



# Agenda

## Meeting of the Licensing Committee

**Date:** Wednesday, 17 April 2024

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**Time:** 14:00

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**Venue:** Civic Space, 16 Church Street, Dumbarton G82 1QL

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**Contact:** Lynn Straker, Committee Officer  
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Dear Member

Please attend a **Meeting of the Licensing Committee** as detailed above.

The business is shown on the attached agenda.

Yours faithfully

**PETER HESSETT**

Chief Executive

**Distribution:**

Councillor Ian Dickson  
Councillor Gurpreet Singh Johal  
Councillor Jonathan McColl  
Councillor June McKay  
Councillor John Millar  
Councillor Lawrence O'Neill  
Councillor Chris Pollock  
Councillor Hazel Sorrell

All other Councillors for information.  
Chief Officer – Regulatory and Regeneration

Date issued: 2 April 2024

## **MEETING OF LICENSING COMMITTEE**

**WEDNESDAY, 17 APRIL 2024**

### **AGENDA**

**1 STATEMENT BY THE CHAIR**

**2 APOLOGIES**

**3 DECLARATIONS OF INTEREST**

Members are invited to declare if they have an interest in any of the undernoted items of business on this agenda and, if so, state the reasons for such declarations.

**4 MINUTES OF PREVIOUS MEETING 5 - 8**

Submit for approval, as a correct record, the Minutes of the meeting of the Licensing Committee held on 21 February 2024.

**5 OPEN FORUM**

The Committee is asked to note that no open forum questions have been submitted by members of the public.

**6 APPLICATION FOR GRANT OF A SHORT TERM LET LICENCE – KELLY PROPERTY BRO'S LTD., AT FLAT 1/2 333 MAIN STREET, ALEXANDRIA G83 0BP 9 - 11**

Submit report by the Chief Officer – Regulatory and Regeneration requesting the Committee to consider an application for grant of a Short Term Let Licence for Kelly Property Bro's Ltd., at Flat 1/2 333 Main Street, Alexandria G83 0BP.

**7/**

## 7

Submit report by the Chief Officer – Regulatory and Regeneration advising Members of the outcome of the consultation relating to whether the Knowledge Test for Taxi and/or Private Hire Car Drivers continues to be necessary.

## 8

Submit report by the Chief Officer – Regulatory and Regeneration detailing the review of fares and charges applicable to taxis operating within the Clydebank Taxi Licensing Zone.

## 9

The Committee is asked to consider passing the following resolution prior to consideration of the undernoted items of business:-

“That under Section 50A(4) of the Local Government (Scotland) Act, 1973 the press and public be excluded from the meeting for the following item of business on the grounds that it may involve the likely disclosure of exempt information as defined in Paragraph 14 of Part 1 of Schedule 7A of the Act.”

**LICENSING COMMITTEE**

At a Meeting of the Licensing Committee held in the Civic Space on Wednesday, 21 February 2024 at 2.02 p.m.

**Present:** Councillors Ian Dickson, Gurpreet Singh Johal, June McKay, John Millar, Lawrence O'Neill, Chris Pollock and Hazel Sorrell.

**Attending:** Michael McDougall, Manager of Legal Services; Robert Mackie, Senior Licensing Officer; Eilidh Paton, Environmental Health Officer; Jason Smith, Building Standards Officer and Lynn Straker, Committee Officer.

**Also Attending:** Sergeant David Holmes, Police Scotland; Ms Fiona Craig; Mr Andrew Scott; Ms Nicole Greene; Mr Allan McIntyre and Mr Kenny McSheaffrey.

**Apologies:** Apologies for absence were intimated on behalf of Councillor James McElhill.

**Councillor Lawrence O'Neill in Chair**

**STATEMENT BY CHAIR**

Councillor O'Neill, Chair, noted Councillor McElhill had stepped down from his position on the Licensing Committee and would be replaced by Councillor Jonathan McColl in the near future. Councillor O'Neill thanked Councillor McElhill for his work during his time on the Licensing Committee and wished him well.

**DECLARATIONS OF INTEREST**

It was noted that there were no declarations of interest in any of the items of business on the agenda.

**MINUTES OF PREVIOUS MEETING**

The Minutes of Meeting of the Licensing Committee held on 16 January 2024 were submitted and approved as a correct record.

## **OPEN FORUM**

The Committee noted that no open forum questions had been submitted by members of the public.

### **APPLICATION FOR GRANT OF A SHORT TERM LET LICENCE – THE OLD SMIDDY, HALDANE TERRACE, BALLOCH G83 8ER**

A report was submitted by the Chief Officer – Regulatory and Regeneration requesting consideration of an application for grant of a Short Term Let Licence for The Old Smiddy, Haldane Terrace, Balloch G83 8ER.

The Committee first heard from the Manager of Legal Services in introduction to the report and then from the Building Standards Officer in regards to their comments on the application.

After discussion and having heard from the applicant, Ms Fiona Craig, in further explanation and in answer to Members' questions, the Committee agreed to delegate authority to grant the Short Term Let Licence to the Manager of Legal Services further to the confirmation of the completion of outstanding matters to the satisfaction of Building Standards.

#### **DECIDED:-**

The Committee agreed to delegate authority to grant the Short Term Let Licence to the Manager of Legal Services subject to the completion of outstanding matters being resolved to the satisfaction of Building Standards.

### **APPLICATION FOR GRANT OF A SHORT TERM LET LICENCE – FLAT 1/1 57 ALBERT ROAD, CLYDEBANK G81 3BQ**

A report was submitted by the Chief Officer – Regulatory and Regeneration requesting consideration of an application for grant of a Short Term Let Licence for Flat 1-1 57 Albert Road, Clydebank G81 3BQ.

The Committee first heard from the Manager of Legal Services, in introduction to the report and noted that there was only one objector to the application but they were unfortunately unable to attend the meeting to note their objection and answer any questions.

The applicant, Mr Andrew Scott, was then given the opportunity to address the Committee in support of his application.

After further discussion, and having heard Mr Scott in answer to Members questions, the Committee agreed:-

- (1) to continue the hearing to a future meeting of the Committee on a mutually convenient date and time to allow both the applicant and the objector the opportunity to attend; and
- (2) to note that the applicant by operation of law could still continue to trade in this time.

**DECIDED:-**

The Committee agreed to continue consideration of this matter to a future meeting of the Committee to allow both the applicant and the objector the opportunity to attend..

**APPLICATION FOR GRANT OF A SKIN PIERCING AND TATTOOING LICENCE –  
NICOLE GREENE**

A report was submitted by the Chief Officer – Regulatory and Regeneration requesting consideration of an application for grant of a Skin Piercing and Tattooing Licence for Ms Nicole Greene.

The Committee first heard from the Manager of Legal Services, in introduction to the report. The Environmental Health Officer then advised that an inspection of the premises could not be carried out at this stage as the applicant was waiting on planning permission before fitting the premises. It was estimated that the premises would be ready for inspection in June 2024.

The Committee also heard from Ms Nicole Greene in relation to the outstanding planning permission and subsequent Environmental Health inspection. The Committee agreed to grant the Skin Piercing and Tattooing Licence subject to the licence being retained by the Chief Officer: Regulatory and Regeneration and not taking effect until all arrangements were to the satisfaction of Environmental Health.

