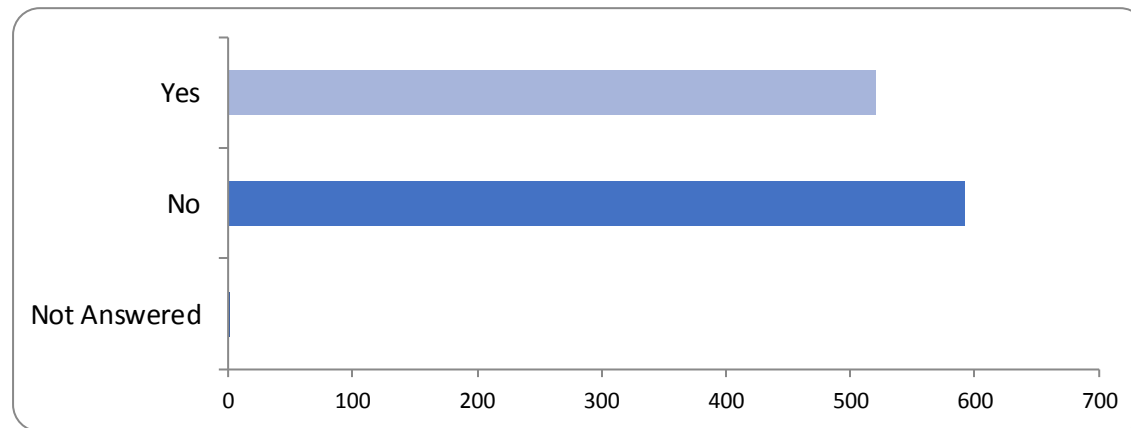


## Do you think a driver training qualification should be introduced?

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	



Taxi trade driver for over 40 years	No	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)
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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	
Taxi byrade	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>	<p>No</p>	<p>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>
<p>Member of Public, previously a member of Disability Equity Partnership</p>	<p>Yes</p>	<p>Consideration should be given to mandatory PVG and first-aid training.</p>
<p>Taxi trade</p>	<p>No</p>	<p>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>
<p>Member of the public</p>	<p>No</p>	



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.
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Taxi trade	No	All the customer is interested in, is getting from A to B in the shortest time/route.
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I am a member of the public.	No	Are you actually insane?
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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>	No	
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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	
------------------	----	--

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
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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.</p> <p>I'm so glad, finally and hopefully city council Aberdeen will do something for his citizens!! We still hope...</p> <p>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...</p> <p>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 !!</p> <p>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...</p> <p>I really don't understand why this very very hard test have to be on in this period....</p> <p>PLEASE, if you really care about the people who live in Aberdeen, do something!!!!</p> <p>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....</p> <p>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	
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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	<p>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 !</p>

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	<p>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.</p>
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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>	<p>No</p>	
<p>Taxi trade , there should be street Knowledge test to all taxis.</p>	<p>Yes</p>	
<p>Taxi trade</p>	<p>No</p>	

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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Member of Public	No	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?
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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 people life !!
Member of the public	No	
Taxi trade	No	

Business owner	No	No.
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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	

Member of the public	No	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.
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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	



<p>Member of public.</p>	<p>No</p>	<p>People want to work ASAP... And council have to do something with this EXTREMELY HARD TEST !!!</p>
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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	

Taxi Trade	Yes	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.
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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.

Member of public!	No	We want people to work asap !!
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Member of public	Yes	
Member of Public	Yes	

Member of public	Yes	
Member of public	Yes	



Taxi Driver	Yes	Absolutely a great idea! This can only make the City of Aberdeen taxi trade, a better fleet overall.
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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	
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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 think 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.</p> <p>Get a training centre. 3 4 nights a week.</p> <p>The instructors can make a judgement on when they are ready.</p> <p>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</p> <p>It is not shortage of taxis it is the new street arrangements make it difficult to taxi drivers to have access to the rank.</p> <p>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.</p> <p>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.</p> <p>Regards, Fereydon</p>	No	
<p>Member of the public Family member of taxi drivers</p>	No	

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	
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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	
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	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>	Yes	
<p>Member of public</p>	No	
<p>Member of public</p>	Yes	

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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<p>I am a taxi driver</p>	<p>Yes</p>	<p>Wouldn't do any harm.</p> <p>Having this qualification would prob reduce insurance costs.</p> <p>Be a good incentive to get this.</p>
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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>	Yes	And it should be given to a reputable college
Public	Yes	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

	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	

Public	No	<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	<p>I think this would be a positive optional step to allow formal qualification for those who wish it.</p> <p>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</p>



	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	

Member of public	No	I don't think this is required and will make people think about additional hoops they need to jump through to gain a licence.
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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	

Member of Public	Yes	<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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Member of the Public	Yes	Yes but as long as it's an additional qualification and not replacing the Knowledge test .
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<p>Member of Public I have completed the Taxi Training Test courses at Rainbow Taxi at my own cost</p>	<p>Yes</p>	<p>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</p>
<p>Member of the public</p>	<p>Yes</p>	
<p>Taxi Trade</p>	<p>Yes</p>	<p>Need minimum SQA qualification</p>

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.
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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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