some 10m away from the property. (Side note, HMO regulations do not take parking into account as a reason for refusing a license however Winchesters are happy to mediate any issues that arise from this)

5. Bicycle Storage

Tenants MAY wish to store bikes, however this is not a request that we have received, you will note that in section "34. STORAGE" of the lease used for this property reads

34. STORAGE

Nothing belonging to the Tenant or anyone living with the Tenant or a visitor may be left or stored in the common stair if it causes a fire or safety hazard, or nuisance or annoyance to neighbours.

The Tenant shall ensure that at no time shall any bicycle be kept or brought into the Let Property and that no liability will attach to the Landlord in respect of any bicycles used by the Tenant or others visiting the Let Property and further ensure that all such bicycles will not occasion any nuisance or inconvenience to neighbouring residents.

Should the tenants wish to store bikes around the grounds of the property they would need to reach out to ourselves or the landlord to make suitable arrangements for this. This would be done on a case by case basis and inline with the allowances of the landlords title deeds.

6. Pets.

Please see section "36. PETS" of the lease

36. PETS

The Tenant will not keep any animals or pets in the Let Property without the prior written consent of the Landlord. Any pet (where permitted) will be kept under supervision and control to ensure that it does not cause deterioration in the condition of the Let Property or common areas, nuisance either to neighbours or in the locality of the Let Property. Such consent, if granted, shall be revocable at any time by the Landlord.

I can confirm that the landlord does not intend to give permission for pets in a Student lease however if a standard tenancy for say a family, the landlord may allow this but the tenants will then be subject to a pet policy that outlines proper conduct and the ability for the landlord to revoke such permission should any of the conditions not be met. Further more I will note that there has never been a pet in the property under our management and during the time the property has been granted a HMO License.

7. Rubbish left on landing.

The tenants of 2 Queens Gate do not have access to the communal hall of ■ Queens Gate, no concerns have ever been raised by residents of 2 Queens gate as to any issues relating to the common stair of 2 Queens Gate over the past 3 years. In relation to the bins in the development, It is clearly noted to the tenants in section "33. BINS AND RECYCLING" of the lease that...

33. BINS AND RECYCLING

The Tenant agrees to dispose of or recycle all rubbish in an appropriate manner and at the appropriate time. Rubbish must not be placed anywhere in the common stair at any time. The Tenant must take reasonable care to ensure that the rubbish is properly bagged or recycled in the appropriate container. If rubbish is normally collected from the street, on the day of collection it should be put out by the time specified by the local authority. Rubbish and recycling containers should be returned to their normal storage places as soon as possible after it has been collected. The Tenant must comply with any local arrangements for the disposal of large items.

Should residents have probable concern and witnessed tenants of 2 Queens Gate, Top Floor Flat using the wrong bins or any lack of adherence to this clause, we would ask that they first approach the tenants in a polite and neighbourly fashion, if this does not have the desired effect then please reach out to Winchesters and we will ensure that this is followed.

8. Lease type and tenant make up.

Just to address any fears relating to the tenant make up of this property, the Landlord does not intend to lease this property out room by room, the lease provided clearly shows this is a joint and several lease. Likely tenant make ups are a group of 3 friends all jointly liable for all actions in and around the property or a single family unit.

9. I would contest the assertion that tenants would have not have any accountability to maintain good, reasonable behaviour. I would point out that the lease in use on this property provides accountability to the Tenants, Managing Agent and Landlord to ensure behaviour in and around the property that is of a higher standard than that enforceable to other residents.

Conclusion.

While some points raised are reasonable, I would question if some are actually related to ■■■■■ in its isolation and are more grievances that should be raised with other residents in the building. Where proof is provided of any wrongdoing and none conforming to the lease in place then Winchesters and the Landlord will of course act swiftly to make sure tenants actions are corrected. I would urge Mr and Mrs Taylor to contact me directly on ■■■■■ should they feel that we need to intervene on any specific point. I would note that this is a 24 hour service that we offer. In relation to water leaks and noise from properties above, I do not feel in the balance of probabilities that these issues Mr and Mrs Taylor describe are the result of any actions carried out by the residents of the adjoining building.

As always we are more than happy for any concerned residents to reach out to us.

Kind Regards

Chris Minchin

Director

Winchesters Lettings

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**LICENSING COMMITTEE INFORMATION SHEET
6 SEPTEMBER 2022**

TYPE OF APPLICATION: APPLICATION FOR A STREET TRADER'S LICENCE
(EMPLOYER)

APPLICANT: PAULIES MEDIA LTD

LOCATION: HARENESS ROAD, SOUTH SIDE 65M WEST OF BLACKNESS ROAD.

INFORMATION NOTE

Application submitted 22/04/2022

Determination Date 21/04/2023

CONSULTEES

- Police Scotland
- Environmental Health
- Roads

OBJECTIONS/REPRESENTATIONS

Public Objection x1

COMMITTEE GUIDELINES/POLICY

N/A

GROUND FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a) the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i) for the time being disqualified from holding a licence, or

(ii) not a fit and proper person to be the holder of the licence;

(b) the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c) where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i) the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii) the nature and extent of the proposed activity;

(iii) the kind of persons likely to be in the premises, vehicle or vessel;

(iv) the possibility of undue public nuisance; or

(v) public order or public safety; or

(d) there is other good reason for refusing the application;

and otherwise shall grant the application.

Dear Sirs,

I object to the the licence application, as above, for the following reasons;

- a) The location is not suitable as it creates an obstruction to traffic due to large vehicles parking close to the hot food van, thereby restricting the safe passage of moving traffic, cyclists and pedestrians.
- b) It is located too close to a 'Keep left' bollard, and roundabout, which creates a hazard to other road users at that location. The 'Keep left' sign has already been knocked down on more than one occasion.
- c) Hareness Road is a very busy through route, used by many large vehicles and is also very close to a training college. Offroad parking would be a much preferred option for a Hot food van, and not the on-road location applied for above.

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LICENSING COMMITTEE INFORMATION SHEET

6 SEPTEMBER 2022

TYPE OF APPLICATION: APPLICATION FOR A STREET TRADER’S LICENCE
(EMPLOYER)

APPLICANT: PAVEL PLASEK

LOCATION: BEACH ESPLANADE, EAST SIDE 100M SOUTH OF LINKS ROAD
(SOUTHERN SPUR).

INFORMATION NOTE

Application submitted 24/09/2021

Determination Date 23/09/2022

The catering van has no compliance certificate. An Environmental Health Officer contacted applicant during October 2021 and was informed that the van is not ready for inspection.

Subsequently, series of emails had been received from applicant advising that efforts are being made for repairs works to be carried out to the van.

To date, the van is still not ready for Environmental Health inspection to be carried out.

CONSULTEES

- Police Scotland
- Environmental Health
- Roads

OBJECTIONS/REPRESENTATIONS

Legal – Environmental Health have been unable to issue a compliance certificate for the catering van to date.

COMMITTEE GUIDELINES/POLICY

N/A

GROUND FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a)the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i)for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET

6 SEPTEMBER 2022

TYPE OF APPLICATION: APPLICATION FOR GRANT OF A LATE HOURS CATERING LICENCE

APPLICANT: L & M STORES PREMIERE, 132 – 134 HUTCHEON STREET, ABERDEEN

INFORMATION NOTE

Application submitted 16/06/2022

Determination date 15/6/2023

The applicant has requested 05:00 as terminal hour for Monday to Sunday which is outwith the Licensing Committee policy for late hours catering licence within the City Centre area.

CONSULTEES

- Police Scotland
- Environmental Health
- Scottish Fire and Rescue Service

OBJECTIONS/REPRESENTATIONS

N/A

COMMITTEE GUIDELINES/POLICY

Licensing Committee policy states that premises which are located in the city centre have a current maximum terminal hour of Sunday to Thursday 03:00 and Friday and Saturdays 04:00.

GROUND FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a) the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i) for the time being disqualified from holding a licence, or

(ii)not a fit and proper person to be the holder of the licence;

(b)the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c)where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

LICENSING COMMITTEE INFORMATION SHEET**6 SEPTEMBER 2022**

Application for Grant of Taxi Operator Licence

Applicant: - Varinder Sood

Vehicle: - SV66 HDG

INFORMATION NOTE

Application submitted 24/06/2022

Determination date 23/06/2023

Mr Sood contacted the Licensing Team seeking information with regard to licensing a vehicle as a taxi which he had arranged to be modified into a Wheelchair Accessible Vehicle (WAV). The vehicle in question had previously been licensed by ACC as a NON-WAV multi-seater taxi.

He was advised that as the vehicle had been converted it would have to be checked to ensure it met the WAV specifications of this Licensing Authority, before it could be put through the standard Hackney Test.

He was also sent a copy of this Licensing Authorities WAV specification, which includes various minimum measurements for certain sections of a WAV (to ensure a vehicle can accommodate safely the standard size of wheelchair as defined by Dept. of Transport guidance).

The vehicle was inspected on 06/05/2022 by the Taxi Inspection Centre and found to not meet the minimum requirements as set out in the WAV specification.

Unfortunately, the Inspection Centre did not record the details of the failure to meet specifications correctly and the vehicle was re-inspected on 19/05/2022.

Once again the vehicle failed to meet specifications for the following reasons :-

1. The wheelchair space did not meet the required length of 1130mm (it was 1115mm) and it also did not meet the required height of 1340mm (it was 1120mm).
2. The longitudinal slope anywhere within the wheelchair space is required to not exceed 11 degrees (it was 15 degrees).
3. It is a requirement that there must be a means of preventing the vehicle being driven away whilst the ramp is deployed, nothing of this sort was installed in the vehicle.
4. Handrails and/or Handholds are required to be slip resistant and easily gripped (these were not).

Immediately following the inspection Mr Sood challenged the results with Inspection Centre staff and the Fleet Manager made the measurements above with Mr Sood in attendance to show him the actual measurements and where they were taken from.

Mr Sood then challenged the measurements again with the Enforcement Officer (in particular the slope/length of the wheelchair ramp- which was not one of the failure reasons).

He was advised again that his vehicle did not meet the required specifications and following a number of other contacts between Mr Sood and the Licensing Team, he was then advised to submit an application for the Grant of a Taxi Licence so that the Licensing Committee could determine his application and the validity of the vehicle he wished to licence.

DESCRIPTION

Grant of Taxi Licence

CONSULTEES

- Police Scotland

OBJECTIONS/REPRESENTATIONS

Legal

COMMITTEE GUIDELINES/POLICY

Licensing Committee policy states that any application for the grant of a Taxi Licence must be a Wheelchair Accessible Vehicle (WAV).

Any WAV being licensed must meet the WAV specification as approved by the Licensing Committee in 2014.

GROUNDS FOR REFUSAL

A licensing authority shall refuse an application to grant or renew a licence if, in their opinion—

(a) the applicant or, where the applicant is not a natural person, any director of it or partner in it or any other person responsible for its management, is either—

(i) for the time being disqualified from holding a licence, or

(ii) not a fit and proper person to be the holder of the licence;

(b) the activity to which it relates would be managed by or carried on for the benefit of a person, other than the applicant, who would be refused the grant or renewal of such a licence if he made the application himself;

(c) where the licence applied for relates to an activity consisting of or including the use of premises or a vehicle or vessel, those premises are not or, as the case may

be, that vehicle or vessel is not suitable or convenient for the conduct of the activity having regard to—

(i)the location, character or condition of the premises or the character or condition of the vehicle or vessel;

(ii)the nature and extent of the proposed activity;

(iii)the kind of persons likely to be in the premises, vehicle or vessel;

(iv)the possibility of undue public nuisance; or

(v)public order or public safety; or

(d)there is other good reason for refusing the application;

and otherwise shall grant the application.

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LICENSING COMMITTEE INFORMATION SHEET

6 SEPTEMBER 2022

Application for Exemption from Permitted Vehicle Policy

Applicant: - Steven Hall

Licence No: - PH105

INFORMATION NOTE

Mr Hall has submitted a request to be exempt from the Permitted Vehicles policy and therefore seeks permission to submit an application to licence an SUV which is not permitted under current policy.

He has not yet purchased said vehicle.

The Permitted Vehicle policy states that vehicles described as standard hatchbacks, SUV or 4x4 cannot be licensed by this authority.

The Tesla model Y that Mr Hall is seeking to licence is described by the manufacturer as an SUV. He has advised that the dimensions of the vehicle meet those specified in Policy.

Mr Hall states that the higher ground clearance will assist less able-bodied passengers to enter/exit the vehicle.

Two other models of Tesla electric vehicle (models 3 and new S) are permitted for licensing purposes.

The other reason given by Mr Hall for seeking the exemption is to enable the vehicle to tow his caravan. This is not a licensing consideration.

DESCRIPTION

Exemption from permitted Vehicle Policy

CONSULTEES

N/A

OBJECTIONS/REPRESENTATIONS

N/A

COMMITTEE GUIDELINES/POLICY

The following vehicle types are permissible as licensed Private Hire vehicles-

- Saloon Car (min 4 doors and 4 passenger seats)
- Estate Car (derived from a saloon only- min 4 doors and 4 passenger seats)
- MPV (8 passenger seats or less)
- WAV (Must meet current WAV specifications)

To Licensing Committee

I am asking the Licensing Committee to consider and approve special dispensation to substitute my current PH vehicle from a diesel Skoda Superb to an Electric Tesla Model Y.

The vehicle conforms to all current guidelines and dimension specifications to be a PH Licensed vehicle but unfortunately the only thing it doesn't conform to is being classed as an SUV although it is more of a crossover than SUV. The Model Y albeit slightly larger is based on the Model 3 which has been passed for use as a taxi/PH.

Current dimension specifications required to be a PH vehicle.	Model Y specifications.
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Maximum Ground Clearance - 185mm	175mm or 170mm at lowest point.
Minimum Rear Leg Room - 700mm	700mm
Minimum Rear Head Room - 900mm	950mm
Minimum Boot Capacity - 450 litres	971 litres
Minimum Rear Seat Length - 1200mm	1300mm

The above measurements bar the Boot capacity were done by myself but I have enclosed the official Tesla Model Y dimensions with this email. I have also attached photographs of the car as it is in real time. Tesla in Aberdeen have agreed that I could have the car to present to Kittybrewster for inspection should the need arise.

I have over the past couple of days spoken to drivers who currently have the Model 3. In their opinion, the Model Y would actually be better for elderly and less mobile passengers as it is slightly higher than the Model 3 of which some passengers are finding it difficult to get in and out of.

I am prepared to make a £60k investment into my future within the Taxi business as well as play my part in helping Aberdeen and Scotland become more Green. This vehicle will also be my personal mode of transport. My family and I enjoy exploring Scotland with our Touring Caravan which is why I have chosen the Model Y as it is only 1 of 2 Tesla's that are capable of towing my caravan. The other being the Model X which is bigger and is a proper SUV.

I would ask that the Committee grant permission for the Tesla Model Y to be used as a Taxi/PH.

Regards

Steven Hall

Taxi Driver Badge Number - 1296

PH Vehicle Licence Number – PH105

ABERDEEN CITY COUNCIL

COMMITTEE	Licensing Committee
DATE	6 September 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Review of Street Trader Policy
REPORT NUMBER	COM/22/180
DIRECTOR	Gale Beattie
CHIEF OFFICER - Interim	Vikki Cuthbert
REPORT AUTHOR	Arlene Dunbar
TERMS OF REFERENCE	17.3

1. PURPOSE OF REPORT

- 1.1 To present the responses to the Street Trader Policy consultation and to seek approval to implement and publish the new policy.

2. RECOMMENDATION(S)

That the Committee

- 2.1 consider the responses received in respect of the Street Trader Policy consultation;
- 2.2 approves the Street Trader Policy and agrees that it takes effect from 1 November 2022; and
- 2.3 instructs the Chief Officer - Governance to publish the Street Trader Policy on the Council's website.

3. CURRENT SITUATION

- 3.1 Section 39 of the Civic Government (Scotland) Act 1982 (the Act) provides that a street trader's licence is required for street trading by a person, whether on his own account or as an employee. This means that a licence is required for persons who are both employers and employees.
- 3.2 Street trading is defined as hawking, selling, or offering or exposing for sale any article, or offering to carry out, or carrying out for money or money's worth any service in a public place. It includes doing any of these things from a vehicle, a kiosk or a moveable stall not entered in the valuation roll.
- 3.3 For any activity which involves the sale of food, a street trader must have a Food Safety Certificate issued by the environmental health service of the Council.

- 3.4 The Licensing Committee last reviewed its Street Trader Policy at its meeting on 22 March 2022 and agreed to consult on a draft policy and amended conditions. (Appendices 1 and 2)

Consultation

- 3.5 The consultation ran from 17/05/2022 to 28/06/2022. A total of 5 responses were received and the full consultation responses can be read at Appendix 3 of this report.
- 3.6 Officers have considered the response received and note that 4 out of the 5 respondents have no comment to make on the terms of the draft policy and 3 out of the 5 respondents had no comment on the proposed licence conditions.
- 3.7 With respect to the comments received regarding the conditions, one respondent objects to the introduction of the following condition “Mobile traders shall remain in the same place only for 20 minutes or the time it takes to serve the queueing customers, whichever is the later, and shall then move on. This condition is not applicable to general street traders.” The respondent seems to have misunderstood the condition and thinks that traders will be required to move on after 20 minutes even if there are customers waiting. However, the condition allows traders to remain in a location for 20 minutes or for the time it takes to serve queueing customers whichever is the later.
- 3.8 The second comment relates to the requirement to have employee licences. This however is not a policy matter, but a requirement set out in the Civic Government (Scotland) Act 1982.
- 3.9 It is therefore recommended that the draft policy be approved.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report, although an updated policy on Street Traders will assist the Council with its obligations under the Civic Government (Scotland) Act 1982.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from the recommendations of this report.’

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks identified' against the category.			N/A
Compliance	An unconsolidated policy, which is not regularly reviewed may lead to non-compliance with the Councils obligations	The policy helps to ensure that the Licensing Authority complies with its resolution to licence street traders. The policy therefore reduces the risk of non-compliance	L	Yes
Operational	No significant risks identified' against the category.			N/A
Financial	No significant risks identified' against the category.			N/A
Reputational	An out-of-date policy may lead to incorrect decisions being made by the Licensing Authority and in turn have a negative impact on the Council	The policy and supporting documentation sets outs how the Licensing Committee will exercise its functions in respect of street in order to reduce the risk of inconsistent decision making that could lead to reputational damage	L	Yes

Environment / Climate	No significant risks identified' against the category.			N/A
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8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2022-2023</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	<i>The proposals in this report have no impact on the Council Delivery Plan</i>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Other	Not required

10. APPENDICES

- 10.1 Appendices 1 – Draft Policy
- 10.2 Appendix 2 – Amended Licence Conditions
- 10.3 Appendix 3 - Consultation responses

11. REPORT AUTHOR CONTACT DETAILS

Name	Arlene Dunbar
Title	Paralegal
Email Address	ardunbar@aberdeencity.govb.uk

Street Trading Policy

Approved by Committee on
20xx with an implementation date of 20xx



Document Control

Approval Date	
Implementation Date	
Policy Number	Request from Assurance Team
Policy Author(s) and Owner	Licensing Team, Legal Services Fraser Bell, Chief Officer, Governance
Approval Authority	Licensing Committee
Scheduled Review	April 2023
Date and Changes: April 2022 – Previous policy documents updated and consolidated into one policy in the Corporate Template.	

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1. Why does the Council need this Policy?

- 1.1 This Policy sets out how the Licensing Committee will exercise its functions under the Civic Government (Scotland) Act 1982 (the Act) in respect of street trading in Aberdeen City.
- 1.2 The Policy is designed to provide licence holders, prospective licence holders, members of the public and statutory partners with information on the Licensing Committee's general approach to the making of licensing decisions in respect of street trading.
- 1.3 The Policy will ensure that applications are administered in an open, transparent and consistent manner in order to reduce the risk of inconsistent decision making that could lead to reputational damage.

2 Application and Scope Statement

- 2.1 This policy applies to the grant and renewal of street trader licences as administered by the Licensing Team.
- 2.2 An applicant who wishes to depart from the terms of the Policy will be referred to the Licensing Committee. The Committee will expect compliance with the Policy but will consider any requests for exemptions on their own merits.

3 Responsibilities

- 3.1 The Chief Officer – Governance is responsible for managing this Policy and any supporting guidance.
- 3.2 It is the responsibility of the Team Leader – Licensing, Planning and Environment, to ensure that staff are aware of, and understand the contents of the Policy and to apply this Policy when determining Street Trader Applications.
- 3.3 It is the responsibility of Licensing Team to be aware of the contents of this Policy and to comply with it.
- 3.4 Any instances of non-compliance with the Policy should be reported to the Chief Officer – Governance. Applicants for a licence who wish to depart from the Policy will be referred to the Licensing Committee.
- 3.5 It is the responsibility of the Licensing Committee to be aware of the contents of this Policy.
- 3.6 Any feedback or suggestions for improvement of this policy should be communicated to the Licensing Team licensing@aberdeencity.gov.uk

4 Supporting Procedures & Documentation

- 4.1 The Guidance Note for Applicants will support the application of this Policy.
- 4.2 Further advice for Applicants can be accessed online [Street trader licence | Aberdeen City Council](#)

5 About this Policy

5.1 Street Trading

Local Authorities have a legal discretion to regulate street trading in their area. Aberdeen City Council have resolved to do so.

A street trader's licence is required for street trading by a person, whether on his own account or as an employee. This means that a licence is required for persons who are both employers and employees.

A street trading licence is not required for:

- the sale of newspapers only
- the sale of milk by or on behalf of a person registered under the Food Safety Act 1990
- the sale of coal or fuel derived from coal or coke
- any activity for which a certificate under the Peddler's Act 1871 has been granted
- any activity for which a more specific licence is required
- organising or participating in a public charitable collection

5.2 Fixed and Mobile Trading

Licence holders may trade from a fixed stance, mobile trading, or both.

In respect of fixed stance traders, any applications located in a residential area or at the South end of the Beach area will be referred to the Licensing Committee for a decision.

In respect of mobile traders, there are nine zones with the Aberdeen City area (see Appendix 1). The trading zones exclude city parks and council car parks. Trading is not normally permitted in Zone 9 (see Exclusion Zones below)

5.3 Locations

The proposed location of the activity should not present a significant risk to the public in terms of safety and obstruction. This would include consideration of factors such as: - interference with sight lines for road users and access to pedestrian crossings, parking on double yellow lines.

5.4 Exclusion Zones

The Licensing Committee have designated the city centre (Zone 9) as an exclusion zone for street trading. There is a presumption against street trading in Union Street or any pedestrianised area in the city centre except where a special case can be made out by the applicant or licence holder.

5.5 Hot Food Vans

All applications for new hot food trader and new applicants for existing hot food stances require to be advertised in a local newspaper and on Tell me Scotland.

5.6 Commercial Need

The Licensing Committee will not give any consideration to the commercial need for the activity or to the number of other traders in the vicinity of the application site.

5.7 Submitting an application

Applications forms are available on the council website [Street trader licence | Aberdeen City Council](#). Applicants should refer to the Guidance Note of Applicants for advice on submitting an application.

5.8 Consultees

Before any licence is granted or renewed the Council will normally consult with the following consultees. A period of 28 days will be allowed for representations/objections to be received.

- Police Scotland
- Aberdeen City Council Environmental Health
- Aberdeen City Council Roads
- Ward Councillors (hot food applications only)

The Council may also make other enquiries with other departments as it sees fit.

5.9 Decision Making

The Chief Officer – Governance may determine applications for street trading licences under delegated powers. Delegated powers will not be used for any fixed stance hot food application located in a residential area/south end of the beach, for any traders who wish to operate in Zone 9 or for an application that has attracted a representation or objection.

Where an application is referred to Committee the applicant and any objector will be afforded the opportunity to attend the meeting to state their case.

5.10 Grounds for Objection

It is possible to lodge an objection or representation concerning the grant or renewal of an application for a Street Trader licence. Advice on making an objection or representation can be found [Guidance Note for Making an objection or representation](#)

5.11 Duration of a Licence

A street trader licence will be issued for a 3-year period.

5.12 Conditions and Enforcement

Standard conditions will be attached to every licence. The conditions detail the licence holder's responsibilities and can be viewed here [Street Trader Licence Conditions](#). Additional conditions may also be attached, any additional conditions will be reasonable and enforceable. Failure to comply with conditions may lead to the suspension or revocation or non-renewal of a licence. Engaging in street trading (as defined in the Act) without a licence is a Criminal Offence and may be reported to Police Scotland.

6 Risk

6.1 This policy and its supporting documentation will manage the following risks:

- **Reputational Risks** – The policy and supporting documentation sets out how the Licensing Committee will exercise its functions under the Civic Government (Scotland) Act 1982 (the Act) in respect of street trading in Aberdeen City in order to reduce the risk of inconsistent decision making that could lead to reputational damage.
- **Compliance Risks** -This policy helps to ensure that the Licensing Authority complies with its resolution to licence street traders. The policy therefore reduces the risk of non-compliance with its decision to licence street traders.

7 Environmental Considerations

- 7.1 This Policy does not relate to, nor have an impact on, any environmental factors. Licence holder's responsibilities in terms of environmental factors and can be viewed here [Street Trader Licence Conditions](#). An Environmental Assessment was not undertaken.

8 Policy Performance

- 8.1 The number of customer or member complaints regarding the application of the Policy and the number of appeals lodged where the appeal relates to the Policy and its application will be used to monitor the performance of the Policy will be used to monitor the performance of the policy. This will be reported to the Licensing Committee in the Annual Committee Effectiveness Report.
- 8.2 Where there is a departure from Policy, the Committee decision will be set out in the Minutes of the Committee and will provide reasons for that decision.

9 Design and Delivery

- 9.1 The Policy and supporting documents are aligned to support delivery of the Council's statutory obligations under the Civic Government (Scotland) Act 1982.

10 Housekeeping and Maintenance

- 10.1 This Policy is an update to existing policies and is consolidating said policies into one document.
- 10.2 The Chief Officer, Governance will review this Policy on an annual basis. It will, however, be subject to continual review and amendment. Changes to the Policy will only be put into effect following consultation with the Licensing Committee and licence holders.

11 Communication and Distribution

- 11.1 The Policy will be published online for licence holders and prospective licence holders.
- 11.2 The Licensing Team will provide links to the policy to anyone that enquires about Street Trader Licences.
- 11.3 The published Policy will be promoted through social media channels and the External Communication Team.

12 Information Management

- 12.1 The information generated by the application of the Policy will be managed in accordance with the Council's Corporate Information Policy and supporting procedures

13 Definitions and Understanding this Policy

- 13.1 **Street trading** is defined as hawking, selling or offering or exposing for sale any article or offering to carry out, or carrying out for money or money's worth any service in a public place. It includes doing any of these things from a vehicle, a kiosk or a moveable stall not entered in the valuation roll.
- 13.2 **Fixed stance** trader means any trader licensed to trade at a fixed location within Aberdeen City.
- 13.3 **Mobile trader** means any trader licensed to trade within Aberdeen City Council's street trading zones.
- 13.4 **The licence** holder means the person named in the licence.
- 13.5 **Licensing Committee** means the Licensing Committee of Aberdeen City Council.
- 13.6 **Residential area** means an area or land which is predominantly housing, as opposed to industrial and commercial.
- 13.7 **South end of the Beach area** means from the roundabout at the Southern Spur of Links Road, where it intersects with Beach Esplanade to where New Pier Roads intersects with Beach Esplanade.

CIVIC GOVERNMENT (SCOTLAND) ACT 1982

CONDITIONS APPLICABLE TO A STREET TRADER'S LICENCE

1. DEFINITIONS:

- a) "the Council" means Aberdeen City Council and/or an authorised officer of that Council;
- b) "the licence holder" means the person named in the licence;
- c) "Licensing Authority" means the Licensing Committee of Aberdeen City Council;
- d) "relevant person" means a police officer or authorised officer of the Council;
- e) "stance" means any vehicle, kiosk or moveable stall not entered in the valuation roll to which the licence relates;
- f) "fixed stance trader" means "" means any trader licensed to trade at a fixed location within Aberdeen City;
- g) "mobile trader" means any trader licensed to trade within Aberdeen City Council's street trading zones
- h) "hot food trader" mean any trader licensed to trade in hot food including hot drinks.
- i) "other food trader" mean any trader licensed to trade in food other than hot food.
- j) "general trader" mean any trader, other than an hot food or other food trader, within Aberdeen City
- k) "street trading" shall have the same meaning ascribed to it by subsection 39(2) of the Civic Government (Scotland) Act 1982.

CONDITIONS

- 2. Subject to paragraph 16 of Aberdeen City Council's Employment of Children Byelaws (made 18 October 2001) which provide that a child aged fourteen (14) years or over may engage in street trading in certain circumstances, the holder of a street trader's licence shall not be less than sixteen (16) years of age.
- 3. A licence holder shall at all times, whilst engaged in the work of street trading, have with them the licence and identity badge issued to them by the Council. Upon reasonable request by a relevant person, the licence holder shall produce their licence and/or

identity badge to that relevant person.

4. The licence holder shall display both licence and identity badge on the stance and/or on the licence holder's outer person in a place that shall be both visible and conveniently read by members of the public.
5. The licence holder shall not at any time lend to or allow any other person to use their licence, and/or identity badge.
6. The licence holder shall not in any way alter, erase or deface their licence and/or identity badge. Where said licence/identity badge becomes illegible for any reason, the licence holder shall apply to the Council as soon as is reasonably practicable for a replacement.
7. The licence holder's identity badge shall remain the property of the Council at all times. Within seven days of the occurrence of any of the following, the licence holder shall return said identity badge to the Licensing Authority:
 - a) If the licence holder ceases to act for any reason for the unexpired period of their licence;
 - b) the licence is suspended by the Council ;
 - c) the licence expires and no application for renewal of said licence is made; or
 - d) any other reason upon reasonable request by the Licensing Authority.
8. The stance from which a licence holder trades shall be positioned in a place whereby no danger shall or be likely to arise to any member of the public at any time.
9. The stance from which a fixed stance trader hawks, sells or offers or exposes for sale their goods shall be of a form that can be removed within a reasonable timeframe if so required upon reasonable request by a relevant person.
10. Fixed stance traders shall trade only from the exact location(s) specified in the licence.
11. Mobile traders shall trade only within the zone(s) specified in their licence.
12. Mobile traders shall remain in the same place only for 20 minutes or the time it takes to serve the queueing customers, whichever is the later, and shall then move on. This condition is not applicable to general street traders."
13. The licence holder shall provide a bin or other suitable receptacle for the deposit of litter. Said bin/receptacle shall be placed within a reasonable distance from the stance in a place that is easily accessible by members of the public.
14. The licence holder shall carry out their street trading activity in a public place in a manner that does not at any time cause any type of obstruction, nuisance or annoyance to any member of the public or affect their safety in any way.
15. The licence holder shall operate only on the days and hours of operation as specified in the licence. On the terminal hour of trading, where it is reasonable and practical to do so, the stance shall be dismantled and removed by the licence holder.

16. The licence holder shall, if so required during trading hours and upon the terminal hour each day, ensure the collection and removal of any litter found in a public place within a fifteen (15) metre radius of their stance.
17. The licence holder shall comply with any reasonable instruction given by a relevant person in relation to his/her street trading activity.
18. The licence holder shall not commence their street trading activity until all necessary consents have been applied for and obtained from the Council and/or any other relevant body.
19. Where applicable, the licence holder shall comply at all times with the provisions of the Code of Practice on Noises from Ice-Cream Van Chimes etc, 1982, issued under Section 71 of the Control of Pollution Act 1974.
20. Where a licence is granted to a hot food trader or other food trader prior to any subsequent renewal of that licence, the licence holder shall ensure that there is a valid certificate of compliance for the stance from the Council's Environmental Services.
21. Where applicable, a licence holder shall ensure that any STT (Street Trader) number allocated to their stance by the Council's Environmental Services is painted on said stance in a position that can be conveniently and easily read by members of the public and shall be no less than five (5) centimetres both in height and breadth.
22. If, throughout the duration of the licence, a licence holder is convicted of any offence, they shall, within fourteen days of said conviction, notify the Licensing Authority in writing of that conviction.

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Do you have any comments to make on the proposed policy? - Answer	Do you have any comments to make on the proposed policy? - Comments	Do you have any comments to make on the licence conditions? - Answer	Do you have any comments to make on the licence conditions? - Comments
No		Yes	<p>Mobile traders shall remain in the same place only for 20 minutes or the time it takes to serve the queueing customers, whichever is the later, and shall then move on. This condition is not applicable to general street traders.”</p> <p>I have a problem with the above condition you are trying to implement, I don't see any benefit from this, we comply to this rule within the shire and have no time restriction in the Aberdeen City Area, the shopping experience at the moment in Aberdeen City Centre is so much better as the customers are not rushed, the old people get time to choose and get time to ask for cooking instructions, allergens, we get people in wheelchairs who come to us too, I think this new condition is unnecessary and the existing system is much better than Aberdeenshire, we are currently trading within both different days of the week and talking from absolute experience, some stops we only stay 20 minutes but some stops are longer, it just depends on demand, I am strongly objecting to this. A good stop like Mastrick, a busy working class area, with no butcher, to reduce this to 20 minutes would deprive them of the current set up they have, it would also mean we would loose sales, in the current climate no business can afford to loose sales. We would be forced to travel more, use more fuel and obviously worse for the environment, I am very surprised Aberdeen city council are considering this due to the zero emissions you are hoping to produce in the city, we are happy to discuss this point further please call us on 01224 638525.</p>

Yes	<p>There needs to be a clearer definition of the types of mobile unit and the required time it has to be moved if asked to do so, such as a kiosk which does not have or possibly doesn't have wheels, how does it get moved and how long are you allowed.?</p> <p>There are many different types of street trading unit, it would be better for people to understand which ones are allowed and which ones would require planning permission, this would save the public a lot of time and money know what they can and cannot do.</p>	Yes (please specify below)	<p>having every person have a license working on the unit is impossible, if someone calls in sick and cant manage to work and you get help from another person you would not have time to apply, pay and receive a traders badge for that person, also its a bit much having to pay for each persons badge if the only work for you once and leave or get sacked.</p> <p>It would be better if the unit is licensed and has x amount of licenses for people to work in it at any time. with the owner or operator having a personal license or sign on the unit so customers or council reps know who owns and runs the unit.</p>
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ABERDEEN CITY COUNCIL

COMMITTEE	Licensing Committee
DATE	6 September 2022
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Street Knowledge Test Consultation Results
REPORT NUMBER	COM/22/181
DIRECTOR	Gale Beattie – Director of Commissioning
CHIEF OFFICER	Fraser Bell – Chief Officer - Governance
REPORT AUTHOR	Sandy Munro
TERMS OF REFERENCE	17.3

1. PURPOSE OF REPORT

- 1.1 This report provides the Committee with the results of the consultation with the taxi trade and the general public on possible amendments to the Street Knowledge Test.

2. RECOMMENDATION(S)

That the Committee:

- 2.1 Considers the Consultation responses; and
- 2.2 Agrees to progress any options considered appropriate;

3. CURRENT SITUATION

- 3.1 At the meeting of the Committee on 5 July 2022 the Committee agreed on consultation options for the Street Knowledge Test.
- 3.2 A public consultation was held online between 8 July 2022 and 19 August 2022 and was advertised on the Council’s social media channels as well as being circulated to the taxi trade.
- 3.3 A total of 1112 responses were received and a summary of the responses is attached as Appendix 1 to this report.
- 3.4 A slight majority of responses to Q1 were not in favour of an amended test for Private Hire drivers, with 553 in favour and 559 opposed. The main reasons given for this were a fear of a lowering of standard of driver and a perceived lack of reliability in technological guidance tools. This appears to have been the case in the responses from both the trade and the wider public. The counter argument was that an amended test was reasonable in conjunction with the

technology available. The comments made in response to this question are attached as Appendix 2.

- 3.5 If the Committee wishes to adopt this proposal an amended test will be prepared and put into practice as soon as possible and the proposal in question 2 would automatically fall as it is not possible to both amend and abolish the test for private hire drivers. If the Committee chooses not to adopt this proposal then, dependant on the decision on question 2, the test for private hire drivers will continue as currently.
- 3.6 Similarly, the responses to Q2 were predominately opposed to abolition of the test for Private Hire drivers, with 447 in favour of abolishing the test and 665 opposed. Again, the responses were based on the belief that a degree of knowledge was preferable to a complete reliance on guidance devices. As per Q1, this appears to have been the case in both the trade and wider public responses. The counter argument could be summarised as a belief the test was no longer necessary for private hire drivers. The comments received in response to question 2 are enclosed as Appendix 3.
- 3.7 If the Committee chooses to adopt this proposal then the test for private hire drivers will be abolished immediately. If the Committee chooses not to adopt this proposal then, subject to the decision on question 1, the test for private hire drivers will continue to be applied.
- 3.8 The responses to Q3, however, were largely in favour of amending the resit procedures for the test, with 859 in favour of the proposals and 253 opposed. A number of responses indicated that there should be a time limit in which the failed section must be resat. For clarity, any changes to the resit procedure would apply to the test for both taxi drivers and private hire drivers, depending on the outcome of Q 1 & 2. Again, any comments received are attached as Appendix 4.
- 3.9 If the Committee opts to adopt this proposal, then the new procedures can be implemented immediately. It is suggested that a time limit for the resit of the failed section is stipulated, possibly within 3 months of the failed test. If the Committee chooses not to adopt this proposal, then the current procedures will continue.
- 3.10 The majority of respondents were not in favour of introducing an SQA qualification or equivalent, at least not at this time. A total of 520 responses were in favour and 592 opposed. Some respondents indicated that they were in favour of the principle but given that it would be an additional financial burden on drivers then the current climate made it unfeasible at the moment. The comments to this section are attached as Appendix 5.
- 3.11 If the Committee decides to adopt this proposal then enquiries will be made to training providers to assess potential options and the results will be reported back to committee. If the Committee decides not to adopt this proposal at this time then no further action will be taken at present.

3.12 A final question allowed respondents to add any further comments and these are attached as Appendix 6 to the report.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks identified.			
Compliance	No significant risks identified.			
Operational	No significant risks identified.			
Financial	No significant risks identified.			
Reputational	No significant risks identified.			

Environment / Climate	No significant risks identified.			
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8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
	The proposals in this report have no impact on the Council Delivery Plan

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

10.1 None

11. APPENDICES

- 11.1 Appendix 1 – Summary of responses.
- 11.2 Appendix 2 – Comments on Q1.
- 11.3 Appendix 3 – Comments on Q2.
- 11.4 Appendix 4 – Comments on Q3.
- 11.5 Appendix 5 – Comments on Q4.
- 11.6 Appendix 6 – Additional comments.

12. REPORT AUTHOR CONTACT DETAILS

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Taxi and Private Hire Street Knowledge Test

The activity ran from 06/07/2022 to 19/08/2022

Responses to this survey: **1113**

1: What is your name?

Name

There were 1087 responses to this part of the question.

2: What is your email address?

Email

There were 1075 responses to this part of the question.

3: Please state the organisation you are responding on behalf of. For example: Community Council, Taxi Trade, Member of Public etc

Answer

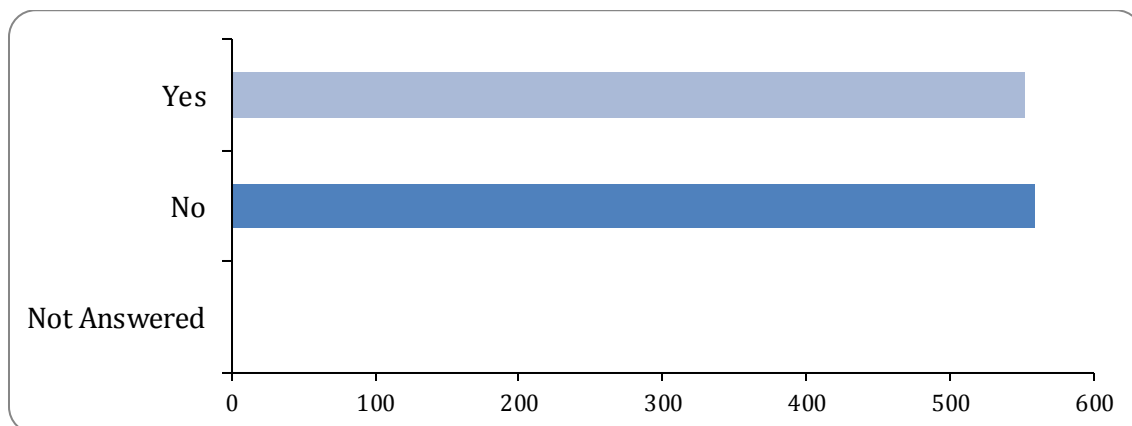
There were 1081 responses to this part of the question.

4: Do you agree that there should be an amended test for Private Hire Drivers?

In recognition that private hire journeys must be pre-booked and that the driver will therefore have a degree of advance knowledge of the journey to be taken, an amended test could be prepared for private hire drivers. The amended test would examine the driver's knowledge of the city at a more general level than that of the current test recognising that the driver will have a degree of warning of the journey whilst also acknowledging that the advance notice may be extremely brief, particularly in relation to app-based systems.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	553	49.69%
No	559	50.22%
Not Answered	1	0.09%

Comments

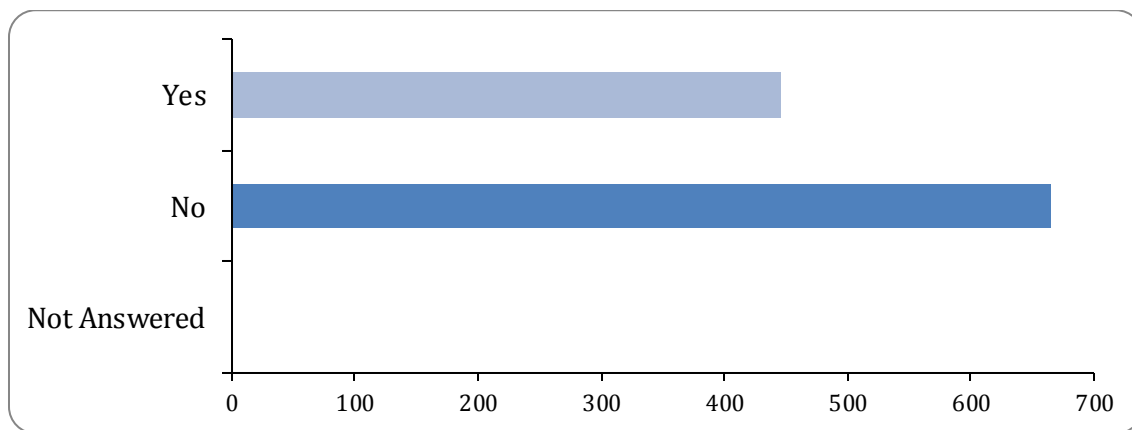
There were 546 responses to this part of the question.

5: Do you agree with the abolition of the test for Private Hire Drivers?

There is an argument that as the journeys require to be pre-booked that there is no need for a test for private hire drivers. As indicated above, however, the period of advance notice may be short, and a basic knowledge of the city may be beneficial in such circumstances.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	447	40.16%
No	665	59.75%
Not Answered	1	0.09%

Comments

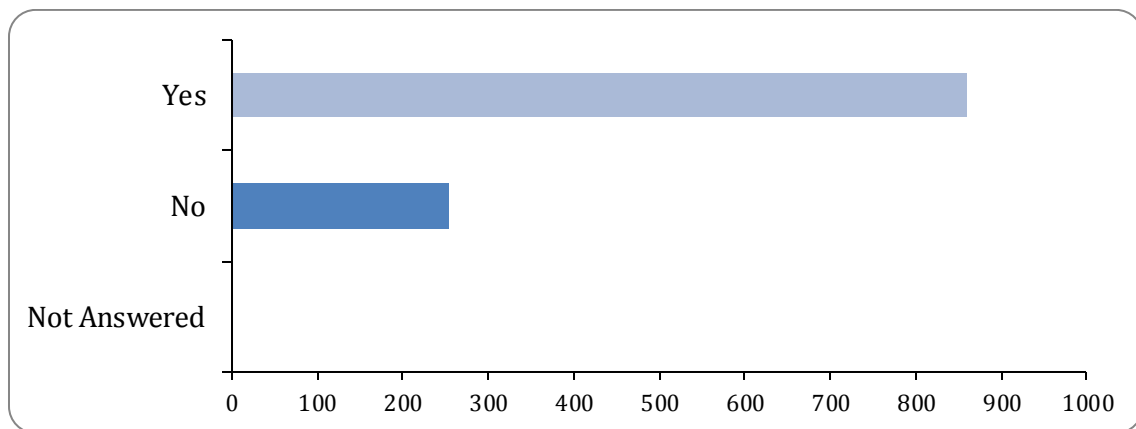
There were 470 responses to this part of the question.

6: Do you agree that the resit procedures should be amended?

The present test contains 4 sections which must all be passed. Currently if any section is failed then the whole test must be sat again. An alternative option, where an applicant passes all sections but one, is to allow the applicant one opportunity to resit the failed section only at a reduced fee. If the section is failed again then the applicant must sit the whole test again.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	859	77.18%
No	253	22.73%
Not Answered	1	0.09%

Comments

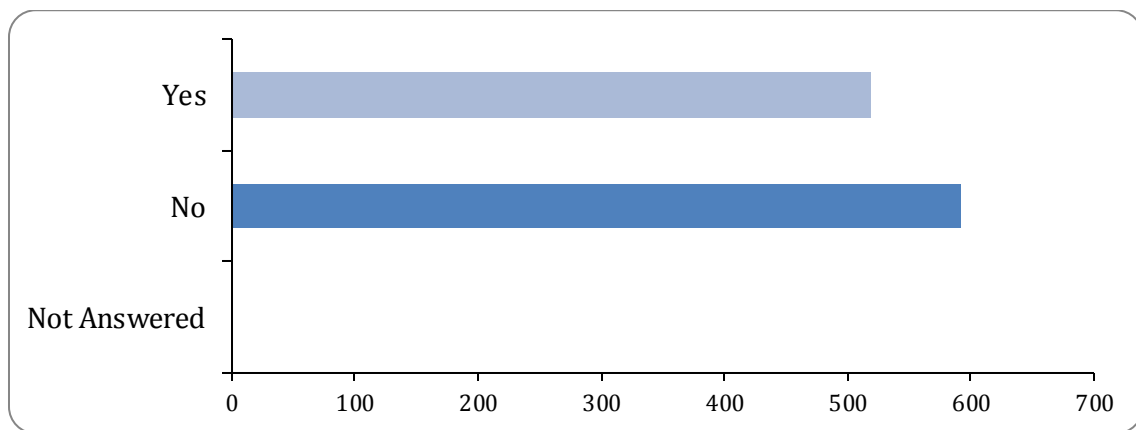
There were 363 responses to this part of the question.

7: Do you think a driver training qualification should be introduced?

Whilst relating more to maintaining standards than directly to the test, some local authorities require drivers to obtain an SQA qualification on taxi/private hire driving in addition to the test. This could be an option to improve general standards.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	520	46.72%
No	592	53.19%
Not Answered	1	0.09%

Comments

There were 356 responses to this part of the question.

8: Do you have any further comments to make regarding the knowledge test?

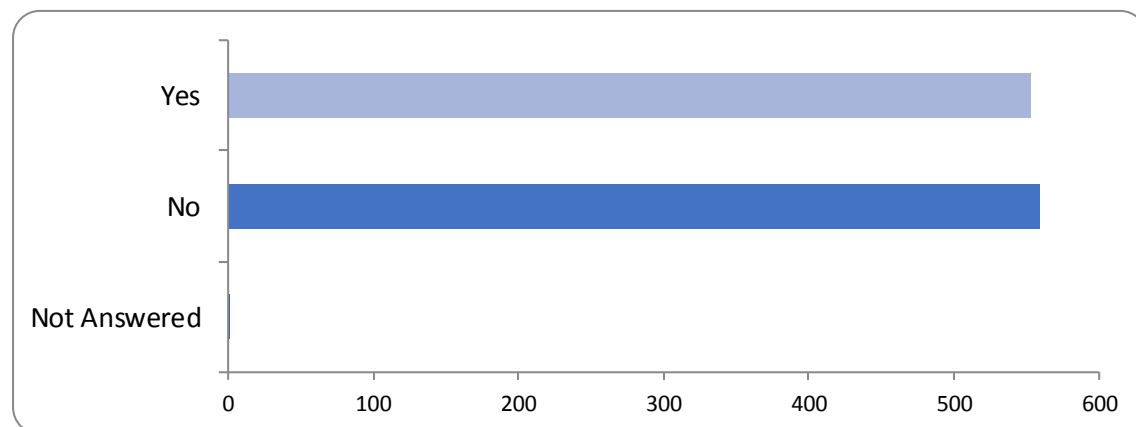
Comments

There were 541 responses to this part of the question.

Do you agree that there should be an amended test for Private Hire Drivers?

In recognition that private hire journeys must be pre-booked and that the driver will therefore have a degree of advance knowledge of the journey to be taken, an amended test could be prepared for private hire drivers. The amended test would examine the driver's knowledge of the city at a more general level than that of the current test recognising that the driver will have a degree of warning of the journey whilst also acknowledging that the advance notice may be extremely brief, particularly in relation to app-based systems.

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	553	49.69%
No	559	50.22%
Not Answered	1	0.09%

Comments

There were 546 responses to this part of the question.

Taxi trade	No	<p>The test has served applicants in good stead for years. Ensuring and enabling the driver are at the top of their game from the get go. To dilute the test in any way would not ensure the best candidates to represent our city.</p> <p>Many drivers have invested in the trade the test is part of this investment.</p> <p>Also, should the driver wish to operate a WAV taxi they would have to resit a full test. At the moment a PH driver can operate a taxi tomorrow because they have passed the test.</p>
Taxi trade	No	I work for comcabs and a lot of the work is from automated calls which in the majority of time they don't leave a destination
Taxi trade	Yes	I do believe that some sort of test is necessary as it will help maintain standards.
Ex taxi driver	No	So many times jobs have destination 'as directed' so knowledge is necessary
Taxi supplier	Yes	
Taxi	No	Taxi drivers/PHC take pride in the fact most of them know where they are going.
Taxi Trade	Yes	
Taxi trade	Yes	But they should have knowledge of main streets and roads. Rest now pre booked can easily be tackled by built in navigation system in the booking apps
Taxi trade	No	

Taxi trade	No	What about all the boys and girls who have had to do the knowledge it's not fair on them if you do that you must reimburse them with the money the don't passing the test I don't think that should not happen
Taxi trade	Yes	
Public	Yes	
Taxi driver	No	All drivers must take the knowledge test. Not all pre-booked hires are the destination known.
Member of the public	No	As this is not fair on the previous drivers as they have spent time and money to prepare for tests
Taxi trade	No	Should be made to keep the standards up And keep the knowledge test At the moment some passengers do complain of various drivers not knowing the routes they are supposed to go So keep knowledge test as there would be more complaints
Taxi trade	No	I don't believe there is a distinctive difference in the knowledge required to operate private hire over taxi driver.
Taxi trade, private hire driver	No	Having done both public and private hire for a number of years I feel that having a knowledge test helps and also puts the customer at ease knowing that every driver be it public or private hire has the same knowledge of the city therefore not relying on technology to complete job, technology can also be a hinder, looking now at maps most still put the driver along union st and have done where bud gates etc have been changing for the last couple of years.

Student	Yes	
TAXI TRADE	No	The reason this has come about is due to the lack of taxis at peak times, namely late on a Friday and Saturday night at the various taxi ranks. Red plates are not allowed to enter taxi ranks so this does nothing to ease the pressures on the ranks on a Friday / Saturday evening and only floods the trade at times they are not needed.
Taxi trade	No	I think they should do the full knowledge test. As this would keep up the standard that the public have come to expect
Taxi Trade	No	Private hire drivers have same equipment in their cars as taxis. They receive jobs through equipment from com cabs and rainbow therefore why should they be any different. I presume they would if passed receive a Private Hire Badge and not a Taxi Badge.
Taxi Trade	No	
Member of the Public A Retired Taxi Driver of many years in the Trade.	No	Private Hire Drivers are doing the same job as a Yellow Plate Driver and MUST have a good knowledge of the Streets, Places of interest and importantly roads to use if the recognised route is temporarily different due to road works or RTC which could close roads for a period of time. A Driver, either PH or Yellow Plate, EACH will indeed learn more whilst doing the job and then become more proficient in it. IMO a Taxi Driver never stops learning Streets & Areas over time with new house builds etc going on.
Taxi trade	No	Regardless of notice period of journey requirement of street knowledge should be in place as all drivers are Taxi drivers not ph/uber drivers. The dropping of a test or reduction of test would only result in poorer service to the public

Taxi driver	No	As a taxi driver currently working in the city, regardless of private hire or taxi the knowledge should be exactly the same.
Taxi Trade	No	All taxi drivers must have the knowledge test, whether they are Hackney or private hire. It's there choice to go private hire.
Taxi trade	No	
Taxi driver	No	More often than not the taxi companies don't give you the destination. Outside of airport and train station (these being the most common) I regularly get jobs that say destination to be given by customer, even worse when you turn up and there is multiple drops
TAXI trade	No	
Taxi driver	No	
Member of Public	Yes	
	Yes	Yes knowledge test must be there because anyone come into your taxi they accept the driver know the street and the town road by road. And if they don't have knowledge test it's like uber drive
Taxi Trade, and owner of a Street Knowledge learning tool for Aberdeen	Yes	The test we have is there to show proficiency in the job. Making it easier for drivers to gain their badge may result in a substandard service that licensing have worked so hard to avoid. Customers expect the drivers to be endowed with a wealth of information not only of their intended route and destination, but knowledge of the city itself and provide a memorable, lasting positive experience of the city's offerings.

Taxi trade	No	If you amend the test u would have to offer all the existing private hire drivers a yellow plate because there would be no difference between drivers and it's not fair that we have had to do the test, also if you let all existing drivers get a yellow plate more drivers would work the streets at the weekend and it would sort out the problem of not enough cars at the weekend and at this moment there is to much cars during the week!
Former driver	No	I phone for a taxi , I get either a private hire or a yellow plate sent so why should there be a difference ?

Taxi driver	No	<p>The public deserve the best professional people that really understand their environment. You wouldn't get on a bus or plane if the driver or pilot knew less of the route than you did. Seems like a way of making it easier to expand driver numbers for the local authorities and company operators , instead of looking at the reality that many drivers will not return to taxi driving because the offices have not been held to account for their ridiculous weekly fees,and have killed the trade off with their greed. You could say well you don't have to work through an office. That's true but in a city that doesn't have enough room on ranks,and a police force that constantly move you on for waiting to get on a rank their is no alternative.</p>
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Taxi trade	No	<p>The only problem we have with taxis is the lack of Yellow plated cars able to work the streets at the weekend, I feel allowing PH cars to pick up off the street would help hugely with this issue!</p> <p>Changing the test will flood the taxi trade and the offices and do a lot of people out of work who are already struggling due to the huge cost increase we are facing</p>
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Member of Public / Taxi trade	No	<p>For pre-booked bookings, the driver whether private hire driver or taxi driver, both should have the same knowledge of Aberdeen City. Both types of drivers are basically servicing the same bookings when working through a booking office.</p> <p>I believe an amended test would have a detrimental effect on the amount of drivers willing to purchase wheelchair accessible vehicles and also have a detrimental effect on the amount of drivers operating from taxi ranks. I would be in favour of the street knowledge test being split into modules i.e. having passed one part of the street knowledge test, then only having to pass the part or parts that were failed within a certain time period.</p> <p>Aberdeen has a good quality of drivers and vehicles and would not want that standard to drop, very often the taxi or private hire driver are the first and last impression visitors to this city see.</p>
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Taxi Trade	No	As a current taxi driver but driving a private hire car, i feel quite strongly that everyone should still have to do the knowledge test, there is so much information on line now that you could pretty much do lots of jobs without the proper qualifications but it certainly isn't the correct thing to do, you wouldn't allow someone to service/repair your car following instructions on a youtube video, anyone with knowledge will do the job better in every job, would anyone in the council like someone un qualified working on decisions for the city? Lets keep the process in place, things will sort themselves out in good time
Member of public	Yes	I think private hire taxis need more vetting.
Member of the public	No	I believe this would dilute the skills of the trade

Taxi Trade	No	<p>I do not believe this would be appropriate as drivers should have full knowledge of the city, as the sat nav might not be quickest or shortest distance available to the driver.</p> <p>Being a driver in aberdeen I am fully aware about pre booked hires and the majority of the time office bookings have a last name and a phone number. They don't always have a to and a from. Also on that matter there can sometimes be multiple drop offs.</p> <p>Between bookings when busy you don't have the time to sit and look up where your going so you do need knowledge of the area.</p> <p>The other issue with using sat navs and app based systems drivers have a tendency to use them when driving which can cause risk to driving and their attention to what's in front of them which can also put passengers at risk, not to mention this is classed as an offence, similar to being on a mobile the police can book you for this if they think it's effected your driving attention.</p>
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Taxi trade	No	<p>Aberdeen has a standard and it should not be lowered If we are lowering the standards for this should we lower the standards to become a doctor or a solicitor or even a bus driver!!!</p> <p>With lowering standards of entry in to any job you run the risk of more complaints more costly mistakes and more damage to the industry's reputation.</p> <p>I think it should be made harder!! The standard of driving witching the taxi industry is horrific and most definitely should be addressed!! I know this for sure being a qualified ADI, Bus and Truck trainer...</p>
Taxi trade	No	<p>I don't think there should be any amendments. It's good as it is. I had to learn the streets for 8 months before I became a taxi driver. The knowledge test gave me a knowledge that is needed to be a knowledgeable taxi driver. The sat navigation can't take you to the most direct route. That's where your knowledge comes in.</p>

Taxi trade	No	Very often after you get a job the destination change or the passages decide to pick up another customer on the way for what the driver will not have time to check the route
Member of public	No	
Taxi	Yes	
Member of public	Yes	Aberdeen city council are one of the very few councils in the uk that ask private hire drivers to do a test.
Taxi Trade	No	<p>Aberdeen City have a level of taxi service that some other cities haven't. Over the last 40 years our drivers have been a pride to the city transport industry.</p> <p>I fear that we will have complaints from our customers where the driver does not know where they are going without any topography knowledge, some public will not feel safe with the level of driver that this could potentially get.</p> <p>My thoughts are that we make the test slightly easier for all potential drivers (PHV & Hackney) so reduce the pass mark and also allow the parts the drivers fail to have a 2nd attempt at the failed part of the test which would help gain taxi drivers quicker and also keep the level and quality of taxi driver that the city has.</p>
Member of public	Yes	
Taxi trade	No	Many drivers have worked very hard to get their badges they have kept the city going through the the extremely difficult times the the world has been experiencing the thousands of taxi drivers have all had to do this test which in my opinion is far easier now than it was before so I don't think these easier test or sat nav should be allowed

Member of public	Yes	
Taxi trade	No	I feel every taxi driver should have a good knowledge of aberdeen and should stick to the knowledge test that has been put in place for years say satnav fails does the customer not deserve a taxi driver with good knowledge of the city,would the private hire driver get paid less than drivers that has sat and pass the existing knowledge test?if we had a rota for the weekends every second weekend u had to work and get more taxis out through the weekend cause that is the only time it is really busy, i could sit 2hrs on a rank through the week waiting for a hire putting more drivers on the road would not help the trade and force driver out of a job,we've take on massive loads to keep upto date with taxi registration and taxi trade is not there yet work wise,working 12hr shift 6 days aweek so I feel every driver should pass the existing knowledge test I feel its beneficial,I appreciate the council letting people have there say.
Member of public	Yes	
Member of the public	Yes	
Taxi trade	No	This test this test makes all drivers equal in knowledge of the city giving the fare paying public the same service. Sat nav directions are not always the shortest journey.
Taxi driver, taxi owner	No	I believe our customers deserve the best service that we have been supplying and that only comes with the knowledge.. Don't fix what ain't broke
Member of public	No	
Public	No	
Taxi trade	No	Not all private bookings have destinations on booking when they come on "systems" for example when phone lines are busy an automated system is in place where the destination is not an option, bookings from hotels never have destinations on either.