**DECIDED:-**

The Committee agreed to grant the Skin Piercing and Tattooing licence subject to the licence being retained by the Chief Officer: Regulatory and Regeneration and not taking effect until all arrangements were to the satisfaction of Environmental Health.

**EXCLUSION OF PRESS AND PUBLIC**

The Committee agreed to approve the following resolution to exclude the press and public from the meeting to allow the following item to be heard:-

“That under Section 50A(4) of the Local Government (Scotland) Act, 1973 the press and public be excluded from the meeting for the following item of business on the grounds that it may involve the likely disclosure of exempt information as defined in Paragraph 14 of Part 1 of Schedule 7A of the Act.”

## **HEARING REGARDING POSSIBLE SUSPENSION OR REVOCATION OF A TAXI / PRIVATE HIRE CAR DRIVER'S LICENCE**

A report was submitted by the Chief Officer – Regulatory and Regeneration requesting consideration of the possible suspension or revocation of a Taxi/Private Hire Car Driver's Licence.

Members first heard from Sergeant Holmes, Police Scotland, who read out the letter of objection from Police Scotland. Members then heard from Mr McSheaffrey and Mr McIntyre who provided further information on the incident and answered Members questions. Members noted that there was currently a court case pending.

After further discussion, the Committee decided to take no action.

### **DECIDED:-**

Members agreed to take no action.

The meeting closed at 2.41 p.m.



**WEST DUNBARTONSHIRE COUNCIL****Report by Chief Officer – Regulatory & Regeneration****Licensing Committee – 17 April 2024**

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**Subject: Application for grant of a Short Term Let Licence****1. Purpose**

- 1.1** To consider an application for grant of a Short Term Let Licence submitted by Kelly Property Bro's Ltd., 1/1 Cambuslang Court, Townhead, Glasgow G32 8FH.

**2. Recommendations**

- 2.1** It is recommended that the application be considered and determined by the Committee.

**3. Background**

- 3.1** An application for the grant of a Short Term Let Licence was submitted to the Council on 23 January 2024 to operate on a secondary letting basis at Flat 1/2 333 Main Street, Alexandria G83 0BP. The application was not processed until 28 February 2024 due to some essential outstanding paperwork which had not been submitted with the original application.
- 3.2** Kelly Property Bro's Ltd., have two directors, one of which is a Mr. Bryan Kelly, 2 Etive Drive, Giffnock, Glasgow G46 6PN.
- 3.3** A letter was received from the Chief Constable of Police Scotland on 20 March 2024 submitting an objection in connection with the application relating to one of the directors, Mr. Bryan Kelly.

**4. Main Issues**

- 4.1** In view of the submission received from the Police, Mr Kelly and a representative of Police Scotland have been invited to attend the meeting of the Committee to be held on 17 April 2024.
- 4.2** At the time of writing this report consultation responses have still to be received from Planning. Building Standards have raised a few issues with the property which the applicant would need to rectify in order for the application to progress. The Scottish Fire and Rescue Service and Environmental Health have confirmed that they have no comment.
- 4.3** No objections have been received from members of the public.

**5. People Implications**

**5.1** There are no personnel issues.

**6. Financial Implications**

**6.1** There are no financial implications

**7. Risk Analysis**

**7.1** There is no increased risk to the Council associated with the contents of this report.

**8. Equalities Impact Assessment (EIA)**

**8.1** No impact assessment is required because this report does not involve any change to policies or services or financial decisions.

**9. Consultation**

**9.1** Police Scotland, the Scottish Fire and Rescue Service, Planning, Building Standards, Environmental Health and Councillors representing the Leven Ward were consulted in relation to the application. A site notice was displayed at the premises by the applicant for a period of 21 days allowing members of the public an opportunity to object.

**10. Strategic Assessment**

**10.1** In terms of the Council's Strategic Priorities, the purpose of licensing is to ensure our Communities are Resilient and Thriving.

Chief Officer – Regulatory & Regeneration

Date 27 March 2024

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**Appendices:**

**Background Papers:**

1. Application for grant of a Short Term Let Licence submitted by Kelly Property Bro's Ltd,. at Flat 1/2 333 Main Street, Alexandria G83 0BP.
2. Letter to Mr Kelly dated 28 March 2024

**Wards Affected:** Leven



## WEST DUNBARTONSHIRE COUNCIL

### Report by Chief Officer - Regulatory and Regeneration

Licensing Committee – 17 April 2024

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**Subject: Civic Government (Scotland) Act 1982  
Review of Knowledge Test requirement**

#### **1. Purpose**

- 1.1** To advise Members of the outcome of the consultation relating to whether the Knowledge Test for Taxi and Private Hire Car Drivers continues to be necessary.

#### **2. Recommendations**

- 2.1** It is recommended that the Committee:-
- a) notes the outcome of the consultation; and
  - b) retains the requirement for the Knowledge Test.

#### **3. Background**

- 3.1** The Council regulates the licensing of Taxi and Private Hire Cars under the Civic Government (Scotland) Act 1982 (“the Act”). In particular, section 13(5) of the Act provides that a licensing authority may require an applicant for a Taxi or Private Hire Car Driver’s Licence to take a test of his or her knowledge of the area to which the licence is to relate, of the roads in that area and such other matters relating to the operating of a taxi or private hire car as the authority considers desirable. Prospective applicants must pass the Knowledge Test prior to applying for a Taxi or Private Hire Car Driver’s Licence. Members will be aware that the Council requires potential applicants for a Taxi and Private Hire Car Driver’s Licence to pass such a test (“the Knowledge Test”).
- 3.2** At a meeting on 2 August 2023, Members considered a Report noting that elements of the Taxi and Private Hire Car trade had made deputations to the Licensing Team to the effect that with the prevalence of smart phones with sat nav technology, the Knowledge Test was no longer necessary.
- 3.2** Members instructed the Licensing Team to consult on whether the Knowledge Test continued to be necessary.

#### **4. Main Issues**

- 4.1** A public consultation via an online survey took place between 29 January 2024 and 1 March 2024. 273 responses were received with Table 1 giving details of

who responded.

	Number of responses	Percentage
Taxi and Private Hire Car Driver Licence holder	99	36%
Taxi or Private Hire Car Licence holder	95	35%
Member of the public	68	25%
Potential applicant for a Taxi or Private Hire Car Driver Licence	6	2%
Other	5	2%

Table 1

- 4.3** The response to the question *"To what extent do you agree or disagree that the requirement to sit and pass the Knowledge Test before applying for a Taxi and Private Hire Car Driver's Licence continues to be relevant?"* are set out at Table 2. Of those respondents, 64% of Taxi or Private Hire Car Drivers, 65% Taxi or Private Hire Car Licence holders, and 81% of members of the public either strongly agreed or agreed that the Knowledge Test continued to be relevant.

