

Do you agree or disagree that the use of satellite navigation (sat nav) by Taxi and Private Hire Car Drivers has replaced the need for the Knowledge Test for potential applicants?	Please provide reasons for your answer
Strongly disagree	Satnav systems don't always recognise newer housing estates or buildings, and may drop out due to lack of WiFi/signal
Disagree	Think local knowledge still beneficial
Disagree	Access to a signal would need to be guaranteed
Strongly disagree	its also beneficial to use sat nav even for those who know the area very well on road closures/ accident/road work/traffic occasions.
Strongly disagree	It helps but knowledge outwith this is important.
Strongly agree	Sat nav/ mobile phones can be updated every year
Strongly disagree	As someone who has lived all my life in Alexandria and driven for over 30 years there is no substitute for local knowledge and there are many local areas where you need to ask questions of customers to find out where they are travelling to.
Strongly disagree	You so not use sat nav for short local.journeys , you should have local knowlesge
Strongly agree	It's much easier to navigate now
Disagree	Satnav is not infallible.
Strongly disagree	Because you're driver should know instantly what route to go when you give them an address what if he inputs the wrong address
Disagree	For the same reasons as above
Disagree	You still need to know the area
Strongly agree	It's a distraction and they don't always work
Strongly agree	Street knowledge
Strongly agree	Provide an alternative to our street knowledge
Strongly disagree	Sat nav is not always 100% and can at times not find certain areas also the constant use of sat navigation to find your way around can and will cause delays as it doesn't always take you the fastest route
Strongly disagree	Any congestion/accidents driver with local knowledge old be able to operate a lot more efficient providing a more confident journey
Strongly agree	At least a reasonable knowledge should be known, Sat Navs do not always take shortest routes.
Strongly agree	Too many Taxi Drivers don't have enough knowledge of their own local area and I feel this is wrong
Strongly disagree	In xasea of disruption a sriver with knowledge will know the shortest and safest route
Strongly disagree	Technology isn't everything and doesn't always recognise post codes
Strongly disagree	Sat navs don't gibe the shortest route most of the time, if the knowledge test is passed then the applicant will be able to work out a shorter route
Strongly disagree	Sat Nav is not always accurate especially in rural areas eg Gartocharn, Drymen, Luss.Also new build housing developments
Strongly disagree	Local knowledge provides confidence and safety
Disagree	It's not a good look to be using sat nav to look for a local place it may cost the customer in time & money
Disagree	The sat navigation systems are not always correct and local knowledge will always be correct as new housing estates do not even register on satnav for months /years.
Strongly agree	100% all drivers use sat nav's - shows road closures , shortest route etc
Strongly agree	The map takes your right to the job this helps when working late at night as you can't see street numbers the sat nav is massive help
Agree	When needed it's available
Strongly agree	Sat bavs take you to the correct destination
Strongly agree	I personally have used the sat-nav on multiple occasions which has resulted in the customers fare being slightly less than they usually pay
Strongly disagree	Sometimes you loose signal of your satnav as you loose gps signal. They haven't replaced drivers "knowledge" as we know the shortest distance as a satnav will slow aye take you the quickest route which is longer sometimes which makes fare more expensive
Strongly agree	Some of the map apps have new build addresses before postcode works
Strongly agree	Sat nav put address in and it takes you there
Strongly disagree	Sat nav route not always cheapest
Agree	All PDA have sat navs and easy to use
Strongly disagree	Sat nav's are a useful ,but drivers shouldn't be dependant on them to do there job

Strongly agree	We all have access to Google maps and other similar type apps.
Strongly disagree	Sat navs can get confused with diversion
Strongly disagree	There could be road closures which the sat nav would not recognise until road closures have be meet
Strongly disagree	Should have local knowledge of the area you are working
Strongly disagree	Local knowledge critical rural area hires.
Agree	The Knowledge test is fairly redundant nowadays due to mapping apps.
Strongly disagree	There are customers that change journeys on the route to destination, does this mean customers will be happy for drivers to pull over and update there say nav costing more money. As they do not know the general area!!
Strongly disagree	Satnavs are not updated often enough. New housing estates would be unknown.
Strongly disagree	Sat navs are not accurate on all routes depending on time of travel
Disagree	local knowledge is essenal only time sat nav should be used if leaving your area
Strongly disagree	As I've already mentioned local knowledge is far superior to entering a random postcode
Strongly disagree	Mistake can be made very easy unless you have the appropriate knowledge of the area and sat navigation dose take the shortest route
Strongly disagree	Standards and customer service will slip if we allow any Tom, Dick or Harry to drive in Clydebank. We have a good standard within the trade and want to maintain this image
Strongly disagree	Sat navs or similar are only as good as the people using them, if there's no area knowledge then it's all too easy to make mistakes, normally these are costly and hits passenger in the pocket as the drives take no responsibility for their errors
Strongly disagree	There is to much margin for human error with the use of satellite navigation systems , a good geographic knowledge is paramount
Strongly agree	The generation has changed and so much more technology is taking over any knowledge needed
Strongly disagree	If a road is suddenly closed local knowledge allows the driver to take an alternate route. Sat navs don't update in real time, particularly on non trunk routes.