Taxi trade	Yes	Having a test for Private hire drivers means that the local authority has a degree of control in keeping the present standards of fleet and drivers.
member of public	Yes	Aberdeen is oil and gas city they should have same test as hackney
Taxi driver	No	Private hire drivers work in the same way as any office car so unless they work on a fixed fare journey from A to B they will still require to have the knowledge to be able to perform in the best interest of the customers.If you take away the test then they should work on a fixed payment as companies like Uber work
Taxi trade	No	I don't think there should be an amendment to the test I personally had to study for about 8 months which was quite stressful at times Don't see why test should be made easier for phc drivers especially in the current financial climate when they can buy a relatively cheap saloon car yet I personally have to supply a WAV Vehicle to Aberdeen city licensing specifications at a considerable higher cost yet their earnings will be on a par with me

Taxi trade	No	Why should people be able to basically walk straight into this trade when we had to painstakingly pound the streets and study maps, like any trade you have to serve your time. Any reduction of level in this test would open up our streets to all sorts, the very high standards you the council set yourselves will be in jeopardy and will be irreversible. And why would it only be for private hire are we a class below or are you going to upgrade our red plates to yellow so the customer knows we have studied to pass the test and know all the streets and routes ?
Taxi trade	No	How would you compensate existing drivers who sacrificed 6-12 months learning the streets to provide a top service to the public?
Taxi trade	No	I spent 6 months studying the streets of Aberdeen to get my licence. The licence committee will impact my ability to make a living if they allow drivers to roll up with sat navs to get about.. I even get out of taxis if driver puts in my home address to a sat nav.. keep the knowledge test

Taxi / Private Hire driver	No	<p>Most Private Hire drivers have previously been Taxi drivers but prefer to drive a saloon instead of a WAV.</p> <p>You get the same type of work (except wheelchair jobs) as taxis and many times you get the job late and you have to have the knowledge to get there quickly.</p> <p>Many times your job is changed by the passenger during their journey or pick up point so I would say you do need a certain amount of knowledge to "think on your fee" for changes made.</p> <p>pre booked hire is not really an advantage as at busy times you don't have time to work out routes and go by your knowledge.</p>
Taxi trade	Yes	<p>Every person coming into the taxi trade should go through the same knowledge test that has been on the go for years . Not a whole new knowledge test where it is easier and they start using sat navs</p>

Taxi trade/taxi driver	No	<p>That would make a mockery of all the hard work us taxi drivers went through to obtain our badge. It's imperative that taxi drivers know where the streets are that they are going to, the quickest route to get there and where places of interest are.</p> <p>The argument of using an electronic aid is a non-argument. There are occasions when you cannot get a signal, your phone runs out of battery etc. Therefore it cannot be relied upon.</p> <p>The argument for wheelchair access taxis is that on the VERY odd occasion, when a wheelchair user turns up on a rank, he/she needs to be able to guarantee getting a wheelchair access vehicle. Following that on, on the odd occasion that technology fails, the customer should be guaranteed a high level of competency from his/her driver. This can only be guaranteed if the said driver has undergone stringent training and passed an exam (with a high bar) to prove their competency. There's no other way.</p> <p>This representation has been made by one taxi company who cannot recruit drivers (and are already using Aberdeenshire plated vehicles to work for them). They are desperate to recruit more drivers, even at the cost to Aberdeen City's taxi trades fantastic reputation for their street knowledge.</p>
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Taxi trade	No	All taxi drivers should be on same level and have to sit full Hackney knowledge test
Taxi trade	No	As sat nav may not take the customer the shortest route, Also will it increase taxis on a Saturday night, i don't think so, problem seems to be the public don't know how to behave on Saturdays, if new drivers come in and take passenger(s) wrong route, how many could be assaulted, then stop coming out on Saturdays, then you are back to square 1, to many taxis during the week and not enough at weekends
Member of the public	No	
Taxi trade	No	The test should be kept as it is. The higher the standard of driver the better
Taxi Trade	No	The trade has worked for me for over 43 years and I past my test 2 time but I will say the standard of driver coming into the trade is not very good so making it easier for them won't help when you have 20.000 people on a Friday Saturday Sunday on the streets it is difficult to cover sadly the problem was covid taking half of the fleet away if we could make it more profitable then they might come back

Taxi Trade	No	<p>I think the request made by the one of the company owner , since he doesn't have enough drivers or losing his drivers because of company's weekly charges going sky high apart from 10% from account work and 5% from credit card jobs they taking from a driver .</p> <p>They don't give any respect for drivers who work for them , looking after the their own friends and family drivers giving good jobs .</p> <p>Lack of taxis is not the problem of Aberdeen city only, it's a problem of whole uk after covid . It will be getting better in future.</p> <p>Monday to Friday there are not enough work for the drivers either they work for company or street themselves.</p>
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Taxi Trade	No	To lesson the requirement for street knowledge from future Private Hire drivers is to dilute the quality of the very service the individual is there to provide and sets a dangerous precedence for the deterioration of the trade. It also shows a complete lack of respect for the existing drivers who provide the service currently too. What a slap in the face!
Taxi driver	No	
Taxi trade	No	All taxi drivers should know where they're going or at least have a rough idea that Baxter street is in Torry or that there are 3 Gladstone places
Public	No	
Member of Public	No	
Taxi trade	Yes	
Taxi trade	No	
Aberdeen City Council Disability Equity Partnership - DEP.	Yes	Good idea, especially as many drivers are not local.
Taxi Trade	No	Private hire drivers should return to base after each hire. ie. No radio, they should not be allowed to sit at hotel car parks etc. If all these rules were adhered to maybe they could have a lesser test.
Member of public	No	

Member of the public	Yes	
Member of public	No	
Public	No	
Taxi Driver	No	Dest destroying standards it is an absolute disgrace that Aberdeen city council is even thinking about this. We have built up standards in this business and Aberdeen city council are clearly trying their best to destroy the standards. Does not matter about how much money a taxi driver will make. It is more how other good, decent, well trained. Taxi drivers will be seen by the public after this stupid suggestion is implemented. To have a driver drives someone with no real idea of how to drive them there by the shortest route is a disgrace and not what Aberdeen is all about. Stop ripping off the people of Aberdeen by doing this.
Member of the Public	Yes	
Member of public	Yes	

Public	No	The only thing I can see that'll happen is the public will be charged more money by drivers who aren't sure where they're going. The street knowledge test needs to be difficult to safeguard the public
Member of public	Yes	I feel that the test should be made easier so that more drivers can be granted licenses in order to improve the taxi service in Aberdeen.
Member of the public	No	
General public licence holders wife	No	
Taxi trade	No	
Ian an Aberdeen licensed taxi driver , I feel relaxing the taxi test is not a good idea at all taxi drivers are professional drivers who are supposed to know the city layout like the back of their hand relaxing the test would lead to drivers not knowing the city ,quickest routes etc and using Sat navigation which does not take you from a to b by the shortest route therefore customers end up paying more for their journey	No	No because the test should be the same whether private hire or public hire ,to implement this would b discrimination against public hire drivers

surely this can't b acceptable		
	Yes	
Member of public	Yes	
Taxi trade	No	All drivers should have the same test
Member of public	Yes	Technology (satnav) has reduced the requirement for such a detailed knowledge of the streets focused on a relatively small area.

Taxi trade	No	What happens if the customer changes their destination half way through the journey, does the driver then say hold on until I stop my car and input the new destination into my sat nav, What happens if their sat nav breaks down with a customer not from Aberdeen, do they stop at the side of the road and ask someone for directions
X TAXI driver who had red plate PHD 101 had no uses with the public when i was driving from 2016 till 2018 but passed my exams lost my license because of my visas now sorted my visas im residents and lived in Aberdeen for 8 years now im studying for taxi exams which is not easy so i would suggest giving red plates without exams would help the public to go to their destination on time has now the less taxi drivers in Aberdeen at least council could consider X Taxi driver like who has passed the exams once and know	Yes	I been doing that for 2 years where their was no issues so im confident that private hire taxi can do a good job with the customers pickup and drop off

knowledge of Aberdeen could give my badge back please		
Taxi trade	No	Private hire drivers are Private hire so they don't have to buy a WAV vehicle and I think it would be detrimental to the taxi trade.

Taxi trade	No	<p>We currently have 1 of the safest taxi trades in the UK due to the current standards that have been set. Changing these may result in a massive influx of drivers which will then have a detrimental effect on earnings for drivers that are currently in the trade. Thus a possibility of current drivers then having to remove themselves from the taxi trade to find work elsewhere.</p> <p>A taxi driver has enormous outgoings per week before he makes any wages and an influx of new drivers that can just walk into the trade will have a huge effect on potential earnings.</p> <p>I'm all for providing a better service to the public, the only day in which there seems to be an issue with drivers is a Saturday night, less drivers are working on this day as the abuse on this particular day is worsening by the week.</p>
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Taxi Trade	No	<p>No there absolutely should not be an amendment to the tests. I paid alot of money and hard graft to pass my knowledge test. Also you are going to flood the taxi trade with drivers who could use the lack of knowledge for there benifit.</p> <p>Its Taxis on ranks we need and this 2023 decision is not helping the Taxi situation.</p> <p>Quite rightly you have removed alot of plates that were getting hired out.</p> <p>But this has also created a lack of Taxis amd put more private hire cars on the road.</p> <p>I said years ago that anyone driving a wav car for say 10 year should be allowed to change too saloon cars, and anyone joining the should have to drive wav cars for a certain period. This would also help the Taxi situation instead of exploding the private hire cars</p>
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Taxi trade	No	PHV drivers wouldn't have sufficient time to route plan efficiently if they don't have a comprehensive street knowledge. Also if the customer has booked to go from A to B but retrospectively after booking decides to go via C the driver needs to be able to route plan.
Taxi Trade	No	Test should remain as is to keep the high standard of knowledge tested drivers serving the people of Aberdeen. The test is not difficult and anyone who puts some effort in is able to pass it. If the individual wants to drive a taxi or PH in the city then they should be willing to learn enough about the city to pass the test.
Taxi Trade	No	All taxi drivers require to have a good knowledge of the city especially when driving at peak times when an alternative route is the best option if there are hold ups etc. Although Sat.Nav. is a great asset nothing tops a good knowledge of the city and the ever expanding suburbs.

Taxi trade	No	As the taxi and private hire trade in Aberdeen operate as the same and calls are taken always as taxis and dispatched as a taxi hire then most journeys have short notice. All drivers should be tested to the same level. Being realistic, in Aberdeen there is no private hire. You either get a taxi or a taxi driver in a private hire car because he/she doesn't want to buy a wheelchair accessible vehicle.
Member of the public	No	
Member of public	Yes	
Taxi trade	No	I think it's best for the public that the driver has sat the Knowledge test and have an understanding of the city and knows how to get round traffic and road works
Taxi Trade	Yes	
Taxi driver	No	
Taxi Driver	Yes	
Taxi trade driver	No	
Public	No	Drivers should know where they are going. This will open the taxi trade up to drivers who do not know the city and app based drivers are not as reliable in terms of finding destinations.

Taxi Trade	No	As a current Private Hire driver, on the booking system we use some jobs appear with no destination and require it when the passenger gets into the vehicle, also destinations can be changed at short notice when a customer is in the vehicle. Having no knowledge of the City would lead to having to use a Sat Nav and wouldn't look very professional, especially if they were visiting for business reasons.
Taxi trade s/e driver operator	No	If I'm not mistaken the current test allows the use of Sat nav systems, that along with a basic knowledge of the city should be enough
Taxi trade	No	
Public	No	
Taxi trade	No	I have been a taxi driver for over 30 years and it annoys me when people come into my taxi and tell me what they paid for there last journey. Meters being put on before booking time or been taken over bypass to airport from cove £12 more expensive so no if you drop testing it's going to get worse
Taxi Industry	No	

Member of public	No	Taxi shortage is common problem after Covid-19 not only for aberdeen city This will be sorted by the drivers who return in to work in future Don't kill the taxi trade open in the door every one
I am Aberdeen city taxi driver.	No	I am disagree amended test for private hire because they are taxi driver just like me so they should do fully street knowledge test.
Taxi trade	No	Any new private hire driver that has not sat the knowledge test should return to base after each completed hire to pre plan their next route/job.
Taxi trade	No	Having advance knowledge of destination still requires the driver to use street knowledge in order to choose the shortest and practical route. Current street knowledge test equips the driver with route choice in situations where some pre-booked hires require the customer to confirm or change destination while inside the car.

Taxi Trade	No	We, as a City, should be proud that all licensed drivers have sat the existing exams. Bottom line, the passenger needs to be assured that the driver knows where to go and the shortest route to get there.
Taxi trade	No	When I was studying to pass the current taxi test I soon realised how little of aberdeen I actually knew. Yes I had a general knowledge which came from where I live, got brought up & parts of city centre. Without the study & exam I would have been lost when I first started taxiing. People will argue satnav/mobile phones can be used & this is true to a extent. You'll find issues with them all & even the maps we used for the taxi exam were always out of date & were revised yearly. My view is the current test is essential for the job.
Taxi trade	No	A lot of hires come through "as directed" so no advance warning to driver where they are going until passenger arrives.

Taxi Trade	No	There should be no shortcuts to learning the job. Anyone passenger should be able to get into a taxi or a PH car without fear of the driver not knowing where he is going. If he/she is PH the largest taxi firms have a policy of not taking anyone on who hasn't passed " the knowledge " so therefore as they can't work the ranks they will have nowhere to work
Member of the public	No	
Taxi trade	No	Some of the fares being charged just now are criminal (cove to airport over the bypass ?????) so if it's changed things will get worse for the costumers

Taxi Trade	No	<p>There is no shortage of private hire/taxi drivers in this city. The focus of this discussion can be nothing more than Friday/Saturday nights which requires no explanation and is nothing new. Consideration needs to be given to those drivers who taxi full time for a living and find themselves sitting about with little or no work to do at times during the week. Also, intoxicated people at the end of an evening always go to ranks. Even with a taxi office in the centre of town. So in that respect private hire drivers still wouldn't help any shortfall in drivers at that time.</p> <p>To increase driver numbers through simplification of the knowledge test will bring nothing but general dislike of the trade from the public complaining about peoples lack of knowledge and tarring us all with it. The knowledge ceases to be the knowledge if it no longer requires knowledge. The clue is in the name.</p> <p>It is not to long since I myself passed the knowledge which did require time and effort and rightly so. It's a skilled job that people should show they really want to do by passing the knowledge. It also gives access to the public at all times of the day and night and at times when they are at their most vulnerable. Making it easier to pass the knowledge makes it easier to gain access to these people.</p> <p>The knowledge has stood the test of time because people are still taking it to this day. People wanting in to the trade need to want to do it more and be more studious. It's not the test that's the problem the test is the filtration system.</p>
Member of public	Yes	
Public	Yes	More general is good

Taxi Trade and as a member of public	No	Private hire drivers who work for a office don't get there hires in advance ,they get them 10 minutes before pick up .So need to have street knowledge .so I strongly disagree Why would the council want to deliver a sub standard service .Also I had to spend months studying to become a taxi driver/private hire driver and after passing was told I could not get a Hackney plate as there was a waiting list so had to Private Hire .So anyone else coming into the trade should have to do the same.
Taxi trade	No	
Member of public	No	
Taxi trade	Yes	I think all taxi drivers shouldn't be tested
Taxi trade	No	Everyone should do the same test, you still need the knowledge instead of relying on sat navs
Member of public	Yes	

Taxi trade	No	<p>It seems the the Licensing committee are going back on itself by reintroduced PH badges after the trade a few years back agreed it be knowledge test for all drivers regarding what colour of plate your drive after the Judge pass it in court that people should have option to have a PH badge</p> <p>Few off the big pressure but onto taxi trade was covid where drivers find other employment and haven't come back plus on a Friday and Saturday night First bus and Stagecoach have never restarted their night time services which has put extra demands on the taxi trade when people are out at weekend.</p>
Taxi trade	No	Nothing worse than getting into a taxi n the driver doesn't know the area , letting them have a look at journey prior to hire would never work

Hi, I am a Taxi driver in Aberdeen for 17 years and I had taken almost 6 long years to learn the streets in Aberdeen so I would be really disappointed if the knowledge test is been withdrawn . It's also necessary to have the test as Google at times take you the wrong way or long way. Hope my opinion will be taken into consideration . Many thanks Franco.	No	
taxi trade	No	In the office I work through P.H. and taxi drivers have no prior knowledge of their next job so both should be treated the same.
Member of the public	No	All drivers whether fully licensed or private #houls sit the same test in my opinion
	No	Already had a driver with no clue how to get to an address for a pre booked fare
Member of public.	Yes	Fully agree.

Public	No	They should have the same knowledge of street places as a normal licence holder,there is to many of private hire drivers use the same excuse for taking customers the long way using sat havs or saying please help me I'm new ,this act is happening to often
Taxi Trade	No	

Taxi trade	Yes	<p>The test from what I'm hearing is now quite difficult . I agree a general knowledge of the Aberdeen city area is important the test I did was verbally with a police sergeant where he not only tested my knowledge but my character by doing the test face to face. I was lucky and got 100% but he could have asked me 18 other streets and I would have got none right asking a driver which area a street is in would be an easier option . I didn't learn the job until after I past the test and have built my knowledge up over 30 years . I think the character of the person is more important than a complete knowledge as most members of the public would help a new driver if a system was in place that let them know he is new to the trade . I would also like the taxi schools if needed to point out the pitfalls of not doing diligent bookkeeping and general point of having a good mechanic and best practice when buying or with a large firm leasing a vehicle etc in general telling them the truth of what the job is really like unfortunately the authorities that run us and I include yourself in the don't have the finger on the pulse of what our trade requires to carry out our job satisfactorily and like most industries one size doesn't fit all</p>
Public	Yes	The app based will also provide route and assistance

Taxi trade	No	Changing the test to make it easier for PH driver's would be to the detriment of the whole taxi trade . There is a lack of people in every trade do you want to just let the police,fire ,doctors, nurses and offshore workers just walk in to there profession. They all need to pass tests to qualify taxi trade is no different .
Public	Yes	
Member of public	No	Most large cities around the world allow people the opportunity to make a living by becoming a public transport driver, for example Uber works well in Glasgow and Edinburgh. In this day of smart phones with Google maps any destination can be easily found with Google maps. I do agree there should be back ground checks certainly, but I feel it's time for Aberdeen to get with the times and follow other cities ideas of public transport. The more public transport available to public of the city the less single car journeys to city centre.

Member of public	Yes	There should be similar to Aberdeenshire for private hire taxis as with modern day people know where there going or gps
Taxi trade driver for over 40 years	No	Should be same test for private hire drivers as licensed taxi drivers
Taxi trade	No	I hear far to many comments from the public stating that the private hire driver's are always taking them the long way round and using sat navigation The test is there for a reason and should be used to its full potential to test new drivers coming into the trade. We don't want to be letting the public down and letting random drivers in who are going to rip off the customer and giving the taxi trade a bad reputation .
Member of public	Yes	
Taxi trade	No	Same test for all drivers
Taxi trade	No	Same test for all drivers to maintain standards
Taxi trade	No	Same test
	Yes	
Public	Yes	Yes there should be no street test knowledge, basically it makes the driver away for doing taxi. It should be test free.
Member of public	Yes	Yes I approve of a less intense test

Member of the Public	Yes	
Member of public	No	
Taxi driver	Yes	
None	No	Test should be the same for PH & Taxi drivers.
Member of the public	Yes	It takes only a few seconds to set /voice activate a route via modern device. Arguably any reduction in the requirement could also be reflected in the test for taxi drivers.
Member of public	Yes	Need to give more care to vulnerable road users, especially cyclists. Too many taxis close passing by
Taxi trade	No	Most of pre booked hires got destination stated as " as directed " , as well few offices are using automated service ie Taxi butler , when You can not give destination at all.
Member of public	No	
None	Yes	I tried to learn the routes to be a taxi driver which i could not do. We all have sat navs so no need for it
Member of public	Yes	This is very ideal especially in the mornings as there is a shortage of taxi drivers and it will greatly help members of the public.
Public	Yes	
Public	Yes	

Taxi trade	No	At the moment ph drivers are doing the same job as Hackney drivers so should have to pass the same test as everyone else.It might be interesting to know how many of the previous ph drivers who were issued licences without passing any test are still in the job?taxiing is about more than just knowing a route and to dilute the Hackney test is undermining all of the good work that has been done in the past.
Public	Yes	GPS assistance is build into many cars nowadays and is available on most phones so could assist with direction should the driver be unfamiliar with certain areas. However a test should still be in place to ascertain a broader knowledge of the city

Taxi Trade	Yes	<p>Due to the amount of private hire taxi,s in the Aberdeen area,I feel that all taxi private hire should take a taxi knowledge test due the taxi private hire people don't even know where they are going to,all they do is ask people what's your post code and sometimes I have heard from numerous customers that they take them the wrong way in which in the right route to take.for instance a passenger got to my taxi from Cove and the way I took him was Wellington Road down Great Southern Road up towards South Anderson Drive onto Anderson Drive then downNorth Anderson on to Great Nothern to the Airport.He said to me that the last time he ordered a taxi for the airport the taxi took him on to the by-pass which cost him an £12 .00 more. as you can see in what I am saying that it is the up most urgency that any new or private hire drivers who have not done any of the above should now take a knowledge test of Aberdeen city.</p>
Public	No	
Public	No	Tech doesn't always work

Member of public	Yes	
Taxibyrade	No	Some times passenger change his destination or he has a pick up own his way
	No	
Taxi Driver (Trade)	Yes	
Public taxi driver	No	We have to keep the standard we have to provide the public a high class of service. Having seen the options I think Option 3, (giving the potential taxi driver the chance to resit the paper they failed) shows they still have the knowledge as they have passed the other 3 papers
Taxi driver	No	No I worked hard for this!!! Studying and payed a lot possibly if all drivers get remembered £500 we spent on study? But that's won't happen!!! Also rainbow and concave won't take any on again so be pointless as who wants a taxi that can't take the shortest route going to be a disaster

Taxi Trade	No	<p>The test that is in place at the moment should remain in place for any persons that are wishing to become an Aberdeen City Taxi driver</p> <p>I would put forward that the test may be conducted in two parts</p> <p>Part 1</p> <p>Street knowledge test</p> <p>Once that has been passed then the driver can be allowed on the road but must pass the remainder of the test within a 3 month period</p>
Taxi trade	No	<p>PH drivers choose to drive saloon cars, so the test should remain the same, they already get cheaper insurance</p>

Taxi Trade	No	I've been a taxi driver for 27 years and the standard is very important to the trade, therefore the test should not be amended as it would be unfair for all the rest of us who have taken a lot of time and effort to study for the knowledge test and it will reassure the general public that they are paying for a value service from a professional organization
Taxi Trade	Yes	
Public	Yes	
Member of the Public	Yes	
Taxi trade	No	In my opinion all drivers have to sit in street knowledge test
Taxi trade I think it should be made easier I would love to become a taxi driver and widen my opportunities but it's very difficult to pass	Yes	
Member of public	Yes	
Member of Public	Yes	This question seems to be avoiding the point that the test will likely be easier. Which if that's what it takes to get app-based systems in place then that's what we need to do. We need to advance in our current taxi offering beyond the current offering

Member of Public	No	
Taxi drivers	No	About 50% of the radio pick ups are marked as directed therefore the driver don't have time to enter the destination in advance in his/her satnav and the street knowledge should've different with yellow plates.
Taxi driver	No	All drivers should do the knowledge test,and have there disclosure
Member of Public	No	
Taxi trade	No	As they are also licensed drivers, they must have street knowledge test. Getting private hire is by choice as they want to drive saloon cars . No one have forced them to get red plate. Moreover every one should on equal footing.
Taxi trade	Yes	
Taxi driver	Yes	
Member of public	Yes	
Is a lot of technology and we stii need to know all the streets	Yes	
Taxi trade	Yes	
Taxi driver	No	I still think a knowledge test is best way to know that the drivers have the ability to get there passengers to the quickest and shortest way to their destination.

Self	No	Passengers often book a car going from A to B ..but often the reality is A to B via C , D , and E
Member of public	No	
Taxi Trade	No	Taxi Knowledge test needs to be looked at, to allow the trade to recruit new drivers. Reducing the pass mark & allowing an applicant 2 chances to pass, if they fail two parts on first sitting, then they only need to sit the tow they failed on the second sitting.
Taxi Trade	No	I think that the standard we have set over the years would be lost if we made the test too easy.
Member of public and ex taxi driver.	Yes	The modern car now has sat nab fitted and all drivers use it. I have stepped into many taxis in the city and they all have there nav equipment on. It's much more reliable and it would cut out any issues getting from A-B. Most foreign drivers use sat nav regardless of destination and always ask for postcodes. As long as the meter doesn't. Start till you have plotted the journey then I don't see what the issue is.

Member of public	Yes	Knowledge test is irrelevant at the current time given Sat Nav and directions. Remove test and allow Uber license to operate in city
Taxi trade	No	Test should remain as it stands
Taxi trade	No	
Member of public	Yes	
Police Scotland	No	
Member of public	Yes	Fed up of them taking longer ways with following a sat navigation. When query driver about price difference you get a angry response. Also sometimes they have not cleared meter from previous customer. As much as 50% raise in fare and when confronted they respond angry. Over last 10 years the quality of driver has declined and not for the better. Street knowledge is bad if I wanted to direct the driver I would drive myself. I feel any change to make it easier would make the situation worse. We are paying for a service and shouldn't have to compromise.
Member of public	Yes	

<p>Member of public We do need more taxi drivers but they must be vetted and do the knowledge test to keep the public safe. We used Uber in Manchester and actually had to continually tell him to stop the cab as he was taking us out with the city and we were terrified.Had to end up screaming at him to stop and let us out which he eventually did. and paid double what we should have. Aberdeen council need to look very closely at who they allow here and definitely not Uber who have such a bad reputation. We need to be vigilant on who can become taxi drivers for the sake of the public.</p>	Yes	Definitely need to sit this test of knowledge on Aberdeen streets
<p>Member of Public, previously a member of Disability Equity Partnership</p>	Yes	Consideration also needs to be reinforced for partially-sighted, mobility-impaired and other disabled users.

Taxi trade	No	Why they do what they like any way .why should I pay for a wheelchair access car do my knowledge test and they drive about all over and pick up when they are supposed to go back to their base after a hire .It must be Aberdeen Taxis or Rainbow that are up to this .Aberdeen city council said all drivers have to sit the knowledge test so what's different with private hire .
Member of the public	No	Private hire could be at a very short notice not giving time to study the route. Therefore the same knowledge is required
Member of the public.	Yes	

Member of public	Yes	<p>I think the aberdeen taxi companies and drivers are very good but there is simply not enough of them available in evening or night or from Airport anymore (arguably pre covid there wasn't enough available at weekends).</p> <p>To improve service provision and safety and supply and demand I support a change in the regulations with perhaps a governance which comes in for newer drivers etc.</p> <p>We need more taxis in aberdeen (also increased frequency and reduced cost of buses would assist).</p>
Public	Yes	
Public	Yes	
Member of public	Yes	

Taxi Trade	No	Private hire taxi is the same as a taxi with yellow plate,we pay the same for taxi licence.Ph taxi drivers should sit a test,would you get a guy to sort your plumbing if he wasnt a plumber.Shortage of drivers or Aberdeen Taxi Company short of drivers,im a private hire taxi and work for a company,give me a yellow plate so i can work the streets also.Also who would want to come into this trade now ,everything going up in price,even licence ,what a joke.☹️
Member of public	Yes	
Taxi trade	No	
Taxi Trade	No	
Taxi Trade	No	Aberdeen pride themselves on the fact that ALL taxi and private hires drivers have a high level of knowledge of the City. Making a change to this will lower the standards in my opinion to a level below unacceptable
Taxi Trade	No	
Member of public and person with disability.	Yes	No need these days with online apps and maps. The easier it is to become a driver might help the shortfall.

Personal Public.	Yes	This is the case in many cities, and makes many more cars available to the public. Currently even at off-peak times there can be waits of over an hour or more to call a taxi to your house for a journey.
Member of public	Yes	Satnav has done away with the need for Street knowledge
Member of the public	No	No all taxi to drivers regardless of Private Hire or yellow plate, airport,shire or whatever should do the same knowledge test otherwise they are know better than an uber driver any idiot can work a sat nav or Google
Member of public	Yes	
Taxi trade	No	You need to keep the test as it is sat-nav should only be used as a last resort it is not always the shortest route so you would opening yourself to even more complaints.

Member of Public	No	I cannot abide drivers who use sat navs - it makes me feel like they are not proper taxi drivers and I end up feeling uncomfortable in the vehicle. Therefor, ALL taxi drivers need to know where they are going. Properly knowing Aberdeen, means that if they come cross unexpected road works or an accident, they KNOW the best alternative route to use.
Member of the public	Yes	
Taxi trade	No	There is no difference between public and private hire drivers only difference is private hire can't pick up from a rank or be flagged down
Taxi Trade	No	It is quite common for a driver to an unknown destination. For example a hotel or a business often call for a taxi not knowing the destination. Also it is also quite common for a passenger to get on board and announce there are other pick ups on route to the given destination.

Taxi trade	No	The test is passable as it is. This trade is already hard enough for the taxi drivers to make a living especially with the rising cost of living and extremely high overheads. If the test is made to easy then the trade could be flooded with drivers making it impossible to make a living. This would be unfair to all current taxi drivers.
Member of public	No	
Taxi Trade	No	
Member of public	No	It's very outdated with technology able to now guide people to their destination
Member of Public	Yes	
Member of public	Yes	
Member of the public	No	Not necessary with the internet
Member of the public	No	Waste of time in this day of Google maps
Member of public	No	
Member of the public	Yes	
Taxi trade	No	In my opinion the test is easy enough if your prepared to put the work in to pass it.
Member of public	Yes	
Taxi trade	No	Private hire taxis and yellow plate taxis do the exact same job there is absolutely no difference.

Member of public	Yes	With advances in technology, knowledge is now secondary. The most important issues are security and safety. That means vetting the criminal records of drivers and having a strike policy on driving convictions.
Taxi trade	No	<p>The studying and test provides you great knowledge of the city and prepares you properly for the job.</p> <p>I think if you flood the market with mini cab/private hire you will lose lots of experienced taxi drivers.</p> <p>Also loads of pre-booked hires change destination when passenger gets in.</p> <p>I agree there is a shortage of taxi at weekends ends, but untested private hires would not sort this.</p> <p>I also feel if you flood the market, the standard of service and car would drop, as a yellow plate driver would also not buy an expensive wheelchair car, if I felt the market was flooded and my work rate dropped.</p>

<p>I am a member of the public.</p>	<p>Yes</p>	<p>I'm unsure if I'm answering this correctly but changes urgently need to be made to enable the availability of taxi services in Aberdeen.</p> <p>The current offering is not fit for purpose and is frankly embarrassing. It's really quite appalling - 2hrs to get a taxi on a quiet Thursday evening just a few weeks back sums it up.</p> <p>It quite literally blows my mind we don't have Uber, the irony of the decisions that led them not to operate here is too, quite embarrassing, given the predicament we're in now.</p> <p>In short, it's 2022, technology prevails - local knowledge is of negligible benefit.</p> <p>Sort it out, quickly.</p> <p>Thanks.</p>
<p>Member of public</p>	<p>Yes</p>	
<p>Member of public</p>	<p>Yes</p>	
<p>Member of Public</p>	<p>Yes</p>	

Member of public	Yes	I believe a general knowledge will be fine . Everyone uses gps these days.
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<p>Changing the knowledge test not a good idea if it's more taxis you want give red plates who's done the job for ten years a yellow plate keep the test the same for pH or taxis the change could be done in no time that's for sure if the pH driver does not want change to yellow so be it the future of taxis is changing i.e electric cars or hybrids for example does the Public like a peugot partner no they don't when you turn up for a hire there glad I have got a car hate that other things i.e wheel chair they say. public does understand the difference between red plate or yellow they just want to get where there going having a yellow plate working give more options for drivers as well take job from the office or maybe be flagged or sit in ranks simple look at the airport it's a shambles probably the same as the rail there also should not be no zoned areas for a taxi i.e green plate yellow or red</p>	<p>No</p>	<p>pH booking can also be asap not always timed</p>
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everything should be open
to all then public get a
better service.

Taxi trade (driver)	No	Customers can and often do give a completely different destination from the original one stated to the taxi office, upon entering a taxi/PH vehicle. From a professional point of view the driver should have the ability to know the shortest route almost immediately after being given even a revised destination. It creates an air of professionalism and reassures customers that only drivers of the highest standards are deemed fit to become ACC taxi/PH drivers.
Member of the public	Yes	
Taxi trade	No	
Member of public	Yes	Use of Sat Nav is now included in driving lessons/tests and built into many modern cars or used via other devices on dashboards. General geographic knowledge of the City and Shire should therefore suffice when combined with use of technology.
Member of public	Yes	
Member of public	Yes	
Public	Yes	It's amazing this wasn't done 10 years ago, for the "energy capital" of Europe!
Member of public	Yes	

Taxi trade	Yes	<p>When working for any office there's always time to check pick up drop off and check route with the technology today.</p> <p>I think that a general test would benefit new drivers who want to work for an office.</p> <p>And its cheaper for a saloon than a disabled vehicle conversion which can be part of the equation if your not renting.</p> <p>I personally think that there is a requirement for more yellow plates going by the ranks at a weekend.</p>
Taxi / Private hire	No	<p>I don't agree that the driver always has advanced knowledge of the route as I work as a private hire driver & people often state no destination when booking through the app system in particular or change their minds of destination or multiple drop offs on route</p>

Member of public	No	Would just like to see more taxis or service for pick ups improve. The lack of taxis and price in Aberdeen is atrocious we should be ashamed! Especially calling out airport international, no taxis its a farce.
Taxi trade	No	All taxi drivers need to pass the same test to gain their taxi licence . A pre booked hire is great but quite often the route needs to be changed . When a route has to be changed the customer may not know exactly the destination or shortest route to take . Every city that you visit and take a taxi you expect the taxi driver to know how to get you efficiently to your destination.
Member of the public	Yes	
Taxi Trade	No	An amended test examining a potential driver's knowledge at a more general level would in effect over time lower standards.

Taxi Trade	No	<p>I don't think it's fully understood to the extent private hire jobs are issued on these apps. They are issued with no notice to allow for pre planning they are issued as soon as taken in so to say a driver has time to plan a route in incorrect.</p> <p>I've had to say no to a change in the exam for PH but I agree with a option allowing to resit one or more elements failed rather than a whole retest.</p>
Member of public.	No	<p>Knowledge of the city is vital if you are to transport people around the city as sometimes a passenger might want to change their destination or pick someone up on their way. Using a satellite navigation device means you have to keep taking your eyes off the road which is not something that should be encouraged, especially when it's their job to take people from a to b. If the city wants a professional service, it should encourage anyone that wants to be a private hire driver to learn the streets and keep the standard in Aberdeen high.</p>

Member of the public	No	
Taxi Trade (Driver)	No	<p>Many customers book App based and all you get are a note on screen saying AS DIRECTED Passenger regularly in transit ask to change destination also multiple drop offs sometimes 4 drop offs with no details just get them on route if no street knowledge this would cause problems for inexperienced drivers.</p> <p>As a taxi driver since 2004 it is only with doing the knowledge and doing the job day to day in an ever changing city that changes company names ,new streets in new housing schemes frequent road works and closures etc that you use your wealth of knowledge to think quick to divert .</p> <p>I am sure with no to little knowledge the taxi service would suffer .</p> <p>It is a must to keep the knowledge in some kind of format .</p>
Member of Public	No	No. I think all licenced drivers, should do the knowledge test.

Taxi trade	Yes	Tests or qualifications even basic training are required in most if not all jobs For example would you let an unqualified person do work in your property NO So why let an unacknowledged person drive you to your destination using a sat nav which will most certainly not take them the most direct and cheapest route ? Which if i remember correctly is part of the criteria in becoming a taxi/p/h driver
Member of the public	Yes	
Self employed taxi driver	No	All drivers must have knowledge the present test should be made a bit comprehensive
Member of the public	Yes	
Member of Public	No	Although the test is hard, I'd prefer for things to be left the way they are. It's good having knowledge.
Member of the public.	No	
Member of Public	No	I'm happy to keep things the way they are.
Member of public.	No	

Member of Public	No	No sat-navs! No way!! Keep things the way they are. Being a licensed driver is earned, though the knowledge test.
Member of Public	No	No, no, no, no!! I don't agree with this idea at all!
Member of Public	No	No. All drivers should be knowledged.
Member of the public	No	I don't think a knowledge test is appropriate given the size of the city and the availability of route planning technology.
Public	No	
Public.	Yes	
Member of public	No	I think it's unfair that I spent 9 months of studies to pass the council test only for it now to be made easier.
Member of public, taxi driver in aberdeenshire	Yes	Modern apps and booking systems are so advanced now, they can populate the route for the driver
Taxi driver!	No	
Public	Yes	
Member of the public	Yes	

Taxi trade	No	Being a qualified Aberdeen city taxi driver for nearly 30 years, I think it is wrong that there should be a different test for private hire drivers, Advanced knowledge of the journey means nothing and in my extensive experience I can say that on many occasions journeys can change once passengers is in car, many times my passenger can ask to divert to pick someone up or change to a different final destination, So that would leave the private hire driver looking stupid and probably costing the customer more money with the driver possibly not 100% sure where to go,
Member if public	Yes	1 your question writing is awful. But yes with apps and pre booking Time should allow for better preparation.
Member of public	No	

Taxi trade	No	I think no as from experience pre booked hires don't always say where there going ie app bookings hotel and restaurant booking I would say 90% of pre booked hires in my experience are either as directed or just an area ie Northfield ,old Aberdeen ,Rosemount
Member of the public	Yes	
Aberdeen Multicultural Centre	No	
Member of the public	Yes	
Member of public	Yes	
Public	No	The drivers at present have spent a lot of time learning all roots in Aberdeen and have a great knowledge of the city roots so have a greater understanding if the test is amended and easy we will have a new dri er with a lesser understanding
Member of public	Yes	
Taxi Trade	Yes	

Taxi trade	No	I believe in order to do their job correctly the existing test should remain as it is. I think having a better understanding of the roads/areas etc in the city allows the drivers to do their jobs properly, it will also look very unprofessional if a driver does not have adequate knowledge for journeys as well.
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Taxi trade	No	<p>No I do not agree that there should be an amended test for private hire drivers, but think the test for both private hires and taxi drivers should be amended, and agree with the proposal put forward by the three taxi offices in the city, there is no difference between taxis and private hire cars when getting job through offices in Aberdeen so both should be treated the same and be expected to have the same amount of knowledge, I don't know about all taxi offices in the city but the one that I work for a large amount of jobs received through the office only give the pick up point with destination stated as as directed, this is due to the large amount of hotels, pubs, restaurants and offices who use our taxi butler system which does not give the option to enter a destination therefore any driver getting these jobs whether taxi or private hire are required to have knowledge of the city and streets, a lot of jobs from our app and automated service also have the destination as as directed.</p>
Taxi	No	
Member of the Public	Yes	

Member of public	Yes	
taxi trade	No	the test is so all taxi drivers have an extensive knowledge of the streets and places of interest .if someone books a private hire taxi the car goes to the pick up point and the customer gets in car.where is this time to study the booking and work out where they are going and the cheapest or quickest route.this is a ridiculous reason for lowering the standard of exam and highly unfair on hackney drivers who have studied (sometimes for years) to pass they're street knowledge.
No	No	
Member of public	No	I don't agree that there should be any test of knowledge now with apps like Google maps and Waze
Member of public	No	Private hire and Taxi should be held to the same standard.
Taxi trade	No	
Member of public	No	The problem is Aberdeen airport rank and ranks at night and to my knowledge private hire cars are not allowed to pick up from ranks.
Taxi driver	No	The reason for that is that the simplified test would reduce the quality of our trade.

council	No	no, the same could be said of taxi drivers
Member of the public	No	No, as they should have the same knowledge as other taxi drivers. Also if they want to change plates they will be able to do so
Taxi driver owner.	No	This is not fair .
	No	
Taxi trade	No	

Taxi Trade	No	<p>Although I am a licensed Taxi Driver and spent a substantial amount of personal time and money to study for my licence and now drive on a Private hire licence the job of a Private Hire car driver is the same as driving public hire taxi with the exception of not being permitted to use taxi ranks or on street pick up/flag down.</p> <p>PHC's work through an office and gain all their work this way, you suggest that there is the opportunity of advanced knowledge of a destination, this is not so, you may have only a couple of minutes to get to your pick up point and more often than not the destination may be given to the driver as an area of Aberdeen and in some cases the address given is wrong, a properly tested driver is more likely to be able to deal with that stress.</p> <p>A destination entered into a Satellite navigation device will only work if it is set up correctly and in addition if you enter a postcode that my only take you to one or more streets Some members are not that patient and the current rules state " the shortest most practable route"not always achieved with a Satnav.</p>
Taxi trade	Yes	

I believe for the shortage of taxi it's better to allow PHC to pick up public from streets	No	
Member of the Public	Yes	Anything to help get more taxis on the street. Or actually allow for Uber to come to the city. The current taxi situation is unsafe, unfair and unnecessary.
Member of Public	Yes	With the development of Sat Nav's, having an in-depth knowledge of Aberdeen Streets is not as critical as once was. The test needs to be developed to include latest developments in technology.
Taxi trade	No	The test should be same for everyone as it is currently, as a taxi driver I know there is no pre knowledge of drop off often customers change destination or have more than one drop off, even office don't put destination there.
Member of public	Yes	Benefit quicker entry into trade and allow for two tiered approach with higher number of drivers to meet demand
Public	Yes	

Taxi trade	No	The public are liable to change their minds on journeys and often change they're destination and drivers who have done the current Knowledge test are qualified to change the route instantly.if we change the test for PH drivers public don't have the patience for drivers to punch in on a GPS device or phone a friend to get the journeys started this causes problems and arguments do happen.
Taxi Driver	No	I do not agree.
Taxi Trade	No	Don't really understand how by changing the test would help. I pride myself in having local knowledge & delivering a first class service to my customers and i personally feel all taxi drivers should be trained on the local interest & have street knowledge it goes for a smoother transition and we should and do keep up with new housing estates/street names.
Taxi trade	No	The test is there to give the public a standard of service with recognition of local area

Member of public	No	<p>According to the Civic Government (Scotland) Act 1982 drivers are required to transport their passengers by the shortest route.</p> <p>The service provided by Private Hires and Taxis is the same and drivers of both classes of vehicles need to adhere to legislation.</p> <p>It could be argued that a Private Hire driver would have time to research the destination prior to picking up the booking.</p> <p>However it could also be argued that the minute the driver receives the booking from his office, he should immediately go to the pick up address, hence not having time to research the route to the destination.</p>
Member of public	Yes	

Member of public	Yes	Traveled in a private hire car a few months ago. Simple trip from tillydrone to train station, the driver phoned 20 minutes after the pick up time stating he was lost, had no clue where he was. After a good five minutes I worked out he was in ashwood BOD, spent an other 10 minutes giving him turn by turn instructions to get to my address, and then once I was in his car he needed more help to get to the train station, even tried to drive along the closed section of union street. He said it was his first day, but at least have some clue of areas
Member of public.	Yes	I think is fair everyone who want to work and to pay taxes to do it straight...at least no test for private hire car drivers... It's unbelievable what's happening now, in 2022....how is possible to learn more than 6000 streets ?? For what ?? To use the sat navigation straight after you'll pass the test... UNBELIEVABLE!!

taxi trade	No	<p>as in the data unit , sometimes only gives area, not the actual street you are going too ,it would be difficult for the driver to then know exactly where they were going using the sat nav with no street on it ,while i was working through aberdeen taxis, there was an incident where a driver who had not passed the knowledge test at that time, had taken a passenger to newburgh circle in the bridge of don, dropped passenger off, then phoned in to office 45 minutes later asking for directions on how to get out of newburgh circle, in hindsight i thought that perhaps , he had got in and should have just came out the same way, there are a few cul-de-sacs in there, but if he tried all of them, one would not have been a cul-de-sac and would have taken him out ,another driver was asked to take someone to blackburn, but instead was heading out to the black dog via the bridge of don, when the passenger enquired where he was going , the driver just replied i do know where i am going, the passenger asked to be dropped where he was, and engaged another taxi</p>
New taxi driver	Yes	

Taxi trade	Yes	The test is pointless all taxi drivers use sat nav
Community	No	
Member of public	No	
Taxi trade	No	We have a high standard in Aberdeen and to water it down would affect those standards We have achieved over many years of work
Member of the public	No	
Member of public	Yes	The current test is extremely overwhelming and time consuming especially if you are already employed elsewhere .
Member of public	No	Modern technology and app based technology render any knowledge test obsolete.
	Yes	
Member of public	Yes	
Taxi trade	No	We've got enough taxis.
Member of Public	Yes	
Taxi trade	No	
Public	Yes	
Member of public	Yes	
Taxi driver	No	Ridiculous of course any taxi driver should take a test and know the streets in the city

Public	No	They don't tend to know where they are going now, I doubt they would research before picking you up.
Public	Yes	
Public	Yes	
Taxi driver	Yes	

Self employed licensed taxi driver	No	<p>There should not be any change to the current set up,all it will do is create a lower standard as it'll make it easier for the likes of Uber or Bolt to get a foothold in Aberdeen,we are just coming out of a pandemic which has created the scenario we are in just now with a seemingly lack of drivers who have moved elsewhere and it makes all the hard work current taxi drivers have went through to obtain their badges a waste of time,also journeys frequently get changed mid journey so unless you have your street knowledge this would mean stopping to alter an electronic device which relies on a good signal too,you'll also get more drivers who are already in full time employment doing taxi-ing for side money therefore taking away work from drivers who's full time occupation is taxi driving,plenty times the public overstate the time they've have waited at ranks and if there are queues this is only for a total of 5/6 hours out of a total of 168 hours p/w,also worth noting that the current situation with union st only being allowed entry from back wynd makes getting to some ranks a nightmare especially after midnight when there are no buses running at all,the council have a duty to protect the taxi trade not try to hamstring it by letting standards lapse by making it easier to become a driver be it private hire only</p>
Member of public	Yes	
Taxi trade	No	

Taxi trade	No	
Member of Public	No	There is no need for a test, GPS/sat-nav/maps apps means there just isn't a need for it anymore. They always show the quickest route. All we need is a safe way to get home in the evenings and a test just creates unnecessary barriers for potential drivers.
Public	Yes	
Member of public	Yes	
Member of the public	Yes	No need for detailed text given address can be put on goggle/Waze and the driver would only follow the route
Member of the public	No	
Member of public	Yes	I moved into Aberdeen city less than 4 years ago and have taken a few taxis that the driver did not know where to go to take me home. I live just off a Main Street
Member of public	No	

Member of public	No	Drivers need to have a comprehensive knowledge of the city All too often the passenger has to advise of where I stay By not having a comprehensive test thus would put the passenger at their mercy ,wrong routes ,longer journeys
Taxi trade	No	companies like rainbow , aberdeen taxis , etc - want this - as they know a private hire driver will almost certainly have to work through an office to obtain work (which benefits them)
taxi trade	Yes	
Taxi trade	No	
Member of public	Yes	App based booking allows gps tracking to destination. Modern gps systems are highly advanced and take you within metres of your destination. Additionally such advanced knowledge is not required in other larger cities, why is Aberdeen so special that it needs private hire and taxi drivers know every street in the city.

member of the public	Yes	In depth knowledge is not required nowadays. Satellite navigation is available on most cars and all smart phones for precise directions
Member of public	Yes	
Member of the public	Yes	
Public	Yes	
Member of the public	Yes	
Taxi trade.	No	I believe the test is not that difficult if you prepare for it. I only took 3 months to study and pass my street knowledge, so if they are struggling to pass after a few fails, maybe it's not the trade for them. An easier test will end up with drivers not knowing what they're going and make passengers angry and upset and make us look unprofessional.
Taxi trade	No	
Member of the public	Yes	
Member of the Public	No	Maintains standards in taxi drivers knowledge is essential for the public to feel confident that a driver is sufficiently proficient to do their job
Public	Yes	

Member of public.	No	All new drivers will opt for private hire licenses which will cause future problems.
Taxi badge holder- this is a disgrace trying to change the way you get your license now compared to when I had to learn all the streets and places. I can see a very easy solution to this late time problem any new driver is given say a purple plate that means he can only work day 6pm -6 am any day. Then when yellow or green plates become available they would then be offered the chance to move to an open shift or you keep a purple plate for x amount of years.	No	
None	No	
Member of public	No	
Member of public	No	
Group- Unemployed Having just moved to the city can't get a job as taxi driver due to the knowledge test but in the days of sat nav I don't think you need so much	Yes	

local knowledge Cheers		
Taxi Trade	No	
Yes	No	I like my self I work as delivery driver I know the most of the place in Aberdeen but the only thing is the stree start from and ending
Member of public	No	All drivers should have the same training regardless of their job being pre booked
Taxi Trade	No	
Member of Public	No	
Member of the public	No	
Meme we of public	Yes	
Member of Public	No	
Member of the public	No	
Member of Public	No	I want to keep things the way they are.
Public	No	Leave as is.
Member of public	Yes	

Member of the public	Yes	Having advance knowledge of the journey, combined with GPS technology which is used in almost all taxis anyway, I don't see any advantage to the drivers taking a more thorough test.
Taxi school student	Yes	
Taxi school student	Yes	
Taxi school student	Yes	
Member of public	Yes	There is no need for an extensive understanding of Aberdeen if a sat-nav is in use. This also makes the service more transparent, convenient, quicker and potentially greener
Member of public	Yes	
I was a Taxi driver, now a Private hire driver	No	There should be no amendment to the test, as Private hire drivers are doing the same job as Taxi drivers (except from the rank/street pick up's). With the modern on line booking systems, there is very rarely a destination address, so the Private hire drivers need the same level of knowledge.
Taxi Driver	No	
Taxi driver	Yes	
Taxi Driver	No	
Taxi driver	No	

Aberdeen City taxi driver	No	As a private hire driver when you receive a job it does not always tell the destination , most time it will say as directed . This is because of lazy call takers or people just do it on the app.
Member of Public	Yes	Amended test as GPS beats any dodgy taxi driver knowledge
Taxi Driver	No	They should do the same knowledge test as Taxi Drivers and with the public using taxi booking apps drivers don't always receive full hire information until they have picked up the passenger
Táxi trade	No	
Public	Yes	
	No	I think that the test stays as it is, because everyone should know the city quite well there been complaints about new ish drivers not knowing where they are going.
Taxi trade	No	Customers change their mind on destinations regularly, or end destination is given on bookings when the journey can include on route calls. Requiring knowledge from the driver

Taxi trade	No	I am a driver and had to sit Hackney myself which was hard and a lot of people I knew dropped out because was too hard for them so I do not think it is fair on them me or the public if a driver is not a 100% like all the rest have to be.
	Yes	
Member of public	No	Apart from where to pick up from as office would give address they may not know the final destination until customer gets in car .Is Aberdeen Council now providing a sun standard service to there public by not having fully street knowledge drivers
Taxi Trade	No	Lowering the test would lower the standard of driver in the area. Like any other job you need knowledge to do it. There would be an outcry for example if we lowered the standard for plumbers , joiners etc
Taxi driver	Yes	
Taxi trade	No	
member of public	Yes	

Taxi trade	No	<p>Private Hire Drivers are limited to working for a Taxi Company. The company I subscribe to has various methods of making "Automated Prebookings" All of which have no destinations.</p> <p>The Taxi Butler, is a button plugged into a phone line that, when pressed, creates a "booking" from the registered address, usually Hotels, bars, educational facilities, and also Business premises. when The button is pressed the customer is given a three digit reference number, the Driver receives the booking with the pick up address, the reference number and a destination of "As Directed". There is no way any driver can pre plan a route for such a booking.</p> <p>The Automated booking System, this works along with your phone number, once you have made an initial booking, the system recognises your phone number, upon calling a second time, the automated service asks you if you want to be picked up from the same place as your initial booking, the more times you use this system, the more options of pick up addresses are given to you when calling. This system NEVER asks for a destination, so again no pre planning can be done prior to picking up the passenger.</p> <p>The Standard Booking. ok, so you do get bookings where the passenger has managed to speak to a person, and they've managed to make a booking, It may say on my screen, "Jurys Inn, Aberdeen Airport, Going to City Centre. again this journey cannot in any way be pre planned. All of these types of Pre Bookings are too vague for there not to be a Knowledge test.</p> <p>The Standard Booking Type 2. lets take the same booking, Jurys Inn, Aberdeen Airport, and lets say its going to Lane 7 on Shiprow, one would think that a journey like that could be pre planned. Incorrect, I guarantee that 30% of bookings like that, the passenger will enter the car and ask "is it ok if we pick some people up on the way?" then proceed to give you a further 3 addresses. Again this journey cannot be pre planned.</p>
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Member of public	Yes	NOT ENOUGH TAXI CARS IN ABERDEEN!!! PEOPLE WANT TO WORK AND TO PAY TAXES NOT TO STAY 2 years to pass 1 taxi test!!!! Unbelievable!!!
Member of public	Yes	<ol style="list-style-type: none"> 1. People want to work !! To pay taxes !! Not to stay 2 years to try to pass 1 test !! 2. We don't have enough taxi cars in Aberdeen !! 3. Council Aberdeen will receive more money from taxes - not like now !!
Taxi Trade	No	90% of the time , I don't know where my customer wants to go until he/she is in the car . At multiple pick ups , I have no advance warning of where that might be until the first customer is in the car ! Shire taxi drivers (as I've been one) have prior warning where they are going , not the city ones !! Shire and city are totally operated differently !!
Taxi trade	No	Hires destinations and intervening stops may quite often change once you have picked up your party/parties.

Member of public.	Yes	IT'S ONE OF THE HARDEST TEST EVER !! PEOPLE HAVE TO LEARN YEARS TO PASS THIS TEST !! WHY ALL THIS THINGS?? IN 2022 WE HAVE TO SIMPLIFY THINGS, NOT TO COMPLICATED THEM !!! SHAME....
Member of public!	Yes	We need more cars !!
Member of public	Yes	Private hire drivers by the very nature of their licensing can only cover pre booked work. Predominately this will come through an App with one of the companies. Most of todays taxi apps in the market place include integrate sat nav to guide drivers to pick up and destination locations. With the advance of technology it is therefore not essential for private hire drivers to have the same level of knowledge as a hackney. Entry to market should therefore be easier.
Member of the public	Yes	
Member of the public	Yes	
Taxi Trade	No	I think every driver whether Hackney or private should sit the full test as happens just now
Taxi trade	No	

Member of the public	Yes	
Taxi Trade	Yes	
Member of public	Yes	All are now controlled by apps with navigation links so only genrral knowledge required
Member of public	No	
Member of public	No	This would mean more expensive journeys for members of the public as the driver wouldn't have a working knowledge of the quickest routes from one place to another in a metered fare (or a fare worked out via mileage if vehicle isn't fitted with a meter).
Public	Yes	With the invention of modern sat navigation available in most cars and mobile phones, there is no need to "know" the route.
Member of Public	Yes	
Taxi Trade	No	There should be no amendments to PH Testing. The knowledge test is in place to ensure the public receives the best possible and cost effective service. The test for both Taxi and PH license should remain the same.

<p>Taxi Trade / member of public</p>	<p>No</p>	<p>I acknowledge that PH journeys must be pre-booked however invariably the destination will be given as an area e.g. Northfield and does not state a particular street for drop-off at the time of booking. Only when the passenger enters the vehicle will the exact destination be given. In addition, on occasion (more often than you might expect) the passenger will not know the name of the street they want to go to, they will however try to describe it to the driver and the driver needs to be able to decipher the passengers needs. Should a driver not know the location of the destination required or take what might not be deemed as the best route this will invariably result in objections and complaints from the passenger and occasionally a situation will escalate into something worse. As drivers we're all aware that stressful situations can arise out of nowhere and I think if you were to add lack of knowledge on a drivers part this would only increase these instances.</p>
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<p>I have Taxie for 24 years I had to study so I could past the test so I can not understand the Aberdeen city council saying that they are trying to do away with the test we are very lucky the standard we have got in Aberdeen so keep it going the high standards we have thanks Scott Reidford</p>	<p>No</p>	<p>Keep in has a high standard has it is</p>
<p>Taxi trade</p>	<p>No</p>	<p>No i dont i think you are dropping standards. Also there are far too many private hire cars and not enough taxis. You really need to re think the wav policy. All new taxi drivers should have to drive wavs once you have been in the trade a certain period then is should become optional.</p> <p>Yes a great idea that will get over looked. Why flood the city with private hire when they cant go on ranks its common sence to grow the taxi fleet not the private hire fleet</p>
<p>Taxi Trade</p>	<p>No</p>	<p>If the potential driver has done the necessary homework and studying he/she should be able to pass the existing test.</p>

Taxi trade	No	
Hotel	Yes	
Taxi trade. I think the knowledge should be kept. I spent 6 months studying the knowledge.. I never use my sat nav at anytime within the city. I know all the road closures when they happen. A sat nav doesn't? I know all the heavy traffic bottle necks.. a sat nav doesn't. And in my view if the council allow drivers to just roll up with a sat nav it will impact my ability to make a livelihood. Which I'm sure will open up a whole can of worms with legal agendas. The answer I feel is the council look at licence laws and allow private hires to pick up off ranks at weekends. We all pay same licence fee and all done knowledge.. the licence laws need modernised..	No	
Taxi trade , there should be street Knowledge test to all taxis.	Yes	For better service.
Taxi trade	No	For the reason a customer may change his mind or the job is as directed

Taxi trade	No	It demeans private hire drivers like myself that had to take the test
Taxi driver	No	No I do not agree, private hire drivers need to have the exact same level of knowledge compared to taxi drivers, just like in any taxi in the city people will get in the car then change where they are going or more stops will be added onto the journey.
Taxi trade	No	It should stay exactly the same as it is
Taxi trade	No	
Member of the public	No	I think a taxi driver should have very good knowledge city
Member of the public	No	The street knowledge test is essential to maintain the high standards we currently have, I would not be happy getting in a car with someone who doesn't have a clue where they are going!!
Taxi trade	No	If you do this you will let the standards slip in Aberdeen we no a lot of drivers changed jobs through covid but if you change this test do you think it is fair on all the drivers that have had to do it over the years
Taxi trade Aberdeen city	No	

Taxi trade	No	I would say all drivers should have to go through the full test as a lot of hires often change when the passenger gets in the car so need to know at an instance where to head Not being able to do this does not look good to the public and dose not make people in this day and age feel safe even more so at night if you start heading in the wrong direction
Taxi trade	No	All drivers should have have full knowledge of job being asked
Member of public	No	

Taxi Trade	No	I believe ALL drivers should have to sit a proper test, it's all very well a driver being given a pick up point to a destination, but as is often the case, customers deviate from destinations and often go via other addresses, the public expect a professional service from the moment they enter a vehicle, and for the driver to ask proper directions etc which may occur if not properly tested, is unprofessional in my eyes. The 300+ private hire drivers (and more going this way) are ALL professionally trained on streets, routes, places of interest and know every short cut in the event of sudden road closer/diversion. And I feel any NEW driver should follow suit.
Taxi trade	No	Pre booked hires could be given to PH drivers with only minutes to spare. I agree that they could look up and set route but the likely hood is that they are going to use Google maps or similar and this is not always the best route

Taxi Trade	No	GPS can only account for so much in the city of Aberdeen. Using direct routes at times can be re routed due to local roadworks etc etc.. having the street knowledge test gives a wider variation of streets and routes learned. I have lost count how many passengers have said in the car they wouldn't think of certain routes or streets to go down and it all comes down to knowledge learned and gained.
Taxi driver	Yes	Per-book customer change the destination as well.
Taxi driver with rainbow	No	I am a private hire driver. I passed my test over 15 years ago. It would be unfair to have unqualified drivers and qualified drivers all classified as the same. If drivers are going to be allowed to work without passing the knowledge test. Their plate should be a different colour or called a training plate until such time as they pass their test within a designated period of time.

Member of Public	No	The Driver may be unaware of a Road closure due to RTC or new Road Works so if this were to happen then the Driver may be unaware of the best route he should then take IF he/she had not proved a knowledge of the Streets.
Taxi trade	No	
Taxi	No	You get 4 people in your car red plate all going different address only one you know not that easy
Taxi trade	No	
Taxi trade	No	
Taxi trade	No	
Taxi trade	No	Standards would drop and unfair on all drivers who have passed the full test.
I don't think it's right to issue PHC without knowledge test as it's not fair for other drivers and if there is shortages why don't you allow existing PHC drivers to take people from the rank that should solve the problem	No	Not fair for other drivers who have done this knowledge test

Taxi trade	No	If and when navigation systems go down which they do you have no mental back up. Also hotels give very little details of journey ahead just "as directed". In emergency situations can they depend on there lack of knowledge to get the person there quickly. Nearly every booked hire is changed from the original hire that was booked and communication can be very difficult if the customer hasn't put in the correct details at least a driver that has knowledge can suggest areas and destinations to solve the customer dilemma.
Taxi Trade	No	No the integrity of the Taxi trade and professionalism and knowledge of its Drivers, is integral to maintain this Public Service Industry.
Public	Yes	Pay the same fees to Aberdeen City Council as Hackney yellow plates.