Response	Number of responses	Percentage
Strongly disagree	52	19%
Disagree	19	7%
Neutral	18	7%
Agree	35	13%
Strongly agree	149	55%

Table 2

- 4.4** Respondents provided a range of reasons for their responses to the question at paragraph 4.3. Those in favour of retaining the Knowledge Test submitted that Taxi and Private Hire Car Drivers should have a knowledge of the area in which they work and that sat nav devices are not always accurate. Those respondents who supported the elimination of the Knowledge Test pointed to the widespread use of sat nav devices and that such devices identify the quickest route. A list of reasons for the response are enclosed at Appendix 1.
- 4.5** The responses to the question *"To what extent 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 Taxi or Private Hire Car Driver Licence applicants?"* are set out at Table 3. 28% of members of the public, 35% of Taxi and Private Hire Car Operators, and 28% of Taxi and Private Hire Car Drivers who responded to the consultation strongly agreed or agreed with the aforementioned statement. Whereas 56% of Taxi and Private Hire Car Drivers, 56% of Taxi and Private Hire Car Operators, and 63% of members of the public responded disagreeing that sat nav had replaced the need for the knowledge test.

Response	Number of responses	Percentage
Strongly disagree	116	42%
Disagree	39	14%
Neutral	27	10%
Agree	27	10%
Strongly agree	59	22%

Table 3

- 4.6** When responding to the question narrated at paragraph 4.5, respondents highlighted various reasons for their views. Those who responded disagreeing that sat nav devices had replaced the need for the Knowledge Test highlighted that sat nav is not always reliable, for example, if there was a diversion or accident, sat nav might not be able to assist. Sat nav does not necessarily show the “cheapest” route (that will depend on time of day), and the need to stop the Taxi or Private Hire Car to program the sat nav if the passenger changes destination may incur an additional cost as the driver will need to pull to the side of the road. Those who submitted that sat nav replaced the Knowledge Test pointed to the accuracy of sat nav given that it can be frequently updated with new road layouts and housing estates, the use of sat nav being incorporated into the DVLA driving test and the ease of identifying a particular house when conveying a passenger. There was conflicting responses as to the accuracy of sat nav with some respondents arguing that sat nav, by virtue of being updated, was more accurate whereas other respondents felt that a local knowledge was necessary in case of issues with the sat nav identifying new areas. Details of responses are listed at Appendix 2.

- 4.7** The responses to the question *“To what extent does the requirement to sit and pass the Knowledge Test discourage or prevent you from being able to apply for a Licence?”* are set out at Table 4. Members will note that only a small number of responses were received.

Response	Number of responses
A lot	3
Not at all	2
Somewhat	1

Table 4

- 4.8** One response was received by email from Kenny McSheaffrey, Secretary, Clydebank Taxi Operators Group. The response while primarily focused on fees, submitted that *“Making it easier to obtain a taxi badge in the WDC Licensing zones will certainly generate revenue for WDC but will do nothing to guarantee public safety and provide a good local customer service, that the current knowledge test promotes.”*
- 4.9** Police Scotland indicated that their position on the Knowledge Test is neutral recognising the prevalence of sat nav like devices. Police Scotland did note that they would support any testing of matters such as the Highway Code or

customer safety.

- 4.10** The Civic Government (Scotland) Act 1982 adopts a neutral position in relation to the requirement for applicants to pass a Knowledge Test; it is a matter for the licensing authority to determine. The Scottish Government's Taxi and private hire car licensing: guidance - third edition at paragraph 8.37 narrates "*Taxi and private hire car drivers should have a good working knowledge of the area for which they are licensed.*" The Knowledge Test is a mechanism to test this knowledge.
- 4.11** As set out at paragraphs 4.3 to 4.6, the response from both the Taxi trade and the public is generally supportive of the retention of the Knowledge Test. While a number of comments are premised on a misunderstanding of the technology or fail to recognise the limitations of the Knowledge Test, there is widespread concern that reliance on sat nav will result in drivers taking routes that are not the most efficient from a price point of view. The Knowledge Test in its current format tests potential drivers on Public Buildings and Local Landmarks, Street Names, Routes, Highway Code and West Dunbartonshire Council local Licence conditions.
- 4.12** With reference to the Local Government Benchmarking Framework grouping, i.e. by the type of area they serve, details as to whether licensing authorities utilise a Knowledge Test or similar for applicants for a Taxi Driver Licence are noted at Table 5.

<b>Authority name</b>	<b>Knowledge Test requirement?</b>
North Lanarkshire	No
Falkirk	Yes
East Dunbartonshire	No
Aberdeen	Yes
City of Edinburgh	Yes
Dundee	No
Glasgow	Yes

Table 5

- 4.13** For completeness, some neighbouring authorities are not included in the above table and their position in regards to the requirement for a Knowledge Test or similar is narrated at Table 6.

<b>Authority name</b>	<b>Knowledge Test requirement?</b>
Inverclyde	No
Renfrewshire	No
Stirling	No
Argyll and Bute	No

Table 6

## **5. People Implications**

- 5.1** The elimination of the Knowledge Test would reduce the workload of the



Licensing Assistants. The work involved in the Knowledge Test is limited.

## **6. Financial Implications**

- 6.1** There are no financial implications for the Council arising from this report.

## **7. Risk Analysis**

- 7.1** There is no increased risk to the Council associated with the contents of this report.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** EIA 994: The Council is permitted by the 1982 Act to test potential applicants for Taxi and Private Hire Car Driver Licences of their local knowledge. Such a test may be a barrier to some groups however these barriers can be overcome by reasonable adjustments in the sitting of the test.

## **9. Consultation**

- 9.1** A public consultation (see paragraph four) was carried out between 29 January and 1 March 2024.
- 9.2** The public consultation was highlighted to various community groups through the Council's Community Service and the Equality and Diversity Forum.
- 9.3** Officers of the Licensing Section circulated the consultation to existing Taxi/Private Hire Car Drivers and Operators.

## **10. Strategic Assessment**

- 10.1** In terms of the Council's Strategic Priorities, the purpose of licensing is to ensure our Communities are Resilient and Thriving.

Chief Officer – Regulatory and Regeneration

Date 17 March 2024

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**Appendices:**

1. Narration of responses to the questions contained within the consultation further to paragraph 4.4
2. Narration of responses to the questions contained within the consultation further to paragraph 4.6
3. Assessment (EIA)

**Background Papers:**

1. Licensing Committee Report dated 2 August 2023
2. Scottish Government Guidance in relation to Taxi and Private Hire Car Licensing (3<sup>rd</sup> Edition)

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





<b>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?</b>	<b>Please provide reasons for your answer</b>
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 <sup>o</sup>
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 could 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
<b><u>Please note that responses where there is no reason provided have been deleted from this appendix, however, the response still counted.</u></b>	