Strongly agree	The latest platforms are extremely accurate whilst accounting for shortest routes.
Disagree	Think standard of knowledge is key to a driver, can't always depend on satnav
Agree	useful tool as can provide the most direct route
Strongly disagree	They don't cover diversions or closed roads
Strongly disagree	Sat navs can't replace a knowledgeable experienced taxi driver sat navs can disadvantage the public
Strongly disagree	Knowledge is key in any work place , the use of digital devices for me doesn't help in learning and having a skill set for the job if digital devices crash then your knowledge should automatically come to the fore
Agree	Sat nav doesn't always provide the route the customer would like to go.
Strongly disagree	I believe that the taxi driver should have sound knowledge of the area to provide the best customer service without the need for sat nav
Strongly disagree	Local knowledge is paramount this sat nav takes you long ways all the time I have examples and customer's are complaining
Strongly disagree	Using sat nav is danderous when moving and are not always accirate as in selecting the shortest route as required when operating under a WDC set meter
Strongly disagree	Think every driver should know there local area. Sat nav are not always reliable.
Strongly disagree	Because they don't always give shortest routes costing the customer more money
Strongly disagree	Sat nav not always cheapest
Strongly disagree	Electronic devices and apps should only be used as a back up as they do not always plot the shortest route.
Strongly disagree	Hate being in a cab where the driver is constantly messing with his phone or stereo, happens all too often as it is
Strongly disagree	Sat nav doesn't always take shortest route
Strongly agree	Just is
Strongly disagree	A sat nav is only as good as the person inputting information and if its updated. Local landmarks and driver knowledge should be important to give public confidence and provide a safe journey experience
Strongly disagree	Satnavs are not always correct.
Agree	I agree that the knowledge test should stay in place as sat/nav can be a hazard if no Internet connection is not a available this would be for disabled people & person with hard of hearing it must & the questions should be harder Clydebank is expanding
Strongly disagree	it will bring in people that will ruin a dying trade
Strongly disagree	Local knowledge of ones lic area should be a prerequisite for a lic holder. Using a sat Nev whist driving is ,like mobile phones, is an offence under Road Traffic Act
Strongly disagree	Health and safety

Strongly disagree	Say nav does not always work ie diversion to the route or when no signal
Strongly disagree	Sav nav don't allow for professional local knowledge , ie sends you on the quickest route not the shortest ^o
Strongly disagree	Dangerous as drivers could be typing into satnav while they are driving
Disagree	I think all drivers know their own areas and only use sat nav sometimes when travelling outside west dunbartonshire
Strongly disagree	I disagree with this based on that sat navs don't always take the shortest routs and if there's any hold ups or local road closures then local knowledge will always help in these situations, drivers need to concentrate on job in hand an not watch a satnav
	It's good to know that you have some knowledge of the area
Strongly disagree	The driver needs to have a broad spectrum of the area they are driving in!
Strongly disagree	Knowledge of the area badge holders work is essential knowledge
Disagree	When the hire gets in they do expect the driver too no where they are going except when it's out the area
Strongly disagree	Depending on how the sat nav is set up it does not always take the shortest route i.e strathclyde road to tullichewan it will route right round the bypass whereas through the renton is much cheaper .knowledge of the area always beats a satnav handsdown.
Disagree	Handy to have but local knowledge is better
Strongly agree	Previous answer. Too reliant and do not have local knowledge. E.g traffic congestion use alternative route
Strongly disagree	You should know the Area you operate in surely!
Strongly agree	Technology has taken over route planning and new drivers will have local knowledge within a week of starting taxiing.
Strongly agree	Satnav does not always take you the shortest route!
Agree	Everything to an extent is now done on apps
Disagree	The sat nav increases the risk of accidents, drivers are tempted to use them while the vehicle is in motion
Disagree	Satalite signal not 100% reliable
Disagree	I live in old kilpatrick and dropping our son and daughter in law off at dumbarton road just before the free lands roundabout the the taxi done a u turn to go up mount blow road when 2mins straight on we're home that's following his sat nav
Neutral	If it's Local knowledge then the driver should know quickest route
Neutral	For some homes particular in bonhill Alexandria, Sat nav can only take you close to the homes but not at their doors and also should customers be in the taxi they are happy to help any drivers out who are unfamiliar with their exact address.