Taxi trade	No	Current test needs a good knowledge to pass the test and reducing the standard of difficulty will not help the trade in the long run, The problem of flooding the city with private hires will not help clearing the streets at the weekends!!! The council stupid ideas of all taxis wheel chair accessibility will drive more cars into private hire and make matters worse!!! You should make all Hackney drivers who choose to drive private hire because of saloon preference into yellow plates to help assist the current problems and because of Covid things will reset themselves in time
Taxi trade	Yes	
Taxi trade	No	Destination can change every fare
Taxi trade	No	Taxi office doesn't work like, you get most jobs atmedetly you don't have time to prepare
Taxi trade	No	

Currently a Taxi Driver plus of course Member of the Public	Yes	When I passed my Hackney Test it was over 30 years ago. Technology has taken huge steps since then and also Sat Nav is now so sophisticated that any requested journey can be planned using a Sat Nav
Taxi trade. As a taxi driver for 40 years we have worked really hard with licencing and the hackney to have a high standard of drivers in aberdeen. It's totally unbelievable that you want to open up the private hire to anyone.	No	Everyone should sit the knowledge test.
Taxi trade	Yes	
Private Hire Driver	No	No, as a PH driver, although you have some prior knowledge of the fare, it is not always the case. There are daily occurrences where they have a change of mind, or want to go via somewhere, or are collecting someone or something along the way.
Taxi trade	Yes	
Taxi trade	Yes	

Aberdeen city taxi driver Rainbow	No	I think all drivers should pass the knowledge test as it gives the public the security of knowing your driver knows the way around the city , also in fairness , every other driver has had to pass this test , I passed in 14 weeks so if I can pass quick there's no reason why others can't
Taxi trade	No	
Taxi trade	No	
Taxi trade	No	Will this happen in other cities ,if not why Aberdeen.
Taxi Trade	No	
Taxi trade	No	
Member of public	Yes	
Taxi trade	No	
Taxi driver	No	

Taxi Trade	No	<p>I understand both the councils and the publics frustration at busy times regarding the number of taxis available at these times, however, we have spent years building high standards in the city regarding the safety and service provided to customers. Although safety isn't being put at risk here, service certainly is. Most people have been in cities where there is a two tier system in place (Hackney & Private Hire) and in my experience the service provided by a knowledge tested driver is always higher, and on many occasions the lack of knowledge by a private hire driver has at times been frustrating, not knowing particular places of interest or even streets, struggling to find places, leaving me feeling like I've paid more than necessary. Sat-nav systems are quite often wrong and in many cases recent schemes or road upgrades aren't listed. Even long-standing streets and routes are quite often incorrect, again meaning a higher cost to the public. Roadworks often play a part and when the driver reaches the blocked road, he/she should have the knowledge to deviate with the best route for the passenger.</p> <p>Most members of the public won't distinguish between a taxi driver or a private hire driver, therefore I feel the industry in general would be viewed in a more negative manner if some passengers journeys were to be elongated and cost higher due to lack of knowledge, or poor sat-nav routes.</p>
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Taxi trade	No	<p>Because it'll throw up all sorts of problems in relation to customer service. We have a highly trained fleet and as a result of that most if not all customers receive a top class service. I appreciate the city fleet is down by a considerable amount however I don't think non tested drivers is the answer. I think a bit of P.R and encouragement to become a taxi driver and if the main taxi company's get their schools up and running again is probably a better idea.</p> <p>With respect I think there would be no sense to amending the yes because private hire drivers essentially do the same job as Hackney licensed drivers.</p>
Member of public	No	
Member of public	Yes	
Member of Public	No	Digital map systems/ SATNAV support journey planning.
Member of public	Yes	
Public	No	

Member of public.	Yes	This " test " have to be eliminated !! It's not posible to have this test in 2022...and we don't have enough taxi cars in Aberdeen !!!
Member of public	Yes	A pre-booked car should have a pre-planned understanding of the route complemented with some form mobile GPS route guidance.
Member of public.	Yes	This test have to be eliminate!! People needs to work !!
Member of the public	Yes	
Taxi trade	No	The pre booked hire could have wrong information taken down

Business owner	Yes	<p>Most modern cars have sat nav and every single smartphone has google maps or a similar app which helps drivers get from a to b.</p> <p>Uber Eats, Deliveroo, Just Eats all use app based sat nav, have no requirement for any knowledge tests and operate very well. They do an almost identical role as a taxi, only they are moving food rather than people.</p> <p>All taxi hailing apps utilise live traffic updates making drivers aware of any road closures or traffic congestion, this ensures the best route is always taken. Which is very important for reducing carbon emissions and improving traffic flow in the city. Any knowledge test would not provide this up the the minute information. Taxi hailing apps supersedes any test.</p>
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Taxi trade.	No	You can't pre organise a taxi journey people change their mind all the time where they are going and roads closed, sat nav is not always the best route in fact its more often than not the longest way.
Taxi trade	No	
Taxi Trade	Yes	I think as I also go out quite a lot and almost never get a taxi at the ranks, without having to wait a lot longer than pre covid. I think rather than private hire cars what the council should look into is amending the test to maybe make it easier for people to become taxi rank drivers as that's where the help needed!
Member of the public	No	

Member of the public	No	<p>A satellite navigation system does not always take the best or fastest route, I always expect my drivers to know the areas and the best way to get me there, have a driver looking at a satellite navigation screen while getting me to my destination is not much fun and makes me a little uneasy, as for a driver knowing in advance what happens when I change my mind regarding my original destination, do I have to sit waiting while a driver with no knowledge test has to ask me the postcode and type it into a satellite navigation system? No thanks I like my drivers having a good knowledge of the city and a good understanding of the roads.</p>
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None	No	I would rather my driver had knowledge of where he was going rather than relaying on yet another app based data collection device collecting data about where I'm going.. Who I'm using to get there and how much it spent.... Also how are more private hire drivers going to help out with Qs on taxi ranks since private hire can't pick up from taxi ranks.. ... Next thing you know you will have adverts on Facebook saying "private hire driver available for work this weekend.. I got my licence out of a lucky bag and I will get you their through the power of Tom Tom
Taxi trade	No	All drivers should have to sit test.Nothing wrong with the way it is.
	Yes	

Taxi trade	No	In my opinion all taxi drivers must sit the original take drivers test,when given a office job it does not always state a particular street,sometimes it's just an area eg westhill.therfore proper knowledge of the streets are required.so unless you want a second rate taxi fleet in Aberdeen stick to the original test.
Member of Public	Yes	Every taxi driver should have a smart phone with map apps
Member of public	Yes	
Taxi trade	No	Satnav is most often not the shortest or quickest route and all too often takes you to the wrong address especially when doing out of town pick ups. This would lead to utter chaos and bad driving practices. Advance knowledge is not applicable if you work out of an office on a Friday / Saturday night as your hire was needing picked up half an hour ago so you then risk drivers being on google maps or satnav whilst driving and I'm sure the council would t condone this law breaking.
Member of public	Yes	

Taxi trade	No	Local knowledge is priceless sat nav only good from a to b when it works etc dress code needs adhered to
Taxi trade	Yes	
Member of public.	Yes	This knowledge test, is extremely hard !! Everyone knows that !! It's not possible to study more than 6000 streets, more than 1 year, maybe 2 years, and after that to use , like all taxi drivers the sat nav. Please, if you really care about people who want to work, to pay taxes, please eliminate this hard test !! 🙄
Member fo the public	No	
Member of public	Yes	
Public	Yes	
Business owner	Yes	

Taxi Trade, I'm a red plate driver	No	I've been a red plate taxi driver for 13 years now , I'm born and bred here in Aberdeen, It took me 6 months to pass the Hackney test , and cost approximately about £400 at the taxi school at Com Cabs , I agree that the test is very tough , And i feel that relaxing it slightly might be an option, But I definitely don't want it opened up to the public with no knowledge whatsoever, That would be a kick in the teeth for everyone over the 40 plus years where you had to have your taxi license, That's where standards have been set .
Member of public	Yes	
MOP	Yes	Reputation of the city is important, especially for visitors to the city having a great customer experience. Unskill taxi drivers. Raise Standards.
Member of the public	No	
Member of the public	No	
Taxi Trade	No	Pre-booked journeys often (50%) have destination "as advised" so no different to a street hire.

	Not Answered	Not Answered
	Yes	
Member of the public	No	They are all taxi drivers and should be treated with the same knowledge test.
Driver	No	
MEMBER OF PUBLIC	Yes	
Taxi driver	No	It is not fair for the other taxi drivers who passed their test as a standard test form.
Taxi trade	No	The street, place of interest and rout test should be required for all PH drivers same as taxi drivers
Member of public	Yes	
Taxi trade	No	
Member of public	Yes	
Member of public	Yes	
Aberdeen Street Pastors	Yes	That seems reasonable as they ought to know where they are collecting from and dropping off. I assume also that they have Sat Nav
Member of the public	Yes	
Taxi Trade	No	

Taxi trade	No	<p>Every driver should have to go through the same test, why anyone would want the standards of our trade to drop is beyond me. How long has the original tests for taxi drivers / Private Hire been in place?? We have worked so hard over the years to keep our standards high for the customers I feel we would be letting our trade down if standards were to slip.</p> <p>Every industry in the UK are struggling at the moment and I pray to god that bus companies and haulage drivers along with our trade don't let their tests slip also just to get people on seats or we're in for a disaster situation.</p>
Member of public	Yes	
Member of the public	No	
Member of public	Yes	
Taxi trade	Yes	

Taxi Trade	No	I think being a Taxi Driver ,it should be as professional as a Teacher or Policeman so the Knowledge is important to all drivers in the city, but also there should be history knowledge for drivers also , so when tourists arrive in the city they know some history of the city
Public	No	All taxi drivers, and PH drivers should be knowledgeable in their own city and should not have to rely on sat/nav. Although sat/nav will get the driver to the destination, it is not always the direct route, and a PH driver should be able to think on the move and change route at a moment's notice if they come across heavy traffic, obstructions and the passenger changing pick ups on route, and destination.
taxi driver	No	What happens when the office get the destination wrong?
Taxi Trade	No	
Taxi trade	No	This will flood the industry with PH cars diluting the available work for taxis / yellow plate cars.
Member of public	Yes	

Taxi Trade	No	<p>Increasing the number of private hire drivers will not resolve the problem the city is facing. As city is facing the shortage of public hire cars on Friday and Saturday night. As a private hire driver I can confirm that working on Friday and Saturday night through the booking office I am not managing to get hires constantly even when there are long queues of people are waiting on Taxi ranks. A lot of these people do not phone or use app to book the Taxi.</p> <p>Moreover many of the passengers change their mind regarding the destination in the middle of the journey or they don't give exact address while booking the taxi. As a taxi/ Private hire driver I know that passengers expect us to know the city very well as they do get annoyed if we ask them directions when they are a bit drunk on Friday and Saturday nights.</p> <p>Drivers who went through street knowledge test are managing to use alternative routes in busy hours which is always appreciated by the passengers. Passengers will not be happy paying more for the journey when driver without knowledge will sit in traffic while using the navigation only.</p> <p>People in Aberdeen are only struggling to get taxi only in few busy hours like in any other city so if Street knowledge test will be removed then there will huge increase in number of private hire drivers who will obviously impact on the standards of taxi trade but it would be difficult to make even minimum wage during the quieter hours. Ultimately the drivers who worked hard to pass the street knowledge test will be forced to leave the industry as they won't be able to make decent earnings.</p>
MoP	No	

Member of the public	No	With the almost 100% proliferation of on phone & in car navigation systems there is no need for any knowledge test of drivers routing. This is an 19th Century system not fit for the 21st century.
Public	Yes	Customer service is absolutely appalling in Aberdeen taxi companies. As a doctor, we hear often of the struggle patients and relatives have around Aberdeen with taxi costs and cars not turning up. The duopoly that the taxi companies enjoy here must not be allowed to continue. Get UBER to Aberdeen.
Public	Yes	
Member of public	No	In an ideal world the private hire driver would plan their route but human nature would suggest that it is as likely that they will simply turn up and rely on Satnav
Public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of Public	Yes	Given the majority of drivers will be local to or living in the general Aberdeen area, their existing high-level knowledge of areas will suffice. A more distinct knowledge of the city is somewhat irrelevant given that satnav use is commonplace, including rerouting to follow optimal paths.
Member of public	Yes	As a passenger I've usually got googlemaps open anyway
Member of public	Yes	Loft, Bolt or Uber should be encouraged to operate here.
Public	Yes	
Member of public	No	
Member of the public.	Yes	
Taxi Trade	No	Private hire drivers and taxi drivers should treated equally as they are doing exactly the same job and getting the same pay!
Taxi trade	No	There badge says taxi driver So they should know the street knowledge
Public	Yes	
Member of the public, city centre hospitality business owner and burgess of the guild of Aberdeen.	Yes	
Member of public	No	Sat-navs can do the job fine. In some cases better as can avoid roadworks, accidents, tailbacks etc

Member of Public	Yes	Such a provision would allow a broader range of knowledge types, including commercial awareness and customer service, as knowledge of every street, business, and property number is arguably unnecessarily granular with the arrival of handheld mapping technology. Most delay causes, including granular unfamiliarity, can be addressed with the handheld tech quite readily an in a matter of moments, especially with a passenger invested in reaching their end destination. Outside of dense city centre journeys the effects are in any case minimised.
Taxi trade	No	Regarding the private hire most of these apps that taxi companies use -re com cabs , rainbow city taxis , Aberdeen taxis , the app only gives a pick up point so the driver doesn't know where he going till the passengers are in the taxi so they can't plan a route before hand so need a good knowledge of Aberdeen !
public	Yes	

Aberdeen Douglas Hotel	Yes	The test is now too old and needs to be amended to enable drivers to pass quicker, there should be a general knowledge of Aberdeen but with the cars all having sat nav now, the older test needs to be renewed.
Park Inn by Radisson Aberdeen	Yes	There is a shortage of drivers in the city which is damaging to the reputation of Aberdeen as a destination as visitors and corporate travel find it hard to get a taxi. This is not limited to peak times, starts at the airport, and creates a night time dispersal challenge when pubs and cubs close. The age profile of current drivers coupled with 6-8 months to study for a Knowledge Test is not encouraging recruitment.
The Chester Hotel	Yes	Technology has changed but it would appear the tests have not.
Business owner	Yes	
Member of Public	Yes	
Member of public	Yes	
Member of public	Yes	
Bon Accord, Aberdeen	No	
ibis Aberdeen	Yes	

Member of public	Yes	
Public	Yes	
Member of public	No	Taxi drivers should have knowledge of the city and surrounding areas
Member of public	Yes	
Member of Public	Yes	Absolutely,
Public	Yes	Anyone can find their way around the city using a map/ app - test shouldn't be difficult

Aberdeen taxis ltd	Yes	<p>Whilst I agree that there needs to be an amended test to allow the trade to recruit at a sustainable level, it is not fair to say that any app based systems would provide a brief degree of advanced warning, any instruction from a modern real-time mapping software would be in real-time as that is the way things work now, it would use real-time gps positioning to plot the shortest route. It is not fair to say any advancement of notice should be required.</p> <p>I would also add that it is not a licencing requirement to govern how a journey is booked or in which manner that journey is Despatched. It would be only be a requirement of licensing to establish if the person is a fit and proper person to operate a taxi or private hire vehicle licence.</p> <p>I do not think it is fair or legal for the local authority to get involved in the manner of which that journey is Despatched or operationally controlled. For example whether an operator chooses to use an old fashioned two way radio system or whether an operator chooses to use state of the art technology is down to each individual businesses practices. the licensing regime should be governed to accommodate any type of operation under the structure of the civic government act. Ie if less than 3 vehicles they can use a means suitable to that business or if more than 3 vehicles then a means suitable to to that operator, untimely market forces will dictate the outcome on that basis.</p>
Taxi Trade	Yes	

Aberdeen and Grampian Chamber of Commerce	Yes	<p>Our members report a significant shortage of private hire drivers and a low pipeline of new licensed drivers entering the sector.</p> <p>While a comprehensive knowledge of the city geography is the ideal, if this is proving a deterrent to adequately catering for the Aberdeen market then a route to easing recruitment pressures such as a more general knowledge requirement for private hire drivers should be explored.</p>
Member of public!	Yes	<p>This stupid test have to be eliminated !!!</p> <p>Why Edinburgh, Glasgow, Inverness, Dundee don't have this test for private hire drivers ??? Why ???</p> <p>Why you don't care about us ??</p> <p>You know that when I call for a taxi, they said, in weekend, 2-3 hours to wait ??? It's fair ???</p> <p>Maybe you'll do something and you'll eliminate this test !!!</p>

Member of public	No	Particularly in Aberdeen, taxi prices are excessive and I would hope/expect a certain degree of knowledge (and indeed professionalism) from every driver owing to the fact that a wrong turn has a significant affect on the resultant price. If there was a move to fixed prices for fixed journeys then perhaps I would be supportive of a reduction of the general knowledge testing currently required. As that does not appear to be the case within the city of Aberdeen, I remain of the belief that the knowledge test should remain.
Member of Public	Yes	
Member of public	Yes	
Member of public	No	
Taxi Driver	No	No, I don't agree that there should be an amended test, for private hire drivers.
Member of Public	No	No way! I believe this would be totally unfair, to those who have already done the test.
Taxi Driver	No	
Member of Public	No	
Member of Public	No	

Member of public	No	
Member of public	No	
Member of public	No	
Member of the public	Yes	
Member of public	Yes	<p>Hello.</p> <p>Why is this test only in Aberdeen for private hire taxi drivers?</p> <p>Why not in Edinburgh, Glasgow, Inverness, even Newcastle...</p> <p>Why people in Aberdeen don't have enough taxi cars when they need them ?</p> <p>Do you think is fair when you call a taxi, in Aberdeen, to tell you 1 hour or maybe more to wait..??...</p>
Member of the public	No	<p>I think that the test should</p> <p>Remain as it is. I don't agree that it should be amended. I like to use proper taxis rather than Uber or similar as I know that the taxi drivers are safe and know where they're going</p>
Member of the public	No	
Taxi trade	No	Start and end can be defined but very rarely are intermediate stops given during the booking.
Member of public	Yes	
Member of the public	No	
Member of public	Yes	
Member of the public	Yes	

Member of public	Yes	
Member of the public and a pub manager	Yes	Anything to get more taxis on the streets
Member of the public	Yes	Technology can be used to aid drivers
Member of the public	Yes	
Member of public	Yes	Whatever increases taxi availability.
	Yes	
Member of Public	Yes	
Member of public	No	Sat nav is sufficient. Its expensive enough for drivers to run their taxi. No need to add on additional expenses as it will out people off doing it as a job. Never heard a taxi driver who isnt working excessive hours to cover crippling council costs
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Hospitality Industry Worker	Yes	
Member of the public	No	It's 2022, every taxi driver has sat nav and Google maps. There's no need for extensive and difficult tests.
Member of Puplic	Yes	
Member of the public	Yes	
Member of public	Yes	
Member of Public	Yes	

Member of the public.	Yes	
Member of the public	Yes	After being in town on Saturday, there was a distinct lack of taxis and confusion of where taxi ranks are situated.
Member of the public	No	
member of public	Yes	
Member of Public	Yes	With SatNav systems prevalent these days, the need for an old style "Knowledge" is no longer as important as it used to be
Member of the public	Yes	
Member of the public	Yes	An amended test might be a good idea so long as it had no additional cost implications. The shortage of any kind of taxi/private hire cars is so appalling that you need to remove as many barriers as possible to recruiting more drivers. But in reality, Sat nav and Google maps probably remove the need for a driver to be so knowledgeable.
Member of Public	Yes	

Member of public	Yes	In the modern world of Google maps, sat nav and other software you don't require a great knowledge of an area. People don't care that much as long as they can get a taxi when you need one
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Public	Yes	
Taxi Trade	No	
Member of the public and regular taxi user	Yes	LET UBER IN!!!! it works so well everywhere else. Aberdeen has the worst taxi service of any city I've ever been to. Its all on the App so they do not need any knowledge of Aberdeen roads and therefore don't need any test!!
Member of the Public	Yes	Detailed street knowledge is no longer required with the use of navigation aids that Taxis use anyway. The emphasis should be that a licence holder is fit and proper, with a suitable well serviced and maintained vehicle.
Taxi Trade	No	

Public	Yes	Every single taxi I get in sits with a GPS map of some sort up, wether it be their phone or a sat nav. Tests should be eased
Public.	Yes	Aberdeen can become very congested with traffic and I would expect a driver to be able to navigate around congestion . Also I'd expect the car to be able to me up without constantly calling to get directions from the customer
Member of public	Yes	
Member of public	No	
Member of the public	Yes	
Member of public	No	Many people book their own journeys on apps and a high percentage of people put their destination as 'as directed therefore giving no pre-advice to where they would like to go
Member of public	Yes	
Member of public	Yes	Private hire cars should be able to drive directly to the destination using the most EFFICIENT route - ie taking heed of road closures and diversions
Member of Public	Yes	
Member of the public	Yes	

Member of public	Yes	we should be making the tests easier to allow more taxi's as the situation is dire. Flights that come in delayed at 1am have no choice but to take a taxi and the wait at the moment can stretch to 4am due to the lack of taxis
Member of the public	No	Everyone has a smartphone with apps capabilities these days, so the need to "know where you are going" off the top of your head is a thing of the past.
Nhs	No	These should be the Same as normal taxi drivers test
Taxi trade	No	
Public	Yes	
Taxi Driver	No	
Taxi trade	Yes	
Member of public	Yes	
Public	Yes	
Member of public	No	No street knowledge test should be required for pre-booked hires given the fact the passenger will know where they're going. We also have so much technology at our finger tips like sat nav, Google maps etc.

	Yes	Aberdeen needs to move with the times and allow Uber and other providers to operate up here
Member of public	No	
Member of public	No	With the technology currently available at nearly everyone's fingertips, it seems strange that that shouldn't be the first tool used to assist with navigating the city. The routes provided by live map services are up to date and even often include traffic updates meaning that they are more useful than personal knowledge of the city.
Member of public	Yes	
Member of Public	Yes	
Member of public	Yes	
Member of public	Yes	I dont know what any of this means but whatever gets more taxis in the city
Member of public	Yes	The access to online based map systems (which get updated regularly) renders the need for complete and specific knowledge of the city useless.

I a rainbow taxi driver	No	<p>I work as a taxi driver.</p> <p>Not letting us along union street from bridge Street and market Street adds time on journeys.</p> <p>We could work more efficiently</p> <p>Same with broad Street</p> <p>We could take people home and get to people quicker.</p> <p>Sat night is the main issue.</p> <p>That issue is not unique just to Aberdeen.</p> <p>It's all over the world.</p> <p>Maybe getting night buses.</p> <p>There was issue with in that people fighting, being sick, vandalism and drivers being harassed.</p> <p>Also the drivers not being paid enough.</p> <p>I would keep the test as is.</p> <p>Try get a 2 3 evening and day class.</p> <p>Instead of the once a week which is currently happening with rainbow and com cab.</p> <p>When I started there was 25 fowk. They never stuck it out.</p> <p>If it could be done in a shorter time by having more classes. You would get more drivers.</p> <p>Be careful you don't saturated the market either.</p> <p>Give out tests for drivers that are only licensed for weekends.</p>
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		<p>That's the main problem.</p> <p>Marshall at taxi ranks encourage them to try get people that are going to the same area to fill up the taxi instead of one person going to peterculter dyce westhill banchory stonehaven.</p> <p>That happens.</p> <p>Some people won't share which is understandable.</p> <p>You can have no shows people drunk on drugs changing there mind.</p> <p>You can be waiting for them when they not there. They don't show. It doesn't help.</p> <p>Get a training centre that can teach 3 4 nights a week. Would get people through the exam quicker.</p> <p>Weekend licenses only would help.</p> <p>You still need taxis during the week.</p>
Member of the public	Yes	Amend it so Uber can be brought in please

<p>Member of public</p>	<p>Yes</p>	<p>Of course the taxi drivers need to have a general knowledge of Aberdeen and surrounding areas but they definitely do not need to know the name of every street. With the advance in technology and the use of apps, there should be no reason why Aberdeens taxi drivers can't get on the same level as Uber through app use.</p>
<p>Comcab- Taxi trade It is not shortage of taxis it is the new street arrangements make it difficult to taxi drivers to have access to the rank. For example will take 5-10 minutes extra time to have access to the Union street rank therefore taxi drivers avoiding that rank and as a result people waiting time increases significantly. Also you need to put in consideration that during the week days there is no waiting time it is just Saturday night between 12-3 am and it is not really fare for the current taxi drivers specifically after couple last tough years. Regards, Fereydon</p>	<p>No</p>	

Member of the public Family member of taxi drivers	Yes	
Member of the public	No	
Member of Public	Yes	
Public	No	All taxi drivers should sit the same test
Member of the public	No	
Public	Yes	Anything that makes it easier for people to become a private hire driver. Given that we have no taxi competition in this city, are miles behind the times with apps like uber etc and bus services at night times are now non existent. It's a dangerous disgrace really that the council have taken this long to address the issues.
Member of the public	No	
Member of public	Yes	
Member of Public	Yes	
Member of the public who often uses taxis	Yes	
	Yes	
Member of public	No	Uber or bolt - pre booking on apps is the way forward
Member of the public	Yes	
Member of public	Yes	Good for planning and also estimating a price before starting journey

Taxi 🚕	No	With Sat navigation why is there any need for a test
Public	Yes	If it gets us more taxi drivers then yes, I don't really care if they use a gps or a map system to get me to where I want to be, I want to get to where I want to be in safety without waiting for hours
Member of the public and taxi user.	Yes	Every smartphone can access Google maps.
Member of public	Yes	
Member of public	Yes	
Taxi trade.	No	I feel all driver's who are licensed in Aberdeen should sit and pass a street knowledge test.
Public	No	I believe that all drivers should sit the same advanced knowledge test
Taxi trade	No	We should still keep existing test for all private hire and taxi drivers,
Member of the public	Yes	To compete at the level Aberdeen wants to be seen Uber needs to available
Member of public	No	Obviously Uber is the best answer, runs off an app and shows the driver the best route.
Member of the public	Yes	There is a shortage of taxi drivers at the moment, so anything such as using technology to expedite the process of qualifying is needed
Member of public	Yes	

Taxi trade	No	Disagree, private hire working through an office are same as Hackney. Given a hire and expected to take shortest route . Sat nav is so unreliable regarding rush hour traffic, closed roads etc it will lead to an inferior service and the public being over charged.
Member of Public	Yes	
Member of public	No	Uber needed in Aberdeen / Shire
Public	Yes	Bring in UBER
Member of Public	Yes	There should be no tests. Everyone just uses sat navigation just fine. It's not 1980.
Public	Yes	Everyone has satnavs now
Public	Yes	
Myself.	Yes	
Member of public, night time city centre worker. International traveller.	No	I travel the world to judge city's where it is impossible to know all the streets. The app based system is more than sufficient globally. Only in Aberdeen would we see these kind of blockers being put in the way of modernisation and progress.
Member of public	Yes	
Member of the public	Yes	
Member of public	Yes	

Queues and wait times for taxis unacceptable, o my city that doesn't have Uber or lots of taxi's going about. It's unsafe at weekends if you go out drinking. The late buses need to be later if the taxi situation isn't fixed.	Yes	
Public	No	I wouldn't want a taxi driver who has little knowledge of the area and relies on a GPS. We all know that's not always the best and my address doesn't clearly show on Google maps, leading to delivery drivers ALWAYS getting lost and arriving late with my food. I suspect they only use a GPS and don't know the area. I would be fumbling if my taxi was running late because of that, and I was headed to an airport or some other important meeting.
Member of public - UBER IS NEEDED	Yes	Uber
Member of the public	Yes	
Council, too maybe restrictions, Uber should be able to operate in aberdeen	Yes	Anyone has sat nav style things therefor anyone with a driving licence should be able to operate
Member of public	No	
Member of public	Yes	

Member of public	Yes	
Member of the public	Yes	
Member of public	Yes	
Member of public	Yes	Please bring Uber to Aberdeen as there isn't enough taxi's. There are plenty apps with the addresses and directions that would help guide any driver. in fact they us them already.
Citizen	No	Late busses are needed . Google maps provide updates on traffic conditions and road closures, perfect for driving around the UK with no prior knowledge needed.
Member of public	Yes	
Member of public	No	
Hospitality Worker	Yes	
Member of the public	Yes	I don't believe that the test should apply at all. Why should it apply in Aberdeen but not in some of the biggest cities in the world?? It is a draconian test which is no longer valid with the advancements of technology such as the use of maps functionality in ride sharing apps.
Member of the public	No	Bring in Uber
Member of the public	Yes	

Member of public	Yes	Pretty much every person now has the ability to operate some form of gps/Google Street map these days. So finding location doesn't need to be based on knowledge
Member of public	Yes	
Member of the public	Yes	
Member of the public	No	
Public	Yes	
Public	No	I agree with the know side of things and sometimes it's easier for them to know the route they are taking but even sometimes in the taxi that changes because people change their minds so makes no difference if they have prior warning of where they are going you should most definitely be able to get in a taxi or flag a taxi down without booking
Member of public	Yes	
Public	Yes	Sat Nav are in most cars & generally people know where they are going. The amt of taxi available at airport is disgraceful, get more taxis available in Aberdeen

Public	No	They all your navigation systems now so in don't see the point and as location is agreed upon in advance.
Member of public.	Yes	<p>I don't know of anyone who does not have access to some form of sat nav these days. I don't think the street knowledge test is as relevant as it once was.</p> <p>UBER should be allowed into Aberdeen. It would make it a lot easier to get transport to places. The council has wasted so much money on light up signs and colourful umbrellas to make the city centre appealing but what good is that if people are reluctant to go out because there is not an easy, safe, affordable, and accessible way to get home again?</p>
Member of public	Yes	
Member of public	Yes	
Member of the public	No	
Taxi	Yes	
Member of the Public	Yes	
Member of public	Yes	Aberdeen as usual is embarrassingly behind every other city. Allow apps like UBER to work.

Public	Yes	Not such an in depth test needed however it may mean less non private applications as people will always Want the easier way.
Member of public	Yes	There should always be a test otherwise let's scrap the lot and go with Uber
Member of public	Yes	In this day and age even a provisional driver can navigate any new city with the assistance of Google maps or by consulting the route prior to departure.
Member of the public	Yes	
	No	App based systems are needed to lower the cost of travel around Aberdeen.
General public	No	
Member of public	Yes	
Public/Student	Yes	I am really not happy with taxi services in Aberdeen. To my knowledge taxis should be available on demand not booked in advance. Since on peak taxi hire times there is no way to get a taxi and if emergency happens there is no other quick method to go around city.
Member of public	No	
Member of Public.	Yes	

Member of public	No	Most of them use google maps. Aberdeen isn't a massive city and easy to navigate.
Member of public	Yes	
Member of the public	Yes	With sat nav these days, a knowledge of the city layout beyond a very general level seems entirely unnecessary
Member of public	Yes	There are a lack of taxi drivers on the streets now
Member of public	Yes	
Member of public	Yes	
	No	
Member of Public	No	There should be more public transport opportunities available for the public. The current opportunities by bus and hire cars (taxis) are not convenient and not competitively priced and generally discourage people from using public transport.
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Member of public	No	
Taxi Trade	Yes	
Member of public	Yes	

Member of Public	Yes	Simply not enough taxis in Aberdeen - especially at the weekend after the public have had nights out. People should not be feeling like they are going to be stranded. This could be resolved by operating with a company like Uber - as many other cities do - alongside local taxi companies.
It's not easy to get a taxi I've had to wait over an hour to get one home from a night out before And when pre booked in the past they arrived 40 minutes late meaning i missed the event I was going for. Ridiculous really	Yes	
member of public	Yes	Uber needs to be introduced in Aberdeen. It will attract more tourists and provide more work for Taxi Drivers in Aberdeen

Member of the public	Yes	Unfortunately due to the pandemic there is a lack of taxi drivers in Aberdeen. I have waited over an hour for a night taxi and ordered taxis that have been over 20 minutes late. I have stood speaking to people in lines who are visiting Aberdeen who are shocked at the level of taxis. As a women, this is unsafe and we should be protecting the public. This would help the recovering hospitality sector as well as promoting tourism in Aberdeen. An app based system, such as uber would provide trackable and quick taxi services as well as provide jobs for those recovering economically from the pandemic.
Member of public	Yes	
Member of Public	Yes	We need more late night transport to keep us safe at night instead of walking home in the dark.
Member of the public	Yes	With sat nav, drivers don't really need to know every street
Member of the public	Yes	
Member of public	Yes	
Member of public	Yes	I think this is fair. It is extremely quick to enter into sat nav an address and follow the route.

Member of public	Yes	Get rid of the test all together Everyone has Google maps now so this shouldn't be an issue
Member of public	Yes	
Member of public	Yes	
Taxi Trade	No	
public member	Yes	
Member of public	Yes	
Member of public	No	The vast majority of Private hire drivers have Sat Nav to aid them.
Member of public and employer of marine crew in Aberdeen	Yes	It is often near impossible to get a taxi in Aberdeen, and the cost of taxis is higher than anywhere else in Scotland. This is particularly true at evenings and weekends where I understand that licenced drivers are no longer going out to work in numbers. We need more taxis on the road.
Member of public	Yes	Advance notice and use of sat nav should mean that "the knowledge" is not required.
Member of public	Yes	
Member of Public	Yes	
Member of public	Yes	
Member of Public	Yes	

Community	Yes	Anyone with a phone can formulate a route in a taxi these days. No need for extensive testing on drivers' knowledge.
Member of Public	Yes	
Member of the public	No	Should get Uber.
Public	No	
Member of public	Yes	
Member of the public / Events and Hospitality Manager	No	No. Bring in Uber! Uber drivers can follow a Sat Nav device if they are unsure of a journey and the cost is already pre assigned to each journey. Aberdeen taxi prices are ridiculous.
I'm a member of the public and I believe the process to become a taxi driver should be updated and simplified. I also feel the charges these guys have to pay for are way above a standard that allows them to make a reasonable wage in this climate of price rises and increases the taxes and charges should be reduced.	Yes	
Member of public	No	
Member of public	Yes	
Member of public	No	

Member of the public	Yes	Not all addresses are easy to find but if a problem I always have my phone if lost to help driver
Member of the public	No	There are now access to sat navs that show you the quickest route, I think taxi drivers should have a daily safety brief sent to them via email with details for road closures or areas affected by weather
Member of public	Yes	
Student at University of Aberdeen	Yes	
	Yes	
Bar Manager	Yes	
Public	No	Do not agree with the question, this seems to want to focus on a scenario where only pre-booked taxis are used and therefore encouraging people to agree to relaxing criteria for every circumstance.
Member of the public	Yes	

Member of Public	No	Driver knowledge in Aberdeen is already quite poor, the issues with Taxi Numbers in Aberdeen is in my experience only an issue late night when getting a taxi from a rank can be a long process. Allow private hire drivers to pick up when flagged in the street or pick up from ranks would be a better solution rather than increasing the numbers of private hire drivers by making it easier to pass the test.
Member of public	Yes	
Member of public	No	I dont believe it should be compulsory and should be left to individual companies to decide on recruitment policy as far as prerequired knowledge goes. Most cars have built in satnav and all cars can accomadte a satnav system. Whether they know the route or not is a customer experience issue rather than a customer safety issue and this is better reflected in pricing than an entry requirement.
Member of public	Yes	
Member of Public	Yes	Why do they need to know every single street now that drivers are able to use GPS systems?

Member of public	Yes	
Public	Yes	
member of the public	No	no because I think the taxi drivers are competent enough without any more
Public	No	No, if the driver has a map on their smartphone such as Uber does I don't think there should be any level of knowledge needed never mind an advanced level
Member of public	No	
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Member of Public	Yes	
Public member	No	
Member of public	Yes	
taxi trade	Yes	
Public	Yes	
Member of Public	Yes	
Member of public	Yes	
Member of the public	Yes	
Member of public	No	Aberdeen needs Uber
Public	Yes	
Public	Yes	
Member of public	Yes	More efficient and user friendly than traditional methods. Competition is never a bad thing for a city. City being left behind.

Member of public	Yes	Apple/google maps are so advanced little knowledge of the city is surely now required. The ability to reduce the test would also encourage more drivers as there is a significant lack within the city. Often being left for hours to wait for an available driver.
Public Transport in Aberdeen	Yes	
Member of public	No	
Member of public	No	It is good to have a mix, pre booked timed drivers and drivers you can book last minute
Member of public Taxi trade	Yes	Most cars nowadays have satellite navigation and with advanced knowledge of journey it can be preprogrammed before picking up passengers
Member of public	Yes	
Member of public	Yes	
Member of public.	Yes	There is no need for such in depth examination of city knowledge. Most cars have very safe ways of integrating navigation and can be operated in seconds by voice command.
Taxi,s in Aberdeen are rubbish to get IV walked down union street from Holburn street to castle	Yes	Slot of foreign drivers takes a tour of city to get home from town

gate & then there's a que rediculous		
Member of public	No	
Member of the public	Yes	The knowledge test is stuck in an era where a taxi driver didn't have access to a sat nav/Google maps
Member of Public	No	No, in the age of sat nav etc it's not needed
Member of public Nightlife employee	No	
Taxi Trade	No	
Taxi trade	Yes	Something needs to be done about the shortage of taxis in Aberdeen
Student	No	
Taxi trade	Yes	I would agree on some kind of lesser knowledge test.
Member of the Public	Yes	
member of public	Yes	
Member of public	No	
Member of the public/public health professional	Yes	As a resident of Aberdeen, I often find myself questioning why we haven't taken the quickest route/road. Drivers seem to just follow Google maps/sat nav that lead them around the way a bit
Taxi Trade	No	
Member of Public	Yes	

Member of Public	Yes	
Member of public - tax payer!	Yes	Just make the system fit for purpose
Member of Public	Yes	<p>Although never having taken the test myself, Having several family members who have been or still are operating as taxi drivers and PHCs, I have been given an insight into what is expected knowledge wise from a driver.</p> <p>I dont feel that in the day and age of sat navs that the in detail street knowledge of the city is required.</p>
Member of Public	No	
	Yes	
member of the public	Yes	
Member of the public	Yes	Yes, due to technology and how other Scottish Cities operate the test should be amended to reflect this. Also the current rules seem unfair PHD and Taxi sit the same test but PHD do not have access to the same volume of work as a Taxi can driver.
Member of Public	Yes	Use of Sat-Nav and the passenger input
Taxi trade	No	
Member of public	Yes	

Taxi trade	No	The current test seems fair. The average studying time to go for the test is approximately 6 months, this would be similar or less than doing a driving test for a bike, car or hgv.
Taxi trade	No	
Taxi trade	No	Private Hire vehicles have the same systems as taxis in there vehicles, therefore they get immediate hires through the systems. So still need to do hackney test.
Taxi trade	No	Destination can change before passengers are picked up
Taxi trade	No	
Taxi Trade	No	No I think the test that is in place is very efficient and works well
Taxi trade	No	
Taxi	No	It should not matter.
Member of the public	No	I do not think that the test should be amended

Taxi trade	No	Taxi's and private hire have worked alongside each other in Aberdeen for many years on same level. The private hire route has been taken by many to avoid the wheelchair assessable vehicles. If the route into private hire is made easier and the trade is swamped with part time private hire drivers for late Friday and Saturday (the only time more cars are needed) nights how many more existing drivers will be forced out of the trade because they can't make a living through the week?
Taxi Trade . Airport Taxi Operator .	Yes	Private hire drivers originally did one hire at a time from their base controller and then returned to base for their next hire . This is the way it should have remained . They should not have radios and data systems like taxis . I am an airport driver and we are more like private hire than they are , as we do one hire at a time and then return to the airport for our next hire .
Taxi Driver	Yes	

Taxi Trade	No	The taxi street knowledge test should be of the same standard irrespective of whether it is a private hire driver or a street taxi driver. If you make it easier there is nothing stopping someone getting their badge at private hire level, then moving over to work the streets with greatly reduced knowledge of Aberdeen.
Taxi trade	No	The test should remain as it is to ensure that all potential new drivers have been tested to the same level as existing licence holders thus ensuring standards built up over a 40 year period are not allowed to slip.
Public	Yes	I don't see why they have to have a test in the first place plenty other places they don't and Aberdeen is nowhere near as big as some of these places
Taxi trade	No	Customer may change destinations and often do so need to no broad idea
Taxi trade	No	All drivers should have the same test regardless of plate colour and the conditions of said plate
Member of public	Yes	
Member of public	No	

Member of public	No	<p>If the test was relaxed it would encourage people from all over not interested in learning about Aberdeen and where all the streets are to come to Aberdeen to make money, at least the drivers that sat the big test have proved they are willing to study what's needed for the test and put in the hard work.</p> <p>You wouldn't expect a chemist to diagnose a serious health issue Although they know all about medications and what they do it doesn't make them Drs !!</p>
Member of public	Yes	Time to move on with technology!
Member of Public	Yes	Uber should be allowed
Member of public	Yes	

Taxi trade	No	A private hire vehicle working under the guise of a taxi should be fully aware of the street knowledge, so the existing test should not be amended and so made easier. In my 20 years taxing experience working in Aberdeen I have witnessed many private hire vehicles pick up directly from the streets in Aberdeen both day and night given the opportunity. Obviously in these circumstances the drivers have no degree of warning of the customers destination. This behaviour is deemed illegal by the licensing authorities.
Community	Yes	
Member of the public. I hold a private hire taxi licence but, have never worked as a taxi driver	No	I fully believe that with sat Nav being a feature in most modern vehicles basic background driver checks, such as a PVG are all that is required in this modern age. It's time that local authorities were dragged kicking and screaming into the 21st century!
Public	Yes	
Service User	Yes	Test should be abolished due to technological advances
Member of Public	No	

Member of public!	Yes	PLEASE AMENDED THIS TEST !! I WANT TO WORK ASAP !! IT IS IMPOSSIBLE FOR US, TO WAIT MAYBE 2 3 YEARS UNTILL WELL PASS THE TEST... PLEASE DO SOMETHING!!
Members of public	No	It's easy to use GPS or satnav And now it's 2022 not 1999 or 1890
Member of public	Yes	
Member of the public	Yes	
Member of public	Yes	
Member of public	Yes	
Member of the public	Yes	
Taxi Trade	No	
Aberdeen City Council	Yes	
Taxi driver	No	Got to do test not fair on other drivers
Member of Public	No	
Member of public	Yes	Definitely time to consider something like Uber or other ride sharing apps.
Member of public	Yes	I want UBER, and an end to the terrible taxi service in Aberdeen
Member of public	Yes	
member of public	Yes	

Taxi trade	Yes	<p>I think it's very important that the knowledge test remains in place for all taxi drivers including private hire.</p> <p>Having the knowledge means the customer gets the best possible service knowing that all drivers in aberdeen are fully qualified.</p> <p>I personally think it could open a can of worms if private hire drivers are drafted in not having done any test in my opinion,</p> <p>The best possible decision could be that the knowledge test is restructured in order to make become a cab driver much more appealing and more accessible.</p>
Member of public	Yes	<p>Rules should change in line with modern practices. Drivers can use GPS or maps on phones so old fashioned knowledge tests are outdated and adding an unnecessary obstacle for some people who want to become taxi drivers.</p>
Taxi trade	No	Way it's done now works
Member of public	Yes	

	Yes	
I am a taxi driver	Yes	If fail a section by getting a result of 60% Allow a resit still shows knowledge. I aware that it's 75% to pass a section
Member of public	Yes	
Member of public	No	
Public member	Yes	
Member of Public	Yes	
Member of public	Yes	
Member of public work in the night trade	Yes	Sat nav is always used anyway in taxis
Member of public	Yes	With the accuracy of map based apps available to drivers these days, there should need to be such an emphasis on street knowledge.
Member of public	Yes	
Community	Yes	Not with GPS now that you don't need local knowledge
Public	Yes	
Public member	No	
Member of public	Yes	
Member of public	Yes	

Taxi driver	No	<p>The way things work in Aberdeen is all taxi drivers are treated the same meaning many jobs are not pre-booked!!</p> <p>You will open up a whole new can of worms if your saying private hire drivers can only do pre-booked work!!</p>
<p>Taxi Trade. The council already lost a court case regarding this debate. However, ACC went back to court and regained the statues that make Aberdeen Taxi driver far superior to the rest of the country. Street knowledge plays a pivotal part within the trade that makes it unique to passengers. Allowing red plated to forgo the hackney would be a betrayal to those of us who sacrificed many hrs and money studying to gain this privilege of ushering passengers to there address without google map which is not accurate. As for passing sections of the test I wholeheartedly agree to be exempt from the parts that been achieved.</p>	No	<p>No preference should be given to Red Plates ACC don't seem to realise that they pick up off the streets already without being pre booked and flaunt rules at picking up at the heliports a fact that can proved.</p> <p>If anything Uber would be the solution to 2 days a month where passengers are whinging and use forget the airport passengers have this daily waiting not 2 days a month</p>

Public	No	
	Yes	There should be a topographical test, similar to that of TFL London private hire vehicles, and a basic knowledge test, but not the detailed detailed knowledge test there currently is. With the requirement of 4 year old cars, every new private hire car will come with maps/Bluetooth/voice controls etc equipped
Member of public	No	
Member of the public	No	
	Yes	
Member of public	No	
Public	No	
Member of public	Yes	
Public	Yes	
Member of public	Yes	
Member of the public	Yes	
Taxi Trade	Yes	Aberdeen Council it's most strictest city for Taxi or Private Hire street knowledge test. Aberdeen Council should amend test.
Member of the public	No	

Public	No	They will be travelling all over the place saying they are lost to get their fares up so definitely don't lose the test it's only Thu g that we have to set certain standard or else anyone will rock up saying they are private hire
Member of public	Yes	
I would never use a Taxi because 1- The cost of them 2- they think, they own the road 3- they don't give cyclists space on the rod. I am Against them!!!	No	No, Too expensive, What do we have in Aberdeen city centre, Nothing . The taxi drivers don't give space to cyclists and they think they own the road . I seen a taxi speeding around 60mph in Torry! So I am against them fully
Member of public	No	

Public	No	<p>The test should be the same for both taxi drivers and private hire drivers. Apart from this being fairer, one of the reasons the test was introduced for Private Hire Drivers a few years ago was because members of the public were experiencing problems with private hire drivers who had no knowledge of the city and/or spoke little or no English. If the test is removed, those problems will quickly return. Another reason to keep the test for private hires is because it keeps badly run businesses like Uber out of the city. Reports are emerging from elsewhere with claims of sexual assault and harassment perpetrated by Uber drivers, who have undergone little or no vetting. Aberdeen should maintain its high standards.</p>
Member of Public	No	Same requirements should be applied for all drivers entrusted with the public.

Public	No	No the standards should be high for hire drivers regardless of job type. There are regular works within cities and a basic knowledge of the streets, one way systems, and alternative routes is fundamental.
	Yes	
Member of public	No	
Public	Yes	
Member of public	No	
Member of Public	Yes	
Member of public	No	Gawd, it's a digital world, anyone can use Google maps or similar. Why should private hire drivers need to do this if limited where they can pick up?
Member of Public with a taxi account	Yes	
Taxi trade	No	

Member of public	No	Whether pre-booked or not, private hire or not, I don't think the rules and subsequent test should be any different, as the driver is still needing to make a possibly unfamiliar journey once the passengers have been picked up. Also just because a private hire is pre booked doesn't mean they've actually had prior time to study the address the passenger is travelling to. Some private hire's are only booked shortly before collection or the driver has come straight on shift and is picking up the job cold.
	No	
Member of the public	Yes	Even taxi drivers are using GPS so why could a private driver not do the same. If this is implying something like Uber, I vote yes for Uber rather than paying current exorbitant prices for taxi fares.
Public	No	
Public.	Yes	
Member of the public	No	
Membr of the public. Interested in Private Hire licence.	Yes	
Member of public	Yes	

Member of public	Yes	If the test is amended there should be a requirement to have a sat nav installed in the car.
Public	No	Same job, same test
Member of Public	No	they such have a beneficial knowledge of the city so they know shortcuts and stuff like that if there's roadworks on a road being closed and the map is telling them where to go and Technology does feel so a basic knowledge of the city would be a advantage for the drivers
Taxi trade	No	
Taxi trade	No	
Member of public	Yes	With an app based system there's sat nav built into the way of working, so lack of notice isn't a problem.
Member of public	No	People driving for a living should have a good knowledge of all potential routes within the city in case of road closures or unforeseen circumstances. They should not be reliant on gps, and should have this knowledge checked. Private hire drivers should be brought up to the level of full taxi drivers, not given a lower bar.

Member of the public	No	I feel safer knowing my driver is competent to have the knowledge.
Member of public	No	All drivers should have the same knowledge and skill set. Without this the variation in route could be significant and more costly . Unless, of course, if private hires with known start and destination can be quoted as "fixed price" when the booking is made then that would negate any route variation.
Public	Yes	Use sat nav, google maps any way.
Member of the public	No	There shouldn't be a test at all. Who doesn't have google maps or a sat nav built into their car? Utterly pointless testing them
Member of the public	Yes	With satnav in most vehicles and on all phones I see no point in having the street knowledge test
Member of public	Yes	
Member of public	Yes	
Taxi trade	No	I think it has to remain as is, it brings the city to a level of standard above the rest,
Member of public	No	It would lead to an excess of phv's and a further shortage of taxis.
Member of public	Yes	
Member of public	Yes	
Member of the public	No	

Member of public	No	
Taxi trade	No	
Member of public	Yes	Most of the systems that I have seen in taxi systems include a GPS navigation system, as a driver works in the city they build up a natural knowledge of the city.
Taxi Trade	No	
Member of public	Yes	
Member of public	No	
Member of public	No	Test should be same for both
Taxi trade	No	
Member if the public	Yes	
Member of the public	Yes	
Member of the public	Yes	
Taxi trade	Yes	
Member of the public	No	
Member of public	Yes	
	Yes	
SMO @ ARI	Yes	Absolutely!
MOP	No	
	No	
	Yes	
Member of public	No	
	Yes	
Member of Public	No	I expect my driver to have the knowledge

Member of public.	No	I feel that a taxi driver, whether private hire or general taxi. Possibly yes the test could be made slightly easier for private hire cars but a knowledge test should still be in place.
Public	Yes	
Member of public	No	No because public will have to pay the price for longer journeys because driver will probably be following sat nav which is seldom the shortest route.
member of public	No	We know technology sometimes doesn't work. It's a great asset to have drivers of the knowledge knowing exactly where they are going. As we know we have streets that are not on a road, numbers in streets that are not across the road from their next number.
Council House Tax paying member of public residing in Aberdeen City	No	Individual street knowledge and awareness is important. I have had professional drivers arrive at the back lane of Desswood Place inadvertently directed there by SatNav.
Public	No	Everyone has Google maps. You shouldn't need knowledge.
Member of public	No	

Member of Public	No	<p>No, this is not fair on the current drivers who had to pay money and spend a lot of time trying to learn all the streets and places individually on their own time for their own money.</p> <p>Also, what if the system fails and the driver have very limited knowledge about the city or the places we require to travel. The drivers must have a full knowledge on the city and the places within it, otherwise anyone can become a taxi driver and it is not fair, nor for the customers, nor for the current taxi drivers. We as a member of the public are paying the money for the journeys and we want these journeys to be executed by experienced drivers with a good knowledge about the city.</p>
Member of Public	No	Amended test for Private Hire Drivers could you optional for those who wish to take the test.

Member of the Public	Yes	I agree with an amended test but this should be for both Private Hire and Taxi drivers, they are all taxi drivers taking members of the public to and from destination so I would expect all Drivers to have undergone the same tests. If they fail one part then resit the part they failed but if fail more than one part then re-sit the whole test.
Member of Public I have completed the Taxi Training Test courses at Rainbow Taxi at my own cost	Yes	
Member of the public	Yes	
Taxi Trade	No	Street knowledge test required for all drivers. Aberdeen is not a populated like other city.If people no need to know the street knowledge this trade will going to mess .
member of public	Yes	

Member of public	Yes	Given the fact that online applications such as Uber or bolt have pre defined gps directions based on your pick up address, traffic conditions and drop off then the test should be scrapped. This should also help to promote more drivers if Uber and/or other providers would be able to operate as there is a clear shortage of taxi drivers in Aberdeen
Member of public	Yes	
Member of public	Yes	
Taxi trade	No	
Member of Public	Yes	If amending the test it should be for all drivers, they are all taxi drivers.
Member of the public	No	No need for a test at all.

Member of public	Yes	All drivers including private hire, airport taxis and rank taxis should have to sit a comprehensive test with proven knowledge of the streets of Aberdeen. The Knowledge of London Taxi Test is one of the most rigorous examinations for taxi drivers in the world and requires at least 3 years of studying. It consists of 7 stages, including a self-assessment, a written exam, 3 oral exams, a driving exam, and a series of talks to test your knowledge of London's roads, landmarks, and destinations. This is something Aberdeen should be aiming towards for it's taxi drivers instead of relying on on sat-nav systems.
Public	No	
Taxi trade	Yes	
Member of Public	Yes	
Member of public	No	GPS navigation negates the need for such tests. Unnecessary red tape that stifles competition at the expense, not benefit of consumers. Other cities have better taxi services without such a test.

Public	Yes	
Member of public	Yes	
Aberdeen retail business director and member of the public	Yes	Technology allows a lesser knowledge to be required of the city
Member of public	Yes	
Member of the public	No	All taxi drivers should complete an in-depth test of geographical knowledge of the local area they wish to operate within
Member of the public	No	When I take a taxi I prefer to know that my driver will have excellent knowledge of the area. This then means the driver will use the best route based on their training. This generally results in a reasonable journey distance & fair price.
Member of Public	No	No. I don't agree with this idea.
Taxi Trade	No	The pre-booked is the easy part, it's having the knowledge required to find the final destination, which may change a number of times, on any given journey.
Member of Public	Yes	
Member of Public	No	
Member of the public	Yes	

Member of Public	Yes	<p>A general knowledge will help, but in todays society a good sat nav based system would be more beneficial.</p> <p>If it is an in app system such as Ubers system, the onus is on them to provide direction through that.</p> <p>Notice of the booking should have no impact on the above.</p>
Member of public	No	
Member of public	Yes	
Mercure Aberdeen Caledonian Hotel	Yes	

Taxi trade	No	<p>Yes and No. As a taxi driver i know how often passengers change their kinds during a journey which could be to pick up friends from multi address miles apart or change drop off location or they give one drop off location but there could actually be 2 or more. Often i recieve jobs with drop off show AS DIRECTED or just an area. All of the above cant be planned for and passenger dont expect to direct the driver or sit while he enters each address in to a sat nav. Sat nav rarely give the best routes and having more than a general idea or the city helps to know this. I agree that people should be allowed to just do the parts they fail rather than the whole test again. I think the roads parts of the test should remain the same with same pass mark. But i also think the places of interest could be simplified or even dropped as i have found over the last 7 years of being a taxi driver i have only been to a fraction of the places i had to learn for the test. 90% of passengers i have spoken to about this agree there has to be a test to keep a high standard of service, even if the test score is reduced.</p>
Member of public	Yes	
Member of Public	Yes	

	Yes	
Member of the public	Yes	
Taxi Trade	No	A lot of hires the destination is (to be advised) so you don't know till you pick up just the same as if it was a street pick up.
	Yes	
Public	No	
Member of public	No	
Member of Public	Yes	
None	Yes	As they are private hire drivers with less requirement for this as fares etc already agreed
	Yes	
Taxi Trade	No	I do not believe that a lesser test is relevant as many office bookings fail to comply with this as they are noted as 'as directed' and there is no advance notice period.
Member of public	No	Still has to know the streets etc that he/she is going to be taking
Member of public	No	All driver should be made to take full test
Lemberg of public ex taxi driver	No	They still need to know the street knowledge of Aberdeen and shouldn't rely on tech to do there job.
	Yes	

Member of public	Yes	With so much sat nag now, all taxi drivers are likely to follow this guidance. A basic knowledge of areas and landmarks would be all that is needed
No	No	
Member if public	No	
Member of public	No	
Member of Public	No	No

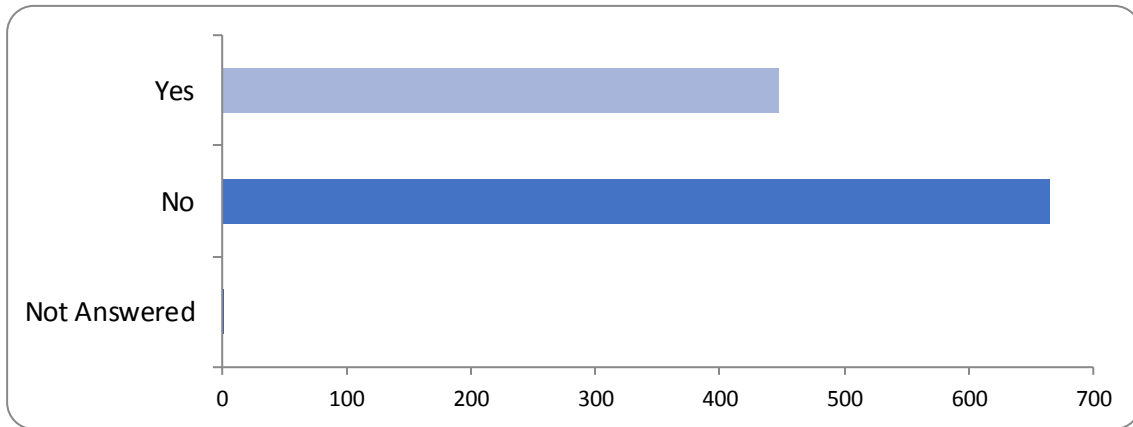
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Do you agree with the abolition of the test for Private Hire Drivers?

There is an argument that as the journeys require to be pre-booked that there is no need for a test for private hire drivers. As indicated above, however, the period of advance notice may be short, and a basic knowledge of the city may be beneficial in such circumstances.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	447	40.16%
No	665	59.75%
Not Answered	1	0.09%

Comments	
There were 470 responses to this part of the question.	
No	As answered above. Completely removing the street knowledge is not only a ridiculous idea it would see a surge in vehicles never seen before to ridiculous levels in an already struggling trade.
No	
No	Absolutely not. As above would like some sort of amended test to help maintain standards.
No	As above
Yes	majority of drivers have or are required to use systems with gps tracking and navigation capability anyway and even yellow plate drivers more often than not are using the same systems.
No	Kept things as they are.
No	
Yes	
No	
No	
No	I believe that PH drivers should at least have an overall knowledge of the districts within the city boundaries, which would ultimately give customers a reasonable degree of confidence in there journey being fulfilled
No	
No	

No	Then other company will start operating like uber.
No	As above
No	The test ensures a minimum standard of driver.
No	
No	
No	comment as above - additionally the time and money spent by drivers who have already made the sacrifice of studying and passed the test this is a kick in the teeth to them.
No	I don't agree with this as it would open the doors for undesirable drivers
No	
No	
No	As ABOVE.
No	
No	Yet again as a taxi driver for the city. That would be extremely unfair to myself and others competing in the market that have had to follow the strict rules to gain my taxi licence, that would be completely flooding the market with untrained individuals. And thus allowing app based company's like Uber to completely flood the market. If you start letting anyone come in to the trade, you will lose taxi drivers that pay good money to the council. as the market will be ruined. It sounds like you want to sacrifice knowledge for numbers and that's ridiculous.
No	I find this a stupid question as it's repetitive of question 4. If this goes ahead it will be one of the stupidest things to be carried out.
No	
No	If full information was provided by taxi companies then maybe but this never happens.

No	
No	
No	
No	Knowledge test must be done. People know That the taxi driver knows the street how could you become a taxi driver with out knowledge test. Knowledge test and street test make the taxi driver special and make the driver love driving because hi knows the street and town by heart
No	This sounds like a move lobbied by greedy booking offices in the city. If they were to lower their subscription prices, maybe more drivers would be willing to join the trade, and bolster our numbers.
No	Because u will get people doing the job as part time and it will be come like deliver roo Uber eats it will be disaster?
No	A knowledge of the city and shire must me a prerequisite of being a taxi/private hire driver
No	See above.
No	
No	ABSOLUTELY NOT.
No	All hires are pre booked but most folk booking through an app don't put in destinations and if they do they might just stick in the area rather than the exact street name
Yes	
No	
No	Again as per previous question similar applies here. You don't always have a destination in the booking. There might be multiple drops. Also using sat navs and app base systems are a problem when drivers play with them while driving or watching them where they are going. This in turn is taking their attention off the road in front of them and causes a risk to passengers and pedestrians and other vehicle road users.
No	
No	There are still many hires that you don't know the destination to. For instance app bookings and hotel pickups.