<b>AssessmentNo</b>	994	<b>Owner</b>	michael.mcdougall
<b>Resource</b>	Transformation	<b>Service/Establishment</b>	Regulatory
	First Name	Surname	<b>Job title</b>
<b>Head Officer</b>	Michael	McDougall	Section Head (Licensing)
	(include job titles/organisation)		
<b>Members</b>	Bob Mackie, Senior Officer, Licensing Section		
	<i>(Please note: the word 'policy' is used as shorthand for strategy policy function or financial decision)</i>		
<b>Policy Title</b>	Review of knowledge test requirement		
	<b>The aim, objective, purpose and intended outcome of policy</b>		
	Consider whether to review the requirement that applicants for a Taxi Driver and Private Hire Car Driver Licence must sit and pass a knowledge test. The knowledge test comprises of five parts with the candidate being tested on: (1) the location of public buildings and local landmarks; (2) where particular streets are found; (3) the shortest practicable route to take between specified places; (4) their knowledge and understanding of the highway code; and (5) other questions relating to the operation of a Taxi or Private Hire Car. Candidates are required to answer at least 75% of the questions to pass.		
	<b>Service/Partners/Stakeholders/service users involved in the development and/or implementation of policy.</b>		
	Propose to consult with Police, taxi trade and the public.		
<b>Does the proposals involve the procurement of any goods or services?</b>		<b>Yes</b>	
<b>If yes please confirm that you have contacted our procurement services to discuss your requirements.</b>		<b>No</b>	
<b>SCREENING</b>			
<i>You must indicate if there is any relevance to the four areas</i>			
<b>Duty to eliminate discrimination (E), advance equal opportunities (A) or foster good relations (F)</b>		<b>Yes</b>	
<b>Relevance to Human Rights (HR)</b>		<b>No</b>	
<b>Relevance to Health Impacts (H)</b>		<b>No</b>	
<b>Relevance to Social Economic Impacts (SE)</b>		<b>Yes</b>	
<b>Who will be affected by this policy?</b>			
Taxi drivers, taxi operators, and members of the public.			
<b>Who will be/has been involved in the consultation process?</b>			
A public consultation has been carried out. Proactive steps were taken to highlight this consultation to taxi drivers and taxi operators. The consultation was circulated to key groups by the Council's Communities service and a link to the consultation was circulated via the Council's Equality and Diversity Working Group.			
<b>Please outline any particular need/barriers which equality groups may have in relation to this policy list evidence you are using to support this and whether there is any negative impact on particular groups.</b>			
	<b>Needs</b>	<b>Evidence</b>	<b>Impact</b>
<b>Age</b>	Older persons are more like to have	Increased use of wheelchairs and	It is important that older people are

	mobility needs that require the use of wheelchairs or have mobility restrictions that may mean that taxis are the best form of transport.	reliance on taxis to access services.	conveyed to their destination by the quickest route.
<b>Cross Cutting</b>			
<b>Disability</b>	<p>Persons with a range of disabilities may struggle to pass the knowledge test despite being familiar with the local area. A range of disabilities can have an impact on a persons' ability to complete a test.</p> <p>Persons with disabilities may use taxis and private hire cars more than other groups. It is important that taxi and private hire car drivers are familiar with the local area and conditions.</p>	<p>Written exams can be challenging to people with additional support needs and/or disabilities. The importance of taxis and private hire cars is recognised in various forums including in a UK Government's document "Disable People's travel behaviour and attitudes to travel".</p>	<p>Dispensing with the knowledge test would allow persons to rely on alternative means of navigation which are already in use and are popular, e.g. sat navs.</p> <p>However, if the Knowledge Test was to be retained then officers would review correspondance and the wording of the Test to make sure it was accessible and that reasonable adjustments were offered. When the knowledge test was put on hold during covid there was no increase in complaints around journey time or similar.</p>
<b>Social &amp; Economic Impact</b>	<p>Taxi operators report a shortage of taxi drivers. This has an impact on various sectors ranging from contract hires to the night time economy.</p>	<p>Feedback from the taxi trade.</p>	<p>The knowledge test makes sure that licence holders have a good understanding of the local area. It may be that sat nav and similar devices allow for persons to be conveyed by the shortest position route without this knowledge.</p> <p>Removing the knowledge test may encourage applicants however, those applicants may</p>

			not have a good working knowledge of the local area. No clear evidence submitted to demonstrate that the elimination of the test would result in an increase in applications.
<b>Sex</b>	Women will often rely on taxis and private hire cars to safely convey them home at unsocial hours due to concerns around public transport.	Transport Scotland recognises that many women would prefer to take a taxi as opposed to public transport.	It is important women are safely conveyed home by taxis and private hire cars by the shortest route. The knowledge test makes sure that the driver is familiar with the local area and other relevant matters. It may be that the use of sat navs or similar mitigates any concerns.
<b>Gender Reassign</b>			
<b>Health</b>			
<b>Human Rights</b>			
<b>Marriage &amp; Civil Partnership</b>			
<b>Pregnancy &amp; Maternity</b>			
<b>Race</b>	Applicants for taxi and private hire car driver licences may not have English as their first language.	Applicants will be from a range of backgrounds.	Persons where English is not their first language may struggle to pass the knowledge test where they are familiar with the area or can successfully use electronic devices to navigate the area. Where the test to be retained then officers would continue to make sure that the test was accessible to persons of all backgrounds.
<b>Religion and Belief</b>			

<b>Sexual Orientation</b>			
<b>Actions</b>			
<b>Policy has a negative impact on an equality group, but is still to be implemented, please provide justification for this.</b>			
<p>The knowledge test could be challenging for persons with disabilities or for whom English is a second language. The elimination of the test would remove that barrier, however, in so doing it may allow taxi drivers who do not have a working knowledge of the area. If retained, officers will make sure that candidates are aware that reasonable adjustments can be made. The test and associated paperwork will be reviewed to make sure it is accessible.</p>			
<b>Will the impact of the policy be monitored and reported on an ongoing basis?</b>			
<p>The Licensing Committee can ask for the policy to be reviewed at any time (subject to standing orders).</p>			
<b>Q7 What is your recommendation for this policy?</b>			
Introduce			
<b>Please provide a meaningful summary of how you have reached the recommendation</b>			
<p>EIA756: The Council is permitted by the Civic Government (Scotland) Act 1982 to test potential applicants for taxi and private hire car driver licenses of their local knowledge. Such a test may be a barrier to some groups however these barriers can be overcome by reasonable adjustments in the sitting of the test.</p>			



## WEST DUNBARTONSHIRE COUNCIL

### Report by Chief Officer - Regulatory and Regeneration

Licensing Committee – 17 April 2024

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**Subject: Civic Government (Scotland) Act 1982  
Review of Taxi Fares and Charges  
Clydebank Taxi Licensing Zone**

#### **1. Purpose**

- 1.1** To report to the Committee on the review of fares and charges applicable to taxis operating within the Clydebank Taxi Licensing Zone.

#### **2. Recommendations**

- 2.1** It is recommended that the Committee:-

- a) consider the representation submitted by Mr MacLeod along with the scales for taxi fares and related charges agreed at its meeting of 16 January 2024 and published in the 24 January 2024 edition of the Clydebank Post; and
- b) fixes the scales for taxi fares and related charges and authorise Officers to conclude the review by notifying each taxi operator of the new scales, their right to appeal to the Traffic Commissioner and, if there is no subsequent appeal against the scales, by giving public notice that the new scales are to come into effect.

