

Driver training consultation

161 responses received to this online survey during 5 November 2018 – 19 January 2019

Do you agree that new driver training should cover the following areas?

a) Advanced practical driving assessment

108 (67%)	Yes
53 (33%)	No

Please comment:

All applicants have a driving licence which they passed and they passed a taxi test once so it's not fair for them

All drivers have been passed once like anybody else. They are very good everyday drivers.

Already been passed once

Already two test there to become a taxi driver

Been passed once like everybody on the road

Drivers already have a valid UK driving licence so why should they have to undertake a practical test

Drivers should have previous experience of driving. Dropping customers off mainly is getting them to their location locally. But should have Motorway experience for longer distances.

Everybody been passed

Getting a licence already tough and costly enough. i do not agree to have a second test.

If someone who has 9 points and are new drivers need advanced practical driving assessment, but someone who has been working for 10/20 years, and does not have any points, require this assessment.

Its not fair on them, they all can drive like anybody on the road. They've all passed once.

Its not fair on them, they all can drive like anybody on the road. They've all passed once.

Most drivers have practical driving knowledge

Should be normal test

There should be no test been passed once like everybody else

we already know how to drive. we are not driving the queen around yorkshire!!

b) An English test ESOL Entry 3

117 (72%)	Yes
43 (27%)	No
1 (1%)	No response

Please comment:

A test of level 3 should not be needed. When u speak in English it is then u build up the spoken English.
The taxi should be able to speak in a reasonable amount of English.
for people that cannot write or read much english which much asian taxi drivers would not be able to do
If you hold a full uk driving licence you be able to understand and speak English (in other circumstances i agree)
It should be a written test on the highway code, e.g. What do the words "Residents Parking Only" on a sign mean?
Many older people may find it difficult
Taxi drivers talk and read signs, and they do not need to write, as nowadays, technology is advanced and it works through emails for bills etc, through taxi company.
The English Test should be at least B1 standard, like the test which has been put in place by Transport for London for all private hire and hackney carriage licences.
They are good at what they doing.
This would be very hard for any one to do and complete and not everyone needs ESOL, English standard for overseas learners and cannot be completed in a few hours or a day!!

c) Local knowledge test, 90% pass rate

88 (55%)	Yes
73 (45%)	No

Please comment:

75% as google maps and sat nav can help
All drivers have a good knowledge of local area most live in same area
All drivers have a knowledge of local area they work in
All drivers have a knowledge of local area they work in
All drivers have a knowledge of local area they work in
All drivers have a knowledge of local area they work in
As an executive /chauffeur hire driver we only pick up from our local area and travel to airports and we all have sat navs because you can use your navigation
even some of the senior's drivers dont have this knowledge.
Everybody has knowledge of local area
having knowledge does not make you a good driver with people skills
I think the pass rate could be slightly lower on this - Google street maps are always helpful
In the era of sat nav how is it really a problem not knowing all the streets?
It is good to know local however GPS is now days in control
It is possible that driver come from other authority and at initial stage driver do not have enough knowledge, should be given chance.
It's not London.modern technology helps

It's too high just general knowledge of certain main places and how to use a navigation system.

Local drivers know local area, you learn as you go like in any industry.

Most people won't be familiar with the area until they have began working

New to areas

Not really as long as you are able to use mordern technology you will be fine

Old drivers who have been working for a while, know about the local knowledge as they would have loads of experience due to working for many years, so in this case they would not need a local knowledge , however, new drivers may need this as they are newly passed.

on my openion is 80% is enough b/c they will ues to it when they start work

Sat navs are the future.

The technology so advanced these days a quick google search gets you from a-b in no time it is time to step out of the dark ages

There is a lot of technology there now so does not need a knowledge test

These days plenty satnavs option are available like google map tom tom all private hire company use that drivers can find easily any place

think the pass rate is too high...local knowledge is not that important for certain types of drivers eg long distance/airports/chauffeur only

This comes with on job not a text book. Also if im working in dewsbury/batley why ask me about huddersfield and vice versa abit unfair unnecessary

We are in 21st century, you do not have to remember anything by heart. Google Map made life so easy as it is. Knowledge test is not appropriate.

We are not robot to memories all streets

With so many places around Kirklees and so many roads leading to them it's difficult for anyone to remember all places and most of private hire trips are to and from peoples houses and not every trip is to the same address.

Would not be fair on people who may not understand test

yes and no.. whats the point of having sat navs?

d) Regulatory framework of the private hire industry and test, 90% pass rate

98 (61%)	Yes
58 (36%)	No
5 (3%)	No response

Please comment:

90%is a bit to high I don't think knowing the regulatory frame work will make us any better drivers just another way for the council to make more money

As I mentioned before high pass rate about 70% is ok

does it really matter

pass rate is to high

Should be around 60%

Should be higher than 90%

unnecessary

e) Professional standards training and test, 90% pass rate

108 (67%)	Yes
51 (32%)	No
2 (1%)	No Response

Please comment:

70% is satisfactory.

90% is too high it should be 45 to 60%

Everybody been passed professionally once.