No	
No	
No	
Yes	
No	
No	
No	Same job as drivers who pick up from the ranks
Yes	
No	No I feel we all should sit the knowledge test it does take long aberdeen is not a big city its very small,so a good knowledge should be with every driver.
No	
Yes	
No	
No	
No	
No	
No	I think abolishing the knowledge test will devalue the trade and would be a kick in the teeth for drivers who have previously committed a lot of time and money into passing this test.
No	The driver needs a basic knowledge of where they are picking up and of their destination without delays from using Sat nav. Also having a knowledge of the destination is more reassuring for the customer.
No	Private hire driver were before cahрге more for journey as they dont know basic routes

No	As notes above
No	As stated previously this has come about because there is a shortage of drivers due to the pandemic and spiralling overheads are the city licensing prepared to relax the rules on WAV vehicles Are ACC going to make PH drivers supply electric or hybrid vehicles if they are supposedly only doing short city hires after all ACC should be offering an incentive of yellow plate for drivers willing to supply hybrid or electric vehicles better for everyone instead of this need for WAV vehicles all the time
No	Who is causing the argument, the council? Every driver must pass the full test for the sake of the public not getting ripped off or this will open the gates for crooks to make extra cash and once the gate is open you will not be able to reverse this.
No	
No	
No	As above
No	As it not fare on drivers or private hire or yellow plate and airport plated drivers who have paid full price of schooling and licencing money to the council they have payed over the years
No	<p>It's the same job. I cannot see how anyone can just jump in a car and be a taxi driver. I'll repeat my view. That would make a mockery of all the hard work us taxi drivers went through to obtain our badge. It's imperative that taxi drivers know where the streets are that they are going to, the quickest route to get there and where places of interest are.</p> <p>The argument of using an electronic aid is a non-argument. There are occasions when you cannot get a signal, your phone runs out of battery etc. Therefore it cannot be relied upon.</p> <p>The argument for wheelchair access taxis is that on the VERY odd occasion, when a wheelchair user turns up on a rank, he/she needs to be able to guarantee getting a wheelchair access vehicle. Following that on, on the odd occasion that technology fails, the customer should be guaranteed a high level of competency from his/her driver. This can only be guaranteed if the said driver has undergone stringent training and passed an exam (with a high bar) to prove their competency. There's no other way.</p>

	This representation has been made by one taxi company who cannot recruit drivers (and are already using Aberdeenshire plated vehicles to work for them). They are desperate to recruit more drivers, even at the cost to Aberdeen City's taxi trades fantastic reputation for their street knowledge.
No	All yellow plate drivers need full knowledge test so red Private hire drivers should be the same
No	As answered in question 4
No	
No	The standard of driver should be kept as high as possible.
No	no they need to have street knowledge and not rely on sat nav
No	Even 50% of the journey's are amended by the public after they proceeding the journey. Taxi industry is been protected by the council in aberdeen, opening the door for everyone is killing the taxi trade . Personally I know how many people trying to be part time drivers on weekends to make more money even though they work in oil industry. There are Some drivers working offshore, when they are here do drivers taxi There are few working in oil at the moment they do part time already. It will kill whole industry and make wealthy the company owners.
No	All well and good until the unexpected happens, e.g. RTC, Road Works, Road Closures etc This is when knowledgeable drivers really prove their worth
No	Street knowledge is necessary to provide an adequate service
No	
No	
No	
No	

Yes	
No	Still think that a reasonable knowledge of the city is required.
No	They do not stick to these rules and no one in licensing seems bothered.
No	
Yes	
No	
No	
No	Private hire drivers do exactly the same as hackney drivers so therefore they should be tested like all of a driver. To think different way is an absolute disgrace to the people of this town on the standards that have been built up over the last 40 years. It is clear to see that there is a shortage of taxi drivers. But flooding the streets with untrained drivers is a bridge too far and not in the public inte rest? This cannot come to pass and surely a taxi driver is the first person you will meet. Sorry
No	
No	
No	
Yes	Absolutely. A test to see if someone knows the city is ridiculous in this day and age. With the advancements of technology an d accuracy of Google maps there is no need for a knowledge of Aberdeen test. If the rides are now prebooked then there will also be no need for the street knowledge test
Yes	
No	
No	

No	No Private hire drivers should have a detailed knowledge of the city just as public hire drivers do
No	
Yes	
No	Only Beneficial for rainbow, Aberdeen taxis , and com cabs . We will be flooded with cars and will kill the trade
No	
No	Private hire drivers do the same job as taxi drivers do if working for a firm,
Yes	Yes because i been in that before and most of the taxi drivers in Aberdeen was red plates without exams so now they passed the exams now
No	When drivers don't know where they are going it reflects badly on the drivers who do know where they are going and causing nothing but arguments between passengers and proper taxi drivers who have done the knowledge test.
No	As above
No	All drivers should be tested and not easy tests either.

No	A comprehensive knowledge is needed due to the fluid nature of the trade.
No	Drivers standards need to remain the same. The Council has always held the knowledge test in high regard, don't water it down now.
No	All taxi drivers require to have a good knowledge of the city.
No	As said in previous statement. In Aberdeen there is no private hire as such. Taxi and private hire offices operate as one.
No	
No	
No	I feel the driver should know where he is going as some pre booked hires can change from booking to driver turning up
No	Private hire Driver would benefit from some form of knowledge of the city
No	
No	At least 50% knowledge required
No	
No	This opens the doors to Uber type companies which will flood the market and existing taxi drivers will not be able to compete with app based firms.
No	Same reason as previous.
No	A basic knowledge of the city is a must...
No	
No	

No	What if the customers change there minds and the driver only finds out when passengers get in ???
No	
No	
No	
No	This will have a profound effect on current private hire drivers who have went through the stringent process of obtaining a taxi licence. These licenced taxi drivers should be all given a yelliw plate regardless of the vehicle they drive. More private drivers will not solve the alleged current taxi driver shortage.
No	It is essential that a private hire driver must be equally qualified to pick up fares to maintain high standards for all passengers.
No	The existing private hire drivers have had to sit the tests at their own expense. They only chose private hire so as they did not have to supply a WAV style vehicle.
No	As previously stated
No	Full knowledge is needed IMHO.
No	As above submission
No	
No	There's no way they will plan their route before picking up passengers
No	This would mean anyone driving a hire car, ask yourself if you would use a private hire driver in this circumstance to drive your child or grandchild to school.
No	

Yes	
No	Can't believe the council would be thinking along these lines, everyone should do the full street knowledge test to keep standards up. Council members and anyone else thinking along these lines want to have a good look at themselves Why change a system that has been working for over 40yrs. Surely the Council should be wanting to say they are putting the best drivers out to the general public fully trained .
Yes	
Yes	
No	Keep the test
No	All taxi drivers need the knowledge
No	
No	
No	
No	
No	As above
No	Absolute not. All drivers should have a good knowledge of the quickest routes for their passengers. If they don't sit a test there's no proof they know the routes and it could cost the passengers a lot more in fares
No	
Yes	As above. If the journey is booked in advance any driver can have a quick look and see the best route. Many tools available s atnav etc.
No	As above they should have a good knowledge of the streets and routes so the public doesn't get over charged, there is no difference between a private and licence driver only the type of plate they hold , at least if the test is kept the same as now it will kept convince the public has in the trade that the driver knows where he is going and they won't be over charged There would be to many drivers getting licences who don't know the city and be cheating the public with fares and the public would lose confidence in the taxi trade

No	
No	Have you tried getting the shortest route on sat nav if this is possible could learn me how to do it . Learning the shortest route takes time and once again even after 30 years if there are a couple of ways to go I will ask most people will help when asked so I find it works for me
Yes	Apps provide the journey details and info so the test is not required
No	Do you really think that every hire has the address form start to finish given to PH drivers most are as directed and that doesn't mean the customer is going to direct you to his destination. They expect the driver to know when they tell you .i
No	
Yes	Uber taxis work well in most large cities I have visited and payment is over the app makes it quick and accessible.
Yes	There should be no need for the test more tests on if there suitable and can work and more disclosure checks
No	We all do same work whether taking orders from office or on your phone you have to be there on time don't have to plan ahead you just take booking and go and do it as it part of the knowledge that all cab drivers should have
No	Stick to the test and stop letting the public down as stated previous
Yes	
No	Same test
No	Their should be test abolition of test will
No	
Yes	
No	GPRS basically do the same, it does not matter.

No	I don't think private hire drivers are that different to taxi drivers and the legal difference could be disputed, so it makes sense for both groups to be tested to the same level.
Yes	
No	
No	
No	No, rule states PH should return to base, and they don't.
Yes	It takes only a few seconds to set /voice activate a route via modern device. Arguably any reduction in the requirement could also be reflected in the test for taxi drivers.
No	
No	As above
No	
No	I think the current drivers will loose work as to many people will sign up for this
Yes	Basic knowledge is necessary say for eg know the areas of Aberdeen rather than each and every street of Aberdeen
Yes	
Yes	
No	See comments in question 4.
No	
No	As I have said in the above question. they really don't know the city, all they do is ask for a post code and use their sat-nav.
No	

No	Taxi drive should be able to take direction with out the need for GPS mapping
No	
No	
Yes	
No	
No	Lowering the standards will give a poor service to the general public and effect us all.
No	
No	
No	The system does not need changing, we already have loads of Hackney drivers that don't have a clue where they are going, ie driver 2 weeks ago didn't know where Pittodrie stadium was
No	That would be totally wrong, this would make a mockery of the high standard of drivers that we have today and would be unfair on the private hire drivers that have taken the time to get through the knowledge test, they would also be unfairly targeted by many that they don't know their jobs properly
No	We need to keep standards high in the taxi trade.
No	
Yes	Pre planned and Sat nav
No	
Yes	
Yes	
Yes	

Yes	
No	As above
No	Doesn't matter if you are RED/GREEN or YELLOW plate everyone does the knowledge and should have there disclosure
No	
No	Street knowledge test is for benefit to passengers so that drivers know where they are heading and what is best , quickest, cheapest way to their destination.
No	
Yes	
Yes	
Yes	
No	
No	As above
No	We have had the best standard of drivers in the UK for years now and see this as backwards step.
No	
No	Yes they maybe are different licences, but in Aberdeen all offices operate a mixed fleet of Taxis & PH vehicles. They do the same job, they pay the same office fees & they charge the same fare. If we are advocating drivers use Sat-Nav, then we risk Enforcement being inundated with complaints.
No	Not all pre booked fares continue with their pre booked destination. Driver can have followed a route for the destination that is given at the time of pre booking but if the customer decides to change their mind the driver is then left without a route to take if they dont have knowledge of where the customer is going.
Yes	Again it works in the shire so I can't see it being an issue. Instead of the knowledge test make them do a driving Assesmet as before from hackney office to a destination and return

Yes	Knowledge test is irrelevant at the current time given Sat Nav and directions. Remove test and allow Uber license to operate in city
No	Public will be penalised drivers not knowing where anything is
No	
No	
Yes	
No	They need to learn more places as nobody wants to explain directions to a driver. Also bad for visitors having a driver ask for directions. Sat navigation takes the longer directions and does not have new places updated.
Yes	
No	This will cause trouble when a driver does not know where certain streets are and also if they use sav nav sometimes it does not work.The test is so beneficial to the driver and the paying public
No	
No	Short thay do the same as a Hackney driver so stop macking making up stories
No	Private hire could be at a very short notice not giving time to study the route. Therefore the same knowledge is required
Yes	
Yes	Again: can plan route and use Sat nav
Yes	
Yes	
No	
No	As stated earlier PH & Yellow plates are the same ,get tested for the knowledge of the city .You dont want some new into the city asking to be taken somewhere, and the driver hasnt a clue ,unless he has a sat nav.
No	

No	No test at all would destroy the well established standards Aberdeen have in the Taxi industry.
No	
No	
No	
Yes	If there is a lessening of requirements perhaps it will encourage more people to be taxi drivers. I'd rather costs were put to ensuring vehicles are legally on the road, ie maintenance and MOTs etc.
No	I think its important that Private Hire Drivers know their way around. I have been in a number of licensed taxis where it appeared the driver didnt know where to go already as it is.
Yes	Satnav has done away with the need for Street knowledge
No	Again I do not agree all taxi drivers should have to do the full knowledge test
Yes	
No	For the above answer
No	Tourists may ask questions about places, even something as simple as "We are going into town, drop us at a good place to eat". ALL taxi drivers need to have a good knowledge of Aberdeen
No	
No	The public will lose confidence in the taxi trade if there is no knowledge test, at least they know 95% of the time the driver knows where he is going, the test should be oral as it was before taking away the memory test that most of the new drivers do to pass there tests
No	As above.

No	This has been tried and tested few years ago and it had to be changed back because there was so much complaints against the new drivers that didn't need to sit a test. Satnav hardly ever gets it right as the job requires experience on best routes at different times of day etc.
No	
Yes	
Yes	Technology with built in traffic management supercedes the knowledge using real time data and is often faster than routes known by drivers as they don't have realtime analytics of traffic flow
Yes	
Yes	
Yes	Google maps so easily available.
Yes	Again Google maps.
Yes	
Yes	
Yes	Silly idea, iv been taxing 27 years, and lots of journeys end up never going where it was booked for, or end up multi destinations, not to mention dodging traffic jams, road closures..etc The public expect drivers to have this knowledge,
No	
No	The knowledge test is just that . You cannot walk into any other profession and be given the qualifications for doing nothing . At present there are 3 taxi schools available so how many people are doing the knowledge test today . The schools are open to everyone who wants to be a taxi driver . The taxi trade experienced this 2/3 years ago after Aberdeen City Council lost a court ruling on this then every private hire driver was then ordered to pass the knowledge test or lose their plate so why I are we going over this again. It was my understanding that Aberdeen City Council prides itself on all knowledge tested drivers and the condition of the tax i fleet . Any new applicants should be asked what taxi school are you currently at if the answer is none the n that says it all they simply have no

	intention trying to become a taxi driver however if it's handed on a plate the city will be overwhelmed by taxis and totally detrimental to the industry
Yes	Agreed the advancement of technology no longer necessitates the knowledge. Personal security of passengers should be the thrust of awarding a licence given the range of ages and vulnerability of people using taxis.
No	You need knowledge of the city, it's only fair on customers
Yes	See previous comment. It is utterly pointless and of negligible benefit with the advances in technology like and prolific availability of 4G connectivity in the city and shire.
No	
Yes	
Yes	
Yes	Just the basic knowledge is alright instead of each and every street. As long as driver knows areas, it's alright.
No	

No	Somewhere along the line a PH driver may wish to operate out of Rail/Airport or indeed, work the street ranks. If the current testing remains in place, the driver can make this transition fairly easily and without the need for further testing. Also it doesn't seem right that current PH drivers may have spent considerable amounts of time and money to learn and pass the street knowledge when a new driver can just float up with a Smartphone and begin working immediately.
Yes	Doesn't take long yo type an address in to sat nav or Google maps
No	
Yes	same answer applies. you can google map locations at very short notice using a post code or landmark reference (if rural), so no real need these days ti memorise road networks and names. Drivers aquire more geographic/road knowledge with experience too.
No	
Yes	Knowledge of streets and routes is irrelevant nowadays with the access to maps and satnav, so testing it is an excercise in pointlessness.
Yes	Apps work, please allow them... save people money during this cost of living crisis.
Yes	
Yes	Knowledge of best routes through city is beneficial but with technology today one minute on google maps isn't very long on the grand scheme of things.
No	As stated above
Yes	There is so many tools to help drivers - google maps, gps there is no need to make it harder to get more drivers, make our city and shire more accessible! Get uber!
No	
Yes	
No	In this instance why have a knowledge test at all.

No	<p>I don't think it's fully understood to the extent private hire jobs are issued on these apps. They are issued with no notice to allow for pre planning they are issued as soon as taken in so to say a driver has time to plan a route in incorrect.</p> <p>I've had to say no to a change in the exam for PH but I agree with a option allowing to resit one or more elements failed rather than a whole retest.</p>
No	<p>As I've said above, a knowledge of the city is vital to maintain the high standards we already have. Doing an investigation into why people are not wanting to be taxi, or price hire, drivers would be time better spent. With the price of fuel and cost of vehicle rising sharply, it might no longer be attractive for new people to come into the trade. If you are to lower the test standard, or get rid of it completely, would you also then lower the age and standard of vehicle they need to drive in order to get more people driving private hire vehicles? Finally, the problems seem to be late at night in the city centre taxi ranks and the Airport if two or three flights come in together. Having more private hire vehicles won't help clear the taxi rank, as private hire vehicles can't pick up from taxi ranks.</p>
No	
No	<p>As I state in question 4 a must to keep the test in some format Removing it would as a Taxi trade only jeopardise the great job the present drivers are doing ,public would suffer if it is removed due to poorly trained new drivers. Coming in to the industry. In fact I believe many drivers would leave the trade and look elsewhere as the chance to earn a reasonable living wage would end completely . Therefore possibility of still having a reduced fleet to service the public</p>
No	No. I think all licenced drivers, should do the knowledge test.
No	Summed it up last question
No	
No	That will cause problems within the trade

No	
No	Although the test is hard, I'd prefer for things to be left the way they are. It's good having knowledge.
No	
No	I'm happy to keep things the way they are.
No	They should sit test and know Aberdeen. Not rely on Sat nav.
No	No sat-navs! No way!! Keep things the way they are. Being a licensed driver is earned, though the knowledge test.
No	No, no, no, no!! I don't agree with this idea at all!
No	No. All drivers should be knowledged.
Yes	I don't think a knowledge test is appropriate given the size of the city and the availability of route planning technology.
No	
Yes	
No	As a private hire driver on average 5 or 6 times a day people will book a taxi and not give details of where they want to go. You don't find out until they sit down in your car.
No	It would be good to have some form of test as this would stop potential for drivers with no knowledge or no interest in learning. Aberdeenshire don't have tests so perhaps questioning their licensing board on complaints etc would give feedback on how necessary a test is.
No	

No	
No	
No	As I already commented above journeys don't always go from A To B if a diversion on route is required basic knowledge would be useless,
No	Knowing your way around the city allows for easier journeys esp if you encounter a road closure. I had a funeral car driver take me to Portlethen instead of the crematorium. If he knew a bit about the city that wouldn't have happened.
No	
No	Aberdeen has a good reputation for its experience drivers and advance knowledge of the city due to test system in place now
Yes	
Yes	Digital advancement
No	
No	
No	At present it is fair for all drivers
No	
No	
No	I think the existing test needs to remain as those taxis that are providing services in the city in the ranks need to know journey routes etc on very short notice therefore if the test is abolished this would need be beneficial for the taxi drivers or users as this would look very unprofessional especially if the route isn't known.

No	NO, as I have stated above not all office jobs have destinations so all drivers should have the required knowledge to do the job without having to pre plan their route, and any attempt to drop the knowledge test would have a serious impact not only on the standard of service from taxis and private hires in the city but with no knowledge test there would be a large amount of new drivers ente ring the trade which would have a devastating impact on the existing drivers who have put the work in to pass the knowledge tests ability to earn a living, which would force many knowledgeable drivers out of the trade.
No	
Yes	
Yes	
No	same reason as previous question.
No	
Yes	
No	This will open the door for anyone who has little knowledge of the city chancing their luck. Private hire do most of the same jobs as a taxi, minus street pick ups. They should know where they are going.
No	
No	
No	In my opinion, for the current taxi drivers is not fair. It would be helpful if the PHD were able to help the customers from the rank after certain hours or during the weekend to help reduce the queues, just like airport taxis are allowed to pick up customers during the weekend.
No	
No	As previous comment

No	I think it is very bad idea to abolish knowledge test. It should equal to all the drivers regardless.
No	
No	
No	There was a previous loophole that allowed private hire drivers to gain a licence to operate, this created great discontent amongst drivers that had been tested and customers who had drivers that didn't know where they were going.
No	
No	
Yes	Everyone has and used Sat nav anyway. There is no need for drives to know each and every street in the city.
No	There will still be times that a Driver will need to use their knowledge due to, but not limited to, short notice changes due to emergency works or Road Traffic Collisions.
No	All drivers need basic knowledge as it is required to take customers to their destinations and often destinations are changed by passenger.
Yes	
No	
No	Do the public get discounts with these drivers not being qualified to the highest standards currently set by the council...no is the answer
No	Absolutely not. This would ruin the standards of the Aberdeen Taxi Trade.
No	What if a passenger then changes their mind and said driver has to stop.. enter postcode if the customer know it! then set satellite navigation code. We should all know where we are going and the quickest way possible. This in my mind will cost the customer more money and it lacks fluidity in service.
No	The destination could be changed and data connection can be lost so driver will have no knowledge as where to go
No	As previously stated a Private Hire Driver working from an office does not necessarily have time to research the route to his pick up point or from his pick up point to his destination. Introduction of a basic test or abandoning the test altogether will attract more drivers, but will they truly be fulfilling their duty? The

	holders of taxi drivers licences are in the upper age bracket, who invariably will at some point retire, which means less tax is available for rank work or flag. The nighttime economy relies on a good supply of taxis on the ranks and any reduction here will see the city centre taking longer to clear, which could result in more anti social activity and more pressure of police.
Yes	
No	See the above comment, the should be at least a test to show the driver can find an address via sat nav or Google maps and give an example of route for the trip.
Yes	Only bad things brought this test - NOT ENOUGH CARS IN ABERDEEN, NOT ENOUGH DRIVERS, a lot of people who can work staid on benefits, a lot of people tried to pass this test in the last 3-4 years...I don't think is fair for this society in 2022.... Instead of simplifying things, we complicate them to the maximum !!!! HOPEFULLY SOMEONE WILL DO SOMETHING FOR US, POOR PEOPLE WHO LIVE IN ABERDEEN !! Thank you!!
No	i think that the 1 year , allowance scheme was a good idea, in which they had to pass the hackney test ,or wait for another year before reapplying,
No	
Yes	Test is pointless sat nav used by all drivers
Yes	
No	
No	Abolishing test will only have a negative affect on standards that we have today
Yes	
Yes	The current test is extremely overwhelming and time consuming especially if you are already employed elsewhere .
Yes	
Yes	
Yes	

No	Some passengers would be annoyed if you didn't know where you were going. Satnavs don't always go the best way.
Yes	Most drivers can access GPS or Google Maps so I do not see this as an issue of they are not familiar with the route.
No	
Yes	
Yes	
No	
No	Surely they require some knowledge of potential routes, road closures and how potential routes may be impacted. Drivers need more knowledge not less.
No	
No	Just to avoid anyone improvising at becoming a private hire driver, minimum general testing should remain.
No	
Yes	Journeys get altered mid journey so the driver would have to stop to re-enter into a device so therefore an added time to do so
Yes	They all have sat navs
No	
No	
Yes	The drivers can just use maps apps/gps to get around, there is zero need for a test. Get with the times and move on from this system. Prioritise giving citizens a safe way to travel, especially in the late evenings rather than walking for hours to get back home to further afield parts or the city from the centre.
Yes	
Yes	
Yes	
Yes	Most drivers in other big cities use the Satnav
No	See comments above
No	
No	

No	it makes the journey a lot easier if you know where you are going - and sat navs don't always take you the shortest route
Yes	
Yes	
Yes	Why is it necessary when modern gps will take you exactly where you need to go
No	Basic knowledge is required but not in depth
Yes	
Yes	
No	
No	
No	PH drivers have had to sit test for as long as I can remember. I have passed since 1998 & my late father was a taxi driver too starting in early 1970's, so I have a great understanding how important it is for drivers to have the best knowledge of transporting public around the city the shortest and most practicable routes. By having untested drivers puts all the previous work in jeopardy and will make the trade look unprofessional. Some pre booking dont have destinations, just "as directed" or just to area i.e. Tillydrone or Town centre. How can they plan that route if they don't know what street??
No	
No	
No	
No	
No	

No	
Yes	
Yes	
No	
Yes	
No	
Yes	I think it's bit easier
No	This will only serve to intice more drivers to become private hire, why should they not fulfil the same training as their col leagues?
No	
No	
No	All drivers charging for service should all have to meet same high standard and that includes exams.
No	There must be a certain level of knowledge as would be expected from a licence driver
No	
No	
No	I want to keep things the way they are.
No	Leave as is.
No	
No	They still need to have a general level of knowledge of the city and understand the best, and quickest, route that should be taken. Say the technology wasn't working, or as can sometimes happen, GPS doesn't provide the best route available or in the case of new developments which are not yet updated to Google maps etc, the driver should have knowledge to navigate themselves to the destination
Yes	

Yes	
Yes	
Yes	There is no need for an extensive understanding of Aberdeen if a sat-nav is in use. Sat-nav provides day by day, minute by minute updated of the traffic situation. This also makes the service more transparent, convenient, quicker and potentially greener
Yes	
No	With the modern on line booking systems, there is very rarely a destination address, so the Private hire drivers need the same level of knowledge. Also passengers tend to change their destination or add extra locations while on route, on a regular basis.
No	
No	Without street knowledge drivers will face difficulties which will lead to complaints and unhappy customers.
No	
No	
No	You need good street knowledge do do the job to a high standard .
Yes	It's 2022 Uber drivers work fine on knowledge in much bigger complex cities. The mentality of needing a test is pointless in this day and age of tech
No	As above with taxi apps commonly used the public are able to book a taxi without fully completing the hire information with detours e.t.c. Private hire drivers need to have the same level of knowledge as a taxi driver
No	I disagree. If we all had to endure this test, so the future drivers they should all endure same.
No	
No	The basic knowledge are needed to the PhD or taxi drivers, because there are always road works, road closures that not always show on sat navigation so knowledge is required.
No	Absolutely not. As an Aberdeen taxi driver since 1992 it would deeply sadden me to see standards slip so low. Many of us take great pride in our industry, and whether Hackney/private hire, we all represent our city doing the same job. A industry should not be ruined for short term gain.

No	As a driver I know destinations can change mid hire or traffic avoidance, road closed etc. A driver must know multiple routes and destinations.
Yes	
No	Everyone should have to sit the same test. If the council are saying not enough taxi drivers then stop their ridiculous rule on wheelchair taxi's and you will find that by letting the private hire drivers change their plates to Hackney plates adding to more taxis in ranks at weekend nights.
No	If this happened private hire drivers should then not have a meter in their vehicle
No	
No	As a private hire driver for sixteen years I still have to put up with the unreasonable prejudice that exists throughout the taxi trade that somehow private hire drivers are inferior. All the drivers have passed the same test, and should therefore be treated equally. Even the wording of this survey reinforces and encourages the view within the trade and even worse amongst the general public that private hire drivers are inferior. I would like to add that most of the pre booked hires I get these days are destination unknown until the passenger gets into the car, which of course is dealt with easily by all drivers who have passed the knowledge test.
Yes	even in short notice. you can use google maps on phone or sat nav in your car.

No	<p>Private Hire Drivers are limited to working for a Taxi Company. The company I subscribe to has various methods of making "Automated Prebookings" All of which have no destinations.</p> <p>The Taxi Butler, is a button plugged into a phone line that, when pressed, creates a "booking" from the registered address, usually Hotels, bars, educational facilities, and also Business premises. when The button is pressed the customer is given a three digit reference number, the Driver receives the booking with the pick up address, the reference number and a destination of "As Directed". There is no way any driver can pre plan a route for such a booking.</p> <p>The Automated booking System, this works along with your phone number, once you have made an initial booking, the system recognises your phone number, upon calling a second time, the automated service asks you if you want to be picked up from the same place as your initial booking, the more times you use this system, the more options of pick up addresses are given to you when calling. This system NEVER asks for a destination, so again no pre planning can be done prior to picking up the passenger.</p> <p>The Standard Booking. ok, so you do get bookings where the passenger has managed to speak to a person, and they've managed to make a booking, It may say on my screen, "Jurys Inn, Aberdeen Airport, Going to City Centre. again this journey cannot in any way be pre planned. All of these types of Pre Bookings are too vague for there not to be a Knowledge test.</p> <p>The Standard Booking Type 2. lets take the same booking, Jurys Inn, Aberdeen Airport, and lets say its going to Lane 7 on Shiprow, one would think that a journey like that could be pre planned. Incorrect, I guarantee that 30% of bookings like that, the passenger will enter the car and ask "is it ok if we pick some people up on the way?" then proceed to give you a further 3 addresses. Again this journey cannot be pre planned.</p>
Yes	I REALLY HOPE SOMEONE FROM COUNCIL WHO CARE ABOUT US TO ELIMINATE THIS TEST OR TO SIMPLIFY LIKE IN EDINBURG!!
Yes	Because a lot of people want to work straight, not to stay few years to learn thousands of Streets in Aberdeen..... Unbelievable !!
No	As above . The sat nav doesn't always take you the shortest route !!! What happens when unexpectedly a road is closed ? That happens quite a lot in this city !!
No	

Yes	I totally recommend to be eliminate this " test "..... If people will start to work straight, will be a win-win situation for all of us : drivers (they have a job, no benefits anymore !!!!!), council (they will receive a lot of taxes from the drivers), and people who live in Aberdeen (sometimes when you call a taxi they gi ve you 2 3 hours time to wait - always they said: SORRY, NOT ENOUGH DRIVERS !!!) Shame....
Yes	When we call taxi Companies they Said minimum 1 hour. ITS not fair !!
No	There should still be a test of individuals that covers topography; customer service; driving laws; hazard perception; safegu arding
Yes	So easy to Sat nav on your phone any location
Yes	
No	I think every driver whether Hackney or private should sit the full test as happens just now. Pre booked hires can very often change their destination
No	
Yes	
Yes	
Yes	
Yes	
No	There can be no guarantee that the driver has working technology to assist in working out quicker/cheaper routes. The public will end up paying more for their fares
No	A general knowledge of the area is a nice to have, but not necessary. Again, modern sat nav eliminates this need.
No	
No	No this is something that has been tested in Aberdeen previously and failed. The removal of testing would have a detrimental effect on the standard of service offered to the consumer and the safety there of.

No	It is important that the high standards and expertise of all drivers including private hire drivers is maintained. It would appear very unprofessional for drivers to continually be entering addresses into sat nav systems in order for them to reach the required destination. Never forgetting that sat nav is by no means fail safe and also that the details and way the device is set up will also affect the out come from it.
No	
No	All taxi and private hire drivers should sit the same test. Private hire go private hire to skip having to drive a way. Again its taxis you need for the ranks not private hire
No	As above.
No	
No	There needs to be some vetting process
No	
Yes	
No	As above
No	Unless you offer current private hire drivers a yellow plate.
No	No that is totally unfair on the current drivers in the city who have had to do the knowledge tests, all this will achieve is flooding the market with untrained individuals, and thus letting ride app company's like Uber to completely ruin the market for drivers who have worked for this city a long time. I think it's pathetic you would even consider this as a topic of discussion. Sacrificing knowledge for numbers.
No	
No	

No	If they have no or very little knowledge of the city it could lead to them going the wrong way and arguments starting.
No	As above they should be trained to existing standards.
No	
No	
No	
No	As above
No	
No	My comment before states my reasons.
No	A knowledge of the streets should be known, as previously stated, Google/ other isn't always best practical route
No	All badge holders should sit the test - when working for a taxi office whether we are private hire or Hackney jobs are pre booked. What if a passenger changes their mind on destination or adds stop offs, I personally think it looks unprofessional tapping away at a GPS system for directions.
Yes	Test give the driver good knowledge of the city and confidence.
No	As a private hire driver a vast knowledge of the city is still required. For example app bookings are often vague with no accurate address or destination. Also passengers change their minds ask to go via another location daily even hourly.
No	See Comments above at No.4 Same apples.
No	

No	
No	
No	
No	
No	What happens if there are road repairs, accidents, blocked roads, etc. Does the customer have to wait for the driver to read a map, or wait until the sat nav or phone resets? Many bookings involve picking up or dropping off other passengers and the customer hasn't informed the booking office. Drivers have to deal with the changes enroute. This cannot be completed legally by having to enter the new address into their GPS equipment whilst driving.!
No	
No	As stated above several reasons including the fact as we now have a large international community within the city which often needs help understanding their instructions as they unsure of places of interest and so on.
No	
No	
No	Pathetic idea
No	
No	
No	As above
No	
Yes	I feel a street knowledge test is not required for PH Drivers, however perhaps it would be beneficial for drivers to be made aware of landmarks etc in the city
No	In aberdeen we have a great fleet of drivers who know the city.
No	

No	As comments above and the neccisity to have a detailed knowledge of the city.
No	
No	
No	Same as above
Yes	
No	
No	It's a trade which should be learned,I passed my knowledge test 1991 when it was strict.I managed to pass after studying for 4 months. There's no reason why someone who really wants to be a taxi driver can't pass the test if the put the effort into learning the test.it should be easily achieved in 6 months for a small city like Aberdeen compared to London 5 years or Edinburgh 3 years.
No	
No	
Yes	
No	
No	
No	As you have stated in the question advance notice may be short. I think this particular point could become a safety issue. Lead times are quite often ASAP, or at busy times the job may already be past the booked time. Knowledge tested drivers are equipped with the knowledge of routes and traffic conditions at certain times of day. If a non tested driver is relying on sat-nav he/she is then likely to be programming routes whilst driving to the job, taking their attention from focusing on the road whilst driving. As a knowledge tested driver I never have this to think of, I accept the job, read the pick up and drop off locations and almost immediately have the routes in my head meaning my focus is on driving the while time.
No	For this answer I would refer to the same reasons I've given as the previous question as well as other factors. I've sat a knowledge test but worked as a private hire for over 17 years and it's not always as straightforward as that. A lot of the time you're not given a destination and you have to think fast and plan the route that in order to get the customer to their destination in the fairest and most cost effective manner. You can do that without having completed the knowledge test. Sat nav is always completely effective either. Yes it will get you there but not always the cheapest way even with preset criteria.

No	
No	
Yes	
Yes	
No	
Yes	They can keep this test, but not so hard !!!!! People want to work, to make money and pay taxes !!! It's unbelievable what's happend in 2022 !!!
Yes	
Yes	1. Aberdeen Don t have enough taxi cars - when I call they give me 1 2 hours...it's not possible!! 2. People wants to work !! 3. If People work, they will pay taxes - so win win situation for all !!!
No	Drivers should have knowledge of the city they are driving in
No	The customer may be a visitor to the city and be uncertain of destination.
Yes	For same reasons as above
No	All taxi drivers that work in an office should have to sit the same test as the ones already working there.
Yes	
No	Almost daily you get multiple passengers that change destination, how would someone who hasn't done the test cope then!
Yes	
No	They are taxi drivers and they should know the streets, nothing worse than a driver looking at sat nav while driving, too many distractions as it is, unsafe practice.

No	The driver should be able to know where they are going... Basic knowledge of the city and good communication with the driver is always a good thing.
No	Why should they not have to sit a test.All drivers should red or yellow plate. Not very fair to change it now.Why just red plates then just let anybody be a driver then.Then watch the standard drop
No	
No	Sat nav drivers is not the way to go,unless you want a second rate taxi fleet.there is no substitute for proper knowledge of the city its streets.yes sat naf will get you from a to b but not always the shortest or best route.wheras a experienced driver knows the correct route depending on traffic and time of day
Yes	Every driver should have a smart phone with map app.
Yes	
No	Same comments as above. If you want a shambles across the city then yes abolish it but if you want to uphold some level of professionalism then the test is a must.
No	
No	Local knowledge is priceless
Yes	
Yes	At list for private hire taxi drivers this test have to be eliminate! Please allow people to work, please understand that after this very hard pandemic period is very hard to find a job !!!! Hopefully someone will do something for us 🙏
No	
No	
Yes	
No	

No	As i said above , That would be criminal to open up it after all those years, and i would be extremely disappointed
No	In today's world, where everyone relies so much on their electronic devices, making people less aware of their surroundings. If a driver that does not know the way to go very well, might pay too much attention to his/her electronic device showing the map/route, resulting in less attention being paid to the road and the other users in traffic. Furthermore if he/she needs to interact w ith the device while driving, this can lead to traffic incidents.
No	
No	
No	
No	As q4 a high proportion of pre booked journeys have no destination provided but state "as advised"
Not Answered	Not Answered
No	
No	As I've said before same job same test.
No	
Yes	
No	Even the pre booked hire, street knowledge and the city knowledge is important to do the job most professional way. I am a taxi driver and I know how much apps and navigations can do.
No	
Yes	The test is not necessary as it will be nice to have what Aberdeenshire currently have. Simplicity and make the business more competitive
No	Every driver should be tested
Yes	
Yes	

Yes	I don't mind the abolition of the test but I think there are two provisos: - one their understanding of the English language is good enough to take alternative instructions if the hirers request it - two, their knowledge of the streets is reasonable enough that traffic diversions won't leave them completely stumped.
Yes	
No	Absolutely do not agree, it is not fair to other drivers who have spent a lot of time and money to learn all this to become professional drivers.
No	Considering P/H drivers go through an office for work I totally disagree with this. Example the Saturday just passed I started work at 7pm right through to 5am Sunday Morning. I didn't have time to stop for even a 5 minute break so no idea where Non Tested PH drivers will have the time to sit and work out their best routes before each job. All I can see is the trade is really struggling at the moment for 4hrs on a Sat night/ Sunday morning between 12am and 4am. Rest of the 164hrs in the week we deal with pretty well and can't get my head around what the push is for getting untested drivers into Private Hires as they still won't be able to pick up from taxi ranks at the busiest times anyway. Surely more focus and priority should be getting the ranks cleared as quick as possible unless I'm missing something and it's a case of financial gain for the council to get anyone in a PH car?
Yes	
No	
No	
No	
No	As Above

No	All taxi drivers, and PH drivers should be knowledgeable in their own city and should not have to rely on sat/nav. Although sat/nav will get the driver to the destination, it is not always the direct route, and a PH driver should be able to think on the move and change route at a moment's notice if they come across heavy traffic, obstructions and the passenger changing pick ups on route, and destination.
No	
No	
No	This will flood the industry with PH cars diluting the available work for taxis / yellow plate cars and existing PH cars that have passed the relevant tests to become a taxi driver.
Yes	
No	<p>Many of the passengers change their mind regarding the destination in the middle of the journey or they don't give exact address while booking the taxi. As a taxi/ Private hire driver I know that passengers expect us to know the city very well as they do get annoyed if we ask them directions when they are a bit drunk on Friday and Saturday nights.</p> <p>Drivers who went through street knowledge test are managing to use alternative routes in busy hours which is always appreciated by the passengers. Passengers will not be happy paying more for the journey when driver without knowledge will sit in traffic while using the navigation only.</p>
No	
Yes	See above

No	Customer service is absolutely appalling in Aberdeen taxi companies. As a doctor, we hear often of the struggle patients and relatives have around Aberdeen with taxi costs and cars not turning up. The duopoly that the taxi companies enjoy here must not be allowed to continue. Get UBER to Aberdeen.
Yes	
No	Pre-booking is no guarantee that the driver will be prepared. There may also be local temporary restrictions which require a deeper understanding of alternative routes
No	
Yes	
Yes	With a clause stating a form of Sat nav with live traffic updates is installed in the car, is voice activated, and so on.
Yes	The basic level of knowledge will I expect be met by the fact that drivers operating in the city are, more than likely, FROM the city.
Yes	
Yes	We use SatNav to get places without issue. It's even part of the driving test now. Knowledge is less important than the courtesy and nature of the driver. Integrity over knowledge please.
No	
No	
No	
No	Even those hires are pre booked, there are still chances of changing destinations in place, so private hire drivers still need certain know about where they are working!
No	Most of them don't know where there going anyway
Yes	

Yes	
Yes	As above
Yes	Some level of general knowledge may still be beneficial in order to maintain quality service and attract local talent with some degree of courtesy toward Aberdeen. However, if the test is to remain, it should be competitive or zero cost to individuals to reflect self-funded and self-directed learning and support competitive entry to trade.
No	Private hires don't always get the destination on the app, so that can lead to problems with the private hire driver and the passenger if the driver or passenger don't know where there going!
Yes	
Yes	
Yes	Most people use Google Maps to navigate, and certainly in every modern city that I have visited, Private Hire drivers such as Uber do so, and it works well.
Yes	Satnav is available
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
No	One knowledge based test for everyone
No	
Yes	Absolutely, with google maps and GPS today I would argue that minimal testing is required

No	Think drivers should have a basic knowledge of the city, which roads are one way, bus gates etc but don't think the test should be over complicated, members of the public manage to drive around the city without a knowledge test
No	<p>I do not agree with the abolishment of any test or assessment. private hire drivers must still operate at a level of competence in keeping with the standard across the city.</p> <p>However No level of knowledge is retainable in comparison with modern technology.</p> <p>I would suggest at this stage a test that is more relative to the industry instead of relative to a repetitive memory test on retainable topography knowledge.</p> <p>It is fair to say that modern drivers have a range of tools at there disposal to be able to navigate a city effectively, but it is not fair to say all people will be a fit and proper person to drive a taxi or private hire vehicle.</p> <p>Again it is not for a local authority to Taylor a legislation to suit any one type of operation ie apps, because simply put what happens when a server goes down or an app stops working? Ultimately in a scenario like that people go to the tried and tested method of calling a cab company. Again the market should facilitate entry to both options and not look to create barriers or restrict entry to the trade unless at an upper cap type level which is already in legislation</p>
No	
Yes	
Yes	I want this test to be eeliminated asap !!! We want more taxi cars in Aberdeen!!
No	As above at question 4.
No	
No	
No	

No	I definitely don't agree with the abolition of a test, for private hire drivers.
No	Why would anyone want that?
No	
No	
No	
No	
No	
No	Just because the trip is pre-planned there should not be any different qualifications
Yes	I just explained.... Honestly, we don't want this test anymore !!!
No	I believe it should remain as it is
No	
No	Absolutely not. This is a fairly well income position where the public are paying for a professional service which deserves some form of minimum testing.
Yes	
Yes	
Yes	
Yes	
No	
Yes	We must get more taxis change all the rules
Yes	

Yes	
Yes	It is impossible to get a taxi in Aberdeen in peak time. Anything to increase driver availability. As a young female, I've walked over 2 hours home in the dark by myself due to inadequate taxi availability, despite pre booking.
No	
Yes	
No	Again sat nav.
Yes	
No	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	Although I would say there will have to be some sort of regulation of people becoming taxi drivers. As it stands taxis have a number on display for passenger/s to take note should there be any issues while being a fare paying passenger, especially females on their own and alcohol involved.
Yes	
Yes	
Yes	As per previous answer
No	

No	But as noted above, if drivers are equipped with Sat nav / Google maps, this is less vital.
Yes	
Yes	
No	It is important that all drivers have an idea of the layout of the city
Yes	
Yes	
Yes	
Yes	
No	
Yes	
Yes	LET UBER IN!!!! it works so well everywhere else. Aberdeen has the worst taxi service of any city I've ever been to. Its all on the App so they do not need any knowledge of Aberdeen roads and therefore don't need any test!!
Yes	Detailed street knowledge is no longer required with the use of navigation aids that Taxis use anyway. The emphasis should be that a licence holder is fit and proper, with a suitable well serviced and maintained vehicle.
No	
Yes	In all honesty, what does a taxi driver need to know about Aberdeen. It's not like much people come to visit such a dull place for them to be handing out their city knowledge to visitors.
No	A degree of test is required to ensure the customer is getting value , safety and comfort of knowledge from a driver
No	
No	
Yes	
No	Private Hire Drivers are required to take the most direct route to get their passengers to their destination as are all taxi drivers, if the test is stopped you will have drivers taking any route

Yes	
No	Private hire drivers need to be assessed on their knowledge of the city
No	
Yes	
Yes	In a world where you can just use Google maps there should be no need for tests if the taxi has pre warning. Many other cities operate only on apps that require little to no knowledge
Yes	Yes basic knowledge would be beneficial but it's not essential
Yes	Way should they have to have extra knowledge, when they are pre booked & already know their destination
No	
Yes	Everyone has a smart phone or sat nav. These have updated maps and routes so no need for this test.
No	
Yes	
No	
No	
Yes	As above.
Yes	
Yes	
Yes	As someone who travels extensively for work, I am often required to drive in new cities with zero prior knowledge of the layout and have yet to be let down by a live map service provided via my phone. As stated above, these services often update with traffic and will divert based on quickest route meaning that they can be more reliable than simple local knowledge
No	
Yes	
Yes	

Yes	I dont know what any of this means but whatever gets more taxis in the city
No	
No	
Yes	
Yes	A general knowledge should be enough.
No	
Yes	
Yes	
Yes	
Yes	
No	
Yes	As above comments. I'm addition the ability to use satnav on any mobile device to a very high degree of accuracy takes away the argument completely.
Yes	
No	
Yes	
No	
Yes	

Yes	
Yes	
No	Good to have the knowledge of city so the most efficient routes can be taken. For example if there is road closures or delays alternative routes will be beneficial
Yes	Sat navigation <input checked="" type="checkbox"/> Safety check on driver yes get with the times total joke standing on a Week day at 02:15 for an hour just wrong I am out most night and can't get home
Yes	
Yes	
No	
Yes	
No	About 50% of my hires each day have a destination of "passenger will advise".
No	
No	No private hire drivers should still take the same test as well as taxi drivers
Yes	Sat navs are provided and roadworks published on Google maps etc to allow to alternative routes
Yes	You wouldn't need any knowledge of the city streets if an UBER drive can follow the route via satnav
Yes	Yes a beneficial knowledge plus sat nav.
Yes	
No	Disagree, private hire working through an office are same as Hackney. Given a hire and expected to take shortest route . Sat nav is so unreliable regarding rush hour traffic, closed roads etc it will lead to an inferior service and the public being over charge d.
Yes	

Yes	Uber in Aberdeen / Shire is needed as public transport is shocking
Yes	Bring in UBER
Yes	As explained above
Yes	
No	
Yes	Sat nav is widely available!!!!
Yes	
Yes	
Yes	
Yes	
No	I have lived in Aberdeen since 2009 and there is no way I could just jump into my car and comfortably follow a GPS and get paid for it.
No	
Yes	
Yes	Yes I think it should be abolished
Yes	
Yes	Let aberdeen have Uber
Yes	
No	
No	
Yes	We need more taxi's or Uber as the taxi wait and queues are long by hours, which is unacceptable in a place like Aberdeen.

Yes	Busses are less polluting and more efficient.
No	
Yes	Majority of Aberdonians know the City themselves and normally know the routes planned.
Yes	
Yes	I don't believe that the test should apply at all. Why should it apply in Aberdeen but not in some of the biggest cities in the world?? It is a draconian test which is no longer valid with the advancements of technology such as the use of maps functionality in ride sharing apps.
Yes	You must do everything you can to assist people to enter the city. If Uber works internationally then it works in Aberdeen Your costs are simply too high for any new driver “ to make money the way things stand.
Yes	
Yes	
Yes	
Yes	
Yes	
Yes	
No	No because I don't think journeys need to be pre booked
Yes	
Yes	Sat Nav are in most cars & generally people know where they are going. The amt of taxi available at airport is disgraceful, get more taxis available in Aberdeen
Yes	As I mentioned, using sat nav and maps etc would eliminate concern if the driver only had a short notice period.

Yes	As above re sat nav.
Yes	
Yes	Basic knowledge is a must but everyone have maps on the phone now.
Yes	
Yes	
No	
No	There should still be a test but relaxed grading
No	
No	This is not a good proposal.
Yes	In this day and age even a provisional driver can navigate any new city with the assistance of Google maps or by consulting the route prior to departure
Yes	In this day and age every single potential driver will have a telephone with Google maps. This is enough to find e very address in the city
Yes	
Yes	
Yes	
Yes	
Yes	
No	
Yes	Same answer as above
No	
Yes	Same as above
No	Unsure?

Yes	
No	
Yes	
No	There should be more public transport opportunities available for the public. The current opportunities by bus and hire cars (taxis) are not convenient and not competitively priced and generally discourage people from using public transport.
Yes	
Yes	
No	
Yes	
Yes	
Yes	
No	
No	
Yes	
No	
No	
No	
Yes	

No	
No	
No	I think the requirement for a test is necessary to keep the standard of taxi drivers high. No test would mean anybody could be a taxi driver, since this is a customer facing role and one with security of people potentially at risk there needs to be a level of commitment from those who want to be a taxi driver.
Yes	
No	
No	I think there should still be a basic test for drivers to have a general understanding/knowledge of the area they are driving in. Coupled with this, many drivers usually have sat nav or if using an app like Uber they will be given directions to the location. So whilst advanced noticed may be short, they should have the capability to get to the desired destination.
No	
Yes	
Yes	
Yes	As above.
Yes	
Yes	As above
Yes	
Yes	
No	
Yes	
Yes	With modern phone technology, the advance notice period would just be the time taken for a taxi driver to type an address into their phone.

Yes	
Yes	Get Uber.
Yes	
No	
Yes	BRING ON UBER! Move into the future.
Yes	
Yes	
No	
No	
Yes	
No	
Yes	
Yes	
No	Having a test provides for credentials of knowledge but it also infers that the driver takes the role seriously which is critical to passenger safety.
Yes	Anything to get more drivers on the road
No	Strongly oppose. As a minimum there needs to be a means to determine basic competency, would agree the test is amended/modernized but definitely not abolished.
Yes	
No	absolutely not, drivers should have a knowledge to be able to navigate the fast or shortest route and as a passenger I do not feel I should have to give directions almost from the point of pick up all the way home, this is often the case at the moment. Abolishing the test would only make this worse.
Yes	

Yes	Drivers will build up their knowledge of the local area organically as they work.
Yes	
Yes	GPS systems are a thing
Yes	
Yes	
Yes	there is no need for them
Yes	
Yes	
No	
Yes	
No	Often there is road closures that are not indicated on navigation so a general knowledge of areas is good.
Yes	We should allow Uber in the City in this day and age. Aberdeen is behind the times.
No	
No	
Yes	
No	
No	
No	
Yes	
Yes	Can never get taxis
Yes	
Yes	

Yes	
Yes	Map apps are more than sufficient. Drivers will learn the roads the longer they drive. Most will already be familiar as the city is small and condensed so very familiar to most.
Yes	
Yes	
Yes	Background checks and clean licence is all that's needed. We have maps
Yes	Very basic knowledge is an advantage but not necessary when journeys are pre booked
Yes	
Yes	
Yes	I think a grasp of the English language and a general feeling for the layout of the city is far more important than knowing street names.
Yes	
Yes	
Yes	As above
Yes	As above, not necessary in modern day
Yes	
No	

Yes	
Yes	
No	No , I believe that the drivers must pass a knowledge test, I know there is a problem at the moment for a few short hours on a Saturday only and maybe at the airport sometimes to get a taxi, but that's because of Covid their was no new drivers trained. There is a shortage of bus drivers, train drivers/staff and plane → □ staff but they are not thinking of making it easier for them to pass their test.
Yes	
Yes	
Yes	
No	More knowledge can't be a bad thing.
No	not at all As Taxi Drivers with yellow plates still work through the same offices taht pH drivers do
No	
Yes	
No	
No	
Yes	
Yes	
Yes	
No	I believe there should still be some sort of test but one that is fit for purpose and reflective of the licence
No	Agree basic knowledge should be assessed
No	

Yes	
No	We will then be top heavy on private hire drivers. Big part of the problem we have at the moment is clearing streets and ranks. Private hire obviously can't help here.
No	
No	Abolition on the test will let every Tom, dick and Harry on the road, which will cost the public more on fares.
No	No. Should sit existing test as everyone else has.
No	
No	The test should be left in place as having the knowledge of the city should be mandatory of being in the trade whether you are a private hire driver or a taxi driver. If you get someone getting in your car that wants some knowledge about Aberdeen and its surroundings this would be helpful if you have done the knowledge test
No	
No	Every taxi driver should sit the test regardless.
No	I believe that every driver should have a great knowledge of the streets of Aberdeen. As a Taxi driver myself and I work through a taxi company. I can tell you that probably half the jobs we get are destination as directed or we have what we call a butler app that doesn't show the destination at all. Also if someone is relying on a satnav to get them from A to B then they won't have 100 percent concentration on the road.
No	People calling a cab surely must expect and deserve standards to be as high as possible
No	All drivers whether taxi or private hire should sit the same test to protect the public.
No	

No	<p>See above for my comment.</p> <p>To reiterate:</p> <p>The taxi street knowledge test should be of the same standard irrespective of whether it is a private hire driver or a street taxi driver. If you make it easier there is nothing stopping someone getting their badge at private hire level, then moving over to work the streets with greatly reduced knowledge of Aberdeen.</p> <p>I would also add that the abolition of the Knowledge Test for Private Hire drivers opens the door for unscrupulous firms like Über and Lyft, who would then flood the city with drivers, destroying the livelihoods of current members of the taxi trade.</p>
No	As previously stated it has to remain as ph drivers in aberdeen are working thru the same offices as yellow plate drivers so should therefore have the same knowledge test.
Yes	
No	Same as above
No	
Yes	
Yes	

No	Because everyone that had went through the system are basically vetted and all their details are on the system if you don't have something to safeguard the passengers then you'll have a free for all and the possibly of passengers being dangerous situations with drivers that can slip through the net.
Yes	Agreed with no test 100%
Yes	
Yes	
No	Definitely no abolishing of the test in any way shape or form. From experience 5 10 or even 15 minutes warning you can not me morise the quickest route or journey you would possibly take, to safety get members of the general public to their chosen destination. Again with reference to above I would add that not all lifts that a private hire vehicle would undertake in a given shift are from an of fice.
Yes	
Yes	As above!
Yes	
Yes	Test should be abolished due to technological advances
Yes	
Yes	PLEASE AMENDED THIS TEST !!! PLEASE DO SOMETHING FOR US !!

No	
Yes	
Yes	
Yes	
Yes	
Yes	
No	
Yes	
No	
Yes	A more practical approach comparing to what happens in bigger cities; a basic knowledge of the surroundings is key and then technology and maps do the rest of the job
Yes	
Yes	I want UBER, and an end to the terrible taxi service in Aberdeen
No	
No	
No	I don't think it really matters if the hire is pre booked or not. A good knowledge of the city for the driver makes for a much more pleasant experience for the customer. If the driver for example is relying on sat nav that doesn't always take you the most effective route so having that knowledge is very important.
No	People should probably still have some general knowledge of the city.
Yes	
Yes	The city isn't large so it's truly difficult to get lost after a short amount of time learning the roads/area.

Yes	
No	Keep the test as it is
No	
No	
No	
Yes	
Yes	
Yes	
Yes	As above
No	
Yes	Basic knowledge but do this via computer based training
No	
No	
Yes	
Yes	
No	Same as above!!
No	Define the definition of pre booked to be candid Aberdeen licensing ain't got a clue
No	

Yes	
Yes	
No	
No	
No	
No	
No	
No	They should still have knowledge incase of issues on the route
Yes	
Yes	
Yes	Totally agree
No	
No	No I don't agree re above
Yes	
No	
No	
No	Same answer as above.
No	Same requirements should be applied for all drivers entrusted with the public.

No	
Yes	
No	
Yes	
No	Absolutely not. Taxi drivers have worked hard to become a driver and all new applicants should go through the same test.
Yes	
Yes	
Yes	
No	
No	As per previous answer
No	
Yes	Agreed as GPS is so advanced it takes traffic into consideration and takes you on the most efficient route - same as current taxi's, who hold a monopoly at present.
No	
Yes	The likes of Uber already know how much a journey will cost based on the sat nav data so the driver will just be following that regardless, negating the need for detailed city knowledge.

No	
Yes	
No	
No	
No	
No	
No	Safety first.
No	
No	A very basic test that demonstrates knowledge of areas where app / sat nav based navigation may not give appropriate routing / drop off locations eg airport, hospital, docks, Union street.
No	Some Private hire drivers are already perceived as being of a lower Standard in many cities, they should have the same skills and knowledge as a taxi driver if they are going to transport the public, anything lower is increasing public risk.
Yes	A good knowledge of the City is a must.
Yes	But only if private hire journeys are price quoted at the time of booking and that quote remains a fixed price - regardless of traffic conditions, time taken etc
Yes	As above.
Yes	Scrap the test for both private hire and normal taxis

Yes	
Yes	
No	
No	
No	
No	
No	
No	
No	Technology isn't fail-safe. Internet fails, mobile phones lose signal/run out of charge, break, get lost/forgotten. Also, there's no guarantee that a sat-nav system will be programmed to go the shortest route. The danger is that the general public will end up paying more when things go awry.
No	
Yes	As previous, GPS systems are standard in phones and car navigation systems. As drivers work they also gain a natural knowledge of the city so I don't think there should be a requirement for testing. Which would benefit the city by bringing drivers back to the city, we seem to have a massive shortage of taxis in Aberdeen after Covid.
No	
Yes	
No	
No	Test same for both
No	
Yes	
Yes	

Yes	
Yes	
No	We will end up with all taxis just becoming private hire and a lower level of service
Yes	
Yes	
Yes	
No	
No	
Yes	
No	
Yes	
No	I expect my driver to have the knowledge
No	Do not agree with the abolition, if a gps and or maps were to fail then how would the driver know where to go to pick up a hire? A knowledge test is necessary.
Yes	
No	Horrificidea
No	If there is an abolition of the test. Will all taxi drivers move to Private Hire and we will have no taxi ranks or pick up in the street. What will it be like in the early hours of the morning if people are on phones or need phones charged. Leads to people unsafely walking home.
No	See above
No	
No	

No	The answer is already in the question. Lets think about it, what is a pre-booked journey, if the driver get the message from the depot that he needs to pick up a person from point A in 5 minutes and take him to point B, then it is already pre -booked journey and the driver instead of trying to look up the maps, the apps or whatever there is available, should be building up his route in the head while using those 5 minutes to drive in point A to pick up the person. As far as I am concerned all the journeys are pre -booked unless you pick up the person from the street, if I phone the depot and say I need a taxi ASAP this is already pre-booked journey. So, I completely disagree that the test should be stopped. If you want to become a driver you should spend some time to learn how to be one and learn about the city and the place which essentially is your working area and paying your wages, otherwise anyone with a driving licence can become a taxi driver and this would be wrong.
Yes	
No	I firmly believe all Drivers, Private Hire and Taxi should have to sit a Knowledge test. They are all taxi drivers taking members of the public to and from destination so I would expect all Drivers to have undergone the same tests.
Yes	
Yes	
No	Need Street knowledge test for all drivers.
No	
Yes	
No	
No	
No	
No	Having to sit the Knowledge Test shows a commitment to their job, really want to do it. Nearly all jobs have to have qualifications and taxi drivers need to have knowledge of Aberdeen. Sat Nav directions can be unreliable and then clients end up in the wrong place and more cost and doesn't give a good impression. Test should be the same for all drivers, they are all doing the same job.

Yes	With modern technology (Sat Nav, Google Maps etc) there should be no need for any "knowledge" test either for private hire or general hire taxis. Instead of a test make it mandatory that drivers make use of such technology.
No	As stated above, there are too many that rely on Sat-nav and have zero navigational ability around the city. If there are any incidents on the road, they are unable to use common sense to avoid busy roads, road works or accidents.
No	
Yes	
Yes	
Yes	GPS navigation negates the need for such tests. Unnecessary red tape that stifles competition at the expense, not benefit of consumers. Other cities have better taxi services without such a test.
Yes	
Yes	
Yes	Very basic knowledge of city required as technology can used
Yes	
No	
No	I want to be confident that my driver is fully trained. When I use other forms of public transport e.g. bus/train I am secure in the knowledge that the driver is fully trained & I expect the same from taxi drivers
No	No. I don't agree with this idea.
No	Again, the pre-booked destination is the easiest part of the job, it's having the knowledge to complete the job, which may change at various points before completing the fare.
No	
No	

Yes	
Yes	<p>A good sat nav based system would be more beneficial than knowledge of the city which can become outdated fast compared to a sat nav or routing service which can be kept up to date and have live traffic data fed in.</p> <p>If it is an in app system such as Ubers system, the onus is on them to provide direction through that.</p> <p>Notice of the booking should have no impact on the above.</p>
No	
Yes	
Yes	
No	<p>As a taxi driver i know how often passengers change their kinds during a journey which could be to pick up friends from multi address miles apart or change drop off location or they give one drop off location but there could actually be 2 or more. Often i receive jobs with drop off show AS DIRECTED or just an area. All of the above cant be planned for and passenger dont expect to direct the driver or sit while he enters each address in to a sat nav. Sat nav rarely give the best routes and having more than a general idea of the city helps to know this.</p>
Yes	
Yes	
Yes	
Yes	
Yes	As above
Yes	
No	
No	
Yes	
Yes	
Yes	

No	As above the term Taxi and Private Hire are mis-represented lots of the time and as such the term Private Hire should be abolished as a true private hire vehicle is a Chauffeur driven vehicle not a taxi or a vehicle fitted with a meter
No	
No	Being prebooked does not mean that they know the route required
No	They still need to know the street knowledge of Aberdeen and shouldn't rely on tech to do their job as they are very well paid for it.
Yes	
No	A basic knowledge of the city and being able to communicate with passengers would be required
No	
No	
No	
No	No

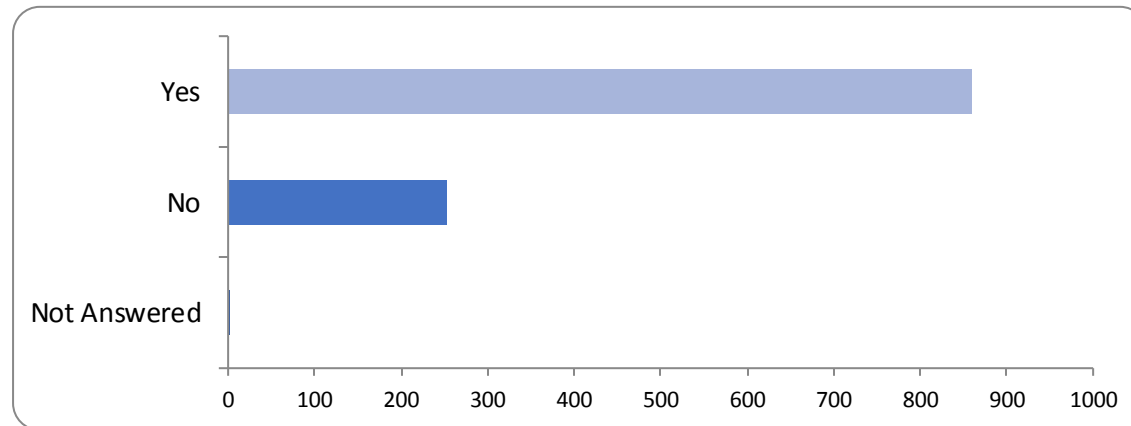
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Do you agree that the resit procedures should be amended?

