To what extent do you agree	
or disagree that the	
_	
requirement to sit and pass	
the Knowledge Test before	
applying for a Licence	Diagon provide recome for very energy
continues to be relevant?	Please provide reasons for your answer In an emergency, someone phoning for a taxi may be unable to provide a specific address and
Strongly agree	may only identify landmarks. Satnav systems are also not always updated or reliable
Strongly agree	I have experience of satnavs providing routes which are not the most direct route
Agree Agree	Using Satnav would need to ensure accessing a signal. This is not guaranteed
Strongly agree	availability of Sat Nav
Strongly agree	Nowadays everyone uses the IT to manage his journey even those known the are for long time to
Strongly disagree	avoid the closure of the road or to get the faster road
Strongly disagree	Taxi drivers need a local knowledge
Strongly agree	Local knowledge without SATNAV or other technology is vital.
Strongly disagree	With use of sat nav and mobile phones
	Sat Nav is great but needs to be backed up by local knowledge when customers don't know the
Strongly agree	area or exact address.
Strongly agree	Ensures that people are.commited to what they are applying for
Strongly agree	There's no need for it in this day
Agree	Local knowledge would better able a taxi driver to carry out his/her job.
	I want my taxi driver to know exactly where he's going that's what I'm paying him for ,I've had bad
	experiences when I lived in Glasgow with foreign taxi drivers not knowing where they're going and
Strongly agree	I've had to sit and direct them ,it's not fair or safe
	Local names for places, such as the Mony, the Dam, the Borley, etc do not appear on satnav type
Strongly agree	devices. Some local knowledge is still required.
	It's only fair for the paying customers their driver knows where to go. And do so by going the
Strongly agree	cheapest route.
Strongly disagree	You need to know the area
	Having had bad experience in Glasgow private hire of driver getting lost it's safer and less
Strongly agree	expensive to have drivers with a good topography of the area
Strongly agree	Need to know the area
Strongly agree	Need to know the area, as not all customers use Taxi APP
Disagree	Everywhere a driver needs to he is available on sat nav.
Strongly agree	Having knowledge of the local area is surely a must for any potential driver
	Would feel safer having driver with local knowledge and able to take short alternative route should
Strongly agree	there be traffic disruption
Strongly disagree	Sat nav takes you the quickest route
	I would want the driver to know exactly where they are going without the need for a sat nav. Sat
	nav is dependent on a wifi signal and if, for whatever reason its not available then the driver will
Strongly agree	bot know where they are going, costing the passenger more
Strongly agree	I belive that any Taxi Driver should have at the very least knowledge of his local area.
Strongly agree	Local knowledge and recommendations are part of the job and customer expectations
Strongly agree	Relevant due to public safety Surely this knowledge is required by taxi drivers
Strongly agree	Knowledge tests are essential, Google maps doesn't show everything, local knowledge is a lot
Strongly agree	more accurate
Strongly disagree	Knowledge is necessary to do the job properly
Strongly agree	Public and personal sadery
Strongly agree	It's a must to have local knowledge
Strongly disagree	Sat öv not not accurate all the time I think you sould keep the knowledge test
Agree	A basic knowledge of the roads should be a pre requisite for the job
rigide	No need for this for private hire as all bookings have an address and drop off and pdas all have
Strongly disagree	sat navigation
chongly along to	There is no need for the test the system ICabbi which most company's are using take you straight
	outside your pick up point , the knowledge test is a hindrance and taking this away well encourage
Strongly disagree	more drivers to get into the industry
Neutral	Not entirely essential
Disagree	Sat navs and mobile apps take you directly to the destination
Strongly disagree	All phones have satnavs
	With the widespread use of sat-navs theres no requirement for a knowledge test, it makes the test
	obsolete, a driver can learn on the job with a sat-nav which would enable more drivers to be
Strongly disagree	employed more quickly to reduce the waiting times for customers
	Customer safety is paramount, and the knowledge and where abouts of a driver is to customer's
	satisfaction. What if the driver looses network on his phone/satnav and dosent know where he's
Strongly agree	going then the customer is upset
Strongly agree	Our advanced knowledge of the local are allows us to display an air of proffesionalism.

