

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

<p>an Aberdeen licensed taxi driver</p>	<p>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 be acceptable</p> <p>I don't see why there has to b 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>
<p>TAXI driver</p>	<p>Yes i passee once but i have to do again because of my visas refusal now im a resident but got to do the exams again which is not fair for me</p>
<p>Taxi trade</p>	<p>The knowledge test is there for a reason to give the public what they are paying for.</p>
<p>Taxi trade</p>	<p>The knowledge test has been present for many years and has always worked, many hundreds of drivers throughout the years has 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 its 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 l'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 out 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	<p>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</p>
Member of Public	<p>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.</p>
Member of Public	<p>Taxi service is currently poor, innovate the market by incentivising app based taxi services which works well in other cities</p>
Taxi drivers	<p>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.</p>
Taxi driver	<p>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</p>

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.

<p>Member of public and ex taxi driver.</p>	<p>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"</p>
<p>Member of public</p>	<p>Knowledge test is irrelevant at the current time given Sat Nav and directions. Remove test and allow Uber license to operate in city</p>
<p>Taxi trade</p>	<p>No</p>
<p>Member of public</p>	<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

Member of public and person with disability.	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!
Personal Public.	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.
Member of the public	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

Taxi trade	<p>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</p>
Member of Public	<p>Could customer service also be included? Some drivers need to be taught basic manners.</p> <p>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.</p>
Taxi trade	<p>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</p>
Member of public	<p>We have sat nav, a basis general main street knowledge test is sufficient for the role.</p>
Taxi Trade	<p>No</p>
Member of public	<p>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.</p>

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	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. 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.
Taxi trade	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 . 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 . To ask passengers for postcode I feel is unprofessional and below standards and this reflects on all drivers

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.

<p>Member of public</p>	<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>
<p>Taxi trade</p>	<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

Member of public	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
Self employed licensed taxi driver	Keep as it is
Member of public	It's outdated with modern technology at drivers disposal.

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 many 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	<p>In my opinion, the taxi knowledge test should remain unchanged.</p> <p>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.</p> <p>Thank you for giving me the opportunity to comment.</p>
Taxi driver	<p>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.</p> <p>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.</p>

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>

<p>Member of public.</p>	<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>
<p>Member of public!</p>	<p>This test have to be eliminate 100% !! We want uber in Aberdeen !!!</p>
<p>Member of public</p>	<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 of 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	<p>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.</p>
Aberdeen city taxi driver Rainbow	<p>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</p>
Taxi trade	<p>I truly believe this will only be the start of a downward spiral of standards for taxi drivers</p>
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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Member of public.	<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>
MOP	Refresh and retain elements of the training.

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	<p>Think there are two elements to this - as with all professions:</p> <ul style="list-style-type: none"> - 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	<p>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.</p>
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

Member of the public, city centre hospitality business owner and burgess of the guild of Aberdeen.

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.

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.

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>

Member of public!

So, if you'll eliminate this test, will be a win win situation for all of us !!!

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 !!!

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 !!!

3. WIN WIN SITUATION FOR E V E R Y O N E !!!

PLEASE, PLEASE, DO SOMETHING FOR US !!!!!!!



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 unknolged 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	<p>I don't agree that taxis cannot pick someone up if flagged down outwith a taxi rank.</p> <p>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.</p>
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

<p>Member of Public</p>	<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>
<p>Member of public</p>	<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>
<p>Member of public</p>	<p>Get Uber started up in Aberdeen</p>
<p>Member of the public</p>	<p>Get rid of it</p>
<p>Member of the public</p>	<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

Member of the public	<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>
Public	<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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Member of
the public

Scrap the test completely and simply make sure they are able to find addresses by using their chosen means of sat nav/maps.

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.

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.

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	<p>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.</p>
Member of the public/public health professional	<p>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.</p>
Taxi Trade	<p>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.</p>
Member of Public	<p>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.</p>

<p>Member of public - tax payer!</p>	<p>No further comments. Just fix it so taxis are available at all major locations. Train station/ airport / main shopping area . Current system is broken.</p>
<p>Member of Public</p>	<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>
<p>Member of Public</p>	<p>Can we please get Uber.</p>
<p>Member of Public</p>	<p>Better use of Technology should be factored in</p>

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 !

Member of
public

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!

IF YOU REALLY CARE ABOUT US, PLEASE ELIMINATE THIS ' TEST ' !!

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 !!

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.</p> <p>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 dullest 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.</p> <p>Having Knowledge Test for all Drivers is something I have always respected about Aberdeen Council and would be disappointed if this was changed.</p>

<p>Member of Public I have completed the Taxi Training Test courses at Rainbow Taxi at my own cost</p>	<p>Outdated we all have intimate UK street knowledge at our finger tips on our phones and in most modern cars</p>
<p>Member of the public</p>	<p>Should be regular testing of all drivers not once passed you are free. Maybe every three to four years. To ensure maintaining competence</p>
<p>Taxi Trade</p>	<p>Check criminal record</p>
<p>Member of public</p>	<p>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</p>

<p>Member of Public</p>	<p>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..</p>
<p>Member of the public</p>	<p>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)</p> <p>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.</p>
<p>Public</p>	<p>Add in customer service and courtesy elements. The taxi drivers know the city but not how to deal with customers</p>

Taxi trade	<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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