The present test contains 4 sections which must all be passed. Currently if any section is failed then the whole test must be sat again. An alternative option, where an applicant passes all sections but one, is to allow the applicant one opportunity to resit the failed section only at a reduced fee. If the section is failed again then the applicant must sit the whole test again.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	859	77.18%
No	253	22.73%
Not Answered	1	0.09%

Comments		
There were 363 responses to this part of the question.		
Taxi trade	Yes	
Taxi trade	Yes	
Taxi trade	Yes	Yes agree only resit failed parts of the test.
Ex taxi driver	Yes	
Taxi supplier	Yes	
Taxi	No	Again keep it as is.
Taxi Trade	No	
Taxi trade	Yes	

Taxi trade	Yes	
Taxi trade	Yes	
Taxi trade	Yes	
Public	Yes	
Taxi driver	Yes	
Member of the public	Yes	
Taxi trade	No	We all had to do it so why not new drivers
Taxi trade	Yes	

Taxi trade, private hire driver	No	
Student	No	
TAXI TRADE	Yes	i agree with this as it still requires the dedication to study and get the basic knowledge required to perform the task to the best of there ability.
Taxi trade	Yes	
Taxi Trade	Yes	
Taxi Trade	Yes	
Member of the Public A Retired Taxi Driver of many years in the Trade.	Yes	

Taxi trade	Yes	
Taxi driver	No	The rules have been the way they have for as long as I have been a taxi driver. Individuals learning know the rules and in my opinion if you can't pass the test within the current time frame you should not be driving a taxi or a private hire. You need to know the city inside out.
Taxi Trade	No	The way the computer schools churn out drivers there should be no mistakes.
Taxi trade	No	
Taxi driver	Yes	The knowledge to pass the test is considerable and requires a lot of study but that amount of knowledge/detail of all the streets is not sustainable long term. Eg most humans can't retain that level of detail very long
TAXi trade	No	
Taxi driver	Yes	
Member of Public	Yes	
	Yes	Please street knowledge test must be there And the route Test place of interest 1/ knowledge test 2/ route test 3/ places of interest

Taxi Trade, and owner of a Street Knowledge learning tool for Aberdeen	Yes	If the resits were performed in a short timescale, this could provide a stepping stone for taxi students to hone their knowledge.
Taxi trade	Yes	That is the best solution u have suggested it is fair all round to existing and new drivers
Former driver	Yes	I do think that is a fairer way of doing things , people can get stressed in a test scenario
Taxi driver	No	The test has worked well for years, effort to pass is required,in order to ensure the best people do the job.
Taxi trade	Yes	
Member of Public/Taxi trade	Yes	I would rather that the candidate was allowed to resit each part of the test failed within a certain time period.
Taxi Trade	Yes	I agree that once you have passed one bit then you don't have to resit it again if you fail another part, just resit the parts you fail
Member of public	Yes	

Member of the public	No	Keep standards as high as possible
Taxi Trade	Yes	I think this is a more reasonable resolution rather than doing away with tests for private hires. This still means drivers have to learn the streets.
Taxi trade	Yes	
Taxi trade	Yes	
Taxi trade	Yes	
Member of public	Yes	
Taxi	Yes	
Member of public	Yes	
Taxi Trade	Yes	As mentioned above reducing the pass rate and allowing a driver to pass the area of the test they failed up to a max of 2 or 3 attempts would be acceptable.

Member of public	Yes	
Taxi trade	No	Don't see why the rules should be changed for anyone there are schools operating to help these people learn the knowledge Aberdeen is a small city compared to Glasgow Edinburgh so it should be easier to pass the test with the right knowledge
Member of public	Yes	
Taxi trade	No	No they should pass all sections.
Member of public	Yes	
Member of the public	Yes	
Taxi trade	Yes	
Taxi driver, taxi owner	Yes	That absolutely makes sense
Member of public	Yes	

Public	Yes	
Taxi trade	Yes	At last a common sense suggestion.
Taxi trade	Yes	
member of public	No	
Taxi driver	No	I don't know how it works now but when I sat my test it was on a one to one basis
Taxi trade	No	No I had to but I do agree with having to pay to resitting the test It's the same as having to pay to resit our failed hackney I feel personally it's just a way of generating more income for ACC
Taxi trade	No	Thats not how it worked for all current drivers.
Taxi trade	No	
Taxi trade.	No	. I spent 6 months studying the streets of Aberdeen to get my licence. The licence committee will impact my ability to make a living if they allow drivers to roll up with sat navs to get about.. I even get out of taxis if driver puts in my home address to a sat keep the knowledge test

Taxi / Private Hire driver	Yes	The test is quite rigorous and can put people off when they have to re sit the whole 4 sections. even if they only failed one part. I believe it would be much more acceptable to start off from the part you failed. I: E If you pass Streets and Places but fail on routes then you should start at routes. This is what used to happen previously but was somehow changes which has turned out to be a backward step.
Taxi trade	No	The whole lot again
Taxi trade/taxi driver	Yes	It does seem a little harsh to resit the whole test if you've already passed part of it.
Taxi trade	No	You need to have a strict policy in place to make sure all drivers are fully trained
Taxi trade	No	As taxied for 26 years on night shift, i think you will be dropping the standards of drivers as all previously have had to pass Hackney test which makes Aberdeen well above rest of Scotland when it come to service
Member of the public	No	
Taxi trade	Yes	

Taxi Trade	No	AS I SAID I PAST MY TEST SECOND TIME WITH SARGENT Kelman no sat nav in my day
Taxi Trade	Yes	With the covid , lots of drivers left industry and exam didn't continue. It made big gap . Exam should be eased and allowed to pass section by section
Taxi Trade	Yes	No objection to this change
Taxi driver	No	
Taxi trade	No	
Public	No	
Member of Public	Yes	
Taxi trade	Yes	
Taxi trade	No	
Aberdeen City Council Disability Equity Partnership - DEP.	Yes	Sounds like a fairer system to introduce.

Taxi Trade	Yes	Just resit the part they failed on.
Member of public	Yes	
Member of the public	No	
Member of public	No	
Public	No	
Taxi Driver	No	I think applicants should be able to reset second parts of the test. That is just common sense. Sadly, the testing system is outdated and not fit for purpose
Member of the Public	Yes	
Member of public	No	
Public	Yes	Seems a bit archaic
Member of public	Yes	

Member of the public	Yes	
General public licence holders wife	No	
Taxi trade	No	
Ian an Aberdeen licensed taxi driver	No	I feel relaxing the taxi test is not a good idea at all taxi drivers are professional drivers who are supposed to know the city layout like the back of their hand relaxing the test would lead to drivers not knowing the city ,quickest routes etc and using Sat navigation which does not take you from a to b by the shortest route therefore customers end up paying more for their journey surely this can't b acceptable
	Yes	
Member of public	No	
Taxi trade	Yes	
Member of public	Yes	
Taxi trade	Yes	My opinion is that there is a need for a test, maybe at a reduced level, if they pass one bit of it that should be enough until they pass the rest.

X TAXI driver who had red plate	Yes	<p>Yes as i did the exams last week passed all 3 only failed on routes which i passed 2 so it so hard to start from the beginning again</p> <p>had no uses with the public when i was driving from 2016 till 2018 but passed my exams lost my license because of my visas now sorted my visas im residents and lived in Aberdeen for 8 years now im studying for taxi exams which is not easy so i would suggest giving red plates without exams would help the public to go to their destination on time has now the less taxi drivers in Aberdeen at least council could consider X Taxi driver like who has passed the exams once and know knowledge of Aberdeen could give my badge back please</p>
Taxi trade	No	<p>When I sat my knowledge test you had to resist the whole test again and if you failed again you had to wait a whole year to apply again.</p>
Taxi trade	Yes	<p>This for me is the only feasible and fair option</p>

Taxi Trade	No	We have all had to the test you have to ask yourselves the question do you want people driving our public ,tourists with not knowing where they are going ? Maybe if you apply this then private hire should go back to there office for a hire and have time to plan their route
Taxi trade	Yes	
Taxi Trade	Yes	I agree that only parts failed should be resit rather than the whole thing.
Taxi Trade	Yes	I think that is a reasonable suggestion.
Taxi trade	Yes	We all make mistakes and therefore should be given a chance to resolve.

Member of the public	No	
Member of public	Yes	
Taxi trade	Yes	The amended test would be good, I think retesting the part of the test that you've failed on and not the whole test would not put people off from sitting the test again
Taxi Trade	No	
Taxi driver	Yes	
Taxi Driver	Yes	
Taxi trade driver	No	

Public	Yes	
Taxi Trade	Yes	
Taxi trade s/e driver operator	Yes	I think that would be a fare system...
Taxi trade	Yes	
Public	Yes	
Taxi trade	Yes	
Taxi Industry	Yes	
Member of public	Yes	This is will make easy for the pass
I am Aberdeen city taxi driver.	No	No ,resit procedure shouldn't be amended. If they fail one section, they should do resit all four section.

Taxi trade	No	This is probably the only option that i would be open to.
Taxi trade	Yes	Sounds a fair way to assess drivers.
Taxi Trade	No	Again, this City prides itself on the ability of its drivers
Taxi trade	Yes	This should help speed up the induction of new drivers into the trade.
Taxi trade	No	I think if any part is failed then the whole test needs to be retaken.
Taxi Trade	Yes	
Member of the public	Yes	

Taxi trade	Yes	Seems fair, obviously the applicant has put enough effort in to pass most of the test
Taxi Trade	No	Having gone through this very situation I can say that it increases the knowledge base of the driver and makes them better at the job. It increases all areas of knowledge because you know you have to complete all or gain nothing.
Member of public	Yes	But to resist the one section within a time frame of possibly 3 months max and if not done by then to resite the whole test again.

Public	Yes	
Taxi Trade and as a member of public	No	<p>Candidates should have to sit the whole test again and prove they do have a proper knowledge .Someone may pass on street knowledge and by the time they get through the other tests may have forgot the streets.</p> <p>I think the person or persons who are thinking about changing what I feel is a very good taxi service in Aberdeen to bring in a sub standard service with people not knowing there way around the city should really be leaving there job or stepping down from being a councillor if they think it's ok to be sub standard .</p>
Taxi trade	Yes	

Member of public	Yes	
Taxi trade	Yes	Drivers should get to resist the bit that they failed on
Taxi trade	Yes	Only resist sections you fail but if you fail again then whole test to be done again
Member of public	Yes	
Taxi trade	Yes	If you fail one part when you resit test you should restart at the point you fail at not restart it
Taxi trade	Yes	

	No	I am a Taxi driver in Aberdeen for 17 years and I had taken almost 6 long years to learn the streets in Aberdeen so I would be really disappointed if the knowledge test is been withdrawn . It's also necessary to have the test as Google at times take you the wrong way or long way. Hope my opinion will be taken into consideration . Many thanks
taxi trade	Yes	
Member of the public	No	All drivers #hould pass @ll parts of the tests to make life easier. Taxis and private hires are no different as far as driving an d journeys are concerned so leave them sitting the same tests. If it ain't broke don't try to fixit !! <input type="checkbox"/>
	No	
Member of public.	Yes	Yes. Allow the candidate to only resit the part that failed.
Public	No	It's a knowledge test and should be all parts passed at same time ,

Taxi Trade	No	
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Taxi trade	No	Administrators should look at the common sense of making it almost mission impossible . Under the verbal system the examiner can tell if someone has a grasp of what they have learned . I got 100% of the streets and places of interest and passed the short driving and highway code but struggled with the routes and was asked to come back the following week with a car and to study my routes which I passed at second attempt seems a bit of common sense was allowed to be used with the verbal version of the exam
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Public	Yes	Waste of time to continually resit the test fully when only some aspects
Taxi trade	Yes	This sound like a good idea.
Public	Yes	
Member of public	Yes	
Member of public	Yes	That is the fair way as it not fair if u fail one part
Taxi trade driver for over 40 years	Yes	Should be amended as no one even if the have passed knowledge test would know every single street in Aberdeen
Taxi trade	No	They should be made to sit all parts again if they fail any part

Member of public	Yes	This should done and should be taken into consideration as many general public cannot pass exam at first go
Taxi trade	No	
Taxi trade	No	Stao
Taxi trade	No	
	Yes	

Public	No	
Member of public	Yes	This seems fair.
Member of the Public	Yes	
Member of public	Yes	
Taxi driver	Yes	
None	Yes	
Member of the public	Yes	Given the low % pass rate & the lack of taxi / PH drivers in the city this would seem to be a sensible option, should the abolition of the test not be the favoured option.

Member of public	Yes	
Taxi trade	No	Should we lower the skills bar for any trade if there is shortage of workers?
Member of public	Yes	
None	Yes	Completeing the section you got wrong should be only area to cover
Member of public	No	You need to allow to resit the failed test individually, maximum of 2 times.
Public	Yes	
Public	Yes	

Taxi trade	Yes	No problem with this option.sitting test can be stressful it may help some applicants to relax a bit more.
Public	Yes	

Taxi Trade	Yes	I agree they should sit the test, and if they fail the last of the four, they can resit the fourth part without having to resit the whole test.
Public	Yes	

Public	No	
Member of public	Yes	
Taxi byrade	No	
	Yes	
Taxi Driver (Trade)	Yes	
Public taxi driver	Yes	As per comment on Question 4
Taxi driver	No	
Taxi Trade	Yes	

Taxi trade	No	The knowledge should be passed on all sections in the 1st instance
Taxi Trade	No	We need a high standard of test so the general public has faith in the service they are paying for.
Taxi Trade	Yes	
Public	Yes	
Member of the Public	Yes	This makes sense to only resit what you fail
Taxi trade	No	
Taxi trade I think it should be made easier I would love to become a taxi driver and widen my opportunities but it's very difficult to pass	Yes	

Member of public	Yes	
Member of Public	Yes	This is an archaic test that requires less vigilance than when it did when GPS didn't exist. These days it's really not a big deal.
Member of Public	No	Less restrictions are better
Taxi drivers	Yes	
Taxi driver	Yes	Good idea .Know need to do the hole thing again if they have pass part of

Member of Public	Yes	
Taxi trade	Yes	Test definitely need improvements.
Taxi trade	Yes	
Taxi driver	Yes	
Member of public	Yes	
Is a lot of technology and we stii need to know all the streets	Yes	
Taxi trade	Yes	

Taxi driver	Yes	You should only have to sit the part you failed.
Self	Yes	
Member of public	Yes	
Taxi Trade	Yes	Would suggest that if they pass 2 parts, they should be allowed to only sit the 2 they failed at second attempt.
Taxi Trade	Yes	
Member of public and ex taxi driver.	Yes	That's would be a good idea.

Member of public	Yes	Knowledge test is irrelevant at the current time given Sat Nav and directions. Remove test and allow Uber license to operate in city
Taxi trade	Yes	
Taxi trade	No	
Member of public	Yes	
Police Scotland	Yes	
Member of public	No	

<p>Member of public</p>	<p>Yes</p>	
<p>Member of public We do need more taxi drivers but they must be vetted and do the knowledge test to keep the public safe. We used Uber in Manchester and actually had to continually tell him to stop the cab as he was taking us out with the city and we were terrified. Had to end up screaming at him to stop and let us out which he eventually did. and paid double what</p>	<p>No</p>	<p>All parts of the test must be done correctly and if they fail in any part they need to do sit it again. It is not fair on all the other drivers who have had to sit this test spending hours and hours on end studying the streets of Aberdeen for others to just pass in this way. Do not change the way this test is done.</p>

we should have. Aberdeen council need to look very closely at who they allow here and definitely not Uber who have such a bad reputation. We need to be vigilant on who can become taxi drivers for the sake of the public.		
Member of Public, previously a member of Disability Equity Partnership	No	
Taxi trade	No	I had to do it so they are no different from me
Member of the public	Yes	
Member of the public.	Yes	

Member of public	Yes	Provide opportunity to resit an area or section if failed
Public	Yes	
Public	Yes	
Member of public	Yes	
Taxi Trade	Yes	If passes 3 and resits the 4th,there shouldn't be a fee if person passes next time .
Member of public	No	
Taxi trade	Yes	

Taxi Trade	No	
Taxi Trade	Yes	I think this would be a fairer way for those that have worked hard to pass the test
Taxi Trade	Yes	I have been a taxi driver for almost 20 years now, since then drivers before me and after went to taxi school organisations to gain the street the knowledge in which cost a good amount of payment to the organisation who run the schools, and in the past few years since the test was done by the approved police Hackney inspector all taxi drivers were giving a small driving test from the inspector involved. since then driving habits of quite a few drivers and appearance have gone downhill. And I have seen it myself were someone gets into my taxi to take them somewhere and I cant think were it is then to get abuse especially when there drunk is leading to someone who has very little street knowledge to get verbal abuse and possibly attacked if things escalate out of hand, and it is still often seen that drivers are using SAT-NAVS when the car is moving and this will be seen more often if the Hackney test was to be made more easier to pass involving in road accidents or pedestrian's getting knocked down

Member of public and person with disability.	Yes	Resit at reduced rate only the failed part of test. Would be interested to know how much these cost and how often they have to be done as that would have played a part in my decision.
Personal Public.	Yes	It seems reasonable that only the failed section be repeated.
Member of public	Yes	
Member of the public	Yes	Yes I agree with this only the section that is failed should have to be re -sat as it is a very large test
Member of public	Yes	
Taxi trade	Yes	Do not have a problem with that but only if it's done within a short period of time

Member of Public	Yes	Yes - resit once, then re-do the all sections. This is similar to college assessments
Member of the public	Yes	
Taxi trade	Yes	Let them resit the part they fail again but if they fail it again they should have to wait 3 months to resit the whole test again
Taxi Trade	Yes	
Taxi trade	Yes	
Member of public	Yes	Resit the failed section up to 3 times, without additional charge! U don't pay to resit exams elsewhere, council are taking funds unnecessarily.

Taxi Trade	Yes	
Member of public	No	Abolish the test
Member of Public	Yes	
Member of public	Yes	
Member of the public	Yes	
Member of the public	No	
Member of public	Yes	
Member of the public	Yes	

Taxi trade	Yes	This seems a good idea, i think its pretty unfair to have to sit parts again that you have already passed.
Member of public	Yes	
Taxi trade	Yes	Yes I agree this makes sense. However the percentage must remain the same .
Member of public	Yes	Basic knowledge of the city should be mandatory, but it should be recognised that technology is fundamental going forward.

Taxi trade	Yes	Agree with this,at least they will have knowledge
I am a member of the public.	No	Abolish testing.

Member of public	No	
Member of public	Yes	
Member of Public	Yes	
Member of public	Yes	That's good idea
Changing the knowledge test not a good idea if it's more taxis you want give red plates who's done the	Yes	When you pass first part a resit should be done again for that section you should be able to move on to next think that's a great idea

<p>job for ten years a yellow plate keep the test the same for pH or taxis the change could be done in no time that's for sure if the pH driver does not want change to yellow so be it the future of taxis is changing i.e electric cars or hybrids for example does the Public like a peugot partner no they don't when you turn up for a hire there glad I have got a car hate that other things i.e wheel chair they say. public does understand the difference between red</p>		
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<p>plate or yellow they just want to get where there going having a yellow plate working give more options for drivers as well take job from the office or maybe be flagged or sit in ranks simple look at the airport it's a shambles probably the same as the rail there also should not be no zoned areas for a taxi i.e green plate yellow or red everything should be open to all then public get a better service.</p>		
<p>Taxi trade (driver)</p>	<p>Yes</p>	<p>That sounds fair that only the failed section should be resat on one occasion only.</p>

Member of the public	Yes	
Taxi trade	No	
Member of public	Yes	resit only failed section at reduced cost is reasonable and more supportive of encouraging new drivers into the sector. more taxis desperately needed in Aberdeen for public safety purposes and in support of the local economy.
Member of public	Yes	
Member of public	Yes	
Public	Yes	

Member of public	Yes	
Taxi trade	Yes	If this would help assist more drivers into the trade then fair enough.
Taxi / Private hire	Yes	That was case for myself 14 years ago & always thought it unfair for new applicants to have to sit the whole test again

Member of public	Yes	
Taxi trade	Yes	
Member of the public	Yes	
Taxi Trade	Yes	In full agreement with this suggestion.
Taxi Trade	Yes	I think this is the fair to change the rules to allow 1 or more section to be resit rather than the whole test being done over again. This seems a fair way to keep a standard but allow those wanting to sit the exam more opportunity to study a section they struggle with
Member of public.	Yes	That sounds like a good idea as we can all make mistakes when doing a test.

Member of the public	Yes	
Taxi Trade (Driver)	Yes	<p>Not convinced that this is fair on existing drivers who had to go thru the whole process all sections to pass the street test I'm not sure where this is all leading to. is this not a Hackney issue and private hires cannot help clear the ranks etc on late nights which is the biggest problem . Aberdeen needs a fleet of Taxis /Private Hire to service the city just like any other industry at present struggling to cope like most cities in Uk at present Doing the job at present thru a company it is plain to see we cope with most daily situations well . Just Like before pandemic when demand outstrips supply especially Fri And Sat night in the late hours it's always going to be a problem every city in UK has this problem This won't go away with flooding job with P/H drivers as you cannot pick up from streets or ranks at the said busiest hours on late weekend nights . Bus companies do not have the workforce also and now don't put a late weekend service on now putting more pressure on the taxi trade in the city , no number of P:H drivers can help clear this problem as you have to work thru an office only . Yellow plate taxi drivers can only fix this, I have done both red and yellow plate and the problem squarely lies with street drivers not attached to a company to clear the city at these peak times late at nights at weekends any number of new P/H drivers can not help under present taxi guidelines in Aberdeen .</p>

Member of Public	Yes	That seems fair.
Taxi trade	Yes	He or she would have proved themselves on passed sections and to only resit the failed one seems fair

Member of the public	Yes	
Self employed taxi driver	Yes	
Member of the public	Yes	
Member of Public	Yes	That's a good idea.
Member of the public.	Yes	

Member of Public	Yes	That's fine.
Member of public.	No	
Member of Public	Yes	No problem.
Member of Public	Yes	Ok
Member of Public	Yes	Fair enough.
Member of the public	Yes	Only if you must have a test but I don't think a knowledge test is appropriate given the size of the city and the availability of route planning technology.
Public	No	
Public.	Yes	
Member of public	Yes	Maybe just resit the parts you failed that is fair.

Member of public, taxi driver in aberdeenshire	Yes	Wouldn't be required if either of above questions were implemented.
Taxi driver!	Yes	
Public	Yes	
Member of the public	Yes	
Taxi trade	No	What do the city council want, A fleet of taxis to be proud of the fact that drivers have extensive knowledge so all passengers are taken to their destinations in the shortest and cheapest route or drivers that are not sure where to go if their A to B journey has to take a diversion and possibly costing the customer more.
Member if public	Yes	
Member of public	Yes	

Taxi trade	Yes	I think if you still get 3 shots for your fee and on first attempt fail 1 or More sections you should be able to use ur remaining shot to pass the failed parts of ur test if not complete by 3rd attemp then complete resit with new application and fee if failed 3x no resit for a year
Member of the public	Yes	
Aberdeen Multicultural Centre	No	Don't need strict testing system. Navigator can support
Member of the public	No	
Member of public	Yes	
Public	Yes	This seems fair to do
Member of public	Yes	

Taxi Trade	Yes	
Taxi trade	No	The test should stay as it is as I think this ensures that the candidate has good knowledge of the city/routes/roads. If they fail this only shows that candidates are not prepared for becoming a private hire driver therefore should do further studying and resit the whole test. As far as I am aware there no formal tests that have a format where as if the candidate fails one section then only they resit that section. I think it's very important to pass the test wholly.
Taxi trade	Yes	Yes I agree with this proposal
Taxi	Yes	Only resit failed sections
Member of the Public	Yes	
Member of public	Yes	
taxi trade	Yes	I think it would be fair if only the failed part has to be resit as long as a certain period of time hasn't elapsed. eg maybe 6 months to resit failed parts.
No	No	

Member of public	Yes	
Member of public	Yes	
Taxi trade	Yes	
Member of public	Yes	
Taxi driver	Yes	
council	Yes	
Member of the public	No	
Taxi driver owner.	Yes	
	Yes	

Taxi trade	No	
Taxi Trade	No	When I sat my test I studied 5 hours a day 6 days a week for 8 weeks, I was fortunate that I passed first time others were not so fortunate and would have studied for longer and may have still had a job to hold down. If I had failed I would have had to resit the entire test again, if it was good enough for me then it should stay as it is I don't think there is any need to change.
Taxi trade	Yes	
I believe for the shortage of taxi it's better to allow PHC to pick up public from streets	No	
Member of the Public	Yes	
Member of Public	Yes	
Taxi trade	No	
Member of public	Yes	

Public	Yes	
Taxi trade	Yes	
Taxi Driver	Yes	This would be acceptable.
Taxi Trade	Yes	If new driver fails one part of the test i feel an option would be to allow the person to resit the failed section if they fail that again then unfortunately it's back to scratch at least it gives the person to study the failed part again.
Taxi trade	Yes	If they pass 3 papers they should only be expected to sit 1
Member of public	Yes	I feel that where one part requires a resit, at least 2 attempts should be allowed, at a reduced fee.

Member of public	Yes	I agree with this change, it is fair, and doesn't dilute the driver's knowledge.
Member of public	Yes	
Member of public.	Yes	It would be best to take out this test forever !! Win-Win situation for all of us!!!! And PLEASE, let UBER to come to Aberdeen..we're in 2022 guys....😞😞

taxi trade	Yes	not sure about a retest fee though, surely if amending then it should be free
New taxi driver	Yes	
Taxi trade	No	What is the point of having a test about knowledge of a city when all drivers use sat nav with quickest route
Community	No	
Member of public	Yes	
Taxi trade	Yes	If one section failed then we n only that section should be retested
Member of the public	No	

Member of public	Yes	Currently an unfair ruling
Member of public	Yes	
	Yes	
Member of public	Yes	
Taxi trade	No	If you pass a section no point in doing it again.
Member of Public	Yes	
Taxi trade	No	

Public	Yes	
Member of public	Yes	
Taxi driver	Yes	
Public	Yes	Seems like a fair alternative, exams are never easy. Would say needs a time constraint for resit though.
Public	No	
Public	Yes	Seems sensible
Taxi driver	No	
Self employed licensed taxi driver	No	Keep it the same

Member of public	Yes	
Taxi trade	No	
Taxi trade	No	
Member of Public	Yes	
Public	Yes	
Member of public	Yes	
Member of the public	Yes	Why does it need so much red tape and cost? Let's make it simple and effective. Other than a driver license... what else is REALLY needed?
Member of the public	No	
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Taxi trade	No	If you have failed 1 section - that means you only need to revise on what you failed on.
taxi trade	Yes	
Taxi trade	No	
Member of public	Yes	
member of the public	Yes	
Member of public	Yes	
Member of the public	Yes	
Public	No	

Member of the public	Yes	
Taxi trade.	Yes	This would certainly help as they have at least passed most of it and a resit of the part they failed on only is fair way of addressing this issue. Removing tests or making it easier is a step backwards without a doubt.
Taxi trade	No	
Member of the public	Yes	
Member of the Public	Yes	
Public	No	

Member of public.	Yes	
Taxi badge holder- this is a disgrace trying to change the way you get your license now compared to when I had to learn all the streets and places. I can see a very easy solution to this late time problem any new driver is given say a purple plate that means he can only work day 6pm -6 am any day. Then when yellow or green plates become available they would then be offered the chance to	No	

move to an open shift or you keep a purple plate for x amount of years.		
None	Yes	
Member of public	Yes	
Member of public	No	
Group-Unemployed Having just moved to the city can't get a job as taxi driver due to the knowledge test but in the days of sat nav I don't think you need so much local knowledge Cheers	No	

Taxi Trade	No	
Yes	No	I think if you pass one or two of them u don't have to do the whole things from the start again it should be just the ones u didn't pass
Member of public	Yes	None
Taxi Trade	Yes	
Member of Public	Yes	
Member of the public	No	It should remain as is, this way participants keep on top of all sections equally.
Member of public	Yes	Yes. There should be a reasonable time limit for resit also and if done done within time then must do full resit
Member of Public	Yes	
Member of the public	Yes	

Member of Public	Yes	No comment.
Public	Yes	
Member of public	No	
Member of the public	Yes	I think the alternative option suggested is fair
Taxi school student	Yes	It happened to me personally in a previous tests.
Taxi school student	Yes	It happened to me personally in previous tests
Taxi school student	Yes	It happened to me personally in the previous tests.
Member of public	Yes	This seems fair

Member of public	Yes	
I was a Taxi driver, now a Private hire driver	Yes	That would give the applicant a chance of a resit, sooner than a retest.
Taxi Driver	No	
Taxi driver	Yes	Yes this is fair way to retest.
Taxi Driver	Yes	
Taxi driver	No	
Aberdeen City taxi driver	No	The whole test again
Member of Public	Yes	
Taxi Driver	Yes	That would give the applicants a chance of a resit rather than a retest

Táxi trade	No	I totally disagree. It's about time to cap on the existing taxi companies unfair practices. I've heard that this idea came from the taxi companies owners due to shortage of drivers. Until present date any person that wanted to be a taxi driver had to pass all four papers exams and if failed it had to repeat all four again. I don't think it's fair that now you're looking to facilitate the existing exam procedure to new taxi drives.
Public	Yes	
	Yes	
Taxi trade	Yes	I do feel this is fairer than resitting already passed sections.
Taxi trade	Yes	I agree this could be good idea but with a minimum attempt at said part of test until you have to resit the whole test again.
	Yes	
Member of public	No	No test should be left alone .What about all the other drivers that had to sit the whole test again after failing part of there test .Is that not discrimination against them
Taxi Trade	No	If someone wants to drive a taxi they will make the effort to fulfill the kn criteria

Taxi driver	No	
Taxi trade	Yes	

member of public	No	street knowledge test should be abolished for private hire taxi drivers . if street knowledge test is not abolished then only failed section from 4 sections should be re-tested until they passed failed section with no time limits and no limits on attempts . once they passed failed section they should get license.
Taxi trade	Yes	I believe this is the best option. Although if you believe that private hire drivers are going to ease the problems of Taxi shortages on two nights a week, I don't think this will work. The private hire driver, Unable to work the Busy ranks on a Friday and Saturday night, tend to fall into an early morning until early evening shift, sort of 04:00-16:00 type of thing, I'm not saying all PH drivers do this, but in my experience, a lot of them do.
Member of public	Yes	ALL TEST HAVE TO BE ELIMINATED!!! We are in 2022 !!! Why so hard ??? Why ?? After the test everyone use sat nav !!! Offff....

Member of public	Yes	All test have to be eliminated !!!!!
Taxi Trade	No	
Taxi trade	Yes	
Member of public.	Yes	Only at this " test " I heard this situation.....unbelievable !!!!
Member of public!	Yes	Only here I heard this think !! Unbelievable !!!
Member of public	Yes	

Member of the public	No	
Member of the public	Yes	
Taxi Trade	Yes	
Taxi trade	Yes	
Member of the public	Yes	
Taxi Trade	Yes	
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Public	Yes	Passed parts of the test should not have to be re-sat.
Member of Public	No	
Taxi Trade	Yes	I would agree that the current resit process could be changed to allow the applicant to only retest the failed paper.
Taxi Trade / member of public	No	It's important that when sitting the test candidates have a sound knowledge at that point of all sections in the test.

I have Taxie for 24 years I had to study so I could past the test so I can not understand the Aberdeen city council saying that they are trying to do away with the test we are very lucky the standard we have got in Aberdeen so keep it going the high standards we have thanks	Yes	We hand to do it
Taxi trade	No	We have all had to sit it im sure customers want knowlegable people driving them about
Taxi Trade	Yes	Yes if it is only 1 section they have failed on they should be given another chance to pass that particular section at the lower rate.
Taxi trade	Yes	

Hotel	No	
Taxi trade..	No	Taxi trade. I think the knowledge should be kept. I spent 6 months studying the knowledge.. I never use my sat nav at anytime within the city. I know all the road closures when they happen. A sat nav doesn't? I know all the heavy traffic bottle necks.. a sat nav doesn't. And in my view if the council allow drivers to just roll up with a sat nav it will impact my ability to make a livelihood. Which I'm sure will open up a whole can of worms with legal agendas. The answer I feel is the council look at licence laws and allow private hires to pick up off ranks at weekends. We all pay same licence fee and all done knowledge.. the licence laws need modernised..
Taxi trade ,	Yes	there should be street Knowledge test to all taxis.
Taxi trade	Yes	
Taxi trade	Yes	

Taxi driver	No	No every person who wants to become a taxi driver knows the pass marks, and in my opinion if you can't pass the test then that's down to the Individual themselves. I am really confused why we as a city are trying to make everything easier the test was designed so people know where they are going so why are you even considering taking that away. In my opinion it's backwards thinking.
Taxi trade	No	

Taxi trade	No	
Member of the public	No	I think the knowledge they have the better
Member of the public	Yes	I agree you should only resit the parts of the test you failed on your previous attempt.

Taxi trade	Yes	Yes let them just sit the part they failed on
Taxi trade Aberdeencity	No	
Taxi trade	Yes	

Taxi trade	Yes	
Member of public	No	

Taxi Trade	Yes	
Taxi trade	Yes	If 1 section is failed it could be down to general pressure of passing test,

Taxi Trade	No	The test is robust and effective I gaining knowledge .
Taxi driver	No	I did my test I pass 4 all together so I don't see why athor can't pass

Taxi driver with rainbow	Yes	More tests should be carried out and people encouraged to become taxi drivers. A recruitment campaign but still keep our high standards.
Member of Public	Yes	As you have stated IF 1 or 2 parts of the Full Test are failed with the other 2 as passes then that Person needs only to resit the parts they failed on and YES if they fail for the 2nd time then they MUST resit the complete test again and if there is a fail AGAIN then ONLY a Full test will suffice from that point.

Taxi trade	No	
Taxi	Yes	
Taxi trade	Yes	
Taxi trade	No	

Taxi trade	Yes	
Taxi trade	Yes	If it helps get more drivers in to the system then yes. Problem then is getting new drivers to work the "busy" times and as we all know, that's in the evenings and early mornings at the weekends. Even now, too many drivers will not work these hours.
I don't think it's right to issue PHC without knowledge test as it's not fair for other drivers and if there is shortages why	No	

don't you allow existing PHC drivers to take people from the rank that should solve the problem		
Taxi trade	Yes	

Taxi Trade	Yes	
Public	Yes	

Taxi trade	Yes	Yes no need to resit whole test again
Taxi trade	Yes	

Taxi trade	Yes	
Taxi trade	No	A couple of years ago you were going to put us through an SVQ,
Taxi trade	No	
Currently a Taxi Driver plus of course Member of the Public	Yes	

Taxi trade. As a taxi driver for 40 years we have worked really hard with licencing and the hackney to have a high standard of drivers in aberdeen. It's totally unbelievable that you want to open up the private hire to anyone.	No	
Taxi trade	Yes	

Private Hire Driver	Yes	
Taxi trade	No	

Taxi trade	Yes	
Aberdeen city taxi driver Rainbow	Yes	100% this would make it easier to pass the test which is a good thing as you may go back and fail on apart you passed previous

Taxi trade	Yes	
Taxi trade	Yes	
Taxi trade	Yes	No problem with that

Taxi Trade	Yes	
Taxi trade	Yes	
Member of public	Yes	

Taxi trade	No	
Taxi driver	No	

Taxi Trade	Yes	<p>Yes, in my opinion this seems a fair situation for the applicant. To allow them just to resit the one section at a reduced rate seems a better method than the present one, as they will already have displayed a level of knowledge to pass the other three sections.</p> <p>I also agree with allowing the one opportunity to pass the failed section, however, I think it should be within a relatively short time frame so that the knowledge already gained in the other three modules isn't forgotten to some extent by the applicant.</p>
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Taxi trade	Yes	Yes this is definitely a good idea. I don't really think ye fair to have to resit a part you've already passed
Member of public	No	

Member of public	Yes	
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<p>Member of Public</p>	<p>No</p>	<p>The process is overly complicated. Aberdeen is a small city with fairly easy traffic conditions. It should not have to be so difficult to become a licensed taxi driver.</p>
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Member of public	Yes	
Public	Yes	
Member of public.	Yes	Please, please do something and let people to work !!! Eliminate the test !!
Member of public	Yes	

Member of public.	Yes	The test have to be eliminate!! People Don t have jobs !!!
Member of the public	No	They should re do the whole test
Taxi trade	No	Present test has kept standards high for years and works

Business owner	Yes	Yes, there should be no test other than gaining a UK driving licence and police check.
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Taxi trade.	No	If it's not broken don't fix it.
Taxi trade	Yes	
Taxi Trade	Yes	
Member of the public	Yes	

Member of the public	Yes	Yes i think this could work and help with folk getting through the test i guess.
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None	Yes	
Taxi trade	No	There has to be standards. There has been tests in place for a reason. To get a driver that knows his knowledge. A professional. Anybody can work a sat nav. You can't just let anyone do this job.
	Yes	

Taxi trade	Yes	
Member of Public	Yes	This accords with most learning module tests
Member of public	Yes	

Taxi trade	Yes	I agree that this could be amended as failing on one aspect and having to resit the rest is a touch brutal. I know people that have passed the entire exam and failed on the Highway Code and have had to resit the whole test which is unfair
Member of public	Yes	

Taxi trade	Yes	
Taxi trade	Yes	

Member of public.	Yes	Of course, why to complicate people life ??
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Memberfo the public	No	
Memberof public	Yes	
Public	Yes	
Business owner	Yes	Yes if only one section needs to be resat then only one section should be resat not the whole thing

Taxi Trade, I'm a red plate driver	Yes	
Member of public	Yes	Everyone makes mistakes, if the test was failed because of a silly mistake, than it makes sense to give that person a chance to resit that test only.

MOP	Yes	
Member of the public	Yes	
Member of the public	No	
Taxi Trade	No	

	Not Answered	Not Answered
	Yes	
Member of the public	Yes	When you say a test at school or college if you failed one part you had to sit the whole test again.
Driver	Yes	
MEMBER OF PUBLIC	Yes	

Taxi driver	No	I think passing all the sections in one sitting could reflect standard city knowledge of the candidate.
Taxi trade	Yes	
Member of public	Yes	These drivers already know how to drive and they might have failed due to some technicalities . While not have the test valid for a period to enable 2or 3 tries of the set ion section failed can be done properly .

Taxi trade	Yes	
Member of public	Yes	
Member of public	Yes	

Aberdeen Street Pastors	Yes	
Member of the public	Yes	
Taxi Trade	No	

Taxi trade	Yes	Totally agree, I never understood the resitting of everything again when you already passed 2 or 3 sections.
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Member of public	Yes	
Member of the public	No	
Member of public	Yes	
Taxi trade	Yes	

Taxi Trade	Yes	
Public	No	
taxi driver	No	

Taxi Trade	No	
Taxi trade	Yes	
Member of public	Yes	

Taxi Trade	No	If drivers can't pass the same test again means that they have very short term memory which is obviously not helpful if they are going work as taxi driver.
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MoP	No	
Member of the public	Yes	
Public	Yes	Customer service is absolutely appalling in Aberdeen taxi companies. As a doctor, we hear often of the struggle patients and relatives have around Aberdeen with taxi costs and cars not turning up. The duopoly that the taxi companies enjoy here must not be allowed to continue. Get UBER to Aberdeen.

Public	Yes	
Member of public	Yes	
Public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of Public	Yes	Driver capability is based more on their driving ability and personal characteristics (i.e. not crazy) than ability to pass a test.

Member of public	Yes	
Member of public	Yes	As above. Even more extreme changes are appropriate. We can be guided by SatNav.
Public	Yes	
Member of public	No	

Member of the public.	Yes	
Taxi Trade	No	
Taxi trade	No	If you fail you resit the whole test with a different set of questions so you can't cheat
Public	Yes	

<p>Member of the public, city centre hospitality business owner and burgess of the guild of Aberdeen.</p>	<p>Yes</p>	
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Member of public	No	As above
Member of Public	Yes	

Taxi trade	Yes	Yes I agree that they should only resit the failed part .
public	Yes	
Aberdeen Douglas Hotel	Yes	If one section is failed then they should be resitting just the section that was failed

Park Inn by Radisson Aberdeen	Yes	
The Chester Hotel	Yes	Why repeat the entire test when only one section was failed.
Business owner	Yes	

Member of Public	Yes	
Member of public	Yes	
Member of public	Yes	

Bon Accord, Aberdeen	Yes	
ibis Aberdeen	Yes	

Member of public	Yes	
Public	Yes	
Member of public	No	Should be knowledgeable for all aspects at time of test

Member of public	Yes	
Member of Public	Yes	

Public	Yes	
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<p>Aberdeen taxis ltd</p>	<p>Yes</p>	<p>Yes I fully agree that in fact all four units are separate passes and should be treated as units instead of as one whole pass.</p> <p>I further believe that if a candidate does pass one unit then they should not at all have to sit that part again.</p> <p>It is not fair to suggest because they failed one part then they should at the next sitting have to sit the whole test again included the parts that they may have already passed, there is not value in that it just again acts as a deterrent</p>
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Taxi Trade	Yes	
Aberdeen and Grampian Chamber of Commerce	Yes	

Member of public!	Yes	We hope this test to be eliminated asap !!!
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Member of public	Yes	
Member of Public	No	

Member of public	Yes	
Member of public	Yes	

Taxi Driver	Yes	I think this is fair. Out of the four sections, even if the applicant fails three out of four, they should be allowed to resit the sections they failed on.
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Member of Public	Yes	Fair enough.
Taxi Driver	Yes	
Member of Public	Yes	

Member of Public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of public	Yes	
Member of the public	Yes	it is unfair to ask someone to resit an entire test when it is likely the questions will vary on each time the test is taken

Member of public	Yes	If you'll eliminate this " test " people will start to work straight, no universal credit anymore... They will pay taxes straight !! Win Win situation for all of us !
Member of the public	Yes	I agree that resit should be amended and if one part is failed, only that part should be repeated.

Member of the public	Yes	
Taxi trade	Yes	
Member of public	Yes	

Member of the public	No	
Member of public	Yes	
Member of the public	Yes	

Member of public	No	
Member of the public and a pub manager	No	We need more drivers working late night at weekends
Member of the public	Yes	

Member of the public	Yes	
Member of public	Yes	
	No	

Member of Public	Yes	
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Member of public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of public	Yes	
Hospitality Industry Worker	Yes	
Member of the public	Yes	

Member of Puplic	Yes	
Member of the public	Yes	
Member of public	Yes	

Member of Public	Yes	
Member of the public.	Yes	
Member of the public	Yes	Makes sense to allow a person just to sit the part of the test they failed which keeps costs low for potential taxi drivers.

Member of the public	No	
member of public	Yes	
Member of Public	Yes	Makes sense. More testing in all forms of life is becoming modular in style, with resit options allowed.
Member of the public	Yes	

Member of the public	Yes	Resitting the whole thing when 75% has already been passed is a waste of everyone's time and effort.
Member of Public	Yes	
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of public	Yes	

Public	Yes	
Taxi Trade	Yes	
Member of the public and regular taxi user	Yes	LET UBER IN!!!! it works so well everywhere else. Aberdeen has the worst taxi service of any city I've ever been to. Its all on the App so they do not need any knowledge of Aberdeen roads and therefore don't need any test!!

Member of the Public	Yes	
Taxi Trade	No	
Public	Yes	What a load of nonsense, just allow people with a basic knowledge of the area to be allowed to work.

Public.	Yes	No point in wasting time doing all passes sections
Member of public	Yes	
Member of public	Yes	

Member of the public	Yes	
Member of public	Yes	This seems a fair option
Member of public	Yes	

Member of public	Yes	Without knowing the content of each section, I think it's fair that a MARGINAL fail (ie within 10% or within a reasonable no. of questions) can be passes on a single resit
Member of Public	Yes	
Member of the public	Yes	

Member of public	Yes	We need to encourage as many people to take up the vocation as possible therefore reduced costs are a great starting point
Member of the public	Yes	

Nhs	Yes	
Taxi trade	Yes	
Public	Yes	

Taxi Driver	No	
Taxi trade	Yes	

Member of public	Yes	
Public	Yes	
Member of public	Yes	I think this is better - also, the driver should be allowed more than just "one chance" but the above scenario is better than nothing.
	Yes	

Member of public	Yes	
Member of public	No	If someone passes 2/4, it would be fair to allow them to sit those two sections again at a reduced rate.

Member of public	Yes	Dont think they should have to take whole test again just the section failed unless considerable amount of time has passed
Member of Public	Yes	
Member of public	Yes	
Member of public	Yes	I dont know what any of this means but whatever gets more taxis in the city

Member of public	Yes	
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I a rainbow taxi driver	Yes	I bit yes no with that question
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Member of the public	Yes	
Member of public	Yes	Those exam rules are a bit ridiculous for people who want to be taxi drivers.

<p>Comcab- Taxi trade It is not shortage of taxis it is the new street arrangements make it difficult to taxi drivers to have access to the rank. For example will take 5-10 minutes extra time to have access to the Union street rank therefore taxi drivers avoiding that rank and as a result people waiting time increases significantly. Also you need to put in consideration that during the week days there is no waiting time it is just Saturday</p>	<p>No</p>	
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<p>night between 12-3 am and it is not really fare for the current taxi drivers specifically after couple last tough years. Regards, Fereydon</p>		
<p>Member of the public Family member of taxi drivers</p>	<p>Yes</p>	

Member of the public	Yes	
Member of Public	Yes	Yes they should be able to resit the specific section. We are talking about taxi driving, not sure why your requirement are so strict and the cost associated with it.

Public	Yes	
Member of the public	Yes	

Public	Yes	Anything that takes barriers away and makes it easier to allow for better competition in the sector.
Member of the public	Yes	
Member of public	Yes	

Member of Public	Yes	
Member of the public who often uses taxis	Yes	
	Yes	

Member of public	Yes	
Member of the public	Yes	
Member of public	Yes	If one section is passed no need to resist

Taxi 🚗	Yes	They have passed the other parts make them separate four different test ♂ <input type="checkbox"/>
Public	Yes	
Member of the public and taxi user.	Yes	

Member of public	Yes	
Member of public	Yes	
Taxi trade.	No	If you fail a test, you resit it in it's entirety.
Public	Yes	

Taxi trade	No	No took the test myself twice, keep the same format
Member of the public	Yes	

Member of public	No	Shouldn't be a test! You should just allow Uber because it clearly is the best option, proved by most cities in the world
Member of the public	Yes	
Member of public	Yes	

Taxi trade	Yes	Sounds reasonable
Member of Public	Yes	

Member of public	No	
Public	Yes	UBER would be nice
Member of Public	Yes	

Public	Yes	
Public	Yes	
Myself.	Yes	They should get a chance to resit the one part they failed.

Member of public, night time city centre worker. International traveller.	Yes	Scrap the whole outdated system.
Member of public	Yes	
Member of the public	Yes	

Member of public	Yes	
Queues and wait times for taxis unacceptable, o my city that doesn't have Uber or lots of taxi's going about. It's unsafe at weekends if you go out drinking. The late buses need	Yes	

to be later if the taxi situation isn't fixed.		
Public	No	The taxi drivers are bad as it is. Impolite road users who jump red lights all the time. If anything, they should be monitored and tested more rigorously.
Member of public- UBER IS NEEDED	Yes	

Member of the public	Yes	
Council, too maybe restrictions, Uber should be able to operate in aberdeen	Yes	Just thing it should be sat nav
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of the public	Yes	

Member of public	Yes	
Member of public	Yes	MKe it easier so more taxis can be on the road. It's driving, why over complicate it.
Citizen	Yes	Less cars and more busses are needed.

Member of public	Yes	
Member of public	Yes	Why should they need to redo sections they know they have completed.
Hospitality Worker	Yes	

Member of the public	Yes	I don't believe that the test should apply at all. Why should it apply in Aberdeen but not in some of the biggest cities in the world?? It is a draconian test which is no longer valid with the advancements of technology such as the use of maps functionality in ride sharing apps.
Member of the public	Yes	We have sat nav these days. For 90% of the population this works fine.

Member of the public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of the public	Yes	Need more taxis for wheelchair users
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Member of the public	Yes	
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Public	Yes	
Public	Yes	I don't understand why you would have to sit a whole test after failing only one section. Makes no sense to me

Member of public	Yes	
Public	Yes	
Public	Yes	Test should be much easier especially since we ask use our have access to maps now. This test is why their is a shortage of drivers and people being stranded at all hours of the day

Member of public.	Yes	
Member of public	Yes	

Member of public	Yes	
Member of the public	Yes	
Taxi	Yes	

Member of the Public	Yes	
Member of public	Yes	
Public	Yes	No just the part that is failed

Member of public	Yes	Certification is important and the drivers should have to do an update every 5 years. Nothing complex but a simple recertification similar to offshore workers or mariners Whole tests should be passed. No ambiguity, either fit-for-purpose or not
Member of public	Yes	Reduces the cost barrier/ entry requirement enabling a greater workforce

Member of the public	Yes	
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	No	
General public	Yes	
Member of public	Yes	

Public/Student	No	
Member of public	No	
Member of Public.	Yes	

Member of public	No	
Member of public	Yes	
Member of the public	Yes	

Member of public	Yes	Should just resit failed one
Member of public	Yes	
Member of public	Yes	

	Yes	
Member of Public	Yes	There should be more public transport opportunities available for the public. The current opportunities by bus and hire cars (taxis) are not convenient and not competitively priced and generally discourage people from using public transport.
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of public	Yes	

Taxi Trade	Yes	
Member of public	Yes	
Member of Public	Yes	I agree with what has been proposed through the question.

<p>It's not easy to get a taxi I've had to wait over an hour to get one home from a night out before And when pre booked in the past they arrived 40 minutes late meaning i missed the event I was going for. Ridiculous really</p>	<p>Yes</p>	
<p>member of public</p>	<p>Yes</p>	

Member of the public	Yes	
Member of public	Yes	

Member of Public	Yes	
Member of the public	Yes	
Member of the public	Yes	

Member of public	Yes	
Member of public	Yes	Yes, there is no need to retest someone on knowledge they have already proven they have.
Member of public	Yes	That's ridiculously over the top. No wonder there isn't enough taxi drivers for this city

Member of public	No	
Member of public	Yes	I think any failed sections should be allowed to just resit that particular section until they pass.
Taxi Trade	Yes	

publicmember	Yes	
Member of public	Yes	
Member of public	Yes	

Member of public and employer of marine crew in Aberdeen	Yes	
Member of public	Yes	The cost of becoming a taxi driver should not be prohibitive
Member of public	Yes	

Member of Public	Yes	
Member of public	No	
Member of Public	Yes	

Community	Yes	
Member of Public	Yes	
Member of the public	No	City needs Uber.

Public	No	
Member of public	Yes	
Member of the public/ Events and Hospitality Manager	No	BRING UBER

<p>I'm a member of the public and I believe the process to become a taxi driver should be updated and simplified. I also feel the charges these guys have to pay for are way above a standard that allows them to make a reasonable wage in this climate of price rises and increases the taxes and charges should be reduced.</p>	<p>Yes</p>	<p>I believe it's unfair. They have to pay for this course and coming from a training provider back ground I believe this would help a great deal. As the current system will charge them again.</p>
<p>Member of public</p>	<p>No</p>	

Member of public	Yes	
Member of public	No	
Member of the public	Yes	

Member of the public	Yes	
Member of public	Yes	
Student at University of Aberdeen	Yes	

	Yes	
Bar Manager	Yes	
Public	Yes	Not only do I believe it is unfair to make someone resit an entire test, this also has an impact on testing capacity, re-sitting the full test again is a waste of resources.

Member of the public	Yes	
Member of Public	Yes	This seems like a fair compromise
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of Public	No	

Member of public	Yes	
Public	Yes	
member of the public	No	
Public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of public	Yes	
Member of Public	Yes	
Publicmember	Yes	

Member of public	Yes	
taxi trade	Yes	
Public	Yes	

Member of Public	No	
Member of public	No	
Member of the public	Yes	

Member of public	No	
Public	Yes	
Public	Yes	
Member of public	Yes	
Member of public	Yes	Each section should be sat separately. Similar to theory and driving test. We need more drivers in Aberdeen and this is inhibiting this.

Public Transport in Aberdeen	Yes	
Member of public	Yes	
Member of public	No	
Member of public Taxi trade	Yes	
Member of public	Yes	
Member of public	Yes	
Member of public.	Yes	

Taxi,s in Aberdeen are rubbish to get IV walked down union street from Holburn street to castle gate & then there's a que rediculous	Yes	
Member of public	No	
Member of the public	Yes	
Member of Public	Yes	This seems more fair and prevents pricing out of drivers if they can't get it right first time
Member of public Nightlife employee	Yes	
Taxi Trade	Yes	
Taxi trade	Yes	
Student	Yes	

Taxi trade	Yes	Yes that seems fare.
Member of the Public	Yes	
member of public	Yes	
Member of public	No	
Member of the public/public health professional	No	Don't have an opinion.
Taxi Trade	Yes	
Member of Public	Yes	
Member of Public	Yes	
Member of public- tax payer!	Yes	
Member of Public	Yes	

Member of Public	Yes	
	Yes	
member of the public	Yes	
Member of the public	Yes	
Member of Public	Yes	Makes sense - driver advised of section failed so able to concentrate and revise for that section - increasing their skill/knowledge on that section
Taxi trade	Yes	
Member of public	Yes	
Taxi trade	Yes	This would certainly help. Being able to focus on the failed section would help in passing the test.
Taxi trade	Yes	
Taxi trade	Yes	This would be acceptable to the trade.
Taxi trade	No	Level playing field as every present driver has had to do full test with no leniency for mistakes. Same should apply to new drivers coming into trade.

Taxi trade	No	
Taxi Trade	No	The test should have all 4 parts left and if you fail any part then you must start from the beginning. I think this is fair to anyone that is learning the streets and places of interest. I would say the test is very effective and helps you to gain the knowledge of Aberdeen and surrounding areas
Taxi trade	No	
Taxi	Yes	
Member of the public	No	

Taxi trade	Yes	
Taxi Trade . Airport Taxi Operator .	No	
Taxi Driver	No	
Taxi Trade	Yes	Yes, this seems fair.
Taxi trade	Yes	This would seem to be sensible option.
Public	Yes	No need for test
Taxi trade	Yes	
Taxi trade	No	

Member of public	Yes	
Member of public	Yes	
Member of public	Yes	Totally agree that only the failed parts should be re sat as if all parts are to be re done then it could make the drivers more nervous and more stressed causing them to over worry and over think everything possibly causing them to fail again non something they may have already passed
Member of public	Yes	
Member of Public	Yes	
Member of public	Yes	
Taxi trade	Yes	Given that I've done the knowledge test myself some years ago I think the instance you've described above is fair.
Community	Yes	

Member of the public. I hold a private hire taxi licence but, have never worked as a taxi driver	No	It's time to make it easier for people to become taxi drivers! This would end the extreme difficulty in actually getting a taxi in this city!
Public	Yes	
Service User	Yes	
Member of Public	Yes	
Member of public!	Yes	VERY VERY HARD TO PASS THIS TEST !!!
Members of public	Yes	
Member of public	Yes	
Member of the public	Yes	
Member of public	Yes	

Member of public	Yes	
Member of the public	Yes	
Taxi Trade	No	
Aberdeen City Council	Yes	
Taxi driver	No	Resist on failed part
Member of Public	Yes	That's a great and practical solution, considering the costs around tests.
Member of public	Yes	
Member of public	Yes	I want UBER, and an end to the terrible taxi service in Aberdeen
Member of public	Yes	
member of public	Yes	

Taxi trade	No	No... I think the applicants should be allowed to possibly take the test separately if possible simply to give the applicant more time in order to study if needed.
Member of public	Yes	Makes more sense. No point resitting sections they already passed, and people less likely to get disheartened and give up on the process if they only have to resit one section at a lower price.
Taxi trade	No	
Member of public	Yes	
	Yes	
I am a taxi driver	Yes	If a person gets 60% you can resist that section again.
Member of public	Yes	

Member of public	Yes	
Publicmember	No	
Member of Public	Yes	
Member of public	Yes	
Member of publicwork in the night trade	Yes	
Member of public	Yes	
Member of public	Yes	
Community	Yes	
Public	Yes	
Publicmember	No	

Member of public	Yes	
Member of public	Yes	We need to make it easier for taxi drivers to get their licence and cheaper!
Taxi driver	Yes	
Taxi Trade.	Yes	<p>Definitely</p> <p>The council already lost a court case regarding this debate. However, ACC went back to court and regained the statues that make Aberdeen Taxi driver far superior to the rest of the country. Street knowledge plays a pivotal part within the trade that makes it unique to passengers. Allowing red plated to forgo the hackney would be a betrayal to those of us who sacrificed many hrs and money studying to gain this privilege of ushering passengers to there address without google map which is not accurate. As for passing sections of the test I wholeheartedly agree to be exempt from the parts that been achieved</p>
Public	No	
	No	The test should either be simplified or removed, simply allowing a resit of specific sections one time isn't enough
Member of public	Yes	

Member of the public	No	
	Yes	
Member of public	Yes	
Public	No	
Member of public	Yes	Agree that they should be allowed to resist one section at discounted rate
Public	Yes	
Member of public	No	
Member of the public	Yes	
Taxi Trade	Yes	
Member of the public	Yes	

Public	Yes	Yes should only be but they failed to resit
Member of public	Yes	
I would never use a Taxi because 1- The cost of them 2- they think, they own the road 3- they don't give cyclists space on the road. I am Against them!!!	No	
Member of public	Yes	
Public	Yes	I agree that only the section that is failed should have to be retaken. That seems reasonable and fair and will let the applicant focus on the area of weakness.

Member of Public	No	Competence requirements should remain. It's imperative for the safety of patrons and professionalism of drivers and the service being offered that drivers can indeed demonstrate to have absorbed all of the test requirements. This would generally imply a more diligent application to study and learning the city.
Public	Yes	Resitting one section should be acceptable.
	Yes	
Member of public	No	
Public	Yes	Support dropping test
Member of public	Yes	Going through the whole thing again after a couple of mistakes is not necessary.
Member of Public	Yes	

Member of public	Yes	Yes of course, nerves can be a huge factor.
Member of Public with a taxi account	Yes	
Taxi trade	No	
Member of public	Yes	I agree that the test could be amended to allow failed sections of the test to be sat again on their own instead of having to reset the full test again.
	No	
Member of the public	Yes	I would want safety to be a priority, knowledge of the city was needed in the old days, before modern GPS. I would relook at the whole test system.
Public	Yes	
Public.	Yes	

Member of the public	No	
Membr of the public. Interested in Private Hire licence.	Yes	
Member of public	No	
Member of public	Yes	
Public	No	
Member of Public	Yes	it is going to be a bit more fair for the applicant
Taxi trade	No	
Taxi trade	No	

Member of public	Yes	I can see no valid reason for this not to be the case.
Member of public	Yes	A revision of testing so that a single section can be redone makes sense to reduce costs, however there should be clear time limits to ensure the single section is not taken months later when the original knowledge from the other sections may have been forgotten.
Member of the public	Yes	Taxi drivers not only take you to your destination but they also have to keep you safe. By all means reduce the fee for these test but not the bar.
Member of public	Yes	The first failed element resit should be free of charge. The first full resit should be at a reduced cost. Subsequent resits should be chargeable
Public	Yes	Only resit any failed section.
Member of the public	Yes	No test should be needed in the first place
Member of the public	Yes	
Member of public	Yes	

Member of public	Yes	
Taxi trade	Yes	I agree with this as the test is hard so the sections already passed can be set as it to allow the failed section to be given more attention
Member of public	Yes	
Member of public	Yes	
Member of public	Yes	
Member of the public	Yes	
Member of public	Yes	I agree with the alternative option
Taxi trade	No	
Member of public	Yes	I think it would be fair to allow resits of the failed section instead of repeating all 4 parts.
Taxi Trade	Yes	

Member of public	Yes	Give them 3 resits, some people are good sitting tests and this allows them a little bit of leeway
Member of public	Yes	
Member of public	Yes	Resit only part that is failed
Taxi trade	Yes	
Member if the public	Yes	
Member of the public	Yes	
Member of the public	Yes	
Taxi trade	No	Test should be amended as a whole
Member of the public	Yes	
Member of public	Yes	

	Yes	
SMO @ ARI	Yes	
MOP	Yes	One section gal and can be resat. More than one section fail Full resit
	No	
	No	
Member of public	No	
	Yes	
Member of Public	Yes	I expect my driver to have the knowledge
Member of public.	Yes	Yes definitely, if someone has passed three sections than that is evidence that they have studied and have knowledge of the city. With some extra study of one section they would be ready to be a competent taxi driver.
Public	Yes	

Member of public	Yes	
member of public	Yes	That sounds a good idea
Council House Tax paying member of public residing in Aberdeen City	Yes	
Public	No	Just a way to make money by changing people! Try making it easier to get a taxi instead of there not being any.
Member of public	Yes	
Member of Public	Yes	Yes, I think this is a fair point, as if you pass something, doesn't make sense to resit the same thing and they should be allowed a timescale to complete the other sections lets say 6 months time you can resit until the other passes will expire or something.