Most of us are professional get the naughty ones. Leave good ones alone.

New drivers who have never driven a taxi may need this test, as they may not know how it works being a taxi driver as they may have no experience.

Pass 60%

pass rate is too high

Should be higher than 90%

What are professional standards please elaborate

f) Safeguarding training and test, 90% pass rate

123 (76%)	Yes
37 (23%)	No
1 (1%)	No Response

Please comment:

Everybody keeps safety foremost in mind

It should be up 60% pass rate

New drivers will need this as they may have never done this test before, however, old drivers who have been working for taxi for a long time have already done this training before.

pass rate is to high

Should be higher than 90%

who would they be safeguarding?

g) Equalities/disability training and test, 90% pass rate

120 (74%)	Yes
38 (24%)	No
3 (2%)	No Response

Please comment:

70% minimum.

Not all cars have a ramp.

pass rate is to high

Please comment:

Should be higher than 90%

h) Practical wheelchair assessment (drivers of wheelchair accessible vehicles)

124 (77%)	Yes
34 (21%)	No
3 (2%)	No Response

Please comment:

this should only be done as and when required because 99% of the drivers never drive wheelchair accessible cars.

Where a test is required, do you agree the pass rate should be 90%?

75 (46%)	Yes
83 (52%)	No
3 (2%)	No Response

Please comment:

60%
60%
80%
95%
97%
100%
70% above for pass
70% minimum
75 per cent
80 percent is more reasonable
90% is an unfair amount
90% is far too low
95% would be a far higher standard.
again does it really matter? 90% of customers sitting in my car just want to go home. they are not bothered about anything except getting home safely
as above not for all tests
At least 50% 90 is too high
Atlest 75%
I believe it should be around 75% to 80% to be reasonable for any test
I think before the pass rate is agreed the tests should be undertaken by a group of 'relevant competent persons' to see what scores they achieve.
i think too high
is bit too high most of the driver never achieved 90%in their entire life.
it can be 80%
It should be 60%
It should be above 70%
It should be above 70%
Its should b 65 %
It's too high as there are many foreigner work as taxi drivers. If too less taxis then will be much expensive and may also put public on risk.
Its way too high and in the long run you wont have many drivers left to work those silly hours clearing the town centre of drunk people at 4 in the morning.
Many exams have lower rate such as over 40/50

maybe 75
No 90% should not be applied to all tests professional and safeguarding standards yes but as an older driver i find it difficult to take exams and doesn't make me any better driver
no should be over 51 per cent
Not always
Not for everything but definitely for safeguarding, equality and professional standards
pass rate is too high and unreasonable.
Seems high in some circumstances, there may be scope for lowering this slightly
should be 80 percent
should be 80%
too high

For licensing authorities that do not already do so, do you agree that existing drivers should be required to complete refresher training every 3 years?

(Only relates to the regulatory framework of the private hire industry, professional standards, safeguarding, equalities/disability and practical wheelchair test.)

70 (43%)	Yes
91 (57%)	No

Please comment:

2 years
5 years should be sufficient and depending on how much it will cost us drivers to resit the training we can't just put prices up to cover it as it is a very cut throat business
after all what is mentioned on the survey about practical assessment 90% pass and knowledge. if the person is pass all this what it has been mention it above. my opinion that is a concern about making money. K
Because once you know it you will always remember it
Because they have the experience of delivering the correct service to the general public already
Cost and time, life balance
Doesn't need Because that's not the airplane License only the car and the Hackney garage Private hire License every driver they have knowledge of the road And good communicate with the customer I'm polite with the customer
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I think every 3 years a refresher training should be made but not in a test or examining fashion just a update of rules and regulations way in a classroom fashion practically and theory.
if its for free then yes im up for the refresher and the rest of the courses. if its not then no. did u vote for the Tories by any chance?
If your gone do refresher training that it should be cost free as to me it looks like you guys Are trying to take advantage of taxi drivers
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instead of wasting time and money leaflets containing all the relevant information should be sent to the taxi companies who should then make sure their employees have agreed and understood it.
It should be over 5 years or more
Just a refresh like training
may be every 5 years
No need for this as updates are provided as and when changes occur.
Once a driver has passed and has its badge why should that person have to do a refresher training to learn the same thing?? Also is the cost involved going to be passed on to the driver?

Only if driver wants to be refreshed

Only if driver wants to be refreshed

Only if driver wants to be refreshed, you learn as you go in any working industry

Only people who have points on their license etc, not required for people who have no points etc.

refresh like training can be given if driver thinks he needs it.

Refresher training can be given if needed

Refresher training should be mandatory and be completed every 2 years to ensure drivers are up to date on any legislative or any other changes.

regular updates should be enough unless there has been a problem relating to the P. H company or driver

should be no need if you've already done it

The drivers been in job for number of years and should know the job I would say the drivers should be regularly updated with new rules

There is experience as you work

These drivers have already proven they are professional, introducing a new test, with additional costs would only further inconvenience them.

They already working, relying on that income for their mortgage etc. Not fair to make them jobless if they couldn't pass for 90%. Unless there is complaint about the individual.