#### **3. Background**

- 3.1** In terms of the Civic Government (Scotland) Act 1982, licensing authorities must fix scales for taxi fares and related charges within 18 months from the date on which the scales came into effect.
- 3.2** The fares and charges which are applicable to taxis operating within the Clydebank Taxi Licensing Zone have been in effect since 8 September 2022 and these are detailed in Appendix 1.
- 3.3** The Committee, at its meeting on 30 March 2022, agreed to dispense with the requirement to consult with all Taxi Licence holders and instead consult with the newly formed Clydebank taxi trade association, the Clydebank Taxi Operators Group.
- 3.4** At the meeting held on 16 January 2024, the proposal submitted by the Clydebank Taxi Operators Group on 30 November 2023 was subsequently considered and it was agreed to advertise the proposal without modification. The proposal was as follows:-

increase the flagfall on Tariff One by 50p;  
increase the flagfall on Tariff Two by 50p;  
increase the flagfall on Tariff Three by 70p;

increase the running mile by 10p on Tariff One;  
increase the running mile by 20p on Tariff Two;  
increase the running mile by 30p on Tariff Three;

increase the period for waiting time from 10p for each 30 seconds (£12.00 per hour) to 10p for each 20 seconds (£18.00 per hour);

change the period of time when Tariff 2 is applicable from 6.00 pm until Midnight on 24 December and 31 January to 6.00 am until Noon on 24 December and 31 January;

change the period of time when Tariff 3 is applicable from Midnight on 24 December and 31 January to Noon on 24 December and 31 January;

increase the amount where extra charges will apply for a taxi called by telephone or via App and not cancelled before arrival from £3.30 to £3.80;

change the wording from

*'Taxi drivers may add on any charge incurred at Glasgow Airport when either dropping off or picking up passengers'*

to

*'Taxi drivers may add on any charge incurred at any Airport or car park when either dropping off or picking up passengers'.*

- 3.5** The fare chart advertised in the 24 January 2024 edition of the Clydebank Post is detailed within Appendix 2.

## **4. Main Issues**

### ***Consultation***

- 4.1** In terms of the relevant legislation and considering the contents of the Taxi and Private Hire Car Licensing Guidance 3<sup>rd</sup> edition, before fixing any scales or carrying out any review, in addition to consulting with persons or organisations appearing to be representative of operators of Taxis within the area, the Licensing Authority is required:

- (a) to publish the proposed scales in a newspaper circulating in the area

setting out the proposed scales, explaining the effect of the proposed scales and proposing a date on which the proposed scales are to come into effect;

- (b) to invite representations from any persons with respect to the proposals within a period of one month from the date of publication of the notice; and
- (c) to consider any such representations which have been duly lodged before a decision is taken on the matter.

**4.2** Notice of the proposed scales appeared in the Clydebank Post on 24 January 2024 inviting representations from any persons with respect to the proposals to be received by 29 February 2024. Letters were issued by the Licensing Section to all Taxi Licence Operators alerting them to the advertisement.

***Representation***

**4.3** An email was received on 29 February 2024 from Mr Allan MacLeod, a Taxi operator within the Clydebank taxi zone, making a representation in relation to the proposals. Mr MacLeod claims that his representation is on behalf of other operators but fails to provide any details. A copy of Mr MacLeod's representation is detailed within Appendix 3.

**4.4** Mr MacLeod, by way of his representation, submits that Taxi drivers should have been consulted. When reviewing taxi fares, the licensing authority must consult with persons or organisations appearing to them to be, or be representative of, the operators of taxis operating within their area. During a previous appeal to the Traffic Commissioner, at the preliminary hearing held on 10 October 2019, the Traffic Commissioner stated "*I should consider taxi operators being persons who hold taxi licences under S.10 of the Act, as opposed to taxi drivers who hold a licence under S.13 of the Act.*" In any event, the Act provides for public notice and allows for any person to make representations.

**4.5** Mr MacLeod's representation narrates that, in his opinion, the proposal fails to cover driver's costs and maintain earnings which has an impact on the public in terms of availability of taxis at specific times during the week.

**4.6** For the purposes of Mr MacLeod's representation, the current tariff card for the Dumbarton and Vale of Leven zone is detailed within Appendix 4.

**4.7** Mr MacLeod, throughout his representation, draws comparisons with the fare structure applicable to the Dumbarton and Vale of Leven zone. Although both zones are within the West Dunbartonshire area they are treated as two distinctive areas and have always had separate fare reviews since the inception of West Dunbartonshire Council in 1996.

**4.8** In terms of Mr MacLeod's alternative proposals they are included in the attached table at Appendix 5 alongside the existing fares and the advertised proposal. Proposed changes to the existing fare chart are highlighted in bold type.

- 4.9** Mr MacLeod suggests that the distance covered by the initial flagfall should be changed from 5/11ths of a mile to 1/2 a mile on all tariffs. Other than this change there is no suggested change to the proposal relating to Tariff 1.
- 4.10** Mr MacLeod also suggests that the fares applicable during the Tariff 2 period are inadequate and contribute to the lack of availability of taxis during these periods. In his submission he proposes that the flagfall be increased to £5.00 with the running mile set at 1/24<sup>th</sup> of a mile.
- 4.11** In relation to Tariff 3, Mr. MacLeod proposes that the flagfall should be increased to £6.00 with the running mile set at 1/28<sup>th</sup> of a mile.
- 4.12** Mr. MacLeod's representation also requests that the proposed charge with regards to Fares for Waiting of £18.00 per hour be set at the same rate as the Dumbarton and Vale of Leven zone which is set at £36.00 per hour.
- 4.13** The proposed period in which Tariff 3 is applicable is noon on 24 December to midnight on 26 December and noon on 31 December to midnight on 2 January. Mr MacLeod proposes that the period when Tariff 3 ends should be 6.00am on 27 December and 3 January respectively rather than midnight.
- 4.14** The current charge for carrying additional passengers beyond 2 allows the addition of 10p per passenger. Mr MacLeod suggests that, for hires where 5 or more passengers are carried, an additional £7.50 charge is applied.

***Next steps***

- 4.15** Members must now, having regard to Mr MacLeod's representation, fix the scales for taxi fares. Once fixed and notice is given of same, any holder of a Clydebank Taxi Licence will have 14 days to appeal the decision to the Traffic Commissioner.

**5. People Implications**

- 5.1** There are no personnel issues for the Council arising from this report.

**6. Financial Implications**

- 6.1** There are no financial implications for the Council arising from this report.

**7. Risk Analysis**

- 7.1** There is no increased risk to the Council associated with the contents of this report.

**8. Equalities Impact Assessment (EIA)**

- 8.1** No impact assessment is required because this report does not involve any change to policies or services or financial decisions.

## **9. Consultation**

- 9.1** An advert was placed in the 24 January 2024 edition of the Clydebank Post inviting representations from any person to the proposed fare chart.

## **10. Strategic Assessment**

- 10.1** In terms of the Council's Strategic Priorities, the purpose of licensing is to ensure our Communities are Resilient and Thriving.

Chief Officer – Regulatory and Regeneration

Date 17 March 2024

**Person to Contact:** Robert Mackie,  
Senior Officer (Licensing Services),  
Licensing Team,  
Municipal Buildings,  
College Street,  
Dumbarton,  
G82 1NR.

Tel. No. (Direct line) 01389 738742.  
[robert.mackie@west-dunbarton.gov.uk](mailto:robert.mackie@west-dunbarton.gov.uk)

### **Appendices:**

1. Current Fare Chart for Clydebank Taxi Licensing zone.
2. Proposed Fare Chart for Clydebank Taxi Licensing zone.
3. Representation submitted by Mr. Allan MacLeod.
4. Current Fare Chart for Dumbarton and Vale of Leven zone.
5. Comparison table of taxi fare proposals.