Member of Public	Yes	Yes, it makes sense to allow the applicant's to resit the failed section only at a reduced fee.
Member of the Public	Yes	If they fail one part then resit the part they failed but if fail more than one part then re-sit the full test
Member of Public I have completed the Taxi Training Test courses at Rainbow Taxi at my own cost	Yes	I have sat it twice and passed all sections apart from the street names at either end which is outdated nowadays with technology in car and in mobiles . Most taxi drivers I know still ask once when in area for exact address locAtion. Aberdeen isn't different from other major and larger cities where this test isn't necessary it should be based on Highway Code and laws of road and driver background checks etc
Member of the public	Yes	
Taxi Trade	Yes	To allow the applicant one opportunity to resit the failed section.
member of public	Yes	
Member of public	Yes	

Member of public	No	
Member of public	Yes	
Taxi trade	Yes	
Member of Public	Yes	If they fail one part then yes just re-sit that part but if they fail a few then resit the full test.
Member of the public	No	As stated previously, no test should be required. If anything drivers should have to demonstrate that they can use satnav technology competently.
Member of public	No	If a driver has revised appropriately there should be no reason they fail any section. This would be the equivalent of taking a wrong turning and therefore costing a customer more for their journey.
Public	Yes	

Taxi trade	Yes	
Member of Public	Yes	
Member of public	Yes	Make the job more accessible, reduce costs etc
Public	Yes	
Member of public	Yes	
Aberdeen retail business director and member of the public	Yes	
Member of public	Yes	
Member of the public	Yes	It does seem somewhat unfair to have to resit the whole test if only one section has been failed. It may be fairer to introduce a system whereby only the failed section needs to be re-taken.

Member of the public	Yes	The alternative option being put forward to allow applicants to only re-sit the one failed section would be fairer for drivers both in terms of time to resit the whole test & the additional cost that also incurs.
Member of Public	Yes	Yes. I agree with this idea.
Taxi Trade	Yes	I agree this should be changed and that you only go back to pass the section you've failed, not resit the whole test.
Member of Public	Yes	
Member of Public	No	
Member of the public	Yes	
Member of Public	Yes	At a time when we have a high cost of living and a shortage of drivers there should be every effort made to ensure they can pass the tests in a cost effective way.
Member of public	No	
Member of public	Yes	

Mercure Aberdeen Caledonian Hotel	Yes	
Taxi trade	Yes	Agree if they fail just one then they should be allowed 1 retest on that section.
Member of public	Yes	
Member of Public	Yes	
	No	
Member of the public	Yes	
Taxi Trade	Yes	
	No	
Public	Yes	
Member of public	No	

Member of Public	Yes	
None	Yes	
	Yes	
Taxi Trade	Yes	Yes I believe the test should be modular however more weight should be added to the driving ability of the driver and also possibly an English speech assessment as many drivers currently have limited or no english ability.
Member of public	Yes	Would make it more cost efficient for anyone that would want to get into driving taxis
Member of public	No	No resit should be whole test and at full rate
Lemberg of public ex taxi driver	No	
	No	
Member of public	Yes	This option seems much fairer.
No	Yes	

Member if public	No	
Member of public	No	
Member of Public	Yes	Yes

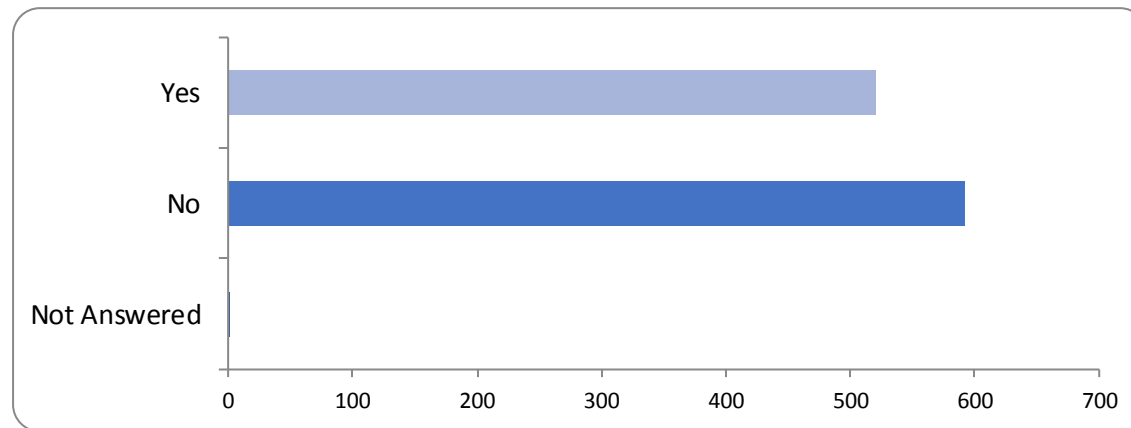
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Do you think a driver training qualification should be introduced?

Whilst relating more to maintaining standards than directly to the test, some local authorities require drivers to obtain an SQA qualification on taxi/private hire driving in addition to the test. This could be an option to improve general standards.

Answer

There were 1112 responses to this part of the question.



Option	Total	Percent
Yes	520	46.72%
No	592	53.19%
Not Answered	1	0.09%

Comments		
There were 356 responses to this part of the question.		
Taxi trade	Yes	
Taxi trade	Yes	
Taxi trade	No	
Ex taxi driver	Yes	If this would help with drivers attitude to passengers then yes and also state of some taxi cars
Taxi supplier	No	
Taxi	No	drivers that have years of experience should be exempt
Taxi Trade	Yes	
Taxi trade	Yes	
Taxi trade	No	
Taxi trade	Yes	

Taxi trade	No	
Public	No	
Taxi driver	No	
Member of the public	Yes	If it helps the public, training is always good practice. But has to be free
Taxi trafe	No	Knowledge test is enough
Taxi trade	No	
Taxi trade, private hire driver	No	
Student	Yes	
TAXI TRADE	Yes	This would maintain / raise standards and from my experience in the last few years standards could do with being raised.
Taxi trade	Yes	It would be good for the trade. and benefit the customers. A number of years ago there was a course called top taxi which I attended and thought it was very helpful for the driver
Taxi Trade	Yes	
Taxi Trade	No	

Member of the Public A Retired Taxi Driver of many years in the Trade.	Yes	
Taxi trade	Yes	
Taxi driver	Yes	I would not be against this as any opportunity to improve standards as drivers would help the trade.
Taxi Trade	No	Although I have said no I wouldn't be against it if went the other way. To improve standards bring back a taxi sergeant with some authority. The trade has become very slack. But that is due to the
Taxi trade	No	
Taxi driver	No	There are already so many boundaries to being a driver in Aberdeen that introducing more is not a good idea
Taxi trade	No	
Taxi driver	No	
Member of Public	No	
	Yes	
Taxi Trade, and owner of a Street Knowledge learning tool for Aberdeen	Yes	I would advocate this

Taxi trade	No	
Former driver	Yes	Basic politeness and manners are somethings you do not always get . Attitude is another problem area
Taxi driver	No	Just more unnecessary red tape.
Taxi trade	No	

Member of Public/Taxi trade	No	Would require more information on what is involved before commenting further.
Taxi Trade	No	When i passed we got taken out for a quick drive to prove your ability to drive something larger, that was more than enough
Member of public	Yes	
Member of the public	No	
Taxi Trade	Yes	<p>Having been passenger in many taxis vehicles and also a business person who rents vehicles to drivers their driving skills can be below standard and wouldn't have a chance of passing a modern day driving test.</p> <p>I do know a number of years ago when you carried out the street knowledge test the Hackney sergeant at the time went passenger in a vehicle to see how the applicants driving abilities were.</p> <p>Since moving the tests to broad street away from kittybrewster and removing a Hackney sergeants a number of checks and policy's have since gone that were once in place.</p>

Taxi trade	Yes	Definitely should be included without a doubt
Taxi trade	Yes	I think it would improve general standards.
Taxi trade	No	
Member of public	Yes	
Taxi	Yes	
Member of public	No	
Taxi Trade	No	Not just now as we require taxi drivers after the reduction from pre Covid levels, but look to implement this when numbers are back up to pre Covid levels.
Member of public	Yes	

Taxi trade	No	
Member of public	No	
Taxi trade	No	No Aberdeen is a small city and very easy to move through, driving in aberdeen is no basic.
Member of public	Yes	I am fed up of my taxi drivers speeding because they want to fit more jobs in.

Member of the public	Yes	
Taxi trade	Yes	This was done in 2000 but dropped for lack of funds. I fir one think that the mouduls that were used in the svq hospitality were very benificial to all.
Taxi driver, taxi owner	No	Dvla feel we have met the standard to hold a driving licence, Hackney remit is on the safety of the vehicle and whether the operator is a fit and proper person, I'm totally against all this job creation for jobsworths or to make money on something not required, we've not had it all these years and surprise surprise everything had been fine without it
Member of public	Yes	
Public	No	
Taxi trade	No	

Taxi trade	No	Aberdeen has one of the best drivers and fleets in the country. Change is not always a good thing and in the present economic climate who is paying for all this. Will discourage potential very good drivers.
member of public	Yes	
Taxi driver	No	As a driver when you first pass your test you have to gain your knowledge more when your on the road driving
Taxi trade	No	Who is going to pay for SQA I would suspect the drivers again incurring more cost
Taxi trade	No	How many more standards do you want need ?

Taxi trade	No	
Taxi trade. I spent 6 months studying the streets of Aberdeen to get my licence. The licence committee will impact my ability to make a living if they allow drivers to roll up with sat navs to get about.. I even get out of taxis if driver puts in my home address to a sat nav.. keep the knowledge test	No	
Taxi / Private Hire driver	No	How would that improve standards. If the drivers keep their vehicle in clean and good condition then you don't need anything else.
Taxi trade	No	
Taxi trade/taxi driver	Yes	Anything that can improve the trade and the professionalism of the drivers must be a good thing

Taxi trade	Yes	I done this SQA over 20 years ago and was led to believe this was the way forward
Taxi trade	No	
Member of the public	Yes	
Taxi trade	Yes	
Taxi Trade	Yes	Yes that would help no all drivers should be checked before they come into the trade
Taxi Trade	No	
Taxi Trade	No	Never had any issues with the standard of driving of taxi drivers
Taxi driver	No	

Taxi trade	Yes	
Public	No	
Member of Public	Yes	
Taxi trade	Yes	
Taxi trade	No	
Aberdeen City Council Disability Equity Partnership - DEP.	Yes	It's a possibility. If the drivers were to be taught how to "guide" blind people, then it would be a better system.
Taxi Trade	No	They all should have a UK driving licence.
Member of public	No	
Member of the public	Yes	
Member of public	No	
Public	Yes	

Taxi Driver	Yes	But not at drivers expense
Member of the Public	No	
Member of public	Yes	
Public	Yes	
Member of public	No	
Member of the public	No	

General public licence holders wife	No	
Taxi trade	No	
Ian an Aberdeen licensed taxi driver , I feel relaxing the taxi test is not a good idea at all taxi drivers are professional drivers who are supposed to know the city layout like the back of their hand relaxing the test would lead to drivers not knowing the city ,quickest routes etc and using Sat navigation which does not take you from a to b by the shortest route therefore customers end up paying more for their journey surely this can't b acceptable	Yes	Yes as this would improve the standards of taxi drivers I am all for this
	No	
Member of public	No	
Taxi trade	Yes	Yes if the council is paying for it
Member of public	Yes	
Taxi trade	No	

X TAXI driver	No	No most of the drivers know what they doing
Taxi trade	Yes	Again I had to pay for the SQA when I was at the airport.
Taxi trade	No	I do like the idea of a qualification, this will only enhance the trade

Taxi Trade	No	Not really as long as we are all knowledgeable in the job.
Taxi trade	Yes	Taxi drivers are ambassadors for the city and need to be professional.
Taxi Trade	No	Not compulsory but on a voluntary basis yes.
Taxi Trade	Yes	I think a SQA qualification is something to consider in the future.
Taxi trade	Yes	A higher standard of driver training should be required. EG, Advanced driving test. Any person who already holds an advanced certificate at time of application should be granted. Holders of an HGV or PSV licence should be exempt as they are classed as a higher standard than advanced.

Member of the public	No	
Member of public	Yes	
Taxi trade	No	I think the knowledge test is more than enough as I've said before knowledge of the streets is a brilliant tool to have rather than sat nav as tourists don't don't where to go and sat nav don't always know road works temporary one way streets
Taxi Trade	No	
Taxi driver	Yes	
Taxi Driver	No	
Taxi trade driver	Yes	Could be a good idea for the drivers too keep standards high.
Public	No	
Taxi Trade	No	The industry needs to fill the shortfall of drivers after Covid 19 it doesn't need more unnecessary qualifications, it has worked fine for the last 40 years no need to start changing things for no reason.

Taxi trade s/e driver operator	No	Didn't happen when I went through the test but a standard of dress and people skills are wholly beneficial.
Taxi trade	No	
Public	No	
Taxi trade	Yes	
Taxi Industry	Yes	Definitely but not within the council. The system that's in place is adequate but open to abuse. My opinion the format for gaining a hackney licence should be controlled out with the council.
Member of public	No	
I am Aberdeen city taxi driver.	Yes	
Taxi trade	No	Never had a complaint in twelve years of being a taxi driver. You can't train people to be helpful or kind. You either have good personal skills or you don't.
Taxi trade	No	

Taxi Trade	No	
Taxi trade	Yes	Long term this sound a good idea but won't stop a driver with the wrong attitude towards the job becoming a driver.
Taxi trade	No	
Taxi Trade	No	More expense for drivers who are not going to receive a fare increase in the current economic climate of high inflation, fuel cost and more taxes
Member of the public	Yes	
Taxi trade	Yes	I say yes, however the amount of complaints I receive of drivers overcharging, it seems we need more than training
Taxi Trade	No	This is not very well worded. It does not pinpoint the standards of what to be maintained, is it driving ability, vehicle maintenance, the individuals character?

Member of public	No	
Public	No	
Taxi Trade and as a member of public	No	No ,I think standards in Aberdeen are of a high standard
Taxi trade	No	
Member of public	Yes	
Taxi trade	No	Doesn't cost anything for manners which ever driver should have
Taxi trade	No	Inspect taxis in the ranks randomly and go round to private hire premises
Member of public	Yes	

Taxi trade	No	
Taxi trade	Yes	
Hi, I am a Taxi driver in Aberdeen for 17 years and I had taken almost 6 long years to learn the streets in Aberdeen so I would be really disappointed if the knowledge test is been withdrawn . It's also necessary to have the test as Google at times take you the wrong way or long way. Hope my opinion will be taken into consideration . Many thanks Franco.	No	
taxi trade	No	General standards in Aberdeen are good.
Member of the public	No	I believe the drivers of all taxis should sit the usual standard test. They need good street knowledge to pass it and that's how it should remain. Stop trying 5o water down test 5omake
	Yes	
Member of public.	No	Unnecessary as vehicles are inspected regularly.

Public	Yes	There is to many drivers with no manners in how to deal with the publicand shouldn't be a taxi driver
Taxi Trade	No	
Taxi trade	No	It's been tried in the past and although an option to do so is good for the industry it is once again a vanity project more to do with who runs the trade than for the good of the majority of drivers who already do the job to very high standards but we are all tarred with the same brush as our poorer drivers who mostly got through the system of doing the test but not interviewed as an ideal candidate for the job
Public	No	

Taxi trade	Yes	
Public	Yes	
Member of public	No	If a driver holds a valid driving license for the category of vehicle they are allowed to drive then it's unfair to implement more tests that aren't required by law.
Member of public	Yes	

<p>Taxi trade driver for over 40 years</p>	<p>No</p>	<p>As a taxi driver for over 40 years I don't think that any amount of training would benefit any one as you have to deal with so many types off people in different situations and have to deal with it on a regular basis and only experience in this type of work will get you through a shift sometimes no bad experiences for months on end then one or two in a week (how long would this training take and who pays for it)</p>
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Taxi trade	No	Taxi etequite is very simple open doors carry shopping to house doors etc
Member of public	Yes	
Taxi trade	Yes	

Taxi trade	Yes	
Taxi trade	Yes	
	No	Make this optional

Public	Yes	There should be some guidelines which must be obeyed by all the drivers.
Member of public	No	I don't think this is necessary, in fact it would exacerbate taxi driver shortage and make the career less accessible.
Member of the Public	Yes	

Member of publiv	Yes	
Taxi driver	No	
None	No	Tried it before, waste of time & money.

Member of the public	No	
Member of public	Yes	Needs to be done to educate drivers on how to interact with cyclists
Taxi trade	Yes	Wouu u l'd be beneficial for the trade

Member of public	Yes	
None	Yes	
Member of public	No	
Public	No	
Public	Yes	
Taxi trade	Yes	When I passed my test some 20 years ago I took part in the top taxi scheme which was very good.something like that can only benefit the trade.

Public	No	
Taxi Trade	No	
Public	Yes	
Public	Yes	
Member of public	No	
Taxibyrade	Yes	
	No	
Taxi Driver (Trade)	Yes	

Public taxi driver	No	As per question 4
Taxi driver	No	
Taxi Trade	No	

Taxi trade	No	Previous question asks should we make things easier for future drivers, and now its pass further tests to keep up standards bit of a contradiction
Taxi Trade	No	The standard of the Aberdeen knowledge test is very challenging and is more than enough to get you into the trade, we have enough outgoing in these challenging times with everything going up, ie plate and badge fees, fuel that is up nearly 60% and also we've to get a medical at our own expense, we are the one of the few organizations that haven't threatened with strike action for a pay increase, so asking us to pay for another qualification could tip us over the edge
Taxi Trade	Yes	

Public	Yes	
Member of the Public	No	No the DVLA set out what is required to drive so Jon need to ask for more
Taxi trade	Yes	
Taxi trade I think it should be made easier I would love to become a taxi driver and widen my opportunities but it's very difficult to pass	Yes	
Member of public	No	
Member of Public	No	It's an industry on the verge of death due to autonomous vehicles on the horizon. Adding additional qualifications will just bury them alive. Let them "bleed out" first if they refuse to innovate.

Member of Public	No	
Taxi drivers	No	
Taxi driver	Yes	A number of years ago we did the top taxi course good idea.I think some drivers would benefit from the course
Member of Public	Yes	

Taxi trade	Yes	Licence drivers need to have some knowledge about trade, customer service(which is missing in lot of drivers), how to dealt with situations and maintaining certain standards of the trade.
Taxi trade	No	
Taxi driver	No	
Member of public	No	
Is a lot of technology and we stii need to know all the streets	Yes	
Taxi trade	No	
Taxi driver	No	As a driver you should know how to look after your passenger's treat them with respect.
Self	Yes	<p>We looked at this before and the trade tried to introduce a scheme funded by Scottish Enterprise called Top Taxi .. This included...first aid..dealing with conflict..disability awareness..customer service.. Unfortunately the council at that time turned it down..</p> <p>Funding for this could be added to the initial application fee..and this would hopefully mean that we will have people who see this as an investment and are serious about joining the profession..</p>

Member of public	No	
Taxi Trade	Yes	Great idea, but who picks up the cost ?
Taxi Trade	Yes	
Member of public and ex taxi driver.	Yes	A driving assessment would be a great idea
Member of public	No	Standards are good and enforced by taxi companies. E.g. Uber - with good controls and complaints procedures for anything substandard. Uber should be allowed a license for Aberdeen

Taxi trade	No	
Taxi trade	No	
Member of public	Yes	
Police Scotland	Yes	
Member of public	No	
Member of public	No	

<p>Member of public</p> <p>We do need more taxi drivers but they must be vetted and do the knowledge test to keep the public safe.</p> <p>We used Uber in Manchester and actually had to continually tell him to stop the cab as he was taking us out with the city and we were terrified.Had to end up screaming at him to stop and let us out which he eventually did. and paid double what we should have.</p> <p>Aberdeen council need to look very closely at who they allow here and definitely not Uber who have such a bad reputation.</p> <p>We need to be vigilant on who can become taxi drivers for the sake of the public.</p>	No	No the test in full is enough as drivers would have studied the roads to pass the test and would have full knowledge of streets in Aberdeen
<p>Member of Public, previously a member of Disability Equity Partnership</p>	Yes	Consideration should be given to mandatory PVG and first-aid training.
<p>Taxi trade</p>	No	They should be Able to know where they are going instead of doing de tours to get their and tell the costumer that don't understand them
<p>Member of the public</p>	No	

Member of the public.	Yes	
Member of public	Yes	I support training standards
Public	Yes	
Public	Yes	
Member of public	No	
Taxi Trade	No	Its common sense, we dont need training, and that would have to come out of the councils taxi bank.
Member of public	Yes	

Taxi trade	No	
Taxi Trade	No	
Taxi Trade	Yes	
Taxi Trade	Yes	
Member of public and person with disability.	Yes	But this would depend on frequency and cost.

Personal Public.	Yes	I see a generally good standard of driving and manners in most taxi drivers, but some drive badly and some are very rude.
Member of public	No	
Member of the public	No	No I don't think there should be any additional testing to someone's ability to drive as you hold a licence can legally drive ,obviously if someone has certain criminal offences know they shouldn't be driving public, but there are many many people in the road working jobs deliveries etc that have absolutely no vetting at all
Member of public	No	

Taxi trade	No	That's what the knowledge test is there for
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Member of Public	Yes	Some of the journeys I have experienced have been pretty hairy. Anything that improves driving standards is welcome.
Member of the public	Yes	
Taxi trade	Yes	As some drivers have no knowledge how to deal with the public and its these drivers who give the rest of the trade a bad name

Taxi Trade	Yes	Who pays?
Taxi trade	Yes	
Member of public	No	Not required, causing roadblocks unnecessarily for the self employed trying to earn a living, there are enough measures in place currently.
Taxi Trade	No	

Member of public	No	I believe if they are fit to drive and have passed a UK driving test then this should be sufficient
Member of Public	Yes	
Member of public	Yes	
Member of the public	No	Simply a waste of money
Member of the public	No	Not necessary

Member of public	No	
Member of the public	No	
Taxi trade	Yes	More training/qualifications can never be a bad idea.

Member of public	Yes	
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Taxi trade	No	The knowledge test sets the driver qualification and maintains the standards requirements. What is currently wrong with the current standards.
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Member of public

No

Driver focus should be on vetting of criminal records, driver convictions and standards regarding appearance and professionalism.

Taxi trade	No	All the customer is interested in, is getting from A to B in the shortest time/route.
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<p>I am a member of the public.</p>	<p>No</p>	<p>Are you actually insane?</p>
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Member of public	No	
Member of public	No	
Member of Public	No	

Member of public	Yes	May be

<p>Changing the knowledge test not a good idea if it's more taxis you want give red plates who's done the job for ten years a yellow plate keep the test the same for pH or taxis the change could be done in no time that's for sure if the pH driver does not want change to yellow so be it the future of taxis is changing i.e electric cars or hybrids for example does the Public like a peugot partner no they don't when you turn up for a hire there glad I have got a car hate that other things i.e wheel chair they say. public does understand the difference between red plate or yellow they just want to get where there going having a yellow plate working give more options for drivers as well take job from the office or maybe be flagged or sit in ranks simple look at the airport it's a shambles probably the same as the rail there also should not be no zoned areas for a taxi i.e green plate yellow or red everything should be open to all then public get a better service.</p>	<p>No</p>	
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Taxi trade (driver)	No	I remember this idea was mooted years ago and was met with a very poor response. I'd like to think that personal pride in your work and the desire to do the job to the best of your ability would dictate that a further training qualification was not deemed to be compulsory.
Member of the public	Yes	Being polite and smartly presented should be a requirement
Taxi trade	Yes	

Member of public	No	Absolutely not - this is overkill and not in the interest of getting our city centre footfall and local economy up and running again after covid.
Member of public	No	
Member of public	Yes	This is much more important as it keeps bad drivers out of the industry, and improves safety for everyone

Public	No	That is just another barrier to entry, what would an SQA qualification actually achieve, they should be able to speak English.
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Member of public	No	
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Taxi trade	No	I've put down no as an answer as i wouldn't like to answer question with out knowing what the sqa entailed. I don't think you need much training if you hold a drivers license and passed a knowledge test.
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Taxi / Private hire	No	More apt to discourage new applicants with the mention of SQA
Member of public	No	
Taxi trade	Yes	

Member of the public	No	
Taxi Trade	No	What proof is there that an SQA qualification improves general standards. Considering standards this suggestion contradicts the knowledge test question asked earlier.
Taxi Trade	Yes	This could be a good option as is the one above. Losing the test completely isn't on.

<p>Member of public.</p>	<p>Yes</p>	<p>A high standard of driver is an asset to the city, but it would be pointless doing this if the knowledge test was scrapped.</p>
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Member of the public	Yes	
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Taxi Trade (Driver)	No	<p>Aberdeen licensing just needs to enforce regulations ,dress code that would suffice .</p> <p>When you get awkward people in your car it makes for an unpleasant journey , no amount of training can help a driver in this situation you have to put up with so much awkward situations</p> <p>It's unfair to put more pressure on them with SQA etc</p> <p>I like to dress as required and think I am a good ambassador for the city taxi trade, certainly there is a room for improvement within the trade on drivers being smarter all round .</p> <p>The cost to go thru this would fall at the driver I take it, so on looking at that option it all sounds strange to fast track drivers with a lesser knowledge test but think about this SQA course ?</p> <p>Google reviews good and bad are all addressed by my company ,and that's the way it should be .</p> <p>Who at present monitors the Hackney drivers who sit in city ranks ,there lies a problem I'm afraid ,nobody really monitors them and if they don't work in numbers at weekends how can people get home , they seem to be a law to themselves most of them with poor dress code.</p>
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Member of Public	Yes	Raising the standards, is always a good thing.
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Taxi trade	Yes	Some drivers in the loop as of now have terrible customer relations
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Member of the public	Yes	
Self employed taxi driver	Yes	If the drivers pass a knowledge test first
Member of the public	Yes	
Member of Public	Yes	Yes I agree.

Member of the public.	No	
Member of Public	Yes	That's fine.
Member of public.	No	
Member of Public	Yes	No problem.
Member of Public	Yes	Ok

Member of Public	Yes	Yes
Member of the public	Yes	But not the knowledge test.
Public	No	
Public.	Yes	

Member of public	No	It's already hard enough to become an aberdeen cabby. Adding qualifications will just mean less people become cab drivers.
Member of public, taxi driver in aberdeenshire	Yes	Wouldn't be a bad idea. Without a theory and knowledge test of Aberdeen you will encourage more drivers who may not be great but are only looking for extra earnings.
Taxi driver!	Yes	
Public	Yes	

Member of the public

No

Taxi trade

Yes

Think it might be a good idea,

Member if public	Yes	Perhaps a little customer care training. Also encourage people to take up driving jobs and get something from it.
Member of public	Yes	

Taxi trade	Yes	Along with the test yes I myself entered the trade 10 years age and entered blind and had to learn how to deal with all sorts from drunks to drug addicts mental health issues from some of the nicest people you'd ever meet to some of the oddest people you'd ever meet
Member of the public	Yes	

Aberdeen Multicultural Centre	No	
Member of the public	Yes	
Member of public	Yes	

Public	Yes	Anything to improve the standard of the drivers must be good
Member of public	Yes	
Taxi Trade	Yes	

Taxi trade	No	I think existing test that we have in Aberdeen is robust enough. The fact that all 4 sections are required to be passed in the same sitting in order to become a private hire driver.
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Taxi trade

Yes

Yes but only if introduced along with the knowledge test

Taxi	No	
Member of the Public	No	
Member of public	No	

taxi trade	Yes	this would be a good idea.i applied for this 16 years ago only to be told I would have to gather a group of drivers myself or it wouldn't be worth running a course just for me!
No	No	
Member of public	No	

Member of public	No	I've never been in a taxi and been worried about safety.
Taxi trade	No	
Member of public	Yes	

Taxi driver	Yes	Anything that improves the quality of the trade is beneficial for the trade and for the customer
council	No	
Member of the public	No	Drivers have already passed a driving test
Taxi driver owner.	No	Bad idea.

	Yes	
Taxi trade	No	

Taxi Trade	No	Standards could be maintained if more on street/random inspections were made ie dress codes smoking within cars etc.
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Taxi trade	No	
I believe for the shortage of taxi it's better to allow PHC to pick up public from streets	Yes	
Member of the Public	No	

Member of Public	Yes	
Taxi trade	Yes	
Member of public	Yes	

Public	Yes	
Taxi trade	Yes	

Taxi Driver	No	
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Taxi Trade	Yes	I personally would not have a problem with sitting a standards test.. It's always good to keep yourself updated on local changes/places such as new housing estates and new street names.
Taxi trade	No	The knowledge would cover the necessity

Member of public	Yes	The answer here is not as simple as it sounds. For example, who will pay for the qualification, will it be the driver or the licensing authority? What extra local authority staffing is required and what will be the increase in the licensing fees?
Member of public	No	

Member of public	Yes	
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<p>Member of public.</p>	<p>No</p>	<p>Good afternoon. I'm so glad, finally and hopefully city council Aberdeen will do something for his citizens!! We still hope... I really don't understand why someone who wants to be taxi driver in Aberdeen have to pass this test ?? It's a very very hard test, and after you became a taxi driver you'll use sat-nav...no sense... But, to be honest, if will be with no test, or no test for private hire drivers,like before, will be a win win situation for all of us - council will create a lot of jobs and will come a lot of money from taxes, people from Aberdeen who want to work after this hard pandemic period will finally do something and they can stopped using benefits, and also, very important we'll have enough taxi cars for busy periods of the day - it's not possible to call a taxi company, when you have an emergency, and the lady from their office to tell you 2 hours...and all the time when I tried to book a taxi the ladies from the office told me the same thing : NO ENOUGH CARS, SORRY !! Personal, I know minimum 5 guys who wants to work and they can't find jobs in Aberdeen, and they use benefits and universal credit - everyone said if tomorrow UBER will come in Aberdeen, they will start to work...so like I said, everyone will be happy... I really don't understand why this very very hard test have to be on in this period.... PLEASE, if you really care about the people who live in Aberdeen, do something!!!! I know few people who tried to pass this test in the last 3 years - do you think is fair ??? Imagine if they started 3 years ago to work how much money already came to council Aberdeen, from taxes, how many people stopped suffering because NO CARS... Only positive things.... Hopefully someone will care about us and start to change something 🙏</p>
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		<p>PLEASE do something if you really care about your citizens !!! Thank you very much!!</p>
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taxi trade	Yes	<p>not sure about a driving training qualification, but certainly think that the hackney driving test should be reintroduced, from what i see following other taxi drivers, is some fall short of basic driving knowledge , some i think dont know the highway code .i am also thinking that a few w.a.v. drivers , are now going down the route of private hire to have a saloon car, i think it has taken the council too long to implement the wav ruling , i cant imagine how many times drivers have had new cars , that could have gone to paying a w.a.v. over a longer time, not all the councils fault , but also drivers who took repeated abuse of the loophole ,although i drive a w.a.v. i am going on to night shift where there are fewer w.a.v. hires, although still some .not always are the wheelchairs clean to a standard that i think the health and safety executive would be happy with a driver accepting in to his w.a.v. all wheelchairs are not the same , but we are expected to do the same .i can not take a wheelchair safely where there are leg extensions, head extentions or kneck braces , that make the wheelchair longer</p>
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New taxi driver	No	
Taxi trade	No	The costing for your test etc is silly money hense people are going for shire badges as no tests needed for shire badge
Community	Yes	

Member of public	No	
Taxi trade	Yes	It would keep standers high
Member of the public	No	
Member of public	Yes	

Member of public	No	
	No	
Member of public	Yes	
Taxi trade	Yes	

Member of Public	No	No. I just want to get taken from point A to B at an affordable rate. I want taxis to actually be available. Why make the process more difficult and discourage people from becoming taxi drivers. I'm every other city and country, most people use Uber. As you can see, most people are happy to just have a driver available, we do not need them to have unnecessary qualifications.
Taxi trade	No	
Public	Yes	Lose the old generation of male drivers who think the world owes them a favour. Customers are not interested in hearing their moans or political opinions.

Member of public	Yes	
Taxi driver	No	
Public	Yes	There needs to be something clearly identifying the driver as a qualified and approved driver. A qualification like this would be helpful and would improve standard of drivers.

Public	Yes	
Public	No	
Taxi driver	Yes	

Self employed licensed taxi driver

No

Member of public	Yes	Absolutely for safety, I think this is more beneficial than the knowledge test
Taxi trade	No	
Taxi trade	No	

Member of Public	No	We don't need improved standards, we just need more taxis. Stop trying to put barrier after barrier in place for people. No one will be attracted to the job if constant barriers and hoops are put in place.
Public	No	
Member of public	No	

Member of the public	No	We want to enhance the economy. Be pragmatic! Why an SQA qualification for something as simple as the requirement to know how to drive!!
Member of the public	No	
Member of public	Yes	

Member of public	No	
Member of public	Yes	
Taxi trade	No	
taxi trade	Yes	

Taxi trade	Yes	
Member of public	Yes	Standardise requirements would be a good thing and keep taxi services in line with other cities. However high cost courses shouldn't be made requirements without benefits being recognisable by drivers and users.
member of the public	Yes	

Member of public	No	
Member of the public	No	
Public	Yes	

Member of the public	Yes	
Taxi trade.	Yes	We actually done this 22 yrs ago.It was quite interesting as it dealt with real issues and scenarios you come across in daily duties of a taxi driver, from first aid - to dealing with conflict. If this makes the trade look more professional- why not. Knowledge is power !

Taxi trade	No	
Member of the public	No	
Member of the Public	No	

Public	Yes	
Member of public.	No	A good idea but will add cost and time to the process.

<p>Taxi badge holder- this is a disgrace trying to change the way you get your license now compared to when I had to learn all the streets and places. I can see a very easy solution to this late time problem any new driver is given say a purple plate that means he can only work day 6pm -6 am any day. Then when yellow or green plates become available they would then be offered the chance to move to an open shift or you keep a purple plate for x amount of years.</p>	<p>Yes</p>	<p>Still see drivers with jeans on it looks terrible Still see drivers smoking in their cars</p>
<p>None</p>	<p>No</p>	

Member of public	No	
Member of public	No	
Group- Unemployed Having just moved to the city can't get a job as taxi driver due to the knowledge test but in the days of sat nav I don't think you need so much local knowledge Cheers	No	
Taxi Trade	No	

Yes	Yes	I think it's
Member of public	No	I don't think that an SQA in taxi driving would deliver a better service
Taxi Trade	No	
Member of Public	No	
Member of the public	Yes	As long as it is additional and not in any way a replacement or part replacement of current requirement .

Member of public	Yes	As a paid driver the public would have an expectation the driver is trained at a higher level
Member of Public	Yes	
Member of the public	Yes	
Member of Public	Yes	No comment.

Public	Yes	
Member of public	No	
Member of the public	No	I would hope that the current test requirements include some level of standards so drivers are aware of what is required from them as this is as important as knowing the geography of the city.

Taxi school student	No	I don't think that is necessary.
Taxi school student	No	I don't think it's necessary.
Taxi school student	No	I Don't think it's necessary.

Member of public	No	I don't understand what value this would provide. What skills would this qualification provide over and above general knowledge of customer service and driving?
Member of public	No	
I was a Taxi driver, now a Private hire driver	No	There are rules and regulations in existence which were put in place to maintain standards. I do not feel that SQA would be of any benefit. As it would still require all the normal monitoring that is in existence today and may even require the implementation of extra monitoring.

Taxi Driver	No	
Taxi driver	No	
Taxi Driver	No	

Taxi driver	No	I have already done one many years ago and like everything else funding was the problem
Aberdeen City taxi driver	No	I don't think that would help.
Member of Public	No	
Taxi Driver	No	There are rules and regulations set out to maintain standards and an SQA wouldn't be of any benefit

Táxi trade	No	In the taxi trade we already endure many challenges there's no reason to had more paperwork or courses, I don't see the relevance.
Public	Yes	
	No	

Taxi trade	No	
Taxi trade	No	I didn't do this and have had no problem.

	No	
Member of public	No	No ,I find the current taxi drivers in Aberdeen are fully knowledgable and courteous .

Taxi Trade	Yes	Agree wholeheartedly
Taxi driver	No	

Taxi trade	No	
member of public	No	

Taxi trade	No	On the whole I find this unnecessary. I work for an office, that implimants Standards already. you would be targeting an entire fleet of Taxi and PH drivers for the sake of a few drivers that have little or no standards. Who would bear the cost for this? The drivers most likely. we are already suffering a cost of living crisis and are suffering crippling fuel costs.
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Member of public	No	People want to work !!
Member of public	No	We need taxi divers asap !!!! Not to stay years until became a taxi driver !! Shame....

Taxi Trade	No	A driver already was deemed fit to drive when said driver passed they're initial driving test !
Taxi trade	Yes	
Member of public.	No	At list 3 years from you passed the driving license test it's enough in my opinion !!

Member of public!	No	Minimum 3 years from the date when you get driving licence ITS enough !
Member of public	Yes	This presents an opportunity for individuals to gain a qualification which is great. I would recommend making this compulsory to be completed within 12 months of a license being issued. This should be extended to include current licenses drivers as well!

Member of the public	No	
Member of the public	No	
Taxi Trade	No	
Taxi trade	No	
Member of the public	Yes	

Taxi Trade	Yes	
Member of public	No	
Member of public	Yes	

Member of public	Yes	
Public	No	

Member of Public	Yes	
Taxi Trade	No	I do not think this is the correct time to be considering adding an SQA qualification as it may have a detrimental effect on older drivers who are not computer literit. This could cause the industry to lose more Drivers.

Taxi Trade / member of public	No	I feel that passing the current test is enough of a qualification. This in conjunction with adhering to the License Conditions already set down by our own local authority should be just as effective or possibly even more effective than an SQA qualification.
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<p>I have Taxie for 24 years I had to study so I could past the test so I can not understand the Aberdeen city council saying that they are trying to do away with the test we are very lucky the standard we have got in Aberdeen so keep it going the high standards we have thanks Scott Reidford</p>	<p>Yes</p>	
<p>Taxi trade</p>	<p>No</p>	<p>I think we jave gone through enough. It should be drilled into drivets at the test about politeness cleanliness and dress code.</p>

Taxi Trade	Yes	
Taxi trade	No	
Hotel	Yes	

<p>Taxi trade. I think the knowledge should be kept. I spent 6 months studying the knowledge.. I never use my sat nav at anytime within the city. I know all the road closures when they happen. A sat nav doesn't? I know all the heavy traffic bottle necks.. a sat nav doesn't. And in my view if the council allow drivers to just roll up with a sat nav it will impact my ability to make a livelihood. Which I'm sure will open up a whole can of worms with legal agendas. The answer I feel is the council look at licence laws and allow private hires to pick up off ranks at weekends. We all pay same licence fee and all done knowledge.. the licence laws need modernised..</p>	No	
<p>Taxi trade , there should be street Knowledge test to all taxis.</p>	Yes	
<p>Taxi trade</p>	No	

Taxi trade	Yes	
Taxi driver	Yes	I have zero problems with driver training on whatever topic the council would like to test us on.

Taxi trade	No	
Taxi trade	No	
Member of the public	No	Standards would drop
Member of the public	No	Not essential and probably harsh on drivers at the moment post Covid.

Taxi trade	No	Just let them do the test maybe if we had a Hackney sergeant maybe standards won't slip
Taxi trade Aberdeen city	No	
Taxi trade	No	

Taxi trade	No	
Member of public	No	

Taxi Trade	Yes	
Taxi trade	Yes	A general pass would be advisable in my opinion, if regular attendance and progressive pass I feel that would suffice

Taxi Trade	No	There wasn't an option for "on the fence". I believe if you enter into the taxi trade that common sense should prevail in being professional as front facing for our city.
Taxi driver	Yes	

Taxi driver with rainbow	No	As long as the knowledge test is in place I do not see the value in this.
Member of Public	Yes	As you have stated passing the SQA qualification would be good for the travelling Public to give them more confidence in the type of Person that would be their Driver . The Driver/s in question being awarded some sort of Certificate that they could display in their Car, but NOT obligatory, but why would they not ? . Maybe make this a 5 yearly obligation at their cost ??

Taxi trade	No	
Taxi	Yes	
Taxi trade	Yes	
Taxi trade	Yes	

Taxi trade	No	
Taxi trade	No	Just getting a piece of paper from an education facility will not do anything to enhance the standard. The big companies insist on good standards to all customers as things stand. Bad drivers are told to look for work elsewhere.
I don't think it's right to issue PHC without knowledge test as it's not fair for other drivers and if there is shortages why don't you allow existing PHC drivers to take people from the rank that should solve the problem	Yes	

Taxi trade	No	I've taxied for 16 years and never received one complaint against me as I've always acted professionally with respect & honesty. I feel under the current pressure of large increased costs in general bills & licence & fuel its a cost that I could do without.
Taxi Trade	No	

Public	Yes	
Taxi trade	Yes	

Taxi trade	Yes	
Taxi trade	No	
Taxi trade	Yes	I did about twenty four years ago
Taxi trade	No	

Currently a Taxi Driver plus of course Member of the Public	No	
Taxi trade. As a taxi driver for 40 years we have worked really hard with licencing and the hackney to have a high standard of drivers in aberdeen. It's totally unbelievable that you want to open up the private hire to anyone.	Yes	
Taxi trade	No	

Private Hire Driver	No	Obviously having a current UK licence is a given, and along with the road sign part of the test this should be sufficient.
Taxi trade	No	

Taxi trade	Yes	
Aberdeen city taxi driver Rainbow	Yes	Yes and no as unsure what it would intail , would need to know more

Taxi trade	Yes	
Taxi trade	Yes	
Taxi trade	No	It's common sense,smacks of quango to me. All new drivers should pass the knowledge test. Private hire is no different if you working for a company. Public want a driver who knows where to take them fairly.by my experience sat navs are wrong quite a lot.

Taxi Trade	No	
Taxi trade	No	
Member of public	No	

Taxi trade	No	
Taxi driver	No	

Taxi Trade	No	<p>I've marked no, but would support it if it was proven to improve standards and wasn't simply a paper exercise.</p> <p>Generally, the traits of a person won't be changed by completing a short course which advises them how they should conduct themselves in their business. Again, generally, the person has to recognise by themselves that they could be doing things better and then perhaps seek advice on how to improve. If this isn't the case and people are simply forced to sit a course to allow them to keep operating, then I feel that the whole purpose of this course will be lost and people will simply complete it as it is necessary to continue working.</p> <p>Perhaps regular and continuous reminders by email to all registered drivers of the standards to be met in relation to their business would suffice, but as I said at the start of my answer, should it already have been proven to improve standards then I would support it.</p>
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Taxi trade	No	Absolutely not. Don't see the need for something that 99.9% drivers are more than competent to implement themselves without it.
Member of public	No	

Member of public	Yes	
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<p>Member of Public</p>	<p>No</p>	<p>As a member of the public who have struggled to find taxis in town, after concerts or had longer than acceptable wait times at the airport in my own city - not other cities! - I really just want more taxi's on the road. It works in other cities why do we have to make the process so complicated here?</p>
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Member of public	Yes	
Public	No	
Member of public.	No	Let people to work !! Let uber to come in Aberdeen !! Why Glasgow, Edinburgh have Uber and we don't have ???? Please do something for us, for poor people !!!
Member of public	Yes	

Member of public.	No	Don t complicate peoplelife !!
Member of the public	No	
Taxi trade	No	

Business owner	No	No.

Taxi trade.	No	The standard in Aberdeen is very good compared to other cities, all the taxi are clean and tidy, rainbow have a dress code for drivers, but I must admit some of the drivers that work the ranks need a look at.
Taxi trade	No	
Taxi Trade	Yes	
Member of the public	No	

<p>Member of the public</p>	<p>No</p>	<p>The knowledge test is ample, as with other industries if the driver does something wrong or breaks the driving laws /acts then they will face the consequences of the actions.</p>
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None	No	
Taxi trade	Yes	You could have a more in depth driving test as part of the test when sitting the Hackney exam.
	Yes	

Taxi trade	Yes	
Member of Public	Yes	Yes, it would be good for drivers to have passed a general private-hire, driver specific, test.
Member of public	Yes	

Taxi trade	No	
Member of public	Yes	

Taxi trade	No	
Taxi trade	Yes	

Member of public.

No

People want to work ASAP...
And council have to do something with this EXTREMELY HARD
TEST !!!

Memberfo the public	No	
Member of public	Yes	
Public	No	
Business owner	No	

Taxi Trade, I'm a red plate driver	No	
Member of public	Yes	

MOP	Yes	
Member of the public	Yes	
Member of the public	Yes	
Taxi Trade	No	Current knowledge test means only serious and committed applicants pass and so is a better gauge of the quality of the driver than a SQA test that anybody could pass with a minimum of effort.

	Not Answered	Not Answered
	Yes	
Member of the public	Yes	You had the Top Taxi test about 20 years ago why not reintroduce it systematically for all drivers.
Driver	No	
MEMBER OF PUBLIC	No	

Taxi driver	No	
Taxi trade	Yes	
Member of public	No	Getting the Uk license can be classed as a qualification already as it's very detailed but a bit of customer services section is included to cater for taxi/private hire

Taxi trade	Yes	
Member of public	Yes	
Member of public	Yes	

Aberdeen Street Pastors	Yes	Think that sounds very sensible as there is then a minimum general level of competence for all drivers in this arena
Member of the public	Yes	
Taxi Trade	No	

Taxi trade	No	I think driving training would be beneficial and the knowledge test should be taken before your allowed a license
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Member of public	No	
Member of the public	No	
Member of public	Yes	
Taxi trade	No	

Taxi Trade	Yes	
Public	Yes	
taxi driver	Yes	

Taxi Trade	Yes	
Taxi trade	No	
Member of public	Yes	

<p>Taxi Trade</p>	<p>Yes</p>	<p>I do feel like some drivers are not very professional so I wouldn't mind if driver training qualification will be introduced as long as the city council can help with the expenses of the training.</p>
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MoP	Yes	Ensures drop in standards is redressed
Member of the public	No	
Public	Yes	Customer service is absolutely appalling in Aberdeen taxi companies. As a doctor, we hear often of the struggle patients and relatives have around Aberdeen with taxi costs and cars not turning up. The duopoly that the taxi companies enjoy here must not be allowed to continue. Get UBER to Aberdeen.

Public	Yes	
Member of public	No	Standards should be enforced by the licensing authority-it's up to the drivers to maintain standards, If you made it optional you would possibly find that some drivers would see it as a differentiator
Public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of Public	No	Taxi/private hire is a trade and entry requirements should align with this. Key facets such as customer service, mental stability and driving capability should be judged in vocational testing/training, not formal / academic achievement.

Member of public	Yes	
Member of public	No	I don't know the answer to this but all drivers should be of a standard to carry passengers.
Public	Yes	
Member of public	No	

Member of the public.	Yes	
Taxi Trade	No	
Taxi trade	No	You will get every Tom dick and Harry wanting a plate it's bad enough the public offering lifts home for money
Public	Yes	

<p>Member of the public, city centre hospitality business owner and burgess of the guild of Aberdeen.</p>	<p>No</p>	<p>This would hinder some getting into the job, having a qualification does not necessarily make for a better service, its down to the individual person.</p>
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Member of public	Yes	Common sense approach.
Member of Public	No	This proposal does not offer any means to recognise experience and represents an unnecessary financial burden. A skills certificate should be offered instead, optional, zero cost to study and certify, with an affordable fee per applicant to study or display a certificate for commercial reasons in private hire arrangements with more than one vehicle to be borne by that entity.

Taxi trade	No	I think the standards in Aberdeen ok as they are .
public	Yes	
Aberdeen Douglas Hotel	Yes	

Park Inn by Radisson Aberdeen	Yes	Without more knowledge of what current standards are in relation to licences granted, this is a difficult question to answer. The test should not be onerous and focus on customer service standards.
The Chester Hotel	Yes	The general approach of drivers to customers is often poor and could do with being improved
Business owner	No	

Member of Public	Yes	
Member of public	No	
Member of public	Yes	

Bon Accord, Aberdeen	No	
ibis Aberdeen	Yes	

Member of public	Yes	
Public	No	
Member of public	Yes	Need for upgrading of knowledge not lowering

Member of public	Yes	
Member of Public	No	

Public	Yes	Standard of driving of some taxi drivers in Aberdeen is terrible, no consideration for other road users for some reason. Driving. Awareness course may be useful for them
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Aberdeen taxis ltd	Yes	Yes and this should be part of a test / qualification done by a recognised college or education provider who could also impartially educate prospective students on passing the test to become a taxi or private hire driver
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Taxi Trade	No	
Aberdeen and Grampian Chamber of Commerce	No	Further potential barriers to recruitment should not be considered at this time given driver shortages.

<p>Member of public!</p>	<p>No</p>	<p>We want people to work asap !!</p>
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Member of public	Yes	
Member of Public	Yes	

Member of public	Yes	
Member of public	Yes	

<p>Taxi Driver</p>	<p>Yes</p>	<p>Absolutely a great idea! This can only make the City of Aberdeen taxi trade, a better fleet overall.</p>
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Member of Public	Yes	Good idea.
Taxi Driver	Yes	
Member of Public	No	

Member of Public	Yes	
Member of public	Yes	
Member of public	Yes	

Member of public	Yes	
Member of the public	Yes	This will drive up both the standard of driving as well as hopefully some general customer service skills such as not making a fuss when no cash is available for a fare

Member of public	No	
Member of the public	Yes	I think that the level of studying required to pass the tests to become a taxi driver should be awarded as a professional Qualification by a professional body.

Member of the public	No	
Taxi trade	Yes	
Member of public	No	

Member of the public	Yes	
Member of public	Yes	
Member of the public	No	

Member of public	No	
Member of the public and a pub manager	No	Just more taxis
Member of the public	Yes	

Member of the public	No	
Member of public	No	
	Yes	

Member of Public	No	

Member of public	Yes	Not a qualification but a system where if a job is accepted and then the driver decided to cancel it to take a more expensive job that this goes against them. Like have weekly or monthly stats that record their jobs. Too many times a taxi has cancelled and taken a bigger job and has left a customer stranded. Its poor customer service and is unsafe if done at weekends.
Member of public	No	
Member of public	Yes	

Member of public	Yes	
Hospitality Industry Worker	No	
Member of the public	No	It's not rocket science to drive someone from A to B. There's no need for any qualifications to become a taxi driver. Abolishing tests and qualifications will allow for more people to apply to become taxi drivers

Member of Puplic	Yes	
Member of the public	No	
Member of public	No	

Member of Public	Yes	
Member of the public.	No	
Member of the public	No	This will only add an extra financial cost to potential taxi drivers and may put people off applying but if they could apply for funding for an SQA or other further tests, it may not deter people applying.

Member of the public	Yes	
member of public	Yes	
Member of Public	Yes	Improved standards would be beneficial is entry to being a taxi driver is eased.
Member of the public	Yes	

Member of the public	No	I do not find the standard of Aberdeen taxi or private hire cars to be poor. The huge problem is that there are so few of them. An SQA is unnecessary.
Member of Public	Yes	
Member of public	No	

Member of public	Yes	
Member of public	No	
Member of public	No	

Member of public	No	
Member of public	Yes	
Member of public	Yes	

Public	No	
Taxi Trade	No	
Member of the public and regular taxi user	No	LET UBER IN!!!! it works so well everywhere else. Aberdeen has the worst taxi service of any city I've ever been to. Its all on the App so they do not need any knowledge of Aberdeen roads and therefore don't need any test!!

Member of the Public	Yes	Yes, that will help maintain the professionalism of taxi drivers without needing to memorise a detailed knowledge of city streets.
Taxi Trade	Yes	
Public	No	Once again, just a load of nonsense. Give a background check to drivers, test them on their general knowledge of the city and move on from there. There's nothing in this city other than a half full shopping centre and a dull main street

Public.	Yes	There are a number of driver currently operating who are not fit to be driving
Member of public	Yes	
Member of public	No	

Member of the public	No	
Member of public	Yes	In general most drivers shown some customers service but there are some that could do with some training
Member of public	Yes	

Member of public	Yes	Yes, I agree with an additional driver training qualification
Member of Public	Yes	
Member of the public	Yes	

Member of public	No	Only a valid driving license should be required not additional tests
Member of the public	No	It's called having a driving licence

Nhs	No	This should be relaxed.
Taxi trade	No	
Public	Yes	

Taxi Driver	No	
Taxi trade	No	

Member of public	Yes	
Public	Yes	
Member of public	No	Two mots a year and spot checks at ranks should be enough - also the fact the cars have to be quite new I don't this this should apply.
	Yes	

Member of public	Yes	
Member of public	Yes	

Member of public	No	Would be a good idea but not sure how many people would do it especially as a lot of taxu drivers are older generation who have retired and still looking for something to do and cant imagine they will want to complete a quification but could be wrong
Member of Public	No	
Member of public	No	
Member of public	Yes	I dont know what any of this means but whatever gets more taxis in the city

Member of public	Yes	
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<p>I a rainbow taxi driver</p>	<p>Yes</p>	<p>I bit yes no again. Get a training centre. 3 4 nights a week. The instructors can make a judgement on when they are ready. Get all area of the city covered</p>
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Member of the public	Yes	
Member of public	Yes	

<p>Comcab- Taxi trade It is not shortage of taxis it is the new street arrangements make it difficult to taxi drivers to have access to the rank. For example will take 5-10minutes extra time to have access to the Union street rank therefore taxi drivers avoiding that rank and as a result people waiting time increases significantly. Also you need to put in consideration that during the week days there is no waiting time it is just Saturday night between 12-3 am and it is not really fare for the current taxi drivers specifically after couple last tough years. Regards, Fereydon</p>	<p>No</p>	
<p>Member of the public Family member of taxi drivers</p>	<p>No</p>	

Member of the public	No	
Member of Public	No	

Public	Yes	
Member of the public	Yes	

Public	No	Don't understand the need if you have a driving licence already.
Member of the public	No	
Member of public	Yes	

Member of Public	No	
Member of the public who often uses taxis	No	
	No	

Member of public	No	
Member of the public	Yes	
Member of public	Yes	

Taxi 🚖	No	
Public	Yes	
Member of the public and taxi user.	Yes	Manners and courtesy training for some of them.

Member of public	Yes	
Member of public	Yes	
Taxi trade.	No	
Public	Yes	

Taxi trade	No	We we're supposed to do this years ago council never got round to it
Member of the public	Yes	

Member of public	No	No, as long as they have a driving licence then they can drive
Member of the public	No	Advanced driving skills and a police safety checks are more important than intricate knowledge of the city.
Member of public	No	

Taxi trade	No	More expense which would be incurred.
Member of Public	Yes	

Member of public	Yes	
Public	Yes	
Member of Public	No	This is driving a car, not performing open heart surgery. It doesn't require any other skills than what is required for obtaining a driver's licence.

Public	No	
Public	Yes	
Myself.	Yes	

Member of public, night time city centre worker. International traveller.	No	
Member of public	No	
Member of the public	Yes	

Member of public	No	
Queues and wait times for taxis unacceptable, o my city that doesn't have Uber or lots of taxi's going about. It's unsafe at weekends if you go out drinking. The late buses need to be later if the taxi situation isn't fixed.	Yes	

Public	Yes	No comment.
Member of public - UBER IS NEEDED	Yes	
Member of the public	Yes	

Council, too maybe restrictions, Uber should be able to operate in aberdeen	No	No should be anyone with a regular driving licence
Member of public	No	
Member of public	No	

Member of public	No	It is difficult enough to get a taxi without making more legislation We need more drivers not more legislation Not safe going out as a single person these days as no chance of a taxi home
Member of the public	Yes	
Member of public	No	

Member of public	No	The standards are poor as it is with the test they do. Putting in Uber where you can rate a driver would be better for helping raise standards.
Citizen	Yes	Bus drivers often drive at speed and through red lights.
Member of public	No	

Member of public	No	Quality of taxi drivers are not of paramount importance to Aberdonians if I'm honest. Most want to get from A to B cheapest as possible. They don't care about the quality of the driver I'm afraid.
Hospitality Worker	Yes	

Member of the public	No	These requirements seem quite ridiculous to me. The only requirements I feel are relevant would relate to public safety - police check perhaps - and driving ability, ie holding a valid drivers licence.
Member of the public	Yes	Not an addition but could be used as an light screening for Uber ?

Member of the public	Yes	
Member of public	No	Feel the standard of all taxis I've ever taken has been good
Member of public	Yes	

Member of the public	Yes	
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Member of the public

No

Public	No	
Public	Yes	

Member of public	No	
Public	Yes	
Public	Yes	They need to have something so they are certified this could be an alternative than the current text.

Member of public.	No	
Member of public	Yes	

Member of public	No	
Member of the public	Yes	
Taxi	Yes	

Member of the Public	No	
Member of public	No	
Public	Yes	

Member of public	Yes	It is a lucrative trade, despite what many say, and standards need to be implemented
Member of public	No	Basic drivers license should suffice

Member of the public

Yes

	No	
General public	No	
Member of public	Yes	

Public/Student	No	
Member of public	No	
Member of Public.	No	

Member of public	No	
Member of public	Yes	
Member of the public	No	

Member of public	No	
Member of public	No	
Member of public	Yes	

	No	
Member of Public	No	There should be more public transport opportunities available for the public. The current opportunities by bus and hire cars (taxis) are not convenient and not competitively priced and generally discourage people from using public transport.
Member of public	Yes	

Member of public	No	
Member of public	No	
Member of public	No	

Taxi Trade	Yes	
Member of public	No	
Member of Public	No	

<p>It's not easy to get a taxi I've had to wait over an hour to get one home from a night out before And when pre booked in the past they arrived 40 minutes late meaning i missed the event I was going for. Ridiculous really</p>	No	
member of public	Yes	

Member of the public	No	
Member of public	Yes	

Member of Public	Yes	
Member of the public	No	
Member of the public	No	

Member of public	No	
Member of public	Yes	I think for new drivers this should be required. Those who are already taxi drivers have proven already they are competent. Perhaps if they have a number of complaints against them they should have to complete the training.
Member of public	No	They have a driving licence. That's already driver training

Member of public	Yes	
Member of public	No	
Taxi Trade	No	

publicmember	No	
Member of public	Yes	
Member of public	No	

Member of public and employer of marine crew in Aberdeen	Yes	
Member of public	No	
Member of public	Yes	

Member of Public	Yes	
Member of public	Yes	
Member of Public	Yes	

Community	No	I feel what makes taxi service good is a combination of punctuality, politeness and good communication. These attributes are plainly obvious to a taxi driver and I feel an SQA qualification wouldn't contribute to the development of these qualities. Additionally, an SQA qualification may limit access to work as a taxi driver for people who don't have good English comprehension.
Member of Public	No	
Member of the public	No	Uber.

Public	No	
Member of public	Yes	
Member of the public / Events and Hospitality Manager	No	

<p>I'm a member of the public and I believe the process to become a taxi driver should be updated and simplified. I also feel the charges these guys have to pay for are way above a standard that allows them to make a reasonable wage in this climate of price rises and increases the taxes and charges should be reduced.</p>	<p>Yes</p>	
<p>Member of public</p>	<p>No</p>	
<p>Member of public</p>	<p>Yes</p>	

Member of public	No	
Member of the public	Yes	Most drivers go beyond in helping you
Member of the public	Yes	Test should focus on health and safety, customer service and what to do in case of emergency or faced with violence and aggression.