Disagree	Not that big an area to get to know and most taxi apps have navigation functions
Strongly agree	You shouldn't be able to get a badge without having a minimum of knowledge of the area
Strongly disagree	Sat nav on mobile phones
o.i.ori.g.y alloag.co	Look at Glasgow council complete shambles and other councils - keep test sat nav takes you
Strongly agree	quickest route not always cheapest - our test is good
Strongly disagree	It is outdated
3 7	I think having a knowledge of the area your working in is vital for safety reasons to both
Strongly agree	passengers & public
Strongly disagree	The test has not impact on the job, as nowadays everyone is using sat nav
Strongly disagree	We all use Sat Nav and always gives quickest and least congested route.
Strongly agree	So you know that the driver knows where you are going even if you dont
Disagree	Most drivers have access to Sat Nav in car, or on mobile phone. phone
Strongly agree	Some customers do not know where the address is to which they are travelling
Grand	If you can't pass the knowledge test for west Dumbartonshire you shouldn't be a taxi driver has it
Strongly disagree	is not that hard as an ex taxi driver
	Most folk have Satnav now, plus being relatively small areas makes it likely that new drivers will
Disagree	pick up the names of most streets pretty quickly
	I strongly disagree with the committee putting forward drivers without sitting the taxi test, you must
	have some knowledge of the area you are working in as sat nav's don't always take you the
Strongly agree	shortest routes.
Strongly agree	A satnavs signal isn't always reliable whereas doing the knowledge negates waiting for a signal.
Strongly agree	Badge holders should have knowledge of area were they work and not to rely on sat navs
Agree	Need good knowledge of area to provide good service
g	
	customers feel more trust knowing the driver knows where he going and know best way togo sat
Strongly agree	nav not always best and can take long way and it takes time to set up leaving customer waiting
- 1 1. g.y - 2. g	Every driver should and "must" have knowledge of their licence area, satnavs have been proven
	to send vehicles the wrong way on many occasions. You would just be as well having robots
Strongly agree	driving the public. We're here to provide a service anaerobic cant
Changly agree	Driver error imputed wrong post code taking hire towards Falkirk instead of clydebank cost of fare
	£92 instead of £18 quoted which was taken from bank account . This could have been avoided
Strongly disagree	if topical test was taken
Circingly disagree	Driver local knowledge test gives the public reassurance that the taxi driver has been properly
	vetted and processed in the correct manner. These reassurances give both customers and the
Strongly agree	general public peace of mind that drivers meet a certain standard.
Chongry agree	too many mistakes made with sat nav devices and wrong routes taken to the detriment of the
Strongly agree	passengers
Strongly agree	The use of satellite navigation can result in the over charging of taxi fares
Agree	Should know little bit
g	
Strongly disagree	The knowledge of area is not needed as now so much modern technology is available if required.
Strongly agree	Constantly referring to a sat nav whilst driving is a distraction and will put public safety at risk
c.i.e.i.g.y ag. ee	periodality referring to a carrier trimet arrang to a alcaracien and trim par paidle callety arrier
Disagree	The latest Google technology allows drivers turn by turn directions to and from journey requests.
	Good knowledge to what route thd driver is taken their passenger, especially on a multi drop
Strongly agree	situation
c.i.o.i.g.y ag. cc	I agree with the point about less relevance of local area due to increased use of sat na/ phones
	etc but I feel there is still relevance in demonstrating the applicant knowledge of highway code,
Agree	safe driving etc
Strongly agree	Drivers need to have some knowledge of the area
Ottorigly agree	Taxi drivers plan the best route for passengers based on traffic/ time of day/road works and other
	factors when planning the cheapest route. Sat nav only do shortest and fastest routes both can
Strongly agree	disadvantage the public
Strongly agree	Learning the knowledge is like an apprentice learning a trade , with a qualification at the end , sat
	nav's make it too easy, learning a skill is always more productive and, makes ppl better at that
Strongly agree	skill
	As a taxi driver having the knowledge of your area and surrounding areas give passengers peace
	of mind that the driver is fully concentrated on the road and not looking at mobile devices which is
Strongly agree	against the law
Strongly agree	Do not scrap this test I think it is extremely relevant the sat nav is not always the shortest
	customers are already complaining about getting taken the wrong way because of knowledge
Strongly disagree	can't explain into 255 characters it can't be explained in 255 letters
Strongly agree	local knowledge is of upmost importance
Strongly agree	Everyone should have knowledge of area.
