

To what extent do you agree or disagree that the requirement to sit and pass the Knowledge Test before applying for a Licence continues to be relevant?	Please provide reasons for your answer
Strongly agree	In an emergency, someone phoning for a taxi may be unable to provide a specific address and may only identify landmarks. Satnav systems are also not always updated or reliable
Agree	I have experience of satnavs providing routes which are not the most direct route
Agree	Using Satnav would need to ensure accessing a signal. This is not guaranteed
Strongly agree	availability of Sat Nav
Strongly disagree	Nowadays everyone uses the IT to manage his journey even those known the are for long time to 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
Strongly agree	Sat Nav is great but needs to be backed up by local knowledge when customers don't know the area or exact address.
Strongly agree	Ensures that people are committed 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.
Strongly agree	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 I've had to sit and direct them ,it's not fair or safe
Strongly agree	Local names for places, such as the Mony, the Dam, the Borley, etc do not appear on satnav type devices. Some local knowledge is still required.
Strongly agree	It's only fair for the paying customers their driver knows where to go. And do so by going the cheapest route.
Strongly disagree	You need to know the area
Strongly agree	Having had bad experience in Glasgow private hire of driver getting lost it's safer and less 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 be is available on sat nav.
Strongly agree	Having knowledge of the local area is surely a must for any potential driver
Strongly agree	Would feel safer having driver with local knowledge and able to take short alternative route should there be traffic disruption
Strongly disagree	Sat nav takes you the quickest route
Strongly agree	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 not know where they are going, costing the passenger more
Strongly agree	I believe 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
Strongly agree	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 more accurate
Strongly disagree	Knowledge is necessary to do the job properly
Strongly agree	Public and personal safety
Strongly agree	It's a must to have local knowledge
Strongly disagree	Sat nav not accurate all the time I think you should keep the knowledge test
Agree	A basic knowledge of the roads should be a pre requisite for the job
Strongly disagree	No need for this for private hire as all bookings have an address and drop off and pick up all have sat navigation
Strongly disagree	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 will encourage 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
Strongly disagree	With the widespread use of sat-navs there's 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 employed more quickly to reduce the waiting times for customers
Strongly agree	Customer safety is paramount, and the knowledge and whereabouts of a driver is to customer's satisfaction. What if the driver loses network on his phone/satnav and doesn't know where he's going then the customer is upset
Strongly agree	Our advanced knowledge of the local area allows us to display an air of professionalism.

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
Strongly agree	Look at Glasgow council complete shambles and other councils - keep test sat nav takes you quickest route not always cheapest - our test is good
Strongly disagree	It is outdated
Strongly agree	I think having a knowledge of the area your working in is vital for safety reasons to both 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
Strongly disagree	If you can't pass the knowledge test for west Dumbartonshire you shouldn't be a taxi driver has it is not that hard as an ex taxi driver
Disagree	Most folk have Satnav now, plus being relatively small areas makes it likely that new drivers will pick up the names of most streets pretty quickly
Strongly agree	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 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
Strongly agree	customers feel more trust knowing the driver knows where he going and know best way to go sat nav not always best and can take long way and it takes time to set up leaving customer waiting
Strongly agree	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 driving the public. We're here to provide a service anaerobic cant
Strongly disagree	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 if topical test was taken
Strongly agree	Driver local knowledge test gives the public reassurance that the taxi driver has been properly vetted and processed in the correct manner. Thses reassurances give both customers and the general public peace of mind that drivers meet a certain standard.
Strongly agree	too many mistakes made with sat nav devices and wrong routes taken to the detriment of the passengers
Strongly agree	The use of satellite navigation can result in the over charging of taxi fares
Agree	Should know little bit
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
Disagree	The latest Google technology allows drivers turn by turn directions to and from journey requests.
Strongly agree	Good knowledge to what route thd driver is taken their passenger, especially on a multi drop situation
Agree	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, safe driving etc
Strongly agree	Drivers need to have some knowledge of the area
Strongly 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 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 skill
Strongly agree	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 against the law
Strongly disagree	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 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	Look at Glasgow