### **Background Papers:**

1. Letter to Mr. Kenneth McSheaffrey dated 24 March 2024.
2. Letter to Mr. Allan MacLeod dated 24 March 2024.
3. Licensing Committee Report on Clydebank Taxi Fare Review dated 16 January 2024.



### WEST DUNBARTONSHIRE COUNCIL

Plate No. \_\_\_\_\_ Vehicle Registration Number \_\_\_\_\_

Civic Government (Scotland) Act 1982

Fare Chart (Effective from 8 September 2022)

#### CLYDEBANK ZONE

##### **Tariff One**

6.00 a.m. to 9.00 p.m. daily

For a distance not exceeding

5/11ths OF A MILE.....£3.30

For each additional 1/19th OF A MILE.....£0.10

##### **Tariff Two**

9.00 p.m. to 6.00 a.m. daily

6.00 p.m. to 12 midnight on

Christmas Eve and 31st December

For a distance not exceeding

5/11ths OF A MILE.....£3.80

For each additional 1/20th OF A MILE.....£0.10

##### **Tariff Three**

Midnight on 24th December to

Midnight on 26th December and

Midnight on 31st December to

Midnight on 2nd January

*Between 9.00 p.m. and 6.00 a.m. a 50p extra charge applies*

For a distance not exceeding

5/11ths OF A MILE.....£4.80

For each additional 1/22nd OF A MILE.....£0.10

Any hire terminating outwith the Clydebank zone of the West Dunbartonshire area will be at a rate to be agreed at the time of hire.

#### **Fares for Waiting**

The driver is, in addition to the above, entitled to charge for waiting whether in one stoppage or in several stoppages as follows:

For each period of THIRTY SECONDS or part thereof.....£0.10

#### **Extra Charges**

A charge of £3.30 shall be payable for a taxi called by telephone or via App and not cancelled before arrival.

An additional charge of 10p shall be payable for each passenger beyond two.

Taxi drivers may add on any charge incurred at Glasgow Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.

#### **Soiling Fee**

A maximum fee of £100.00 is chargeable for any soiling which necessitates a taxi being removed from service for cleaning. Soiling in this context includes any soiling by means of food, drink, vomit, urine or excrement.





### WEST DUNBARTONSHIRE COUNCIL

Civic Government (Scotland) Act 1982

#### REVIEW OF TAXI FARES

NOTICE IS HEREBY GIVEN that West Dunbartonshire Council are carrying out a review of the fares for the hire of taxis within the Clydebank Zone of the Local Authority area.

Proposed changes to the current level of fares and charges applicable to the Clydebank Taxi Licensing Zone are being considered as follows:-

increase the flagfall on Tariff One by 50p;  
increase the flagfall on Tariff Two by 50p;  
increase the flagfall on Tariff Three by 70p;

increase the running mile by 10p on Tariff One;  
increase the running mile by 20p on Tariff Two;  
increase the running mile by 30p on Tariff Three;

increase the period for waiting time from 10p for each 30 seconds (£12.00 per hour) to 10p for each 20 seconds (£18.00 per hour);

change the period of time when Tariff 2 is applicable  
from 6.00 pm until Midnight on 24 December and 31 January  
to 6.00 am until Noon on 24 December and 31 January;

change the period of time when Tariff 3 is applicable  
from Midnight on 24 December and 31 January  
to Noon on 24 December and 31 January;

increase the amount where extra charges will apply for a taxi called by telephone or via App and not cancelled before arrival from £3.30 to £3.80;

change the wording from

*'Taxi drivers may add on any charge incurred at Glasgow Airport when either dropping off or picking up passengers'*

to

*'Taxi drivers may add on any charge incurred at any Airport or car park when either dropping off or picking up passengers'.*

A fare chart for the Clydebank Zone is proposed as follows:-

#### CLYDEBANK ZONE

##### **Tariff One**

6.00 a.m. to 9.00 p.m. daily

For a distance not exceeding

5/11ths OF A MILE..... £3.80

For each additional 1/20th OF A MILE.....£0.10

##### **Tariff Two**

9.00 p.m. to 6.00 a.m. daily

6.00 a.m. to Noon on

24th December and 31st December

For a distance not exceeding

5/11ths OF A MILE..... £4.30

For each additional 1/22nd OF A MILE.....£0.10

**Tariff Three**

Noon on 24th December to  
Midnight on 26th December and  
Noon on 31st December to  
Midnight on 2nd January

For a distance not exceeding

5/11ths OF A MILE..... £5.50

For each additional 1/25th OF A MILE.....£0.10

*Between 9.00 p.m. and 6.00 a.m. a 50p extra charge applies*

Any hire terminating outwith the Clydebank zone of the West Dunbartonshire area will be at a rate to be agreed at the time of hire.

**Fares for Waiting**

The driver is, in addition to the above, entitled to charge for waiting whether in one stoppage or in several stoppages as follows:

For each period of TWENTY SECONDS or part thereof.....£0.10

**Extra Charges**

A charge of £3.80 shall be payable for a taxi called by telephone or via App and not cancelled before arrival.

An additional charge of 10p shall be payable for each passenger beyond two.

Taxi drivers may add on any charge incurred at any Airport or car park when either dropping off or picking up passengers. Drivers must make passengers aware in advance that an extra charge may be added to the fare.

**Soiling Fee**

A maximum fee of £100.00 is chargeable for any soiling which necessitates a taxi being removed from service for cleaning. Soiling in this context includes any soiling by means of food, drink, vomit, urine or excrement.

**REPRESENTATIONS**

It is proposed that the fare chart will apply from 10 April 2024. Any person wishing to make representations with respect to the Authority's proposals should lodge same by emailing [licensing@west-dunbarton.gov.uk](mailto:licensing@west-dunbarton.gov.uk) or in writing to the undernoted by 29 February 2024.

Alan Douglas  
Chief Officer – Regulatory & Regeneration  
West Dunbartonshire Council  
Council Offices  
Church Street  
Dumbarton  
G82 1QL

24 January 2024

Sirs,

I refer to the notice placed in the local newspaper regarding proposals to amend the Taxi Fare Tariffs – Clydebank Zone.

As invited I wish to make representations on those amendments for and on behalf of several Taxi operators who like myself were not consulted prior to the proposals.

### **Consultation**

As reported to you at the previous taxi fare review, neither I nor many others in the trade were invited to take part in the consultation prior to your decision.

The legislation clearly states that before setting fares Council is required to consult with “members of the trade or their representatives”. It does not state “the trade or representatives of some of the trade”. The Council have once more ignored the legislation as it is drafted.

Further, in the written invite to now make representations, received from the Council Officer he writes to specifically prevent Licensed Taxi drivers from making representations in their own Taxi fare review. Mere Taxi drivers received no such letter either.

There is no basis in written legislation nor guidelines for this removal from the process.

It is an offence to of the obligations of the Council to act responsibly and fairly towards the persons whom Taxi fare matters most. Taxi drivers are also the group that pay the greatest amount towards the reviews and all other costs of Licensing.