Member of public	Yes	
Student at University of Aberdeen	No	
	Yes	

Bar Manager	No	
Public	Yes	Yes, although what type of training is provided by the larger operators to their staff, there should be more focus on service quality, but not necessarily be at cost to the individual.
Member of the public	Yes	

Member of Public	Yes	I think this would be a good idea
Member of public	Yes	

Member of public	No	General standards aren't the issue, the issue is the lack of service and lack of competition.
Member of public	No	
Member of Public	No	

Member of public	No	
Public	No	
member of the public	No	
Public	No	

Member of public	No	
Member of public	Yes	
Member of public	No	

Member of public	Yes	
Member of Public	No	
Publicmember	Yes	

Member of public	Yes	
taxi trade	Yes	
Public	Yes	

Member of Public	No	
Member of public	No	
Member of the public	No	

Member of public	No	
Public	No	
Public	No	
Member of public	No	

Member of public	No	Unnecessary. If people have passed a driving test they should be sufficient to drive round the city. At it's an advanced driving course should be mandatory.
Public Transport in Aberdeen	No	
Member of public	No	

Member of public	No	
Member of public Taxi trade	No	Generally taxis and private hire vehicles in City are very well maintained and most are owner drivers who have pride in the vehicle they drive and pick up customers in
Member of public	Yes	

Member of public	No	
Member of public.	Yes	
Taxi,s in Aberdeen are rubbish to get IV walked down union street from Holburn street to castle gate & then there's a que rediculous	Yes	

Member of public	Yes	
Member of the public	No	
Member of Public	Yes	

Member of public Nightlife employee	No	
Taxi Trade	Yes	
Taxi trade	Yes	
Student	No	

Taxi trade	No	No you don't need to make it any harder to do this job. And who would pay for this SQA qualification? Because taxi drivers have already seen a rise in the taxi license and taxi drivers license and Hackney retest and fuel prices. But no increase in fares.
Member of the Public	No	

member of public	No	
Member of public	No	
Member of the public/public health professional	No	Once you've passed, you've passed.
Taxi Trade	Yes	

Member of Public	No	
Member of Public	Yes	
Member of public - tax payer!	No	

Member of Public	No	PHC companies such as uber operate in many countries. In a lot of these countries, no test or qualification is required at all. These services operate very seamlessly.
Member of Public	No	
	Yes	

member of the public	Yes	
Member of the public	Yes	This could be an option instead of the test. To ask for this and a test is way too much
Member of Public	No	Surely having gained a full UK driving licence and passing the taxi/private hire city test and then driving daily - gaining on-job training would be sufficient

Taxi trade	No	Majority of taxi driver are driving to a high standard but the odd driver who drops below that standard should be dealt with
Member of public	No	
Taxi trade	Yes	I've put yes but unsure. My reason for saying this is costs. If the SQA was properly priced then yes. The cost of running a taxi at the moment are £450/£550 a week. That's me with a reasonably priced car.
Taxi trade	No	

Taxi trade	Yes	
Taxi trade	No	
Taxi trade	No	
Taxi Trade	Yes	Yes this could be a good idea as the standard of some drivers are poor. Being driving for many years I have seen some bad habits from many drivers from taxi drivers to the public drivers even bus and hgv drivers

Taxi trade	No	
Taxi	Yes	Could be an option
Member of the public	Yes	

Taxi trade	Yes	
Taxi Trade . Airport Taxi Operator .	Yes	

Taxi Driver	No	
Taxi Trade	Yes	I believe that this is essential: many of my fellow drivers have next to no training in customer service, first aid or what to do in an accident. Also, with the push towards more and more of the fleet becoming Wheelchair Accessible Vehicles, many of my peers are buying vehicles that they don't know how to use properly.

Taxi trade	Yes	We used to have Top Taxi scheme which I attended myself.any additional training can only help drivers.
Public	No	
Taxi trade	No	Already have license

Taxi trade	No	
Member of public	No	
Member of public	Yes	

Member of public	Yes	Bus drivers have more tests to do so it would be good for the drivers to do one too.
Member of public	No	

Member of Public	No	
Member of public	No	

Taxi trade	Yes	In my 20 years experience working as a taxi driver I have seen a dramatic change in standards and etiquette and not for the better I might add. So definitely the introduction of a drivers training qualification would be of great benefit to the industry in Aberdeen.
Community	Yes	

Member of the public. I hold a private hire taxi licence but, have never worked as a taxi driver	No	If someone is granted a driving licence after passing a driving test, then they are fully and legally fit to drive! Maybe some online courses maybe beneficial but, again we're in the 21st Century.
Public	Yes	
Service User	Yes	Professionalism welcomed

Member of Public	Yes	
Member of public!	No	I THINK MINIMUM 3 YEARS OF DRIVING LICENSE IS ENOUGH EXPERIENCE!!

Members of public	No	
Member of public	No	
Member of the public	Yes	

Member of public	No	
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Member of public	No	
Member of the public	No	
Taxi Trade	No	

Aberdeen City Council	No	
Taxi driver	No	Test should be relevant
Member of Public	Yes	Improving and maintaining standards is important, as long as it does not cause impediments due to costs associated with the qualification
Member of public	No	

Member of public	No	No need
Member of public	Yes	
member of public	Yes	

Taxi trade	No	It's not something I'd be looking at personally. Restructuring the knowledge test might be a good idea in regards to reaching out to the younger generation to pursuit a career as a cab driver would be very beneficial.
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Member of public	No	Adding any extra qualifications will likely put more people off wanting to become taxi driver. Maybe a one off test on standards could be added into the existing test process, but a whole SQA qualification seems excessive. I've not encountered issues with the driver or standards when I've hired private hire taxi before. The biggest issue in Aberdeen is getting a taxi in the first place, the standards once you get one are not the problem.
Taxi trade	No	
Member of public	No	

	Yes	
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I am a taxi driver

Yes

Wouldn't do any harm.

Having this qualification would prob reduce insurance costs.

Be a good incentive to get this.

Member of public	Yes	
Member of public	Yes	
Publicmember	Yes	
Member of Public	No	
Member of public	No	

Member of public work in the night trade	No	
Member of public	Yes	
Member of public	Yes	

Community	No	
Public	Yes	
Publicmember	No	

Member of public	No	
Member of public	No	

Taxi driver	No	
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<p>Taxi Trade. The council already lost a court case regarding this debate. However, ACC went back to court and regained the statues that make Aberdeen Taxi driver far superior to the rest of the country. Street knowledge plays a pivotal part within the trade that makes it unique to passengers. Allowing red plated to forgo the hackney would be a betrayal to those of us who sacrificed many hrs and money studying to gain this privilege of ushering passengers to there address without google map which is not accurate. As for passing sections of the test I wholeheartedly agree to be exempt from the parts that been achieved.</p>	<p>Yes</p>	<p>And it should be given to a reputable college</p>
<p>Public</p>	<p>Yes</p>	<p>How to deal with wheelchairs.majority do not have knowledge to ensure safe seat belt is used. Many tell passengers incorrectly that their seat belt on their wheelchair is enough</p>

	No	
Member of public	No	
Member of the public	No	

	Yes	
Member of public	Yes	
Public	Yes	
Member of public	No	I think this is a good idea and should be an option for taxi drivers, not compulsory

Public	No	
Member of public	Yes	
Member of the public	No	

Taxi Trade	No	
Member of the public	Yes	
Public	Yes	

Member of public	Yes	
I would never use a Taxi because 1- The cost of them 2- they think, they own the road 3- they don't give cyclists space on the road. I am Against them!!!	No	
Member of public	No	

<p>Public</p>	<p>No</p>	<p>I'm assuming that those local authorities requiring the SQA qualification have adopted this strategy as a way of removing their own knowledge testing...i.e to save money. Each area is different and I don't think a 'one size fits all' qualification is enough.</p> <p>I would support requiring the SQA qualification in addition to the knowledge test, as it presumably covers customer care skills and diversity issues, but certainly not instead of it.</p>
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Member of Public	Yes	
Public	Yes	I think this would be a positive optional step to allow formal qualification for those who wish it. It could cover many areas like customer service, accounts management, driving safety etc. That would improve the standards and give people to opportunity to develop key transferable skills should they wish to progress to running a business or pursuing a career elsewhere also

	Yes	
Member of public	Yes	
Public	No	

Member of public	No	
Member of Public	No	
Member of public	No	Not at all SQA required. Not enough taxi drivers in Aberdeen as it is, don't make it harder. We need to make Aberdeen a better city with this type of transport available. It's embarrassing as it is with the current service. Aberdeen now one of the worst cities as it is and transport is absolutely shocking!

Member of Public with a taxi account	Yes	
Taxi trade	Yes	
Member of public	Yes	I think this is a good idea

	Yes	
Member of the public	Yes	Safety being top priority around speed, cornering etc. Perhaps an enhanced drivers licence should be introduced which could maybe be more of a practical + theory test, and provided at a reasonable cost to allow entry to market.
Public	Yes	

Public.	Yes	
Member of the public	Yes	
Membr of the public. Interested in Private Hire licence.	No	
Member of public	No	

Member of public	No	The driving licence should be sufficient. Companies hiring drivers should give training/ testing to improve the standard of their drivers if required
Public	Yes	
Member of Public	Yes	it will given a Consistent standard across the whole of Aberdeen and Scotland

Taxi trade	No	
Taxi trade	No	
Member of public	No	

Member of public	Yes	Taxi and private hire drivers should hold a high level of driving skill so additional training and qualifications are a good idea.
Member of the public	No	Just keep with the knowledge, it has worked for years so why change it? Dropping standards and safety for profit seems to be the in thing at these days.
Member of public	No	

Public	Yes	
Member of the public	No	
Member of the public	No	Aberdeen City is already undermanned in the taxi industry we don't need to make it worse by making it harder to become a taxi driver you only need to be able to drive a car safely
Member of public	No	

Member of public	Yes	
Taxi trade	Yes	I think all public drivers should be made to do this not just taxi trade
Member of public	Yes	

Member of public	Yes	
Member of public	Yes	
Member of the public	Yes	

Member of public	Yes	
Taxi trade	No	

<p>Member of public</p>	<p>No</p>	<p>I don't think this is required and will make people think about additional hoops they need to jump through to gain a licence.</p>
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Taxi Trade	No	
Member of public	Yes	Why not advanced driving courses
Member of public	Yes	
Member of public	Yes	Would improve standards

Taxi trade	No	Common sense and a friendly and understanding approach to people is all that's required
Member of the public	Yes	
Member of the public	No	
Member of the public	Yes	

Taxi trade	No	
Member of the public	Yes	Most other jobs need a quantifiable level of knowledge taxi drivers shouldn't be any different. Might improve standards of some

Member of public	No	
	No	

SMO @ ARI	No	
MOP	Yes	
	No	

	No	
Member of public	No	
	No	
Member of Public	Yes	I expect my driver to have the knowledge

Member of public.	No	I think they should show that they are a good driver firstly though, a short drive with a tester to show they are a safe driver and competent driver.
Public	Yes	I'd rather have a very good driver driving the taxi, i.e. enhanced driver training, than a driver who knows which street to go down. Satnavs are used in most taxis taking care of the route but some of the drivers in Aberdeen are really terrible and some times dangerous.
Member of public	No	No as these qualifications are based on common sense which 99 percent of drivers already have
member of public	Yes	That would be a good addition

Council House Tax paying member of public residing in Aberdeen City	Yes	Would seem to make sense. Particularly relating to special needs passengers. I have seen drivers turn up in cars who were unable to work the associated wheelchair safety equipment.
Public	No	Improving standards would be being able to actually get a taxi! And not be ripped off in price.
Member of public	No	

<p>Member of Public</p>	<p>Yes</p>	<p>Not necessarily a qualification, but there should be a general test for all driver to see how are they communicating with the customers, as some of them might not be suited to works with people, it is important for the taxi drivers to be polite towards the customers (obviously that has to work both ways, if the customer is being rude than they should not expect the driver to be nice, but if you as a customer is being nice, you would expect the driver to be the same). So there should be something in place to assess this.</p>
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Member of Public	Yes	Yes, SQA approved driver training qualification could be optional.
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<p>Member of the Public</p>	<p>Yes</p>	<p>Yes but as long as it's an additional qualification and not replacing the Knowledge test .</p>
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Member of Public I have completed the Taxi Training Test courses at Rainbow Taxi at my own cost	Yes	Yes but only if is is implemented as a uk or Scottish requirement as Aberdeen should have same taxi driver std requirements as rest of Scotland
Member of the public	Yes	
Taxi Trade	Yes	Need minimum SQA qualification

member of public	Yes	
Member of public	No	
Member of public	Yes	

Member of public	No	
Taxi trade	Yes	

Member of Public	Yes	Yes as long as it's in addition to the Knowledge Test. Qualifications are a good thing to work towards and should be encouraged. Should be for all drivers
Member of the public	No	Standards should be set then monitored to ensure they are maintained backed up by prompt and rigorous response to complaints.

Member of public	Yes	If the drivers have qualifications they then have the right to request an increase to the hire fees as they then become trained professionals rather than hobby drivers!
Public	Yes	

Taxi trade	No	
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Member of Public	Yes	
Member of public	No	It's not that difficult, other cities work fine without the pointless qualification. More unnecessary red tape.

Public	Yes	
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Member of public	No	
Aberdeen retail business director and member of the public	Yes	Current driving standards if taxi drivers very poor

Member of public	Yes	
Member of the public	Yes	If this system is already in place within other local authorities it would be beneficial for an assessment of the benefits of this system to be conducted. If it improves the service provided by taxi drivers then I feel this would benefit members of the public using taxi services.

Member of the public	Yes	Unfortunately I have at times had the misfortune to have some drivers who fall very short of what I would consider to be a good standard of service. Therefore if there were additional training that could be taken this would be welcomed by most people who use taxis.
Member of Public	Yes	Yes. I agree with this idea.
Taxi Trade	Yes	

Member of Public	Yes	
Member of Public	Yes	
Member of the public	Yes	

Member of Public	No	Only if it is low cost and not prohibitive in terms of what is asked.
Member of public	Yes	
Member of public	No	

Mercure Aberdeen Caledonian Hotel	Yes	
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Taxi trade

No

Im not against this but this is likely put people of joining the trade.

Member of public	No	
Member of Public	No	

	No	
Member of the public	Yes	
Taxi Trade	No	I myself sat The SQA Top Taxi many years ago only for the council to cancel the course after we had passed , some it was useful but a lot was common sense.
	No	

Public	No	
Member of public	No	

Member of Public	No	
None	Yes	
	No	
Taxi Trade	Yes	

Member of public	Yes	An mot is technically only valid for the day it passes its mot some taxis are not all up to the same standards as they were on the day of the mot
Member of public	Yes	agree with this the standards of some taxi drivers in Aberdeen is abysmal
Lemberg of public ex taxi driver	Yes	
	No	

Member of public	Yes	This could be something added to be undertaken once they start work with a time frame to complete or their licence would be revoked
No	Yes	
Member if public	Yes	
Member of public	Yes	

Member of Public	Yes	Yea
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Do you have any further comments to make regarding the knowledge test?

Comments

There were 541 responses to this part of the question.

Ex taxi driver	Knowledge is important as sometimes passenger may ask for a change of destination or a via thats not been previously mentioned.
Taxi	Keep things as they are, also consider random test sheets. The applicants have found a way around it by memorising the sheets and sharing information allegedly.
Taxi trade	Aye they should just sit the test but if they fail one section they should be able to sit that section again not the whole thing
Taxi trade	No
Member of the public	No

Taxi trafe	I struggled with the test months and months of daily study But eventually sunk in And without use of a sat nav you need to know on spot where you are going
Taxi Trade	Private hire is a back door to get a saloon car on the road
Member of the Public A Retired Taxi Driver of many years in the Trade.	Read above I think I have said all I need to say.
Taxi driver	As a taxi driver in the city for many years, I'm sure you can understand my frustration that you would even consider scrapping the test for private hire drivers. I understand the city is struggling for drivers currently but it is not just only our city. many city's in Scotland have the same problem, but you are sacrificing the people who have tried to keep working through this pandemic and it's a bit of a kick in the teeth to people who gave up a large piece of there life's to pass your knowledge tests. mark my words if you scrap the knowledge test you will flood the market with Uber drivers. And if that's the standards you want for our city then that's on you. I won't be sticking around to struggle even more that I currently do. I think it's madness that you would even consider this. I have been knocking my pan in every weekend to help people get home and this "consultation" is a kick in the teeth!

Taxi Trade	As I have already said. It should not be amended to suit private hire drivers.
Taxi trade	The council need to keep the standards that have been set so far Giving the public confidence that there driver knows where he is going
Taxi driver	The knowledge test helps keep none committed people out and gives a good grounding. The biggest problem with the trade is the outlay of cost and the way taxi companies treat drivers Eg lack of information for jobs Threatening to be removed from rank Weekly high cost but providing poor service
	Please street knowledge test must be there And the route
Taxi Trade, and owner of a Street Knowledge learning tool for Aberdeen	“The taxi trade” should not be the opinion of greedy booking office managers, but rather the drivers themselves. I fear ACC may take the opinions of taxi booking officers looking to make a quick buck out of a systemic lack of taxis in the fleet, by fast-tracking drivers into costly radio-fees. The reduction of taxi stances during covid forced many of us to work through a booking office. A private hire driver can spend up to £200 every week on a subscription to a service that falls short of the potential earnings. That’s £10k a year, per driver!
Taxi trade	You have to look at how well Aberdeen council has run the taxi trade and you should be proud of its service the way it is

Former driver	I think in the whole it's fit for purpose but as previously stated a part resit is a fairer way of doing things
Member of Public / Taxi trade	Please do not make the mistake of other cities in allowing to differentiate between the street knowledge test for private hire or taxi drivers, at the end of the day both are transporting personnel from one destination to the other. Technology is all very good but from experience does not always deliver to the customer the most cost effective route.
Taxi Trade	I believe it should stay in place for the good of the trade, its worked for many decades and don't see why it should change now
Taxi Trade	I believe it's still a requirement to give passengers a fair deal. The reason for the tests in the first place is so passengers can get to their destination in the shortest route, which is not always the case on a sat nav.

Taxi trade	<p>Standard of driving is more important than knowledge but also continuity within the industry is important</p> <p>All the time I see drivers</p> <ul style="list-style-type: none">*smoking in vehicles*dressed scruffy while on hire*driving like maniacs* unclean cars <p>More positive actions should be taken like cars being spot checked constantly..</p> <p>There should be a presence from the hackney (a van or car) going round the ranks and town on a Saturday night looking out for these inconsistencies</p> <p>Smoking in vehicles is the most is most common in taxis in aberdeen and should be addressed straight away, I would hate to think I'm taking my kids in to a taxi that has been smoked in just before we got in to it</p>
Taxi	No
Taxi trade	If you really want a job ad a taxi driver do what all the rest of us have to do study hard and pass
Taxi trade	No keep to the same system that has worked for years.

Member of the public	It's not 1990 any more. Everyone uses GPS
Member of public	All drivers should be PVG checked before issuing licences.
Taxi trade	This is good standard test to keep the trade professional and the door should not be opened to any Tom dick or harry looking for a short cut to have the same earning capacity to drivers who have put in the effort.
Taxi trade	The knowledge test is still needed and should be required, but it could be made shorter and change questions more frequently.
member of public	<p>Street knowledge is must . Look at example og esinburgh or glasgow .even without test they are short of driver .</p> <p>Council should amend policy that full time seemployed people should be given badges not parttimes .</p> <p>Majority of taxi driver in aberdeen own businesss they only come partime</p> <p>This aould be stopped</p>
Taxi trade	I personally think it should stay as it is

Taxi trade	For the up keep of aberdeen city councils very high standards of which i am very proud of do not lower this test, customers i have explained too how strict you are have always been very impressed with your standards. Dont let the public down and scrap this plan
Taxi trade	Keep it in place as it is to maintain standards.
Taxi / Private Hire driver	<p>Is the Places part really required. Why do you need to know the Airport is on Brent Road when everyone knows where the Airport is. Same for Cadorna's and many other main sites. My own view here is that this is well out of date and no longer required.</p> <p>Why do you need to know the streets at either end of a street, surely you just need to know where the street is or closest to it. (just my thoughts to improve tests.)</p> <p>Why are ACC just doing Private hires? This should be for all taxis as well By doing just PH then all you will end up with is more PH working for the companies which is to their benefit .</p> <p>What you need is more Taxis who work the ranks at weekends. (PH cannot pick up from ranks)</p>
Taxi trade	Every new driver should Go all proper channels and procedures as it has been for years and the disabled car rules for next year should be re thought properly as it should be the drivers choice which car he prefers and the rules on plates should be scrapped if you do not want to drive a disabled car then you should be able to put a yellow plate on a saloon car . Inverness council have said it's the drivers choice of vehicle and still manage ie to say get a yellow plate on a saloon car there council says it's out of there hand as all drivers are self employed

Taxi trade/taxi driver	This whole thing is being driven by the greed of one taxi company who will allow standards to drop if these changes are implemented. I believe we have the best taxi trade in the Uk. We cannot allow these standards to slip and expose the public to potential safety problems and the increased likelihood of them paying more for they're fares. It's just unfair on the public
Taxi trade	I think all Private hire drivers should sit full Hackney knowledge test like any other drivers,many years ago Private hire taxis had to sit at base until they got job and then had to return to base
Taxi trade	Instead of 80% pass rate bring it down to 75%
Member of the public	A taxi drivers destination can change during the journey specified so a good local knowledge of the area is required and essential in my opinion. It is an achievement to pass the set hackney test and these licences should not be handed out willy nilly to persons who have little knowledge or experience of the city in which they shall be driving the members of the public.

Taxi Trade	The police should take them out and check there driving standards
Taxi Trade	<p>Knowledge test must be there .</p> <p>Shortage of taxi drivers is common after covid, it will getting better in future.</p> <p>Only way to sort this problem is making more space for exam dates . Allow the drivers to pass the exam section by section .</p> <p>I used to drive night, lots of drug related wait and return hires , they don't pay the drivers at the end of the journey.</p> <p>They running away without paying .drivers should be allowed to take upfront payment if they wish to .</p> <p>Don't kill the industry</p>
Taxi trade	<p>As a taxi driver I'm proud that I can probably take any person to within any street in the city the shortest and quickest way this is a must for all drivers</p> <p>It gives the passenger confidence that he is being driver by a professional member of the community</p>
Aberdeen City Council Disability Equity Partnership - DEP.	<p>I suggest introducing any training which would benefit blind and disabled people, would be an excellent idea.</p> <p>Thanks.</p>
Taxi Trade	The test is OK as it is no need for unnecessary alterations .

Member of public	No
Member of public	As a member of thr public i should feel safe in the taxi knowing that the taxi driver knows where to go. Also its been proven in other cities this has not worked taking the tests away and having a free for all. Aberdeen should pride itself on keeping it legalised taxi firms and drivers
Taxi Driver	The Norwich test is a good thing but it could be updated for reasons said before. However the flooding the town with untrained drivers is not the way to go. Let's keep the good standards. We have anyone who thinks differently has not got the best interests of Aberdeen at hand
Public	Please protect the public from cowboys and rogue taxi drivers who'll inevitably not be able to go the shortest distance if they don't have the correct knowledge.
Member of public	The abolition of the street knowledge test would greatly benefit Aberdeen because it would mean more taxi drivers and create more convenience for the public, mean bars and restaurants would get more footfall and nightclubbers would be safer as getting home would be made easier. It would also help ride share apps to get into Aberdeen like Uber or Lyft. This would also greatly improve public transport in Aberdeen

an Aberdeen licensed taxi driver	<p>I am an Aberdeen licensed taxi driver , I feel relaxing the taxi test is not a good idea at all taxi drivers are professional drivers who are supposed to know the city layout like the back of their hand relaxing the test would lead to drivers not knowing the city ,quickest routes etc and using Sat navigation which does not take you from a to b by the shortest route therefore customers end up paying more for their journey surely this can't be acceptable</p> <p>I don't see why there has to be change just because Mr McLeod at Rainbow city wants it just because his drivers are leaving him in droves maybe if he wasn't so greedy with his radio dues drivers would stay at Rainbow</p>
TAXI driver	<p>Yes I passed once but I have to do again because of my visas refusal now I'm a resident but got to do the exams again which is not fair for me</p>
Taxi trade	<p>The knowledge test is there for a reason to give the public what they are paying for.</p>
Taxi trade	<p>The knowledge test has been present for many years and has always worked, many hundreds of drivers throughout the years have had to dedicate a period of time to get through the test. If people can just walk into the trade then it becomes a revolving door, becomes a driver and 2 weeks later walks out the trade as it's not for him.</p> <p>As I said above we pride ourselves on being 1 of the safest taxi trades in the UK and would hate to see that tarnished</p>

Taxi Trade	<p>No i think ive said enough but i would like to think you would take my points on board. Someone phones for a taxi they have no idea if they are getting a trained driver or someone that hasnt a clue.</p> <p>The reason the trade is down and people have left is a number of issuses . You have no idea the stress we have going for a hackney a buld can blow in your garage and its a fail come back in 3 days. Not really an incentive for people to come into the trade</p>
Taxi trade	<p>The knowledge test needs to be retained. Aberdeen is regarded as one of the best fleets in the country due to fact that ALL drivers are knowledge tested. I'm proud to knowledge tested.</p>
Taxi Trade	<p>Most cities in Scotland now have a knowledge test for PH drivers following Aberdeen's lead. I agree we need more drivers but let's make it a appealing job rather than one that's easy to get.</p>
Taxi Trade	<p>I think the knowledge test should continue .</p>
Taxi trade	<p>The current knowledge test should not be relaxed. There should be a minimum criteria of 75% correct across all 4 parts collectively to pass.</p>
Taxi trade	<p>I think the street knowledge test should stay as drivers have built up a good report for the city and have good knowledge of all the streets. As I've said before with pick ups and pre booked hires people change there minds from time to time especially with tourists where they want to go. It would not be a good look on the city jumping into a car say from the Marcliffe queens road and they say no we want to go to silver darling and the driver doesn't know where that is or how to get there.</p>

Taxi driver	Personally i feel all drivers PH or hackney should have the same standard of knowledge of the city.
Taxi Driver	I would like to see the knowledge test amended but I would like the test for knowledge of city streets to remain
Taxi trade driver	I had to study for a 18 months for my test, why should it be changed, it will divide the trade, Aberdeen isn't like other city's where there is work for the trade all the time
Taxi Trade	All drivers should have to sit a Knowledge test, if for any reason a decision is made for all PH drivers not to have to sit a Knowledge test then some sort of file has to be made where if they are driving as a PH driver and sat no test then they can't jump into a Public hire taxi and start working, also now might be the time to look into capping the amount of Private Hire Vehicles.
Taxi Industry	Again my view the council should not be operating a system that needs dedication to the industry 24/7 not a part time farce like we have now. The taxi industry is a 24/7 operation not Mon to Friday 08:30 to 16:00 hrs which is ludicrous at present
Member of public	Don't kill taxi trade
I am Aberdeen city taxi driver.	To become a prospective of Aberdeen city taxi driver, they should pass all 4 section of exam. End of time they are Aberdeen city taxi driver and they have Aberdeen city taxi badge and vehicle plate.

Taxi trade	There is no justification to potentially destroy peoples living by flooding the streets with private hire drivers. Don't know why this is even up for consideration. The shortage of taxi drivers exists because of covid, lack of rank space and drivers being priced out of the trade driving excessively expensive wheelchair accessible taxis. Simplifying or abolishing a test will not help on a Saturday night clearing taxi ranks. If this goes agead every single current taxi driver should be given a yellow plate. Your taxi shortage would be solved.
Taxi trade	The current knowledge test is essential. It makes it easier for the driver to make quick decisions on alternative route choice where necessary to the customers benefit.
Taxi Trade	If this goes ahead, are the existing Private Hire Drivers, who have passed the necessary exams going to be awarded yellow plates. They have passed all the criteria necessary, yet they are discriminated against by this very council insisting on WAV style vehicles. Now, it seems that the time and money spent achieving their badges has been for nothing, as you now want to make the exams easier.
Taxi trade	I look back at the effort it took for me to pass the test & realise the effort I made was needed to completing every hire I've had as a taxi driver. I studied with help of one of the taxi schools where existing driver were at hand to help me with the study & to answer any questions I had. Maybe the council could set up a similar taxi training school to help people through the study needed for the exam & also give advice with all aspects of the trade. This may speed up the intake of new drivers & keep standards high or even improve standards.
Taxi Trade	Likely to open up an Uber situation which would destroy the trade if allowed
Taxi trade	To do the job properly you need to know the city and basic shire

Taxi Trade	<p>Should we consider simplifying all tests for entry in to the workplace?</p> <p>Electrician Plumber HGV Councillor Rigger</p> <p>Simplifying any entry to any workplace carries risk.</p>
Member of public	<p>Personally I feel it is a good thing to have, I feel that at the least a general knowledge of the city is beneficial as not all streets and places are on sat nav yet. I also think if a person has gone to the bother of learning the city streets then they really do want to do the job.</p>
Taxi Trade and as a member of public	<p>Yes leave as it is ,don't interfere and put out a sub standard service .</p> <p>I as a Aberdeen taxi driver and a local take great pride on knowing our city. When you have people visiting our city who don't know where they are or can't find a place they are looking for many see a taxi driver and ask for directions.They may not require a taxi but I know that all taxi drivers offer there knowledge when asked ,they don't say I'm not sure but I will check my sat nav .We are not just taxi drivers but representatives of our city .</p>

	<p>I am Taxi Driver in Aberdeen for 17 years and I had taken almost 6 long years to learn the streets in Aberdeen so I would be really disappointed if the knowledge test is been withdrawn . It's also necessary to have the test as Google at times take you the wrong way or long way. Hope my opinion will be taken into consideration . Many thanks</p> <p>Keep it the same to be fair to all the drivers who have spent years to learn the knowledge test.</p>
taxi trade	No
Member of the public	Leave well alone, it's worked well until now so 2h6 change it. Get on with more important issues
Member of public.	No
Public	Yes it should be back to the old way it was ,if you got one side of the street wrong when asked about streets either side of it ,you got no points not like what it is now
Taxi Trade	No

Taxi trade	<p>Go back to a system where you are interviewed face to face and your knowledge is tested in a more formal way and the interviewer/examiner can make a decision of the suitability to do the job to a certain standard and instead of a full resit ask them to come back for a second or even third interview to be tested on the parts they have struggled with . I'm still learning after 31 years and am due to retire when the car I've got decides it's had enough ps tell who ever passes to get a good pension plan .</p> <p>Good luck remember a computer can't judge character only the examiner can</p>
Taxi trade	<p>I really do think that scrapping the knowledge test will lead to problems in the trade</p>
Member of public	<p>Should be looked into and with Everything modern with gps and thinks less knowledge test as who can know every street with new builds popping up more often</p>
Taxi trade driver for over 40 years	<p>Over the last 8 to 10 years I personally have found that a lot of people have been getting out of cars and going to other cars because the drivers don't know where they are going to both private hire and licensed taxis should should customers be put through this ? I had one fare that got out of the car as the driver had asked where they were going then wrote it down a notepad then was punching in to his sat-nab and the two men got out of the taxi because the driver was going to take them to the furthest destination first every driver should have the knowledge to know who stays the shortest distance away so I think the knowledge test should be strict as the public should not have to put up with this</p>
Taxi trade	<p>As stated above stay with the existing test to keep the public safe</p>

Member of public	This should please go ahead to make things easy for people who are willing take up taxi driving as their main source of job.
Taxi trade	Private hire drivers dont have street knowledge they takes long route customers will complain about fares.
Taxi trade	Private hire driver dont have steet knowledge they take long routes which will cost more to customer. Opening will kill industry and more driver will come on benefifts Council should give badge to people who wants to work fulltime.20 percent taxi driver have their own businees.this practice should be stopped
	Give Uber a license stop listening to the dinosaur drivers and Rainbow all the time!
Taxi driver	A test of knowledge for aberdeen City is in the best interest of public and drivers
Member of the public	Consideration should also be given to the different types of work that a 'Private Hire' driver is undertaking, in terms of the test requirement. Some PH drivers may not even be looking to carry out the standard PH / 'taxi' type city runs, and may just wish to carry out tour type work, often outside of the city. If based in neighbouring councils, there's often no need for a test to be passed, which in itself creates a less than level playing field. Ultimately the unnecessary requirement for the test in such cases could stifle these businesses from setting up.
Member of public	Drivers need to treat cyclists with respect - just is not happening here in Aberdeen.

Taxi trade	In my humble opinion the shortage of drivers was partially a result of ACC declining fare increase, considering the rising cost of living a lot of drivers decided to leave trade . I also don't think that knowledge test is that difficult, took me 3 months to complete training and pass hackney test (not born and bred Aberdonian)
Member of public	No
Member of public	Considering there is a shortage of taxi drivers and in this modern age of satnavs council need to be flexible and do with a simpler test for app based taxis.
Public	With GPS systems, the requirement for detailed local knowledge is reduced. We desperately need more drivers. Especially as the lack of late night drivers is having a knock on effect to the rest of the night time trades. (Also Uber pls)
Public	More important to security check and test a more general aptitude and attitude rather than navigational knowledge as this can be done digitally now
Taxi trade	Only to reiterate my view that any diluting down of knowledge test can only damage the trade in the long run.
Taxi Trade	I do hope that they do take this test and after the test be taken out on a route test with a qualified test driver and given a designated route to actually see if the have any knowledgeable degree in where they are going without a post code or sat nav.Personaly I think it is a more appropriate way of doing this.

Public taxi driver	Lowering the standard would provide a poor service to the public
Taxi driver	Nope only issue is a sat night think of something different for sat nights like a rotational you have to work 1 a month.
Taxi trade	The test is fine, as it is don't try and fix what ain't broke, maybe start weeding out the drivers who for some reason have supposedly passed the knowledge yet don't have a clue where they a going and for years complaining to the Licensing Authority has fell on deaf ears,
Taxi Trade	It is very important to keep the test, we have schools that are very reasonable and get you up to speed to be a competent license badge holder for the Aberdeen city taxi and private hire service that we are very proud of
Taxi Trade	You keep saying that private hire drivers have time to plan their route for journeys taken. Sometimes when you get jobs like from ComCab you only get the pickup point. When this happens and it does a lot you need to have personal knowledge of the city.

Member of the Public	Lack of drivers so making the test pass more attainable alike slaps for more drivers It takes too long to go through and learn every single element - watching someone do it right now! Every street and every end of street seems so ridiculous nowadays Sat nav on cars removes that need for pre booked hires
Member of Public	A general test of the areas of the city and some of the larger streets are key but the nitty gritty just isn't necessary due to advancements in technology.
Member of Public	Taxi service is currently poor, innovate the market by incentivising app based taxi services which works well in other cities
Taxi drivers	In the last couple of months I see people complaining that there is a shortage of taxis but the shortage of the taxis is just on Saturday night between 11 pm up to 2 am on Sunday and during the week is very quiet and by introducing these new measures if more people apply for the license that will have massive impacts on their income and as a result if they won't be able to make a living they move on to other jobs and will leave a massive gaps. Instead I would suggest to encourage the current taxi drivers to work on weekends by reducing the the license fee if they work one or two weekends of the months.
Taxi driver	Working with technology and doing the knowledge and driver training would be good for the trade and customer.I think a lot of the public like the idea of taxi drivers know matter what type of plate you have having the training and knowledge and background checks

Member of Public	I'm not sure the test is really relevant given taxi drivers do as they please on the roads anyway, whether that is driving through red lights or taking the longest possible route to maximise their fare.
Taxi trade	Number of licence drivers always be under the council so that trade wont effect.
Taxi trade	The knowledge test could mabye be watered down a bit, as lots of new streets appearing monthly, mabye having drivers doing basic knowledge tast but them who pass it can only work weekends until such time they pass the real knowledge test... Defo shortage of taxis at weekends.
Taxi driver	Still have a knowledge test to keep up the standards.
Self	The knowledge test should be totally randomised by a computer.. Same idea as now. But unfortunately the " taxi schools " know what is on the test sheets and hand these out to pupils..It has been common knowledge for years that this has gone on.. So a randomly generated test and strict policy on mobile phones could sort this out
Taxi Trade	Abolishing the test for PH drivers, will put Aberdeen's Taxi trade back 40 years. We have the most knowledgeable fleet in the country, lets not go backwards.

Member of public and ex taxi driver.	I think the council should move with the times. The private hire car is a pre-booked service so there would be more than enough time to organise there sell destination. There is a severe lack of drivers on the roads at the moment, you just need to look at a Saturday night. You can't get a car. I also think that the private hire cars should be aloud to get flagged on the street. It's safer for the passengers to enter a private hire car rather than some cowboy roaming the streets doing so called "lifts"
Member of public	Knowledge test is irrelevant at the current time given Sat Nav and directions. Remove test and allow Uber license to operate in city
Taxi trade	No
Member of public	<p>Everyone who wants a taxi licence should sit this.It will only cause mayhem if the public get in taxi and the driver takes them to wrong destination/ way. I want to get a driver who knows where my destination is without having to explain where I am going.</p> <p>We do need more taxi drivers but they must be vetted and do the knowledge test to keep the public safe. We used Uber in Manchester and actually had to continually tell him to stop the cab as he was taking us out with the city and we were terrified. Had to end up screaming at him to stop and let us out which he eventually did. and paid double what we should have. Aberdeen council need to look very closely at who they allow here and definitely not Uber who have such a bad reputation. We need to be vigilant on who can become taxi drivers for the sake of the public.</p>

Taxi trade	You will do what you like
Member of public	<p>I am pleased that this is being considered as a regular business traveller I am now waiting for 30-45-60+ minutes at the airport for taxis in arrival from flights back to aberdeen west end.</p> <p>We should always be looking to provide solutions and improve things so I think it's great that this is being considered (even if it doesn't change)</p>
Taxi Trade	No
Taxi trade	<p>I don't think the test is the issue for the shortage of cars/drivers at peak times and especially at the night time ranks.</p> <p>All Aberdeen drivers are technically taxi drivers (All sat same test) the choice then comes which plate they want and majority go for the red plate (private hire) option so they can drive a saloon as they can't be yellow unless they provide a wheelchair accessible vehicle. Choosing red plate then prevents them from picking up at the ranks causing a shortage.</p>
Taxi Trade	<p>Knowledge test should be taken by all drivers. I personally don't think changing rules of test will encourage new drivers to come to the trade with high costs of buying vehicle/ running vehicle/ cost of working at an office/ Airport. Also high cost of living and no pay rise.</p>

Taxi Trade	I think it needs to remain, we are in a minority over the country that has this and I think that can only be a positive. If the knowledge test for private hire drivers was abolished this could create a larger problem to try and control
Taxi Trade	No

<p>Member of public and person with disability.</p>	<p>It's time that ACC allow the introduction of UBER to the city due to the shortfall of taxi drivers and vehicles. I've had the most abysmal time lately getting taxis booked at peak times or late in the evening / early morning. Having a disability this is incredibly hard - had to get a friends mum out of her bed as there were no vehicles available for 2 hours and I could not walk another step!</p>
<p>Personal Public.</p>	<p>I think the most important thing is to do whatever needed to expand the pool of cars available. Currently wait times are horrific most of the time and this needs fixed. More badges available and more taxi plates available would mean more jobs and a better service to the paying public.</p>
<p>Member of the public</p>	<p>I do think it could be split into each component and each component could be passed separately at a separate time and when all these components have been obtained they have a pass ,obviously within a reasonable time limit opposed to doing one huge test</p>

Taxi trade	Yes there is many other ways to get the numbers back up have you taken into account the number of drivers you may lose in the coming months obviously for my own benefit I can't see where the problem is me managing a plate the operator name is still on the insurance the only difference is my name being on the v5 also all correspondence from the council goes to the operator (Kenneth Stuart) not me. But if this is the way you went to go when are going to reverting back to other rule changes eg. private hire vehicles returning to base no meter or two way radios & using the mileage trip or is it only certain standard at you what to change why not focus on trying to bring back some of the experience driver's we've lost or about to lose because of changes
Member of Public	Could customer service also be included? Some drivers need to be taught basic manners. I don't grudge paying for a taxi (even at current prices), but I do grudge paying for a white knuckle ride with a rude driver in a filthy car.
Taxi trade	Why change something it works , it helps the public having faith in the trade , Also part of the test should be that's drivers can speak English and can understand English also as a lot of hassle the public have with some drivers as they speak very poor English and don't understand it also this happens a lot with the elderly
Member of public	We have sat nav, a basis general main street knowledge test is sufficient for the role.
Taxi Trade	No
Member of public	It's a very outdated system and doesn't allow for competition. Trying to get a taxi either in town or at the airport is next to impossible now and actually puts me of relying on them therefore either avoid town at night when taxi is only option or make alternative private plans.

Member of Public	No
Member of the public	Yes, drivers should be vetted with regard to criminal activity and any record of sexual harassment etc.
Member of public	Drivers can use Google maps or suchlike. Why the need for any testing apart from safeguarding the public and making sure drivers have no criminal record that might endanger a passenger? I think the tests are unnecessary. Taxis are currently a ridiculous price. Allow Uber in please!!!
Member of the public	No taxi or private hire driver should need to pass a street awareness test. Google Maps is far more informed about traffic conditions and I'd rather the driver followed that rather than taking the route they think is best.
Taxi trade	<p>In my opinion the knowledge test is a great benchmark to start dealing with the public in a taxi/ph, the public can be very hostile if they think you don't know what you're doing.</p> <p>But I think a fairer way is you sit the 4 part test and only have to resit the parts you failed, maybe in like a 6 month period, as I think it's very unfair to have to sit all 4 parts again.</p>
Taxi trade	<p>The current knowledge test takes around 12/14 months to complete. The cost to myself was 600 pounds. There are 3 taxi training schools open to anyone how many are currently training please ask Aberdeen taxis/ rainbow /com cab .</p> <p>Private hire taxis and yellow plate taxis are exactly the same . If there's an influx of red plates what happens to the numbers required for the wheelchair disabled group due out on 2023 .</p> <p>To ask passengers for postcode I feel is unprofessional and below standards and this reflects on all drivers</p>

Member of public	The system is out dated. Passengers accept technology advancements are part of the "job" but want to have comfort that the people driving them are credible individuals that will not exploit there position of control. Passenger safety should be number 1 priority and the use of technology to secure "knowledge" secondary.
Taxi trade	<p>As an existing driver,I feel the market woukd be flooded with cars and thus is a threat to my livelihood.</p> <p>Why can't you let airport cars work city at weekend.</p> <p>Or maybe let existing private hires help with ranks at peak times?</p> <p>Also feel you'll give a bad impression of the city if drivers can't do the job properly.</p> <p>Obviously you guys will decide,but this will be a game changer if you do this,I will consider giving up my wheelchair car and buy a cheaper red plate option.</p> <p>If you haven't already noticed wheelchair cars are getting less and less.</p> <p>Also the people who moan about not getting a taxi are the ones who only use now and again.</p>
I am a member of the public.	This is embarrassing.

<p>Member of public</p>	<p>'The knowledge' test is completely outdated. There is no need to have an intricate knowledge of the city anymore now that satnav / Google Maps is freely available and accurate.</p> <p>Moving around in other cities is so easy and cheap with more modern alternatives like Uber and Lyft but not in Aberdeen. Please bring Aberdeen into the 21st century.</p> <p>I support background checks, and general safety training since drivers will be alone with potentially vulnerable people.</p>
	<p>It's very complicated test, which is not very essential in this technical advanced time. It will give more employment opportunity to people.</p>

	<p>Keep it as it is for example streets routes places if you pass first that's great move to second if you fail the second then resit for there.</p> <p>Member of public Changing the knowledge test not a good idea if it's more taxis you want give red plates who's done the job for ten years a yellow plate keep the test the same for pH or taxis the change could be done in no time that's for sure if the pH driver does not want change to yellow so be it the future of taxis is changing i.e electric cars or hybrids for example does the Public like a peugot partner no they don't when you turn up for a hire there glad I have got a car hate that other things i.e wheel chair they say. public does understand the difference between red plate or yellow they just want to get where there going having a yellow plate working give more options for drivers as well take job from the office or maybe be flagged or sit in ranks simple look at the airport it's a shambles probably the same as the rail there also should not be no zoned areas for a taxi i.e green plate yellow or red everything should be open to all then public get a better service.</p>
Taxi trade (driver)	As you can probably gather, I see no need to alter the testing procedures. The current method ensures that only the highest standard of drivers/vehicles make it into the trade.

Member of public	<p>The road knowledge should be easier than the current system so that more people become taxi drivers.</p> <p>You need a strict program for Courteous and to be Respectful to their customers and to other road users.</p> <p>Strictly no road rage, no disrespect to anyone. If they breach the rules and it's proven, they should get banned after 3 occurrences</p> <p>But if you keep the road knowledge system too difficult You don't get good character driver And existing taxi driver take the privilege as granted and that's when they start to show their attitude and give the city a bad name as they are on road most of the time.</p> <p>Thanks</p>
Taxi trade	<p>Knowledge test is there for a reason and the pass mark is fair in my eyes.</p> <p>The pass mark could be lowered to help get more people into the trade but that would lower the quality of knowledge of drivers.</p> <p>Don't think you'll find a driver without a sat nav though.</p> <p>Problem i see is that majority of drivers just want to work the day shift.</p> <p>I work the weekends and the major complaint i get is from the public is the lack of taxis, not lack of private hires. Its not easy working the ranks at a weekend and i understand why some drivers won't do a night shift.</p> <p>I personally think more yellow plates are required but with fuel prices just now its not easy making a living in the trade if you don't work through an office.</p>

Member of public	Would just like to see more taxis or service for pick ups improve. The lack of taxis and price in Aberdeen is atrocious we should be ashamed! Especially calling out airport international, no taxis its a farce.
Taxi Trade	To maintain the current knowledge test procedure as it stands.
Taxi Trade	<p>From my experience, knowing Aberdeen through the level of study required is a great way to start taxi work in Aberdeen. I've been from Aberdeen all my life and it was an eye opener to me.</p> <p>I agree the way in which the test is administered needs changed but I feel the fair way for current driver and for new ones is to allow resists of 1 or more elements of the test rather than a whole resit.</p>
Member of public.	Lots of sectors in the UK are struggling to recruit just now but lower standards is not the answer. Have well qualified individuals for their chosen profession is the way forward and if that means increasing the fares to get them into the trade, that should also be considered. Sadly everything is going up in price and wages need to reflex that.

Taxi Trade (Driver)	<p>Just to say it needs to be kept but possibly some parts could be reduced in % pass mark is this only if you want to drive a car as a Private Hire driver Do you still have to do full test if you want to be a Hackney Driver ? I know this is only about relaxing test for P/H but it needs looked in to deeper The problem that this is solely the late night gig economy and no number of relaxing private hire testing etc will sort this out as it stands every day and especially later at night the airport and train station have long queues of frustrated passengers waiting a long time to get a taxi not great for the city if a visitor.</p> <p>On summing up yes driver shortage needs addressed , needs to be done in a reasonable way that the existing drivers Red or Yellow plate can still make a living out of the job . If job is just opened up with no testing I fear many drivers who are working in industry at present might well leave the job .</p>
Member of Public	<p>I like my driver's, knowing where to go. Without using an app or sat-nav.</p>

Taxi trade	<p>The whole licence system for current drivers need overhauled . I feel that would be more the case than there being a lack of drivers , my 70hr weeks tell me this which can be at times very tiring and to put more drivers on the system will only up that figure and become an unsafe environment for drivers and passengers .</p> <p>Ive never understood why there are separate licences for Airport/rail/street taxi and private hire ? it should be 1 licence and that in turn will benefit the public , as a p/h driver i couldn't count the number of times I've passed queues of people at rail/airport and city ranks and not being able to service them</p> <p>And seeing the look on their faces as i pass them by wondering why</p> <p>If 1 licence is not possible</p> <p>At least have a peak period system where we all operate as taxis after all we all did the same test and to be hampered on how i operate because of the vehicle i chose to by is failing the public .</p>
Self employed taxi driver	Make licences easier to get is only playing into the hands of the taxi offices
Member of Public	No
Member of Public	I'm happy to keep things the way they are.
Member of public.	You want to be in a car that driver knows streets and not some random person and Google maps.

Member of Public	No sat-navs! No way!! Keep things the way they are. Being a licensed driver is earned, though the knowledge test.
Member of Public	No, no, no, no!! I don't agree with this idea at all!
Member of Public	No. All drivers should be knowledged.
Member of public	Customers want drivers who know where they are going. Private hire drivers were let through before with no test and I still hear customers moaning about it today. Don't make the same mistake again.
Member of public, taxi driver in aberdeenshire	No

Taxi trade	<p>Due to the abnormal situation with Covid of the past couple of years I understand that there is a shortage of drivers at the moment but looks like the council just want to get the numbers back up by introducing a half hearted scheme and changing the taxi knowledge test and making it easier for people to pass test,</p> <p>Apart from the revellers out at 2am who would like anyone to take them home I think that the majority of the general public would still prefer to have drivers who have taken the tried and tested knowledge test to take them on their taxi journeys.</p>
Taxi trade	<p>The trade is not for everyone. so in my view the test should remain to avoid flooding the city with unknowleged hot shots also while it's private hire it would not solve the problems of revellers waiting in ranks at weekends as private hire can't pick up from ranks. When on a weekday/night and no work to keep current drivers going. Then that's when hires get stolen from chancers and private hire hiding in side streets hoping for a sneaky lift would just put a divide between Hackney and private hire drivers. Last point what about all the already private hire drivers that put time and effort to pass the test the same as every driver in the trade</p>
Member of the public	No
Public	No

Taxi trade	<p>From what I have seen over the last few months one of the main issues with is lack of taxis servicing the ranks late Saturday nights/early Sunday morning, while some of this is down to drivers leaving the trade due to the pandemic, there are also major issues with the availability and pricing of wheelchair accessible cars which are required for a taxi plate in Aberdeen, when looking for a new taxi at the beginning of the year I could not get a new wav and even a second hand one with low mileage was going to cost me about £30,000 compared to £20,000 for a saloon car with similar mileage, so my only option was to go private hire, this is an option that more and more drivers are choosing, when trying to source a new wav I was told by one of the companies that sells them that with the current car shortage they are struggling to source cars to convert to wheelchair access and also less and less car manufacturers are making vehicles suitable to be converted to wheelchair access, so rather than flood the city with untested private drivers with no knowledge which will have not help with the lack of taxis servicing the ranks, maybe the council could look at either allowing private hire drivers to work the taxi ranks after midnight at weekend or allow saloon cars to have taxi plate rather than private hire, please don't go with the easy quick fix option of getting rid of the knowledge test and instead find a solution that maintains the high standard of taxi drivers in the city</p>
taxi trade	no
Member of public	<p>Don't agree there should be a test. And I don't understand why the council will not allow Uber/lyft to create some competition to the over priced taxis in aberdeen.</p>
Taxi trade	<p>Give the existing red plates option of going yellow plate then you solve the shortage of taxis working the street at night. Putting untested drivers on red plates will not solve the weekend shortage of drivers who work the ranks. Surely you can see that. The only time when there is a shortage is that fri/sat night. Flooding the trade with new drivers (who will mostly work during day) will not solve problem.</p>

Member of public	No changes needed as the standards will lower with any of proposed changes.
Taxi driver	I think we should keep the knowledge test as it is with the amendment of passing one failed section.
Member of the public	As a former taxi driver I feel all drivers should pass the same knowledge test regardless if private hire or not
Taxi driver owner.	All should go through the street knowledge test.
Taxi Trade	<p>There is more of a shortage of cars at the weekend because in my view there is no real incentive to work, the current shortage of drivers is due to the lack of business and increasing costs with no real recognition of this by the council.</p> <p>Changing the test to make it easier will only flood the industry with less qualified drivers and put more pressure on existing drivers to find work that currently is not there!</p>

Taxi trade	The public deserve every PH or taxi driver to be qualified to the same high standard as it is atm
Taxi Driver	<p>I would like to keep the same testing levels as there is now. But only change the resit procedures.</p> <p>Also ...</p> <p>On the point of public and the shortages of taxi I propose that private hire drivers are offered roofsigns and a temporary change to "Yellow Plate" so they can help clear the city center quicker on Weekdays nights and weekend nights.</p> <p>Or allow private hire vehicles to use the night ranks whenever they are in operation .</p>
Taxi Trade	<p>We as taxi drivers have all had to study in recent years and i feel it's only right that this continues. I pride myself on my local knowledge & always strive to promote Aberdeen to visitors to our city. Removing the test won't alleviate the current issue of drivers on a Saturday night(as red plates don't pick up from street ranks) the only people gaining anything from this would be private companies. The cost of running and owning taxi is going up every year and as a WAV we were forced to invest in more expensive cars to be able to furfural out side of the agreement it's only fair that local authority look at bigger picture.</p>
Taxi trade	No

Member of public	We need to remember that taxi drivers and private hire drivers do the same job in transporting their passengers from a-b by the most direct route. If the authority decide on a two tier system, then there is the chance that this will not happen and Aberdeen citizens could end up paying more.
Member of public.	<p>VERY VERY HARD TEST !!</p> <p>I KNOW PEOPLE, TAXI COMPANIES CAN CONFIRM THAT, WHO TRIED TO PASS THIS TEST IN THE LAST 3-4 YEARS !!! DO YOU THINK IS FAIR ?????</p> <p>HOW IS POSSIBLE THAT ANOTHER CITIES IN UK TO DON'T HAVE THIS TEST, AND ABERDEEN COUNCILL INTRODUCE IT...</p> <p>WE REALLY HOPE SOMEONE WILL DO SOMETHING FOR US, FOR PEOPLE WHO LIVE HERE IN ABERDEEN..WE STILL HOPE...</p>
taxi trade	not really , but was the path i followed to hackney qualification in the 1980's, had a year to pass hackney test ,and was allowed to do private hire to that point, and without sat navs

Taxi trade	A test of some sort at a reasonable price
Community	If Aberdeen is short of taxi drivers on the weekend which is the case then part time drivers on the weekends only like every other trades We don't just give taxi license to anybody, that's will finish the professional taxi drivers and finish the trade
Taxi trade	I know that there is a shortage of drivers but watering down tests will only bring us problems in the future why not look into the reasons drivers don't work st peak times to see if a solutions can be found
Member of the public	No
Taxi trade	No

<p>Member of public</p>	<p>The general taxi license street knowledge test should be made easier It's extremely difficult to get a taxi just now and the city is building a negative reputation</p>
<p>Self employed licensed taxi driver</p>	<p>Keep as it is</p>
<p>Member of public</p>	<p>It's outdated with modern technology at drivers disposal.</p>

Member of Public	Scrap it. It's not London, Aberdeen is a small city, you do not need knowledge to drive around it.
Member of the public	Keep it simple and cheap.
Member of public	I find the majority of drivers polite and friendly, but I have also met a few who weren't
Taxi trade	passengers like a driver who knows where he / she - is going and start doubting when a sat nav takes a different direction to the destination
Member of public	The city council needs to take a proactive and holistic approach to the driver shortage in Aberdeen. Public transport as a whole is shockingly bad in the city and quite frankly the council aren't doing enough to improve things.
Taxi trade.	All comments are all above in previous questions.

	<p>Get a different coloured plate for all new drivers including red plates for night time only problem solved</p> <p>Taxi badge holder- this is a disgrace trying to change the way you get your license now compared to when I had to learn all the streets and places. I can see a very easy solution to this late time problem any new driver is given say a purple plate that means he can only work day 6pm -6 am any day. Then when yellow or green plates become available they would then be offered the chance to move to an open shift or you keep a purple plate for x amount of years.</p>
Member of public	I would feel better knowing my driver has full knowledge of Aberdeen
Yes	I think they should simplified it little bit
Member of public	Having previously worked in the taxi industry i believe ALL drivers should have to complete the exam otherwise it just appears to be a "backdoor" entry into becoming a taxi driver.
Member of public	Also should be regular resits to ensure driving standards are maintained
Member of Public	I want to keep things the way they are.
Member of the public	No

Taxi school student	Make it easier the community needs safety and safe journeys, and the potential new drivers needs jobs after losing their previous ones .thanks
Taxi school student	Make it easier the community needs safety and safe journeys home or Wark, and petanchal new drivers will have jobs as maney of them lost there previous ones
Taxi school student	Make it easier so people can get job's and the public get the safety and safe journey home or to work. Thanks
Taxi Driver	In my opinion, the taxi knowledge test should remain unchanged. All the 4 sections of the test are very important for a taxi driver to offer quality services for passengers, regardless of whether they are pre-booked or street jobs. Existing applications often have location errors and drivers who do not know the city areas well can have difficulties and the service offered to the passenger(s) could suffer a lot. Thank you for giving me the opportunity to comment.
Taxi driver	All drivers should be treated equally and on the same basis when applying for a licence regardless of whether they are private hire or not. I also think people who have vast experience of being a taxi driver (10 years) should be able to have a yellow plate on saloon cars.

Aberdeen City taxi driver	If you reduce the knowledge test the high standards that we have now would slip.
Member of Public	Allow private hire with competence in vehicle maintenance test that's all. There is no competition for taxis in Aberdeen and pushes the price unnecessarily high as a result.
Táxi trade	It's about common sense my opinion. Being in trade for the past four years I came realise that the existing companies got away with their policies that only favour them and not the taxi drivers. And facilitate the knowledge test to new drivers it's once more favour this same companies.
Taxi trade	I believe the test keeps a standard that our city deserves. Our industry could be better helped in other ways ie, Reinstating night buses, better awareness for public on which ranks operate at which times, easier access for taxis on union st so we can see which ranks require attention..ect It is also worth noting that the drivers are comeing back to the trade as the demand increases. The taxi industry is recovering, the same as many other sectors since covid.
Taxi trade	A test is a test and if you can't complete the test you don't have the knowledge of said test.

Member of public	<p>I don't feel like anyone should be getting a license without doing the proper test. You can't become a Doctor by doing a sub standard test .</p> <p>Please let taxis drive saloon cars as they feel fit and this would lead to more taxi's than private hire cars meaning more taxis working the city at nights and weekends.If you reduced the policy of wheelchair taxis to first 5 years in the trade need to be wheelchair then can change to saloon this would make sure there are plenty of any type of taxi and everyone will be doing same job,l,e working ranks and streets at all hours .</p>
Taxi Trade	No
Taxi trade	<p>I think that being able to resit parts you have failed, without having to resit the whole test may be the way forward. Doing away with the test for PH drivers would be disastrous.</p>

Member of public	<p>The knowledge test have to be eliminated 100 % !!!!! Council have the opportunity to receive more money from taxes !!! People from Aberdeen will have more cars - I called Friday at 7pm for a cab and the lady said 2 hours to wait?????? Do you think is fair ??????</p> <p>COUNCIL PLEASE DO SOMETHING FOR US - IF YOU CARE ABOUT US !!!!!</p> <p>Eliminated the test !!!!!</p> <p>People want to work !!!</p>
Member of public	<p>FULL TEST HAVE TO BE ELIMINATED !!!!</p> <p>LET UBER TO COME IN ABERDEEN !!!!</p> <p>PLEASE THINK AT PEOPLE NOT ONLY AT YOURTHELVES !!!!!</p>
Taxi Trade	<p>I've never heard anything so ridiculous ! Maybe whoever dreamt up this idea should go out in a taxi for a week and listen to the complaints from customers about drivers that did pass the whole test !!!</p>
Taxi trade	<p>Knowledge test must be kept at all costs to maintain a level of competence for the driver over and above any navigational devices fitted to the vehicle.</p>

Member of public.	<p>Knowledge test have to be eliminate 100% !! Why Edinburgh have Uber ?? Why Glasgow have Uber ??</p> <p>Why there is possible and in Aberdeen not ??</p> <p>Maybe because someone care about their citizens???</p> <p>Shame....</p>
Member of public!	<p>This test have to be eliminate 100% !! We want uber in Aberdeen !!!</p>
Member of public	<p>Entry to market is hindered by testing and licensing regimes. Reducing and making entry easier will increase the number of new entrants and improve the availability of licensed vehicles for people to pre book. This will also increase the licensing revenue of the LA as more people will apply.</p> <p>Amazon drivers for example do not need to sit a test to deliver a parcel as they use technology to guide them to their addresses, along with all other home delivery platforms such as Uber Eats, deliveroo etc etc.</p> <p>Private Hire drivers should still be tested but it should be a reduced test that reflects the nature of private hire.</p>

Taxi Trade	<p>The knowledge test has been part of the requirements for gaining a licence for many years now.</p> <p>Just because there is a perceived shortage of drivers (mainly for two 4 hour periods at a weekend) doesn't mean the knowledge requirements should be scrapped.</p>
Taxi Trade	<p>Sat-Nav systems inform a driver of collisions, delays, roadworks and alternative routes, no knowledge test can provide that level of driver support. They even give warnings of potholes!</p> <p>The knowledge of streets and routes is redundant, although general knowledge of places of interest and the cities history should be required.</p> <p>The SQA should be required but should not delay a drivers licence application.</p> <p>Drivers are required now.</p>

Member of public	<p>If a private hire vehicle is working without a meter fitted then it'll mean the operators of these vehicles will be able to charge anything they like. At the moment, the taximeter keeps the taxi drivers 'honest' and gives a maximum fare that they can charge for a city to city hire. With no taxi meter fitted, it's not illegal to 'surge price' during busy periods. There is evidence that this illegal practice is happening already but ACC/police Scotland are either unaware or cannot get evidence to prove it!! This cannot be allowed as the public will suffer greatly (financially) during busy periods!!! Overcharging is the biggest danger to the public should the test for private hire vehicles be scrapped and the public should be protected.</p>
Taxi Trade	<p>A change to the knowledge test for both Taxi and PH license is a option. But would have to remain the same for both.</p>
Taxi Trade / member of public	<p>I feel it's important to maintain the high quality of knowledge and expertise the current tested drivers have and I think it would be disrespectful to these drivers who take pride in their knowledge to reduce the overall quality of service offered to the public by introducing PH drivers with lesser knowledge.</p> <p>Also there seems to be a lot of talk about lack of taxis in Aberdeen. As a PH driver I very much disagree with this. I acknowledge that for short periods during the weekends there might be an influx of passengers, however these periods are only a few short hours compared to the rest of the week and weekend where it is currently very difficult to make a living.</p> <p>Allowing new PH drivers to enter the trade without complying with the current test will allow a floodgate to open and will only dilute the earning potential even further to the point where it is unsustainable.</p>

Taxi trade	Apart from we should all be treated the same. Why should private hire cars have to wait 3 years when bought new to sit an MOT but a taxi is every year absolute crazy
Hotel	There should be customer service/ care training as part of a license Some drivers in the city are dreadful and their customer care skills are shocking
Taxi trade , there should be street Knowledge test to all taxis.	It should be same procedure to all the taxi driver.
Taxi trade	Consider offering private hire drivers a yellow plate and all new drivers a red plate.
Taxi driver	As I previously mentioned, I think it's madness the questions you are asking the taxi trade especially the drivers who have had to sit and pass the tests you wanted us to pass to then make it easy for any person in the city to just become a licensed taxi driver. It's a kick in the teeth to us drivers who have had to make ends meet in the pandemic. What you are asking me is if I would like you to flood the market with untrained individuals absolutely no thanks. if you open up the market to anybody you are going to effectively push the drivers who have worked for this city for a long time into another profession. i worked hard to gain my taxi licence.