Strongly agree	Mean people don't get ripped off by satnav directions
Strongly agree Strongly agree	Look at Glasgow
Journal of Agree	LOUK at Clasgow

Strongly agree A good knowledge of the streets and points of interest should always take priority. Strongly agree The public have the right to be transported by someone who knows where they are going Strongly agree It keeps people safer Strongly agree Everyone has saftav now A driver with local knowledge will circumnavigate better and provide a safer experience for the publichetter in congestion and Can't always depend on saftars & intoxicated passengers cannot help in situations, so a degree Strongly agree Can't always depend on saftars & intoxicated passengers cannot help in situations, so a degree Strongly agree Dirvers should at least know the basic streets, buildings, relevant places they will be working around. Strongly agree I strongly believe the test should stay in place because saftrav can be a problem fin of interest etc. It's imperative for many reasons. It's important that the drivers can prove they have a general knowledge of the local area. Also it would help to keep the jobs for residents of West Dunbarronshire rather than drivers outwith the area. Knowledge is the best customer service ya can give knowing a area give the passenger the confidence in u. as a tax driver It's provides as the public with a basic guarantee of professionalism and the driver confidence in Strongly agree It shoes a commitment to becoming a tax driver You must have local knowledge of fine local area always take you the correct route Strongly agree Knowledge is better saft avs cannot always take you the correct route Strongly agree Knowledge is better saft avs cannot always take you the correct route Strongly agree Think knowledge of the local area is required I lishoes a commitment to becoming a tax driver You must have local knowledge of the local area is relevant for a driver and passengers might not be from the area and of the local safe as leavent for local safe as leavent for local safe and lawys take you the correct route Strongly agree Think knowledge of the local area is requir	Disagree	No longer relevent
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	<u> </u>	I'm sick of drivers asking for my postcode and using a sat nav they end up driving like maniac a
	Strongly agree	

Strongly agree	Some things a sat nav won't know, especially when you get into the country
Strongly agree	U would have to pass test to have a good no about the area u at going to be working
Strongly agree	Public safety
Strongly agree	I think people should know where they are going and the shortest route
Strongly agree	Street knowledge and customer service experience should be essential to ensure drivers are
Agree	suitable
Agree	Suitable
Agree	It shows drivers putting up effort into learning the area but also showing commitment to the job
Agree	Relying solely on electronic devices while driving is dangerous, therefore a good level of
Strongly agree	tapography of the area you are working is paramount
Strongly agree	tapography of the area you are working to paramount
	That the knowledge test should stay devices are not dependable & would create a problem if the
Agree	driver didn't have the knowledge test so that why even application should take the test knowledge
Agree	Do not need to take a knowledge test to go from one place to another when u have just advanced
	technology that rvrn identities if an accident has happened enroute and can reroute u immediately
Strongly disagree	learning y that tith identities if an assistant has happened shiedte and sair forests a infinitediately
Chongry disagree	To stop over loading the area with needless car when it already has enough cars to cover an area
Strongly agree	thats getting quieter by the week
Strongly agree	Health and safety
Strongly agree	Driver should have local knowledge of the area
Strongly agree	Knowledge test is a must for taxi drivers!
Strongly agree	a taxi driver should know the area they are working in!
Strongly agree	Taxi drivers need to know local knowledge of the area because gps is often misleading.
Agree	Satnav devices are not always up to date.
, igi co	Sat nav and mobile apps are so advanced and you quickly learn districts the more experience
Disagree	you get.
Strongly agree	driver needs to no where hes goingif he or she is a local person then thats different
Strongly disagree	due to extensive availability/ use of satellite navigation
Strongly agree	Local knowledge is always required
Chongry agree	I have had previous drivers who still with all modern technology still cannot find places or well
Strongly agree	known local establishments.
Strongly disagree	Taxis all have satnav
Strongly disagree	Good to know important places like hospital, police station etc. As only held license since july i use
Neutral	sat nav alot
Neutrai	A basic knowledge is a strong indicator of the drivers willingless to learn the fundamentals of the
Agree	iob
Agree	I understand the future is already here however what happens if the navigation was to go down
Neutral	through no fault of the drivers?
Agree	Sat nav is available but drivers should have a general understanding if the area
Agree	I like my taxi drivers to know where they are going. I'm a vulnerable person who relies on taxis
Strongly agree	daily,
Chongry agree	Drivers should know the local area and customers should feel they're able to trust the driver to
	know where he's going while being able to speak English and be friendly with excellent
Strongly disagree	communication skills.