I note there is no such exclusion on the Council website which invites ‘any persons’ to make representations as the legislation is so drafted.

As for the rest of us and our late inclusion in the process. Being invited to make representations after the decision is made asking Council to change its decision does not satisfy the requirements of the legislation.

However, this representation focuses on the failure to adequately cover drivers’ costs and maintain earnings and the impact of this on the public.

In short drivers are not making enough money and so the public are finding it increasingly difficult to get a Taxi at peak times.

### **Proposed Alterations**

In general terms, despite repeated requests for incremental increases at reviews since at least 2009 crucial elements of the Clydebank fare chart have remained static. incremental increases in previous reviews since at least 2009. Not so the Dumbarton Fare chart.

Clydebank Taxi trade earnings have fallen considerably behind Dumbarton during this period. So much so that where Taxi business in Dumbarton still trade for over £20 000, Clydebank Taxi Licenses have been surrendered.

The highlight of this failure is the charge for waiting time, steadily increased in Dumbarton from £12 to £36 per hour, whilst Clydebank remained at £12 per hour. A rise to £18 per hour is still 100% lower, is wholly inadequate with no cost analysis at all far less anything that stands to scrutiny.

It is noted that the proposals have at last taken some cognisance of the arguments made at previous reviews and there is some adequacy in some of the proposals.

#### **1. The proposal for tariff increases.**

Referring to the Council minutes there is no analysis or study of costs provided nor any indication of the basis which the proposed increases are made. No costings nor detail to support what again appears to be a finger in the air stab at it.

Tariff 1 flag fall and running mile are increased again without any detail or explanation. Setting aside any comment, this is the baseline.

Lasting 13 hrs. of each day almost all Taxi drivers work this tariff.

The customer base is generally shoppers, people of partial or no employment and late afternoon workers returning home. The customer base in higher numbers and steadiest flow. It is also supplied by considerably higher numbers of available Taxis. Supply only becomes lower than demand ie regular queues at ranks after 5pm.

## Tariff 2

The number of drivers regularly working during Tariff 2 can now be counted in almost single figures even at weekends.

Work is nominal from Sunday to Thursday and probably mostly limited to radio calls.

Friday Saturday and to a lesser extent Sundays demand is low except for 2-3 hrs after 11pm.

The peak demand is 11pm until approx. 2:00 am and customers forever complaining that there are not enough Taxis. These customers are generally people who work and are not using Taxis all week. They are socialising and just want to get home.

The reason there are not enough Taxis is there is not enough incentive or reward for drivers to be available.

The fares are far too low within the Clydebank area, and only negotiated fares outwith Clydebank are adequate.

Drivers are eager for this work but that further diminishes the availability of local supply.

For far too many reviews Council have ignored requests to keep Tariffs 2 and 3 at sufficient levels and have made flat increases across the fare chart.

The proposal of an extra 10p on the running mile appears to acknowledge that increases must maintain the balance.

But this is nowhere near adequate to restore the difference after 15 years.

And why not the flagfall also?

10 years ago drivers who worked late on Tariff 2 midweek were asking for £5 flagfall.

£5 flag fall and 10p each 1/24<sup>th</sup> of a mile not unreasonable expectation, for customers who want to find taxis available to them at night. (same per mile as Dumbarton)

## Tariff 3

Should be similarly increased to £6 and 10 p each 1/28<sup>th</sup> of a mile. (20p per mile less than Dumbarton)

Bringing the flagfall into line with Dumbarton at this time to ½ mile instead of 5/11ths would make it easier for both drivers and public to understand. And lessen the burden on short journey passengers.

## 2. Elements other than Flag Fall and Running Mile.

We again bring to the Council attention several elements of the fare chart where Clydebank drivers are disadvantaged compared to those in Dumbarton.

### Christmas and New Year Tariff.

The Clydebank Zone Tariffs drop down at 12:00 midnight whereas Dumbarton tariffs continue until 6:00am.

When public demand is increasing as licensed premises etc are closing, Clydebank fares decrease.

This matter was addressed in Dumbarton area a few years ago and should be relatively simple to address. And without opposition as the public just want to get home and not find a shortage of taxis because drivers have gone home.

Please bring the Christmas and New Year timescale in line with Dumbarton.

### Fares for Waiting

No increase since before 2008 in Clydebank. Steady increments over the last 12 years in Dumbarton increased to £36 per hour last November the proposed increase to £18 means **Dumbarton drivers remain at double the Clydebank tariff**. There is no reason a Clydebank driver should earn less than a Dumbarton counterpart on this very measurable and equal element of the fares.

It is difficult to find any difference between a Clydebank driver and a Dumbarton driver on waiting time. Each pays the same licence fees. Drivers in both areas should have the same take home earnings.

Cost examples:

Clydebank average 'weigh in' at £180/ wk. Based on 40-hour week is a cost of £4.50/hr.  
Proposal to amend to 10p per 20 secs or £18 /hr gross.

**£13.50 per hour** gross whether it is midday Monday or Saturday midnight.

From this the driver must set aside Holiday pay, Sickness Pay, Pensions etc.

Unlike otherwise self-employed persons this rate is **set by West Dunbartonshire Council**. And in real terms is well below the national living wage and WDC policy.

This rate is not the what the driver earns, the charge is approximately 50% of true per hour earning after non passenger time is accounted for.

The council proposed increase for Tariff 1 charge is £6.80 for a 2 mile journey. At a modest 20 miles per hour 2 miles would take 6 minutes. I.e the charge is equivalent to £68 per hour. Increased fuel is nominal part of that.

Can there be any justification for drivers dropping from £68 to £18 per hour? Even £36 is a nominal charge.

Tariff 2 where waiting time matters most it is £75 per hour or more as traffic is less congested and average time to do 2 miles is much less.

Please bring waiting time in line and to the same level as Dumbarton.

### **Fares for additional passengers.**

Increased number of passengers (sharing taxis) with multiple drop offs is most frequent and most burdensome during Tariff 2.

Unamended in Clydebank for at least 20 years, the additional 10p per passenger more than 2 is derisory and long overdue addressing.

Dumbarton tariff is approximately 25% increase for 5 or more passengers with Tariffs 4, 5 and 6.

There is no reason why Clydebank drivers should not have similar fare tariffs.

However a flat £7.50 extra charge for more than 5 passengers is a possible alternative at this time.

For 5 passengers, this amounts to only £1.25 per journey. A nominal charge when saving the cost of another Taxi.

### **Christmas and New Year Tariff.**

The proposed changes to timing of the application of Tariff 3, as requested at many previews reviews, is welcomed but does not address a significant failing.

The Clydebank Zone Tariffs drop down at 12:00 midnight whereas Dumbarton tariffs continue until 6:00am.

When public demand is increasing as licensed premises etc are closing, Clydebank fares decrease.

This matter was addressed in Dumbarton area a few years ago and should be relatively simple to address. And without opposition as the public just want to get home and not find a shortage of taxis because drivers have gone home due to the drop in Tariff.