Strongly disagree	They don't watch the road and spend too much time watching the sat nav
Neutral	Sat nav is great for monitoring traffic however there are issues with post codes only locals will know of. Knowledge of the local area especially for tourism is something a sat nav can never replace
Strongly agree	U would have to have a good no about the area u at working
Strongly disagree	Sat nav should be a back up only, severs relying on this would be giving there full attention too the road
Strongly disagree	Local knowledge is better
Disagree	As a driver the use of these devices while driving are illegal so change of destination or diversions could create temptation to use said devices while driving
Strongly disagree	It's illegal to operate electronic devices while driving
Strongly disagree	We still need to know the shortest routes and satnavs only show the straitest way from a to b
Strongly disagree	This reduces credibility
Agree	Takes you shortest route ie held up in traffic
Strongly disagree	satnav does not always take you the shortest route like a taxi should!
Strongly disagree	taxi drivers should not have to use a satnav to to work in the area they operate in!
Strongly disagree	Customers expect Taxi drivers to have knowledge of their area without having to check on maps.
Disagree	The potential for confusion over directions to similar sounding roads is significant if satnavs are the sole source of driver information.
Agree	Sat nav almost instantly re-route should there be a road closure or accident on your journey and alert you of any congestion.
Disagree	Local knowledge is still needed
Disagree	Modern technology is good when it works certain sat navs etc still do not take you to the exact location so local knowledge is still better than any electronic device
Neutral	Good to know places of interest for tourists etc.
Strongly disagree	The drivers who use sat nav's always end up going the long way and the taxi is more expensive than normal

Disagree	Local drivers know the areas and mostly use sat nav for more accurate destination IE numbers on front doors. The majority of local taxi drivers don't need to use sat navs as they have grew up in the area and know where they're going.
Strongly disagree	Answered in previous question
Strongly agree	There is always new roads being built, and Sat nav updates regularly
Strongly agree	Satnavs quite often lose their signal, they often take you longer routes
Disagree	The apps for sat nav aren't completely accurate so a general knowledge on the area is advantageous
Neutral	I use sat nav myself for areas I don't know out with Clydebanks but they also don't give you the most accurate route to benefit the customers charge.
Strongly disagree	not everyone knows the post code or business address/exact house they are going to
Strongly disagree	Sat nav doesn't always show the shortest route, which will cost the customer a lot more money
Strongly agree	Sat nav is educational to drivers until they no longer need it
Neutral	A sat nav is a useful tool but good local knowledge is still needed
Neutral	Sat nav is good to let you know what road closures there are and also good to use if you are going outwith your local taxi area
Strongly disagree	Topographical knowledge is important
Strongly disagree	Sat navs are not always reliable
Neutral	Yes they are needed if going outwith your area
Neutral	What happens when navigation goes down u need to have some idea of ur route
Strongly disagree	Sat nav shows in most cases the fastest route and not the cheapest route that we have to take unless a customer specifically requests otherwise. Sat nav also takes your attention away from the road and the customer
Neutral	Don't have a opinion
Disagree	I would say it has lessened the need, but not entirely 'replaced'.
Strongly agree	I have been driving a taxi for the last 4 months and have used a sat nav for 99% of my hires with no issues. This also helps with difficult areas such as Bonhill where all drivers are handed maps to try and work out house numbers etc.
Strongly disagree	Sat navs aren't 100% accurate
Strongly disagree	Sat nav not always accurate at peak times to avoid traffic congestion or road works
Strongly disagree	Wrong destinations happen some female travel solely can be intimidating when driver doesn't know area
Disagree	They're local and know the area and the laws.
Agree	i agree sat nav helps when outside dunbartonshire hires i.e glasgow and further..
Disagree	Always feels safer if you know your driver is in control and not solely dependent on apps and navigation devices
Disagree	Sat navs make it easier for drivers renewal ect
Agree	Sat nav's are incredibly useful, unfortunately the test is outdated and does not cover many of the new developments that have been built in West Dunbartonshire, have a sat nav covers these gaps.
Agree	We use the Sat nav constantly as it is impossible to remember every route and every street name
Strongly disagree	Common knowledge is very important than relying on technology
Strongly agree	It's so much better and easier
Strongly disagree	Sat nav not always accurate for the destination
Strongly agree	Being involved in the Taxi trade more or less since 1974 Satellite navigation is now built in their PDA's so there is no need to read street maps anymore
Strongly agree	Some drivers rely on sat nav outwith their area. Why can't they be used within their area until they learn on the job. Since 2017 DVSA have incorporated it into their test. Encourage more drivers to apply, more taxis on the road, provide more employment
<u>Please note that responses where there is no reason provided have been deleted from this appendix, however, the response still counted.</u>	