Chongry disagree	The using of satnav devices does not always take you the best route. Also it is important for taxi
	drivers to have local knowledge of the area that they are working in. I know of a journeys where a
Strongly agree	satnav has added distance to the journey
Caronigly agree	In many cases the devices fail to plot the shortest route and take the roads with higher speed
Strongly disagree	limits.
Strongly disagree	Every radio hire has pinpoint mapping
Strongly agree	You need to have knowledge of the area your working in
Strongly agree	All drivers should have a good knowledge of their licensed area
Strongly agree	Need to have at least some knowledge of the area
Caronigly agroc	I feel as a taxi driver you need to hold some level of local knowledge, have driven for both
Strongly agree	Clydebank taxis and now move cars west I feel it's pivotal to hold the local to some degree.
Strongly agree	not everyone getting in a taxi knows exactly where they are going
Strongly agree	Too many taxi drivers don't even know their own work areas
Strongly disagree	Sat nav is perfect for new drivers as it was for me when I started over 3 years ago
Strongly agree	All drivers who apply for a WDC taxi licence should have some knowledge of the local areas
	Sat nav doesn't know the shortest route
Strongly agree	It's terrible when you are in a private hire car and the driver tells you to direct them to your
Strongly agree	destinations
	Drivers should have a basic knowledge of the area
Strongly agree	Sometimes people change there destination mid journey if you don't know where u are going you
Strongly agree	will need to pull over and put in a sat nav
Strongly agree Neutral	Sat navs on mobiles
INCULIAI	Joan Have on Hobiles

	To help taxi company have the best drivers woith good knowledge of the area they working from
	gives customers peace of mind that there getting took to there destination the shortlist quickest
Agree	rput possible.
	This is a crucial part of being a hackney driver, having the local knowledge, best route of an area.
	Relying ona sat nav is bringing no skill set to the table. Anyone can follow a line on a map. I
Strongly agree	strongly agree the test should be kept
Disagree	A lot of people rely mostly on Sat nav's
	Customers should reasonably expect the driver to know local area without typing everything in to a
	Sat Nav. Also, the shortest route is often different from the quickest route, a distinction
Agree	sometimes lost on Sat-Nav.
	The need to know where streets are, routes between one and another and knowing where specific
	buildings are is not required due to sat navs being available on all phones. The test in no way
Strongly disagree	reflects someone's ability to be a good taxi driver.
Strongly agree	Knowledge of street names and landmarks in local area
	Driver need to have knowledge of district they wish to operate as vulnerable passengers travel on
	their own at certain times driver with no knowledge of district could be alarming for passengers if
Strongly agree	driven different route
	My daughter travelled solely in Hackney in another district driver used sat nav daughter taken to
	wrong destination and told that was where she should be when driver informed wrong address
Strongly agree	she was dropped off and told was right female travelling on own
Strongly agree	They need to be skilled and pass the requirements.
Strongly agree	If for any reason the tech fails then driver still has a grasp of the area you are needing to get to.
Strongly disagree	Reasons as stated ie sat nav
	Drivers should need a good knowledge of the area, when the public use us to travel in the
	surrounding area they expect the shortest route and quickest route not to sit for a couple of
Strongly disagree	minutes to use a sat nav before proceeding on the journey
Disagree	It is outdated
	There are aspects of the test that are still applicable i.e. key landmarks/buildings and areas West
	Dunbartonshire. With phone maps/sat nav's being so accessible and constantly updated the need
Agree	for the route section of the test is not needed.
Agree	We all use sat nav so we get to the correct address in the shortest : quickest time
	I think because you can use satnav there may not be a need for it.but it could be detrimental to
Neutral	current drivers as this may lead to more drivers applying and a loss of income to current drivers
Strongly disagree	There's no need for the test, as people are using sat nav nowadays
Strongly agree	Because satnav sometimes doesn't reliable
Strongly disagree	We are all now using the sat navigation so no need for the knowledge test
Strongly agree	Driver needs knowledge of district they wish to operate with
	Not having to sit a knowledge would give the public in West Dunbartonshie a far exspanding area
	and making West Dunbartonshire all ONE zone rather than the TWO zone system thay have
Strongly disagree	NOW
	No matter how much study time applicants put in, if they don't reside or work in the area already
	they are unlikely to pass. Owners expense insuring vehicles they can't get drivers for. Public still
Strongly disagree	unable to get a taxi
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