**WEST DUNBARTONSHIRE COUNCIL**

Plate No. \_\_\_\_\_ Vehicle Registration Number \_\_\_\_\_

Civic Government (Scotland) Act 1982

**Fare Chart (Effective from 22 November 2023)**

**DUMBARTON AND VALE OF LEVEN ZONE**

<b>Tariff One</b> 6.00am to 9.00pm Monday to Sunday	For a distance not exceeding ½ OF A MILE..... £3.50 For each additional 1/22nd mile..... £0.10
<b>Tariff Two</b> 9.00pm to 6.00am Monday to Sunday	For a distance not exceeding ½ OF A MILE..... £4.10 For each additional 1/24th mile..... £0.10
<b>Tariff Three</b> 6.00pm on 24th December to 6.00am on 27th December and 6.00pm on 31st December to 6.00am on 3rd January	For a distance not exceeding ½ OF A MILE..... £5.50 For each additional 1/30th mile..... £0.10
<b>Tariff Four</b> 6.00am to 9.00pm Monday to Sunday (Only applicable when five or more passengers are being carried)	For a distance not exceeding ½ OF A MILE..... £4.50 For each additional 1/26th mile..... £0.10
<b>Tariff Five</b> 9.00pm to 6.00am Monday to Sunday (Only applicable when five or more passengers are being carried)	For a distance not exceeding ½ OF A MILE..... £5.10 For each additional 1/30th mile..... £0.10
<b>Tariff Six</b> Christmas and New Year hours as per Tariff Three (Only applicable when five or more passengers are being carried)	For a distance not exceeding ½ OF A MILE..... £7.00 For each additional 1/40th mile..... £0.10

Any hire terminating out with the West Dunbartonshire area will be at a rate to be agreed at the time of hire.

**Extra Charges**

Taxi drivers may add on any charge incurred at any Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare. A charge equivalent to the initial flagfall on Tariff 1 shall be payable for a taxi booking made by telephone or via App and not cancelled before arrival when the taxi is no longer required.

**Fares for Waiting**

The Driver is, in addition to the above, entitled to charge for waiting whether in one stoppage or in several stoppages as follows:

For each period of TEN SECONDS or part thereof ....£0.10 (All Tariffs)

**Soiling Fee**

A fee of £100 is chargeable for any soiling which necessitates a taxi being removed from service for cleaning. Soiling in this context includes any soiling by means of food, drink, vomit, urine or excrement.





# Item 8

## Appendix 5

Clydebank Taxi Fare Review		
Current	Proposed	Representation
<b>Tariff One</b>		
6.00am to 9.00pm daily For a distance not exceeding 5/11ths of a mile  £3.30  For each additional 1/19 <sup>th</sup> of a mile  £0.10	6.00am to 9.00pm daily For a distance not exceeding 5/11ths of a mile  <b>£3.80</b>  For each additional <b>1/20<sup>th</sup></b> of a mile  £0.10	6.00am to 9.00pm daily For a distance not exceeding <b>1/2</b> of a mile  <b>£3.80</b>  For each additional <b>1/20<sup>th</sup></b> of a mile  £0.10
<b>Tariff Two</b>		
9.00pm to 6.00am daily  6.00pm to 12 Midnight on Christmas Eve and 31 December  For a distance not exceeding 5/11ths of a mile  £3.80  For each additional 1/20 <sup>th</sup> of a mile  £0.10	9.00pm to 6.00am daily  6.00am to <b>Noon</b> on Christmas Eve and 31 December  For a distance not exceeding 5/11ths of a mile  <b>£4.30</b>  For each additional <b>1/22<sup>nd</sup></b> of a mile  £0.10	9.00pm to 6.00am daily  6.00am to <b>Noon</b> on Christmas Eve and 31 December  For a distance not exceeding <b>1/2</b> of a mile  <b>£5.00</b>  For each additional <b>1/24<sup>th</sup></b> of a mile  £0.10
<b>Tariff Three</b>		
Midnight on 24 December to Midnight on 26 December and Midnight on 31 December to Midnight on 2 January  For a distance not exceeding 5/11ths of a mile  £4.80	<b>Noon</b> on 24 December to Midnight on 26 December and <b>Noon</b> on 31 December to Midnight on 2 January  For a distance not exceeding 5/11ths of a mile  <b>£5.50</b>	<b>Noon</b> on 24 December to <b>6.00am on 27 December</b> and <b>Noon</b> on 31 December to <b>6.00am on 3 January</b>  For a distance not exceeding <b>1/2</b> of a mile  <b>£6.00</b>

For each additional 1/22 <sup>nd</sup> of a mile  £0.10  Between 9.00pm and 6.00am a 50p extra charge applies	For each additional 1/25 <sup>th</sup> of a mile  £0.10  Between 9.00pm and 6.00am a 50p extra charge applies	For each additional 1/28 <sup>th</sup> of a mile  £0.10  Between 9.00pm and 6.00am a 50p extra charge applies
<b>Fares for Waiting</b>		
The driver is, in addition to the above, entitled to charge for waiting whether in one stoppage or in several stoppages as follows:-  For each period of 30 seconds  £0.10	The driver is, in addition to the above, entitled to charge for waiting whether in one stoppage or in several stoppages as follows:-  For each period of <b>20</b> seconds  £0.10	The driver is, in addition to the above, entitled to charge for waiting whether in one stoppage or in several stoppages as follows:-  For each period of <b>10</b> seconds  £0.10
<b>Extra Charges</b>		
A charge of £3.30 shall be payable for a taxi called by telephone or via App and not cancelled before arrival.  An additional charge of 10p shall be payable for each passenger beyond two.  Taxi drivers may add on any charge incurred at Glasgow Airport when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.	A charge of <b>£3.80</b> shall be payable for a taxi called by telephone or via App and not cancelled before arrival.  An additional charge of 10p shall be payable for each passenger beyond two.  Taxi drivers may add on any charge incurred at <b>any Airport or car park</b> when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.	A charge of <b>£3.80</b> shall be payable for a taxi called by telephone or via App and not cancelled before arrival.  <b>An additional charge of £7.50 shall be payable for hires where 5 or more passengers are carried.</b>  Taxi drivers may add on any charge incurred at <b>any Airport or car park</b> when either dropping off or picking up passengers. Drivers must make passengers aware in advance that extra charges may be added to the fare.
<b>Soiling Fee</b>		
A maximum fee of £100 is chargeable for any soiling which necessitates a taxi being removed from service for cleaning. Soiling in this context includes any soiling by means of food, drink, vomit, urine or excrement.	A maximum fee of £100 is chargeable for any soiling which necessitates a taxi being removed from service for cleaning. Soiling in this context includes any soiling by means of food, drink, vomit, urine or excrement.	A maximum fee of £100 is chargeable for any soiling which necessitates a taxi being removed from service for cleaning. Soiling in this context includes any soiling by means of food, drink, vomit, urine or excrement.



## **NOT FOR PUBLICATION**

**by virtue of Paragraph 14 of Part 1 of Schedule 7A of  
the Local Government (Scotland) Act, 1973**

**ANY ACTION TAKEN OR TO BE TAKEN IN  
CONNECTION WITH THE PREVENTION,  
INVESTIGATION OR PROSECUTION OF CRIME**

**PLEASE NOTE THAT CONFIDENTIAL INFORMATION  
AND PAGES HAVE BEEN REMOVED**