Disagree	No longer relevant
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	Public safety
Strongly agree	It keeps people safer
Strongly disagree	Everyone has satnav now
Strongly agree	I like my drivers to know where they are going as the sat nav's take them the long way
Strongly agree	A driver with local knowledge will circumnavigate better and provide a safer experience for the public better in congestion and
Strongly agree	Can't always depend on satnav & intoxicated passengers cannot help in situations, so a degree on we're abouts I think is needed
Strongly agree	Drivers 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 sat/nav can be a problem if no interest etc
Strongly agree	It's imperative for many reasons. It's important that taxi and private hire drivers can prove they have a general knowledge of the local area. Also it would help to keep the jobs for residents of west Dunbartonshire rather than drivers outwith the area.
Strongly agree	knowledge is the best customer service ya can give knowing a area give the passenger the confidence in u as a taxi driver
Strongly agree	It provides a the public with a basic guarantee of professionalism and the driver confidence in performance of customer service
Strongly disagree	Need test
Strongly agree	Knowledge of the area is required
Strongly agree	It shoes a commitment to becoming a taxi driver
Strongly agree	You must have local knowledge of roads and public buildings and be able to use this knowledge to the benefit of the fare paying public
Agree	Drivers should know local area
Strongly agree	Knowledge is better sat nav's cannot always take you the correct route
Strongly agree	I think knowledge of the local area is relevant for all drivers and passengers
Strongly agree	A taxi driver should at least have a good knowledge of the area they are working , sat nav doesn't always take you the quickest rout so it's always good to know the area incase of any road closures where local knowledge would help you navigate around this
Strongly agree	I need to feel safe and secure in the knowledge that the driver knows where to take me and can follow instructions!
Strongly agree	Drivers using sat nav and asking passengers for postcodes when the passengers might not be from the area and don't know postcodes are being dropped off at wrong destinations this has happened to a member of my family
Agree	Driver should no where they are going for the cheapest route , the hire does complain if your not going the right route as it costs more for the fair
Strongly disagree	I think The use of sat navs will no longer require a test.
Strongly agree	feedback from customers already tells us that some existing taxi drivers do not always take the most direct route costing the customer excessive amounts of money .Therefore i think this problem would get much worse .
Strongly agree	Best customer service
Agree	Had experience in Taxi where they were using sat nav via phone, got lost we ended up using our phone to direct them (this was not a west dun taxi but glasgow)
Strongly agree	To reliant on SatNav
Strongly agree	Taxi Drivers and Private Hire drivers are and should have completely different licenses! A Licensed Taxi driver should have knowledge of the area they operate in! As for private hire drivers you would imagine they should know the area without satnav!!
Disagree	Google maps provides enough information for new drivers and the new technology on drivers data heads that guides them to their designated hire renders the knowledge test superfluous.
Strongly agree	Should have knowledge of the area you work in!
Strongly disagree	For me, I don't drive the vehicles so this should not include plate holders.
Strongly agree	That applicants can read and understand the language and are aware of the Highway Code
Agree	They should know the shortcuts
Neutral	Satnav available on most taxi dispatch systems at the touch of a button.
Strongly agree	I'm a west car private hire driver .I've had passengers come into my car and they then say . We asked the driver before you to take us to Clydebank bus stance and the driver didn't know where it was ..
Agree	I believe people should have a, baseline knowledge of the area, their knowledge will improve in a, period of time when they are working. Knowing the whole area I believe is asking a lot bearing this in mind.
Strongly agree	I'm sick of drivers asking for my postcode and using a sat nav they end up driving like maniac a because they're too busy concentrating on the phone

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
Agree	Street knowledge and customer service experience should be essential to ensure drivers are suitable
Agree	It shows drivers putting up effort into learning the area but also showing commitment to the job
Strongly agree	Relying solely on electronic devices while driving is dangerous , therefore a good level of tapography of the area you are working is paramount
Agree	That the knowledge test should stay devices are not dependable & would create a problem if the driver didn't have the knowledge test so that why even application should take the test knowledge
Strongly disagree	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 agree	To stop over loading the area with needless car when it already has enough cars to cover an area 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.
Disagree	Sat nav and mobile apps are so advanced and you quickly learn districts the more experience you get.
Strongly agree	driver needs to no where hes going.....if 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
Strongly agree	I have had previous drivers who still with all modern technology still cannot find places or well known local establishments.
Strongly disagree	Taxis all have satnav
Neutral	Good to know important places like hospital, police station etc. As only held license since july i use sat nav alot
Agree	A basic knowledge is a strong indicator of the drivers willingness to learn the fundamentals of the job
Neutral	I understand the future is already here however what happens if the navigation was to go down through no fault of the drivers?
Agree	Sat nav is available but drivers should have a general understanding if the area
Strongly agree	I like my taxi drivers to know where they are going. I'm a vulnerable person who relies on taxis daily,
Strongly disagree	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 communication skills.
Strongly agree	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 satnav has added distance to the journey
Strongly disagree	In many cases the devices fail to plot the shortest route and take the roads with higher speed 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
Strongly agree	I feel as a taxi driver you need to hold some level of local knowledge, have driven for both 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
Strongly agree	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 destinations
Strongly agree	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 will need to pull over and put in a sat nav
Neutral	Sat navs on mobiles

Agree	To help taxi company have the best drivers with good knowledge of the area they working from gives customers peace of mind that there getting took to there destination the shortlist quickest rput possible.
Strongly agree	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 the test should be kept
Disagree	A lot of people rely mostly on Sat nav's
Agree	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 sometimes lost on Sat-Nav.
Strongly disagree	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 reflects someone's ability to be a good taxi driver.
Strongly agree	Knowledge of street names and landmarks in local area
Strongly agree	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 driven different route
Strongly agree	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 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
Strongly disagree	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 minutes to use a sat nav before proceeding on the journey
Disagree	It is outdated
Agree	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 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
Neutral	I think because you can use satnav there may not be a need for it.but it could be detrimental to 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
Strongly disagree	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 NOW
Strongly disagree	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 unable to get a taxi