Member of the public	No
Member of the public	The test is required to show the public they have a good level of competence and that they have met the standard required by the council.
Taxi trade Aberdeen city	No !!!
Taxi trade	If you take this test out then the council is opening up the gates for the likes of Uber to operate which I have personally had discussions on how they operate and not many people are in favour of it when they find out more about the way the likes of these company's work
Taxi trade	Drivers having a knowledge of being a driver makes it a more professional feel about it. Drivers having little knowledge has problems written all over it personally

Member of public	I'd rather have a driver with knowledge if the city and would feel more comfortable with a driver who has taken the time to do the knowledge test
Taxi Trade	No
Taxi trade	I feel street knowledge should be a must, although destinations such as hotels/ restaurants etc are not required as much
Taxi driver with rainbow	The standards of taxi driving in Aberdeen have been at a high level for a long long time. Covid has hurt our industry just as it has many others, drivers have suffered and many are no longer willing to put themselves at risk. Job security is important and with the threat of the knowledge test being amended or even abolished drivers are scared they will be fighting a losing battle against inexperienced drivers who will come and go ruining our industry in the process.
Member of Public	NO, I have nothing more to add.

Taxi	Keep the knowledge test it's the only way to learn the streets sat nav takes you all the long way
Taxi trade	No
Taxi trade	No.
Taxi trade	Yes it's OK the way it is it has proved that it provides a great professional service to local & international community that go about their daily business. I also like to point out that I agree with a low emission zone, but with the amount of detours within that zone it must increase emissions, detrimental to business costs also doesn't help clear streets quicker on weekends nights dues to the long detour to gain access to union Street.
Public	Yes no the streets and area and not use sat nave as previous driver have had to learn threw a school training and pay for this out of their own pocket

Taxi trade	Do not spoil the trade with pathetic ideas use common sense and actually listen to the trade
Taxi trade	Test is fair and should remain as is
Taxi trade	You seem to make up rules to suit the council not drivers, you should work together not against
Taxi trade	Initially, before the test had to be taken by PH drivers, myself and numerous others were made to do the test or lose our licence. So, I therefore feel it would be very unfair to now move the goalposts and allow drivers to not have to do the same.
Currently a Taxi Driver plus of course Member of the Public	No I believe my above comments are sufficient
Private Hire Driver	Yes, I feel that it is imperative that a level of knowledge and of studying the city is beneficial to the trade and obviously to the fare paying passengers that we are professional drivers of sound city knowledge. Visitors to our city ask me about various places of interest etc to visit and without a degree of city knowledge this would be lost to the potential income and reviews of our city.

Taxi trade	When I was a pH driver 5 years ago I had to go up in front of the council committee only to be told if I didn't pass my test within 1year I would have my licence revoked. I spent 6 months hard work and sleepless nights passing the knowledge test only for you now to say is it necessary. well yes it is treat everyone the same and make the test mandatory.
Aberdeen city taxi driver Rainbow	If we did go down the road of introducing red plate drivers with no knowledge test which I think is wrong , the only way I think it should be done and what would benefit is if , rainbow , com cabs , Aberdeen taxi , employ 50 drivers each and they can work Friday and Saturday evenings 6 - 4am to cover the times that's needed and give them a year to pass the Knowles test , that way it's fair as it helps the weekends and doesn't flood the streets with taxis at times where it's not needed
Taxi trade	I truly believe this will only be the start of a downward spiral of standards for taxi drivers
Taxi Trade	<p>Many passengers travelling through the city, both from other parts of the UK and from overseas have commented over the years how impressed they have been with the service we provide.</p> <p>This is at risk if you abolish or change the test for some drivers and create a two tier system.</p> <p>All sectors are struggling for staff, from hospitality to office positions to all of the trades and also public transport, but we shouldn't lower standards in any sector to fill the gap.</p>

Taxi trade	I would just reiterate that I think the way to solve the low driver count. Is by promoting the job and providing good training options through the main taxi firms.
Member of public	No
Member of Public	It is outdated and putting potential new drivers off. The council should make getting more taxis on the road a priority to improve the experience for people out at night and arriving into the city. I once arrived back on the last train from Glasgow, proceeded to queue for a taxi with others (including a family with young children) when we were all ejected from the train station onto the street so the staff could lock up the station. No guidance was offered on where to get a taxi. None of the regular companies had cars available - it was very late. Thankfully knowing the city I walked up to the Aberdeen Taxi's taxi shop on Crown street and sat there waiting for a car. Woman alone at night, I walked past the sex shops and drunk people falling out of bars and clubs to find a car to take me home. A really terrible low for the city centre. I don't know what happened to the others who were turfed out from the train station. This is unacceptable for a city centre. Anywhere else I can call an Uber, but not in Aberdeen. Why?
Member of public	The city desperately needs more taxis. Having to wait over an hour after an event at P&J Live is just not good enough and has a knock on effect on the night life economy in Aberdeen

Member of public.	If this test will be eliminated, people will start to work straight, will pay taxes and us, people who live in Aberdeen wll have cars when we need them - it is not posible to call taxi company and to say 2 hours time to wait !!! In 2022 !!! Please do something for us, for normal people !!!
Member of public.	Have to be eliminate 100% !!! People have to work to make money and to pay taxes!!

Business owner	<p>It should be removed entirely.</p> <p>The current severe lack of taxi's situation in Aberdeen is not only inconvenient, it's killing hospitality sector. It's also embarrassing and a danger to the public.</p> <p>My colleagues who own/run hospitality businesses constantly tell me the taxi situation for their staff is ridiculous and dangerous. Many examples of staff, male and female, having to walk for miles at the end of shifts to get home in the early hours of the morning because they cannot get a taxi.</p> <p>Family friends came over from Spain to visit and had to wait for an hour and half for a taxi from the airport. This is embarrassing and a terrible first impression of Aberdeen to people coming to visit for the first time.</p> <p>My sister, after travelling from Countesswells to Union Street for dinner and drinks with friends (on Saturday 25th June), had to queue for 2 hours for a taxi home at night. By herself till 4am. This is ridiculous and unsafe. This has put her off going into the city centre for the foreseeable future.</p> <p>This has to change.</p>
Taxi trade.	<p>If you change the rules the standard will drop.</p>

Member of the public	I just like my taxi driver to know exactly where they are going safely and effectively Without making me feel uncomfortable by them looking at and following a nav screen. Not much fun for a passenger.
Taxi trade	The driver needs to sit a test.It has worked well till now.Sometimes change is not better
Member of Public	Lift taxi restrictions on airport access
Taxi trade	If you remove the need for the knowledge test then you also remove the standards that have been built up over decades and standards that ACC are always striving to improve in terms of how drivers present themselves by way of dress code, standards of vehicles, and behaviours of drivers. Removing the rest will flood the market with people that don't know the city and have no regard for the standards set by the council. Removing this test would be a huge mistake and could ultimately result in an increase in crime between driver and passenger both ways.

Taxi trade	It should be back to the old way oral exam with a traffic sergeant worked very well for forty years if it ain't broken why try and fix it let private hires pick off the night ranks but don't allow them to sit and que
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<p>Member of public.</p>	<p>PLEASE DO SOMETHING WITH THIS EXTREMELY HARD TEST !!!! WE WANT (I KNOW PERSONAL 5 PEOPLE) TO WORK ASAP, TO PAY TAXES NOT TO STAY ON BENEFITS !!! AT LIST FOR PRIVATE HIRE DRIVERS HAVE TO BE ELIMINATE!!!! PLEASE UNDERSTAND US AND DO SOMETHING!!</p> <p>APART OF THAT, IN ABERDEEN ARE NOT ENOUGH TAXI CARS - I CALLED FRIDAY FOR A CAB AND THE LADY TOLD ME 1.5 HOURS TO WAIT !!! I DON T THINK IS FAIR !!!</p> <p>SO, PLEASE ELIMINATE THE TEST AND LET PEOPLE TO WORK, TO PAY TAXES AND EVERYONE WHO WILL NEED A CAB TO HAVE IT ASAP...</p> <p>THANK YOU 😊</p>
<p>MOP</p>	<p>Refresh and retain elements of the training.</p>

Member of the public	No comments
Member of the public	None
Taxi Trade	Dropping the knowledge test will lead to a reduction in the standard of drivers entering the trade.
	Not Answered
MEMBER OF PUBLIC	In this day and age there is no reason with GPS and Satnav systems so able to let the driver know where to go.
Taxi driver	keep it as standard as you are now.

Taxi trade	Most taxi drivers struggling to get a wavy car now and current drivers moving towards getting a PH car, if council introduces a temporary licence with increased fee for current PH drivers to get a yellow plate that will bring back a lot of the drivers who has the license but not working just now and struggling to find a wavy car as it's so expensive
Member of public	Simplicity and competitive to enable more drivers . As taxi cost in Aberdeen is one of the most expensive in the UK considering the length of most journey .
Taxi trade	I think all drivers must be knowledge tested & must also be vetted for the safety of the public, Things are quiet enough without the taxi trade being saturated with non knowledge tested drivers, when you book a taxi through certain company's if it's the answer machine booking there is no destination on our screens which makes it difficult if you haven't got a knowledge of the town etc
Member of public	Abolish test
Member of public	Abolish test

Aberdeen Street Pastors	Think there are two elements to this - as with all professions: - there is the basic 'academic' understanding of the role - the SQA could cover this - driving competency, passenger booking & payment processes, passenger safety and wellbeing , vetting etc. - then there is a practical contextual element about having the skills to drive, the ability to be flexible in changing circumstances and a reasonable local knowledge of areas.
Taxi Trade	No
Taxi trade	Personally If the council do decide to fill Aberdeen with non tested PH drivers then the real problems start. You'll see a revolt from all driver including tested taxi drivers / PH drivers as we won't just sit back and take this. My guess unions will be involved and strike actions could well take place causing even more disruption to the trade.
Member of public	N/A

Member of the public	No
Taxi trade	Knowledge test should stay as it is, local knowledge is a must, sat navs are not the answer
Taxi Trade	would like to see history knowledge in there as well, just some basic knowlege
Taxi Trade	The knowledge test is for implementing very good knowledge of the city for tourists and foreign exchange students.
Member of public	Abolish test
Taxi Trade	As said earlier it's not going to help the issue Aberdeen city is facing but just going to cause more problems like Standards of the trade, passengers getting upset with drivers, and drivers Street knowledge will be leaving the industry as we are already struggling to make decent income during the quite hours.


Public	Customer service is absolutely appalling in Aberdeen taxi companies. As a doctor, we hear often of the struggle patients and relatives have around Aberdeen with taxi costs and cars not turning up. The duopoly that the taxi companies enjoy here must not be allowed to continue. Get UBER to Aberdeen.
Member of public	With modern Sat nav systems these tests are severely outdated.
Member of Public	Checks beyond a person being fit and proper to have a trusted and public facing role, and their ability to use satellite navigation are far more important for private hire than the knowledge test. If a driver can meet driving standards, is properly insured, and deemed fit and proper to work then the knowledge is irrelevant as to whether I would ride with them.
Member of public	It seems out dated in every sense.
Taxi trade	If a brain surgeon has to learn then so does a private hire

<p>Member of the public, city centre hospitality business owner and burgess of the guild of Aberdeen.</p>	<p>In recent years, the way people order and book everything has changed, and Aberdeen is unfortunately already many years behind with its transport infrastructure. A general knowledge of the main areas may be of benefit, but to be honest I don't think with modern sat-nav and apps there is even a requirement for this. Aberdeen is a small place so within a day of driving most normal drivers would understand where roadworks/slower areas are and make allowances if required. Many consumers have no alternative other than a taxi, as there are no allowance for electric scooter use, and no tram network. The bus service is poor and has seen cost go up, whilst services have been declining, meaning that for the cities night time economy, taxis are the only option, and there is often very few taxis available which means waiting for long periods of time in the dark and cold, which is unsafe for many and unwelcoming for visitors.</p> <p>Consumers want a fixed-price, cost effective taxi service that is reliable, and currently the taxi services in Aberdeen don't cover any of these 3 key points. The city centre, and especially the night-time economy requires a change of vision in order for it to be as easily accessible and give consumers the confidence to know they can get home safely and promptly when required.</p>
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Member of public	No
Member of Public	Trade costs are rapidly increasing and any change to licensing needs to avoid any additional burden to attract talent.
Taxi trade	1 thing I would like to mention regarding Private hire taxis in Aberdeen they should have a sticker on the side of there vehicles to let the public know they are pre booked hire only as I've seen private hire pick up of the streets of Aberdeen , every other city in Scotland have a sticker on there car .
The Chester Hotel	As previously stated technology has changed, has the test kept up with the change?
Business owner	These tests are taking 6-8 months when the city has a problem now . Surely the world of Google Maps has overtaken the need for knowledge tests
Member of public	NEED MORE TAXI DRIVERS!

<p>Bon Accord, Aberdeen</p>	<p>My comment relates to all questions above.</p> <p>I think the knowledge test is completely out of date. Google Maps will answer all queries.</p> <p>The majority of other successful cities in the world will allow Uber / others and I believe we are now out of line with these and external visitors are surprised by how out of date we are.</p> <p>The nature of Uber recognised both positive customer service and the ability of the driver to deal with customer queries and indeed local knowledge.</p> <p>I believe a different way of thinking is required.</p>
<p>Member of Public</p>	<p>We should make it as easy as possible for people willing to work as a private hire car to obtain a license.</p> <p>I would be delighted if Uber and other ride hailing services would be introduced in the city as this would help Aberdeen keep up with other cities who have this available.</p> <p>In the past 2 months I have had several 50minute waits at Aberdeen airport at 10pm because of lack of taxi / private hire car options. Anything to help resolve this issue would be appreciated</p>

Public	<p>I am in favour of Uber coming to Aberdeen, Uber drivers would not require knowledge test so would be hypocritical of me to say taxi drivers need one. However, I think anyone employed to drive professionally should have a good knowledge and understanding of the roads in the city they are driving in and should use maps / apps to assist them if they need it. I have had to direct taxi drivers around Aberdeen before, which I should not have to do.</p>
Aberdeen taxis ltd	<p>The knowledge test in its current form is only serving to diminish the numbers in the trade. It has been designed as a Market controlled barrier to entry to the taxi trade for decades.</p> <p>Our city and business suffer from lack of an established transport infrastructure.</p> <p>Now is the time to embrace change for the better to serve the public in the city. The local authority must take its role in this seriously as the key player in facilitating it.</p>

<p>Member of public!</p>	<p>So, if you'll eliminate this test, will be a win win situation for all of us !!!</p> <ol style="list-style-type: none"><li data-bbox="405 268 1973 343">1. We will have more taxi cars in Aberdeen- when you want to book a taxi, special in weekend, it's a nightmare- they always said-NOT ENOUGH CARS !!!<li data-bbox="405 384 2007 459">2. People will start to work straight, like in Edinburgh, Glasgow, Inverness, etc , and they will start to pay taxes !!! NO MORE UNIVERSAL CREDIT ANYMORE !!!<li data-bbox="405 496 1122 528">3. WIN WIN SITUATION FOR E V E R Y O N E !!! <p>PLEASE, PLEASE, DO SOMETHING FOR US !!!!!!!</p> 
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Taxi Driver	<p>The knowledge test ensures that a public get a high standard of service, as standard. Removing or watering down the knowledge test, will DEFINITELY lower the standard of service, that the public get. Not only that, apart from peak times, work isn't continual. Having a sudden burst of hundreds, if not thousands of unknokledged private hire drivers, will make it even harder for the current licenced taxi drivers, to make a living. If hundreds or thousands passed the knowledge test, then they are deserving of joining us in the trade. But realistically, if there were that many people passing the test, then the population of the City of Aberdeen, would be a lot bigger than what it is now. As in my opinion, it's a natural balance. The more people live in the city, the more people will want to do the knowledge test.</p> <p>The City Council should allow licenced premises to open for much later than they do now. Or even upcap the time licenced premises can open until. Therefore, you wouldn't have a mad rush of thousands of people at 03:00, all wanting a taxi. People would naturally leave licenced premises, at there own accord. So the flow of people, would be much lower number, and easier for the taxi trade to deal with. Plus, people wouldn't have excessive wait times for a taxi. And where are all these thousands of people on a Monday morning, or Tuesday afternoon?? Again, it's only peak times that people complain about there being a lack of taxis. But peak demands happen in most types of businesses.</p>
Member of Public	If it ain't broke, why fix it?
Taxi Driver	No

Member of Public	I don't agree that taxis cannot pick someone up if flagged down outwith a taxi rank. Some people may be in a vulnerable position that they need to get out of quickly and empty taxis are currently forced to drive by.
Member of Public	No
Member of public	No
Member of public	No

<p>Member of public</p>	<p>PLEASE, PLEASE, PLEASE if you really care about people who vote you, do something!!! Please eliminate this test like in all UK!! People want to work, after this pandemic period !! People who lived in Aberdeen wants more taxi cars !! Drivers will start to pay taxes !! So only good things for everyone!!!</p> <p>PLEASE, help us and do something!!</p> <p>Hopefully someone will read this message and will care about us, normal people !!!</p> <p>Thank you guys !!!!!!!</p> <p>God bless you and Hopefully will be ok for all of us !!!</p>
<p>Member of the public</p>	<p>I think it's important that it remains.</p>
<p>Member of public</p>	<p>The city is lacking is taxi's, having waits of more than an hour for a taxi in such a big city is ridiculous. The city desperately needs more taxi's and quickly before the city centre cannot attract people.</p>

Member of the public	No
Member of the public and a pub manager	Take it away and give them sat navs We must have more drivers - its unsafe and impossible to get home after midnight on a Thursday/ Friday/ Saturday- and Sundays are impossible Put cars on the road - Its madness and what about our 2 buse companies- We need to get people home or they don't come out
Member of public	The lack of taxi availability in aberdeen is dangerous. Anything that can be done to increase availability, should be

Member of Public	<p>I raised this with ACC a few months ago as the wait at a taxi rank was hours, there was no support, it was cold and the hours of standing waiting caused me incredible pain the following day. ACC response was poor.</p> <p>Prebooking is also not the solution. Last weekend I prebooked a taxi in advance and tracked it on the app, it showed it was almost outside so I went outside and nothing there. App showed as picked up. Called operator and was told they must of picked someone else up. This was 1.30 am and I was told I would need to now wait until 5am!!! I was now outside at night in the rain with no way of getting back inside. So your thoughts around prebooking would need to be regulated as comcab do not care. Thankfully Rainbow came through after 1.5 hours.</p>
Member of public	<p>WE NEED UBER!! Not nearly enough taxis- it's a safety concern. Walked home multiple times from city centre in the middle of the night- as a woman, this is not safe.</p>
Member of public	<p>Get Uber started up in Aberdeen</p>
Member of the public	<p>Get rid of it</p>
Member of the public	<p>I would like to see more taxis available but at the same time, they should regulated and a PVG done to ensure the safety of passengers.</p> <p>Not sure how regulated UBER drivers are at the moment and I do think some knowledge of the city and shire should also be a must but not necessarily as strict as the test is at the moment.</p>

Member of Public	No.
Member of public	It's a bit in the dark ages as today's online world allows anyone to find routes.
Member of public	It is extremely hard to get home safely in Aberdeen. I have had to walk home alone on lots of occasions as my friends live the other end of town. There seems to be a serious lack of taxis and NO BUSES. Which is ridiculous in a large city like Aberdeen. So anything that makes it easier for people to get home safely is a good thing!
Member of public	Anything that helps get more taxis on the road is a big yes from me!
Public	No test things have changed sat Nav Google map lot have improved we aren't in the Victorian age also street change on daily basis with new steet coming every 6 months.

Member of the public and regular taxi user	LET UBER IN!!!! it works so well everywhere else. Aberdeen has the worst taxi service of any city I've ever been to. Its all on the App so they do not need any knowledge of Aberdeen roads and therefore don't need any test!!
Member of the Public	I feel it hampers Aberdeen tourism and business not to have common ride share business such as Uber and Lyft operating within the city (who are common in most major worldwide cities) Which I believe aren't due to the lack of drivers, due to the need to have detailed knowledge of the city streets.
Public	No
Member of public	UBER!
Member of the public	Drivers should understand taxi etiquette. Light on means your are free for business and should stop. If you're not available, the light should be off.
Member of public	The test should remain in place to retain a level of standard across the board

Member of public	<p>Taxi drivers NEED to have a good working knowledge of the city Too often I have been in a taxi with drivers who have extremely limited knowledge of the city and have very limited knowledge of routes We need to test the drivers knowledge of the city, NOT their ability to work a sat-nav</p>
Member of public	N/a
Member of the public	<p>The bottom line is folk just want a car to get them from a to b. And unfortunately a lot of the time it's from the train station and airport. And there are quite regularly long waits at both for taxis to arrive. Also busy weekend nights there is a noticeable lack of drivers compared to pre COVID times.</p> <p>And if you read the comments online a VERY LARGE proportion of Aberdeen citizens would back UBER being allowed to operate in the city. It's ridiculous to think they operate perfectly well in every other UK city but not in Aberdeen....</p> <p>Aberdeen is so far behind all of the other major cities in the UK on various aspects, its slowly killing the city centre.</p>

Nhs	At present it is near inposabble to get a taxi in town... Due to the lack of drivers, there needs to be something done to increase the current numbers on the road at present...
Taxi Driver	The knowledge test should remain as this prevents, the flood gates opening to anyone who wants to come to Aberdeen and drive a taxi without proper knowledge/ checks and the problems that this can cause. There needs to be a review of the plate system as you need more Yellow plates to work the ranks but currently new Yellow plates must be wheelchair accessible which is costly and is off putting for a number of drivers so therefore they will obtain a red plate/ private hire which are unable to work the ranks or take thier own hires and this is having an impact on the shortage of cars available during the weekends and evenings.
Taxi trade	There needs to be more taxi drivers so anything that can be done to allow more access should be done.

Public	<p>We need Uber in aberdeen and / or we need more taxi ranks</p> <p>Having lived overseas for many years Uber is the best thing to have happened to taxi.</p>
Member of public	<p>Possibly mock tests online, the need for a street knowledge when there is sat nav is an outdated process but does stave off just anyone become a driver.</p>
Member of public	<p>If this test is the main thing holding people back from becoming taxi/private hire drivers in Aberdeen, it must be looked at as a priority.</p> <p>Aberdeen is by far the worst city I've experienced for trying to get a taxi/private hire car. It leads to unsafe situations for many and means that taxi companies are currently charging far more than other cities would ever dream of due to lack of competition from services like Bolt/Uber/Go Cars.</p>
Member of public	<p>My previous experiences with taxi and private hire in aberdeen ik relation to knowledge has always been very good and have never had a problem with incompetence</p>
Member of public	<p>Please get more taxis at the airport, in the city, more ranks or facilitate uber to operate if thats what it takes</p>

I a rainbow taxi driver	<p>The test is good.</p> <p>You can't saturate the market either then you have way too many.</p> <p>Sat night is the main problem</p>
Member of the public	<p>Please change it so Uber can come into our city</p>
Member of Public	<p>I'm not sure why you make it so difficult to be a taxi driver. Every other city seems to manage just fine. Aberdeen is so far behind the times and the taxi situation is quite frankly appalling and embarrassing.</p> <p>I came home from Glasgow via train. No taxis at the train station, pouring of rain and had to drag a case all the way to castle gate. Its a disgrace.</p>
Public	<p>Taxis in aberdeen are far too expensive they are given far too much freedom to charge what they want. They should be governed more strictly and Uber should be allowed to work in aberdeen tbis would stop the ridiculous amount they charge by making it a more competitive industry</p> <p>Aberdeen taxi drivers have had far to much freedom to do what they want and say. It is now time to ask them realise that the city is no longer booking it is on its knees and they need to stop the ridiculously high fares</p>
Public	<p>If you can drive a car legally what is the need for any additional barriers or tests. Modern technology negates the need for all this.</p>

Member of public	Aberdeen is crying out for Uber or bolt. It is so difficult to get a taxi at the weekend and it is so expensive.
Member of the public	More of a general comment than towards the tests and how they should be changed. trying to book a taxi on a weekend for late evening/early morning is extremely difficult and most companies don't take pre bookings. Whatever will help with more drivers as there seems to be a shortage and it shouldn't take 2+ hours to get a taxi from bridge of Don to town centre at 1am on a Saturday
Member of public	No
Taxi 🚕	As a taxi user every day for over 30 years the over priced taxis in Aberdeen when home from onshore most of the drivers from Aberdeen are good some from overseas normally use Sat navigation and are good enough no need for any test get with the times
Public	I don't really care if they know how to get to one specific street 10 different routes, if they can drive safely and can use a gps system I'm more than happy for them to drive me

Member of the public and taxi user.	As stated modern technology in most negates the reason for the test. A sat nav in car and up to date with a mobile smartphone as backup is better then any test. The taxi driver testing is a very good idea.
Member of public	Just bring in Uber, the lack of such a convince is aging the city compared to Glasgow and Edinburgh
Taxi trade.	No.
Taxi trade	Don't mess with the test system as just will flood the trade from private hire drivers working for the like Uber etc, people hate waiting for taxis but most of the time it's just from 12am Sunday till 4am Sunday what about the other 164 hours in the week when there are not large queues. Try to encourage drivers that left the trade to come back rather than destroy the livelihoods of drivers that stuck it out through covid
Member of the public	Tests should focus much more on the person and whether they are suitable and safe to have individuals in their private motors. Criminal background checks etc.

Member of public	It's the most stupid thing in the world, why can't you just allow UBER like most cities, it's without a doubt the best option, the city is an absolute shambles because of the council, it's about time you done something people actually want. Do a poll and see if people would rather have UBER, the results would be heavily in the favour of that!!
Taxi trade	It seems adequate as many foreign drivers seem able to pass it, the lack of drivers is mostly obvious at the night time ranks at weekend. This is made worse by the council not allowing taxi's to enter the bus gate for the night time rank. A taxi at the top of market St is within 50 yards of the graveyard rank but unable to enter the lights, only exit them. The car needs to detour union st, King St, West North St, gallowgate, spring Garden, George st, St Andrews St, Blackfriars St, upperkirkgate, back wynd then finally Union st. So approx 2 miles to reach a rank 50 yards away.
Member of Public	Make uber legal, waiting times for taxis are ridiculous and it is impossible to get one at night or weekends
Public	UBER PLEASE

Member of Public	No tests is needed, let them all just drive. There is no tests for delivery drivers and they just do perfect fine...
Public	Let firms like uber into Aberdeen
Myself.	All drivers should have a disclosure.
Member of public, night time city centre worker. International traveller.	Let Uber in, it fixes everything. It's modern, affordable and works world wide.
Member of public	Acquiring a taxi in Aberdeen at the moment is almost impossible. You either have to wait in a queue for hours on end or wait fun til the early hours for the various app and phone services to take bookings again. Something needs to be done as it's making people not want to go into Aberdeen City Centre for fear of not being able to get home quickly/safely. If Uber started it's service in Aberdeen there would be no doubt taxis in Aberdeen would be made obsolete as they are so unreliable and rare to find on busy weekend nights. Thank you.

	<p>Something needs to be done</p> <p>Queues and wait times for taxis unacceptable, o my city that doesn't have Uber or lots of taxi's going about. It's unsafe at weekends if you go out drinking. The late buses need to be later if the taxi situation isn't fixed.</p>
Public	No further comments.
Member of public - UBER IS NEEDED	Uber needs to be brought in It's very safe and reliable
Citizen	Safety is of concern when travelling on busses. Busses often do not turn up. The bus timetables at stops and online are incorrect.

Member of the public	I have used Taxis and ride sharing apps around the world and I so disappointed with the state of affairs in this area in aberdeen. I have been living abroad and have the luxury of using ride share on a regular basis with 5-10 min wait times for a lift. I was recently back in Aberdeen and spent the evening in the city and had to walk back to my accommodation late in the evening due to no taxis being available. Aberdeen is screaming for ride share!! These tests are out dated and need to be abolished before Aberdeen falls further behind the rest of the world.
Member of the public	In this day and age, whilst I think the more informed the better, sadly the footfall is simply too low to attract new drivers under the current standards. Allow Uber and lower the standards for new drivers
Member of the public	More training fon wheelchair accessible taxis

<p>Member of the public</p>	<p>I don't think the test is necessary when drivers can rely on what is now very accurate gps.</p> <p>Systems like Uber work very well in much larger and more complicated city structures to Aberdeen's.</p> <p>Access to transport in Aberdeen is currently scarce, expensive and drivers are very selective, even refusing fares they don't want to take. A crucial part of the revitalisation of the City Centre has to be improved transport.</p> <p>My wife and I are 34, we live in Drumoak and have disposable income. However, we rarely come to Aberdeen because getting bus back home is fairly limiting and getting a taxi back is fairly stressful; long queues where trouble often sparks, risk of waiting a very long time for a taxi to arrive and then a fare that often costs more than the dinner we just paid for.</p>
<p>Public</p>	<p>In this day in age I do think drivers should have a small knowledge test but there is a wonderful thing called maps or sat nav current one is far to complicated with 4 sections and does require taxi school during the pandemic there was no taxi schools operating and therefor this is how aberdeen have a lack of drivers. If the test changed I would be interested in reapplying.</p>

Member of public	It isn't necessary with the use of navigation applications
Public	Sat Nav are in most cars & generally people know where they are going. The amt of taxi available at airport is disgraceful, get more taxis available in Aberdeen

<p>Member of public.</p>	<p>You are making it a nightmare to become a taxi/private hire driver and there is no need. As long as relevant background checks are done re criminal activity etc, let people who want to drive, do it.</p> <p>UBER should be allowed into Aberdeen. It would make it a lot easier to get transport to places. The council has wasted so much money on light up signs and colourful umbrellas to make the city centre appealing but what good is that if people are reluctant to go out because there is not an easy, safe, affordable, and accessible way to get home again?</p>
<p>Member of public</p>	<p>The test for for private hire should be scrapped. That would allow to operate more companies like Uber or Bolt which would put taxi fares down as at the moment the prices in Aberdeen and Aberdeenshire are rocket high</p>

Member of the public	Need to make it easier for people to become taxi drivers as the city is severely lacking on weekends. This is putting the general public at risk as there is no way home from the city centre.
Taxi	With current technology and the need for drivers in the city, the level of knowledge required currently to pass the test is too strict and probably not required. The testing should be relaxed as it is currently very daunting for new drivers and off putting.
Member of public	Allow uber

Member of public	It's needs to be relevant but at the same time relatively simple.
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<p>Member of the public</p>	<p>Scrap the test completely and simply make sure they are able to find addresses by using their chosen means of sat nav/maps.</p> <p>Hurry up and allow Uber to operate in the city. For years taxi drivers of Aberdeen have gotten away with having a monopoly over prices and charging astronomical rates for fares. Glasgow/edinburgh are larger cities yet taxis remain cheaper than they are in Aberdeen it's an absolute joke.</p> <p>Whatever happens the taxi service needs greatly improved as it is abysmal currently. £15 for a 10 minute journey across the city and if you want to book a taxi after 5pm you'll be lucky if you can get one without having to wait an hour. Late at night when people need to get home there are no taxis available whatsoever.</p>
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General public	Uber should be introduced
Member of public	Take into account other cities on how they have implemented uber for example and compare the difficulty and procedure for their knowledge test since the other cities like Edinburgh or Glasgows have done well with uber.
Member of public	We need uber, taxis are terrible and not fit for purpose in aberdeen

Member of public	Get Uber!!!!
Member of the public	Same as above but please just allow Uber or Lyft or any of those other apps because finding a late night taxi in Aberdeen has become a nightmare since covid and it wasn't great beforehand anyway
Member of public	No

Member of Public	There should be more public transport opportunities available for the public. The current opportunities by bus and hire cars (taxis) are not convenient and not competitively priced and generally discourage people from using public transport.
Member of public	There is no taxis at all, no way to get home after the hours of 12 am and no way to book anything. Stop leaving young people vulnerable in the city at night, bring in more night buses or uber
Member of public	I have no comment on the knowledge test but I would like to comment on why Aberdeen is lacking behind every other city. I would like to know why Uber taxis are not used in Aberdeen and the shire when there is an obvious need for them. The current situation with the train timetables is diabolical and to have a taxi service that's not progressing with the times is ridiculous.

Taxi Trade	I feel that due to the lack of taxis now that seem to be working in Aberdeen it would be much more beneficial to bring Uber to the city.
Member of Public	See comments above about introducing Uber
member of public	Just get Uber

Member of the public	Late night buses need to be implemented if organisations like Uber are not allowed to be present in Aberdeen and Aberdeenshire
Member of public	I would be very concerned about the removal of the test which would allow companies like uber to run in the area. This will severely undermine the pay to current taxi drivers. There is also less security in who picks you up from uber, as a single female this would be very concerning for me.
Member of public	Stop being difficult and get Uber. Everyone wants it

Member of public	No comment on the knowledge as such, however I do believe that all licence holders should have to prove they have worked/taxi'd for a minimum amount of hours per week/month or risk losing their licence. Far too many licence holders do not taxi on a regular basis, resulting in less taxis being available for the public.
Member of the public	Please get Uber.
Public	Bring Uber to Aberdeen

Member of the public / Events and Hospitality Manager	Bring on Uber!
Member of the public	Have to be able to communicate in english
Member of the public	In related to the test questions. I have recently experienced poor availability of taxis particularly nights at the weekend. I waited over 1 hour for a taxi at around 12am not very late and felt this is not acceptable for the service. Turns out the taxi driver said that due to part of union street only open to buses that the taxis are avoiding this area. Can this been look into please. And may be open to both buses and taxis?

Public	No
Member of public	Probably one of the worst city's for getting a taxi in the uk. Especially on Saturday nights etc. ques for hours. Compared to other uk city's that allow Uber etc. it's just outdated, slow and no longer works.
Member of public	I believe the need for a knowledge test has ended due to technological advancement
Member of Public	Let Uber operate in Aberdeen please, the taxi companies are rarely any use on a busy day/busy night. So many times ive had to walk over an hour to get home because there have been no night busses or taxis available its an absolute joke
Member of public	Not really necessary. Apps like Uber would make it a lot easier to get a taxi. Having a knowledge of the city not that necessary when you can just use the navigation on an app these days
member of the public	yes I take taxis in aberdeen when I go in and think they have enough to pay without anything more going on top they have been brillant everytime I take one knowledgeable of aberdeen they should be helped more from the council not penalised more

Public	Bring in Uber
Member of public	Taxis are not available at night, there should be night buses and uber
Member of Public	We need to encourage more people into the industry not make it harder. Other Cities have Uber it does not make sense that we do not.
Public member	Aberdeen should get Uber
Member of Public	No
Member of the public	Should look to allow third party vehicle for hire services such as Uber and bolt into Aberdeen
Member of public	No

Public Transport in Aberdeen	Safety of people is crucial
Member of public Taxi trade	I think the knowledge test is more than is needed for a private hire driver As a start to a career in taxi work I think private hire is a great way to get to know the City This will mostly lead to drivers taking the knowledge so they can change to a taxi license and pick up from ranks and flagged down on street
Taxi Trade	Modernise it. Make it progressive. But binning it is a backward step for the city
Student	ABERDEEN NEEDS NIGHT BUSSES AND UBER TO OUTER SHIRE DISTRICTS

Taxi trade	There no need to change the test . I only see a lack of taxis between 6&7pm and from 12 / 4.00am on a Saturday only. The rest of the time the taxis are sitting waiting on customers. The 2 year shut down of Covid has resulted in a shortage of staff in a lot of jobs but I don't see them dropping standards to make it easier for them to get the job. A bigger problem has been with the closing of Backwynd and Hadden street Ranks the people are very confused as to where they get a taxi. It's getting better now Backwynd is open but again confusing when after midnight on Union st it's not easy to get to I have to go a mile and a half round the city to pick them up. Will be better when Union Terrace is open again.
Member of the public/public health professional	Bring Uber to Aberdeen. Used it in other UK cities and the difference is unreal. Would free up city centre in a way you don't realise yet.
Taxi Trade	I think that all applicants should have to do aa they do in the likes of London, actually drive the streets for a year to learn them as opposed to learn them off of bits of paper in classes.
Member of Public	There are no taxis and barely any way to get home at night in Aberdeen. It is unsafe for women and everyone. More needs to be done to find transport, not even at night but during the day. Taxis are very hard to get at all times.

Member of public - tax payer!	No further comments. Just fix it so taxis are available at all major locations. Train station/ airport / main shopping area . Current system is broken.
Member of Public	<p>I mentioned Uber above. I feel that Uber should be allowed to operate within the city. Every city I travel to within the UK allow Uber drivers. I feel very confident and safe when using these services, there is no need to remember phone numbers, the drive is tracked and logged, there are ratings so you can see how other passengers have felt about the driver.</p> <p>It really feels behind the times that in Aberdeen you can only book a taxi or PHC by going to the company directly.</p>
Member of Public	Can we please get Uber.
Member of Public	Better use of Technology should be factored in

Taxi trade	I hope we get an answer that helps all.
Taxi trade	No
Taxi trade	The test should continue as is
Taxi trade	I believe other cities in Scotland are or have introduced further checks and tests to clamp down on private hire offices why would Aberdeen be reducing theirs

Taxi Trade	The pass score is pretty rigorous, if I recall correctly, it's 85%. If you're going to lower it, I'd say to only do that by a small increment, say from 85% to 80%. If you're doing sections of the test, then that is what the pass mark is for each section, it SHOULD NOT be a cumulative score.
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Taxi trade	This test has to remain in place to ensure standards. Adding additional untested drivers to the fleet can only be detrimental to the trade and will not help with queues at peak weekend times as they cannot pick up at ranks. the biggest problem we face at the moment is the wav policy which is chasing drivers away from the job due to the outrageous cost of these vehicles. there are plenty of existing drivers who have previously had wav vehicles who would consider returning to the trade if they could get a yellow plate for a saloon car.
Public	We need more taxis in aberdeen and a more competitive price it's worse place I have lived for taxis
Taxi trade	High standers for years quick fix. watch what you wish for
Member of public	Taxi drivers should be living in Aberdeen (proof of council tax etc required) Also the training courses should be free to the potential drivers, Scottish students all get their college and university fees for free. This would encourage more people to become taxi drivers.
Member of public	Yes, just let ppl work if they want to, make a system with all drivers, check them before for criminal offences? Done, easy and simple

Taxi trade	Whether a taxi licensed vehicle or a private hire vehicle you are still perceived by the general public as a taxi driver and part of being a taxi driver is knowing your chosen craft and to have done the knowledge!
Service User	Technology has rendered the test superfluous. Test should be abolished as it is a barrier to the availability of private hire vehicles on the road.
Member of public!	<p>1. PEOPLE WANT TO WORK ASAP !!</p> <p>2. ABERDEEN DON T HAVE ENOUGH TAXI CARS !!</p> <p>3. IF YOU'LL ELIMINATE THIS TEST, PEOPLE WILL START TO WORK, NO UNIVERSAL CREDIT ANYMORE, THEY WILL START TO PAY TAXES AND EVERYONE WILL BE HAPPY.</p> <p>4. IF I WANT TO BOOK A CAB, THEY WILL TELL ME MINIMUM 1 HOUR TIME TO WAIT...IN THE WEEKEND I PHONE RAINBOW TAXI AND THE LADY SAID : SORRY , NOT ENOUGH CARS....</p> <p>SO, PLEASE, DO SOMETHING FOR PEOPLE WHO VOTED YOU FOR A BETTER LIFE !!!</p>

Member of
public

I WAS WORKING IN ENGLAND, IN EDINBURGH, IN GLASGOW WITHOUT THIS TEST.
I WANT TO WORK ASAP, NOT TO STAY ON BENEFITS!
CAN YOU PLEASE ELIMINATE THIS TEST FOR PRIVATE HIRE DRIVERS ??

I REALLY HOPE YOU'LL HELP PEOPLE WHO WANT TO WORK ASAP !

<p>Member of public</p>	<p>GOOD AFTERNOON. MY SON TRY TO PASS THIS TEST IN THE LAST YEAR..MORE THAN 1 YEAR.. CAN YOU PLEASE DO SOMETHING FOR YOUNG PEOPLE WHO WANTS TO WORK ?? YOU ENCOURAGE YOUNG PEOPLE TO STAY ON BENEFITS !! WE VOTED YOU FOR A BETTER LIFE IN ABERDEEN, NOT TO STAY ON UNIVERSAL CREDIT!</p> <p>IF YOU REALLY CARE ABOUT US, PLEASE ELIMINATE THIS ' TEST ' !!</p> <p>APART OF THIS BIG PROBLEM WITH PEOPLE WHO WANT TO WORK, WE DON'T HAVE ENOUGH TAXI CARS IN ABERDEEN !! WHY YOU DON'T ELIMINATE THIS TEST AND EVERYONE WILL BE FINE - PLEASE UNDERSTAND !!</p>
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Member of public	<p>This knowledge test for private hire drivers has to be eliminate!! How is possible only in Aberdeen to have this test ?? Why you don't give the chance to people to work, after this pandemic period ?? Me and my family support you and gave you the vote for a better life in our city !! Please eliminate this knowledge test !! We want to work !! Please understand !! Thank you !!</p>
Member of Public	No
Member of public	Outdated in a modern world where it's so easy to look at the route using a Mobile device and then as long as the person has basic knowledge of a city and surrounding areas then this should be scrapped.
Member of public	The knowledge test is a complete red herring. I dont care if the driver has to use a sat-nav or not. This is 2022 for gods sake.
Taxi trade	No
Member of public	No.

Taxi trade	It's worked for many years
Member of public	Public transport is overwhelmed and taxi's are a nightmare to get a hold of! Please allow Uber! Uber is the future.

<p>I am a taxi driver</p>	<p>A taxi driver that I know personally.</p> <p>His son failed his test. He can't resist for 4 weeks. At least get have the option to be able to get in each week for a resist.</p> <p>It's weekends sat nights is the main issue.</p> <p>That problem is not just unique to Aberdeen. It's all over the world.</p> <p>Even have weekend licenses. When there are drivers only allowed to work on weekends.</p> <p>It would be a good 2nd job.</p> <p>If make changes like I am suggesting</p> <p>In 6 months it would go a long way in solving the weekend demand.</p> <p>When thousand of people drunk on drugs coming out of nightclubs. It's hard for any city/town to meet such a surge in demand.</p> <p>With some of the things suggested I believe it would help. For some reason in recent years. People seem to have become a bit entitled.</p> <p>There a lot of shortages in all lines of work.</p> <p>Younger people even some people I know even in there mid 30s won't work them times of the day.</p> <p>Not to say you can't get people.</p> <p>Some of the things I suggested would get fowk through quicker.</p> <p>I trying to think if there is anything that could incentive more people to do weekends.</p>
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If think of something I will email licencing directly.

If you read all this well done and thank you.

Member of public work in the night trade	I feel with most new cars having sat nav don't need to be so strict specially when it doesn't work anyway I've got into a taxi and they had no clue
Member of public	They should also sit a language test as many of them hardly speak any English.
Community	We need to move Aberdeen into modern taxi and travel application. It's too difficult to arrange a taxi in Aberdeen now.
Public	Drivers should be informed about the legality of service dogs in their vehicles. It would also be good if they got some training in appropriate conversations with customers. I have had drivers who have been racist; anti-vacc; and otherwise inappropriate. This puts me off getting taxis. How someone can't avoid causing offence during a short journey is beyond me.

Member of public	Stop being belligerent and allow uber.
Taxi driver	<p>If you start to treat red & yellow plate drivers different does than mean current red plate driver will be made up to yellow plate?</p> <p>Do you think its fair that someone can come into a job with out any training or knowledge of what there doing? How would you feel if it was your job?</p> <p>Also you might want to keep an eye out on the outcome of the recent high court case in London claiming private hire drivers are working illegally using aps for work!!!</p>

Taxi Trade.	<p>Yes just because the public whinge 2 days a months does not mean the taxi trade has to drop its standards to appease young obnoxious rude individuals</p> <p>The council already lost a court case regarding this debate. However, ACC went back to court and regained the statues that make Aberdeen Taxi driver far superior to the rest of the country. Street knowledge plays a pivotal part within the trade that makes it unique to passengers. Allowing red plated to forgo the hackney would be a betrayal to those of us who sacrificed many hrs and money studying to gain this privilege of ushering passengers to there address without google map which is not accurate. As for passing sections of the test I wholeheartedly agree to be exempt from the parts that been achieved</p>
Public	<p>Renew wheelchair knowledge yearly as so many can't operate safely . I have years of experience of dangerous fitting of wheelchairs. Should also be compulsory that they can't ignore booking for wheelchairs. Lots do choose to ignore</p>
	<p>Support the cities economy and the peoples needs, ease the test for private hire drivers, it's 2022, we shouldn't be using the same system we did back in 1982!</p>
Member of public	<p>With the addition of technology like google maps & Sat Nav, the general knowledge of the city should be sufficient for all journeys, regardless if pre-booked or not.</p>

Member of the public	<p>This test is there for a reason & you run the risk of flooding the taxi trade with too many cars which reduces the lively hood of the drivers.</p> <p>There is no guarantee that new drivers will work at the weekends either.</p> <p>Yes sat navs are fitted in new cars but they don't always take you to the correct destination or the quickest route?</p> <p>Aberdeen taxis have have always had good standards generally speaking.</p>
Taxi Trade	<p>Need basic knowledge test like driving license test something like that but no 4 section of test. Drivers will know area during the work.</p>
Public	<p>Would this include a licence only given if they drive at out of office hours and at weekend including when night clubs come out aswell - ridiculous no drivers in evening</p>
Member of public	<p>The test for both private hire/taxi drivers should be simplified to ensure enough taxis are on the road. A drivers knowledge increases significantly once they start being a taxi driver. The Aberdeenshire taxi drivers do not require to sit any test and they all manage to navigate the city/shire areas using the shortest routes.</p>
Public	<p>Council Officers may be tempted to take the easy way out and open up the city to the likes of Uber, but I would recommend extreme caution.</p>

Member of Public	No further comments in relation to driver competence.
Public	Aberdeen has a serious taxi problem. Long queues at airport, prebooked taxis not showing up. Long waits for cars when calling up. Removing the test should allow for more drivers and greater competition from car ride companies (e.g. uber) providing a greater overall service and more choice
Member of public	Bring back the drivers by reducing the costs. Self employed drivers have done the test and can't get back on the road because of costs from companies and the council.
Member of Public	Current taxi services are too stretched with long waits at the airport and after 11pm. Please consider bringing Uber to Aberdeen.
Taxi trade	No but when ACC allow taxi drivers to use saloon cars all problems with "no taxis" will disappear Very simple solution. Your welcome 😊

Member of public	Not regarding the knowledge test, but I think all taxi drivers going through this test or before they are issued with their license, should be background checked (criminal record, sex register, sexual misconduct etc) as as a young female this would make me feel safer getting into a taxi on my own knowing the council had done these checks prior to the license being granted to that particular driver.
Member of the public	<p>I think it's a tool used by current taxi companies to retain their monopoly in charging astronomical rates. We are growing as a city and also focusing on improving tourism. Which tourist attracting city in the world does not use u Uber?</p> <p>Our current position on this is antiquated and will put more cash in drivers hands than taxi bosses pockets!</p>
Member of the public	There should be no dilution of the requirements to register as taxi driver.
Taxi trade	<p>I'd be very dissatisfied if the test is removed.</p> <p>Proving very unfair to the drivers who spent a LOT of time and money doing said test.</p>
Member of public	Anecdotally - it appears that this testing procedure is not, necessarily, fair and equitable to all. This may just be perception but the whole process needs to be more transparent and results etc published for public information

Public	No.
Member of the public	No Allow Uber to operate so there's some actual competition.
Member of the public	With the technology today the knowledge test is obsolete.
Member of public	Need to make it as easy as possible for people to become taxi drivers, not enough of them in Aberdeen
Member of public	Taxis drivers in general seen to have a very poor quality of driving and little regard to the dulls of the road.
Member of the public	No

Member of public	<p>Over the years, I've seen this happen in various UK cities. Ultimately, this costs the general public more money. I believe that a private hire vehicle that doesn't have a taxi meter fitted can lawfully charge a fare of their choice. This means that during busy periods, these private hire drivers can just 'name their price' for hires. Seems ridiculous that a public hire vehicle can only charge (by law) a maximum fare as indicated by their taxi meter but private hire drivers can charge what they want. The potential will be that the general public can be overpaying at various times (or even more often!)</p>
Member of public	<p>I think they should abolish the knowledge of the city test as a backwards and regressive step and preventing drivers from entering into the fleets. If you look at any job there is always a certain element of on the job training required. You cant possibly suggest that a taxi driver after 3-6 months working in the city without the knowledge test, wouldn't know the city very well, perhaps even better than a born & bred citizen of Aberdeen.</p> <p>Its a known fact that the Council has allowed a fleet of up to 1200 licenced drivers in the city but the actual number of drivers after covid is at best 700. The majority of these drivers are older and we need to attract some young drivers into the business. This shortage of drivers is felt all over the city and we need more drivers quickly, abolishing the knowledge test would get drivers in the city. You can see the knock on effects of not having enough coverage around the city affecting tourism & hospitality sectors or vulnerable people who sometimes don't have any other choice apart from a taxi service that works without excessive delays in waiting for a vehicle to become available.</p>

Member of public	With the age of sat nav etc is there any real need for such extensive tests. I would rather trust a computer based machine to take me the shortest route than some of the current drivers
Member of public	All drivers must sit it
Member if the public	I think taxi drivers should be PVG checked to ensure that passengers are safe
Member of the public	Think all drivers should have some knowledge to be able to undertake driving around aberdeen

Member of public	The lack of taxis and private hire vehicles in Aberdeen is a national embarrassment - I'm constantly told by friends from other parts of Scotland they are choosing elsewhere for nights out and weekend breaks due to the lack of taxi availability. Anything that can solve this problem should be implemented providing it is safe to do so. Technology is available for route finding and it should be utilised as much as possible where it will increase taxi and private hire numbers.
MOP	Must be same as Taxi drivers.
Member of public	Do away with knowledge test
Member of Public	N/A
Member of public.	The test could possibly be shortened to make it slightly easier to pass, instead of 20 streets it could be slightly less, along with only a couple of routes to show their understanding
Member of public	Aberdeen has a reputation for high standards from our taxi drivers. Any lowering of standards of the tests will lead to a drop in standards

member of public	No. as don't have knowledge of the actual knowledge test
Council House Tax paying member of public residing in Aberdeen City	Re above - I see the ability of handling special needs passengers really important.
Public	No
Member of Public	It is a must, if you want to operated within the council jurisdiction as a taxi - private hire driver, you must know the area and some history of where you are operating.

Member of Public	It's best to remove barriers to entry for Private Hire Drivers.
Member of the Public	<p>I really think that the Knowledge Test should remain for all Taxi Drivers. Almost all jobs have tests, SVQs etc and The Knowledge is a very important skill for all Drivers to attain.</p> <p>When I use a taxi I want to be confident that the Driver knows Aberdeen streets well and knows the shortest route to take, which isn't always the case when relying on Sat Nav. Have had instances, not in Aberdeen, of Driver using Sat Nav and being taken to wrong address and also journeys taking longer route ending in costing more. If you come across road works or traffic accident a driver with Knowledge will know other routes to take and not have to rely on Sat Nav. Having Knowledge Test for all Drivers is something I have always respected about Aberdeen Council and would be disappointed if this was changed.</p>

Member of Public I have completed the Taxi Training Test courses at Rainbow Taxi at my own cost	Outdated we all have intimate UK street knowledge at our finger tips on our phones and in most modern cars
Member of the public	Should be regular testing of all drivers not once passed you are free. Maybe every three to four years. To ensure maintaining competence
Taxi Trade	Check criminal record
Member of public	Current taxi drivers do have a license only after passing the test. Though it is not possible to know all streets this knowledge is essential if the passengers do not know the area. If anybody is allowed to be a taxi driver without this knowledge it won't be possible to maintain the standards and is concerning for taxi users

Member of Public	The Knowledge Test and any supplementary tests for all drivers should be encouraged by Aberdeen Council. A knowledgeable and efficient taxi service is a reflection of Aberdeen..
Member of the public	This is 2022. I can and have competently navigated myself around many parts of the USA and Australia using satnav including large cities. (Los Angeles, Houston, Sydney) Drivers should only be required to demonstrate the ability to use satnav technology competently and quickly and to have that technology updated on a regular basis.
Public	Add in customer service and courtesy elements. The taxi drivers know the city but not how to deal with customers

<p>Taxi trade</p>	<p>It's clear that a change is needed for the local community and the visitor to benefit from a better service.</p> <p>Far too often we tell customers and visitors there are no cars available and instead of our office being a safe place for vulnerable people we are forced to lock the door at times as we can't supply a car.</p> <p>The lack of drivers and especially at weekends only forces people to wait at a rank as they can't get one over the phone or on an app. This is wrong, people should not be made or forced to queue. Times have changed and we must break this habit by getting a car to the customer as a first option.</p> <p>Aberdeen is trying hard to attract visitors and it has a lot to offer with hotels, bars, TECA, restaurants and activities in and around. The visitors must have a good experience to spread the word and supplying them with a taxi/cab is part of that experience.</p> <p>The current workforce can only work so many hours in a week and can't be forced to work the unsociable hours as well as the social hours.</p> <p>It's your job to of course govern the trade but to also assist the trade so they can supply a car when one is summoned weather by phone, app, city office, website booking, flagged down or rank.</p>
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Member of Public	It's pointless and outdated , with sat nav their is no need for a street knowledge test, let Uber into the city
Member of public	<p>The current system benefits full time taxi drivers when they sit about aimlessly when it is quiet and there aren't enough of them when it is busy.</p> <p>App based services allows more drivers during peak hours and less when not needed. Much more efficient system.</p>
Public	<p>My comment is about making the streets safer by having more accessible taxis, especially in the evenings. The Uber system works so well in other cities, why not have it here? There are so few public taxis that something has to be done - and soon. As a single woman, even pre-booked taxis are not turning up and there is huge risk with this. Please don't take long to put these decisions through- we need a solution NOW. Thank you.</p>

Member of public	<p>Good afternoon.</p> <p>I was working in England and I want to work in Aberdeen ASAP...now I am un universal credit. If you'll eliminate this test for private hire drivers, a lot of people will start to work, will pay taxes to the council. Happy situation for all of us.</p> <p>And, apart of that, try to call a cab during the weekend- they will say at list few hours time for waiting...do you think is fair ???</p> <p>People in Aberdeen don't have enough cars...if is an emergency what we'll do ?</p> <p>Not everyone have their own cars...</p> <p>So, please do something and eliminate this " very very hard test " !!!</p> <p>We vote you to do something for us, for people who want to work, not to stay all life on UC !!</p> <p>P L E A S E amend this knowledge test !!!!</p>
Member of the public	<p>As a member of the public who uses taxis regularly, I currently find it reassuring to know that the driver will have completed the knowledge test. To introduce a new system now, whereby new taxi drivers do not have to complete the knowledge is detrimental to both existing drivers & members of the public. I believe it would reduce customer confidence & negates the hard work put in by those drivers who have completed the knowledge test.</p>

Member of the public	I think the knowledge test is very important & to undertake it demonstrates that the driver is professional with excellent local knowledge. It can also be very beneficial for learning all the street names etc. Sometimes if drivers are not from the local area or there is a language barrier sometimes the street names cannot be understood. The knowledge test ensures drivers are familiar with all local areas & streets etc as well as the most direct route.
Member of Public	I'd like the council to keep things the way they are.
Taxi Trade	Yes, maybe to have a look at the current pass rate, which I believe is 75%, to drop to maybe 60%.
Member of Public	No
Member of Public	It is an outdated concept and it is evident based on the amount of directions that I have had to give previously in taxis that it has not served its purpose.
Member of public	No

Taxi trade	<p>You say there is a shortage of taxi, yet rebooks of Failed test have been report of 6 weeks or more. I myself spoke to a passenger who failed in january and couldnt get a retest until may. A fellow taxis driver son failed a few weeks ago and couldnt get a retest for 6 week as he was told test are only being done every second monday. I do wonder if all this is just being done to drop the test to allow uber or bolt to enter the city to increase revenue for the council but under the guise of the current taxi shortage, a driver shortage that has also affected buses and driving sectors. When the test was dropped due to legal action by a student i had 2 passengers that asked for cairnfield place. Rather than ask which one as there are two the private hire driver from aberdeen taxi on crown street took them to westhill then kingswells before locking the doors and refusing to take them to the correct address or let them out until they paid the £35 on the meter. After receiving payment he kicked them out miles from the correct address. They had to knock on a door and ask a stranger to call a taxi for them. I was the taxi that picked them up and took 1 to cairnfield place then the last to kincorth.</p>
Member of public	<p>Good morning.</p> <ol style="list-style-type: none"> 1. Like in other cities in uk, this test it's not possible to be available! Why only Aberdeen have this test for private hire drivers? Why you don't let people to work in this hard period ? Will come one of the worst period for uk, for all world...people needs jobs...people want to work, not to stay years to pass this test !! 2. If you'll do something for us and you'll eliminate this test, Aberdeen will have more taxi cars - now, if you'll call a taxi company, especially during the weekend, they will tell you hours to wait - it's fair ?? 3. When we vote you, we had the hope that you'll do something for us for people who want to work !! <p>Can you PLEASE eliminate this HARD test ??? WE WANT TO WORK !!!!!</p>

Member of Public	These days no test should be required as everyone has access to the free sat nav. Only PVG checks should be required to drive a taxi or private hire car.
Member of public	<p>PLEASE AMENDED THIS TEST !! I WANT TO WORK LIKE TAXI PRIVAT HIRE ASAP !!! NOWHERE IN UK IS LIKE IN ABERDEEN, I DON'T NEED TEST FOR PRIVATE HIRE.</p> <p>I HAD AN EMERGENCY WITH MY KID, 7 YEARS OLD, AND I WAS WAITING FOR A TAXI 1 HOUR.. THE LADY SAIS NOT ENOUGH CARS IN ABERDEEN... SO, PLEASE DO SOMETHING!!</p> <p>I REALLY HOPE EVERYTHING WILL BACK TO NORMALITY !!!</p> <p>PLEASE AMENDED THIS TEST - ONE OF THE HARDEST TESTS 🙄🙄</p>
Member of public	Insist that the test is retaken every 2-3 years as the amount of new housing estates being build in Aberdeen is increasing exponentially
Lemberg of public ex taxi driver	A better background check should be implemented for the drivers and not just a disclosure. Any assault charches that's been on there records should be an automatic refusal of license.

Member of Public	No
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