They got Experience in their work

they know their job

This is just another cost to a driver which will not improve the standards in any way. The training given at the beginning of a licence is enough. too long

Training can be given every 3 years but you learn as you go as well.

Training can be given if needed

Waste of time and money because the experience is there.

We already get trained up when we qualify as taxi license holders so only drivers that have had a complaint reported about them should have to do extra training otherwise it feels like we aren't trustworthy as taxi drivers thanks.

We have all ready too many costs.

Why keep doing something you've been doing for many years waste of time and money in my opinion. (moving goal posts all the time)

Yes but every 18 months 3 years is too long

Do you have any other comments or suggestions?

41 (25%)	Yes
114 (71%)	No
6 (4%)	No Response

Please provide details:

again pointless.. pay me the same as the other guy. Much Love

All councils should work together and make it as safe as possible for members of the public and driver

All drivers have been passed and have knowledge of area they work in. A DBS every 3 years shows if a driver has a clean record. This proves the driver is capable of driving taxi.

All drivers have been passed so its not fair putting them through all this. More should be done to protect the driver against very dangerous and rough customers. They do a very dangerous job.

Alot of professional drivers out there, they have all passed to gain a licence so they should not go through all this. Training can be given if needed even online at home.

Any changes in current taxi licensing requirements will be most welcome. They may see themselves as "professional" and safe drivers but many do not demonstrate a professional or safe approach to driving. They should have a higher standard of driving skill and if they are found to have broken established rules and regulations they should have the license removed and be required to reach an acceptable standard of driving and customer care before the license is reissued.

As a result of taxi badge ,licences ,insurance and fuel rises all increasing adding more tests of which will no doubt have to be paid for by the driver will deter some people from being a taxi driver or will increase overcharging as a driver we have more than enough overheads

Can we include anything around driving methods which impact on air quality e.g idling for long periods of time, fuel efficient ways of driving. appreciate this couldn't go into massive details but it's a good opportunity to join up agendas. Improving air quality should be seen as a way to further protect the public.

Door stickers should b remove or without the company advertising so driver can do job where ever they want And vehicle r look better on the roads

Drivers at Huddersfield Station should be required to obey the law about driving across the roadway in front of the station particularly after dusk without lights from the rank to the 3 car pick up point. I have seen several near misses. They should not be allowed to wait in the rank with engines running. Drivers should be prepared to give [or even have cards printed with] their licence number and/or photograph to a potential passenger as well as the car registration number.

Drivers need to be given customer service training or there should be a workshop of some sort due to the amount of drivers not speaking to customers this could be due to the language barrier if they are unable to speak English.

Drivers should be tested before given a licence, no temporary licences should be issued until tests and checks have been done

I agree with all the trainings you have just mentioned because it's all to do with everyone's healthy and safety

I do believe that taxi drivers should have their cars checked more regularly and if found with defaults but subject to a 7 day ban. Cars have often been seen tailgating, flying through red and speeding on Manchester, and Wakefield Rd. These roads are often busy and zigging in and out is d traffic without indicating. Tougher bans and suspensions should be in place, a driver gets caught doing this. First offence 28 day ban from working. 2nd 72 day ban and 3rd 12 month suspension of taxi/private hire permit. We have been in several drivers and asked drivers to slow down and been laughed at by both Hackney and private hire (most do and are pleasant) some are rude and refuse to give there details if you ask for them. The private hire control rooms don't care. You as an organisation need to be firmer. We all understand that the drivers need to make money but breaking the law on a daily basis putter by other road users and pedestrians at risk of harm should not be done. On a daily occurrence driving from Crosland Moor to the M62 and back i'll see easily 6-10 law breaks or taxis that are not roadworthy (lights out etc). I do believe suspension of taxi licence will work.

I feel the council should help existing drivers, they bring in a large amount of revenue for the council. I feel the drivers have no support from the council in fact the opposite, the council is quick to respond to complaints etc but on the other side who supports the drivers when they have problems? No one.

I think having 90% pass rate will result in the loss of many drivers and the ESOL will result in even more as English is not their first language, unable to read or write or even use a computer. This would lead to unemployment and more people claiming benefits.

I think you should monitor number of hours a taxi driver can work to provide the equal opportunity to all drivers to make some money. At the moment, this business is chaos.

I'm disappointed that the gulf between the licensing and taxi drivers has increased.

It's all money making scheme. That's all it's about.

Many taxi drivers have basic knowledge however many rely on working as drivers as they may not have qualifications. If they have family's and they don't pass the tests they may have no other income. Before making any decisions taxi drivers should be considered and involved in meetings.

Not only should the standard of driving improve for people who drive the public around but the cars are at times disgusting when it comes to safety I have been in cars with seat belts not working, they drive cars with suspension issues, tires low in pressure

Presumably drivers are obliged to have regular sight tests to make sure that they are safe to be in charge of a vehicle? I also assume they are only allowed to drive for a limited number of hours over a 24 hour period.

Random drugs and alcohol testing at least once every 4 months.

Safeguarding and equality tests are becoming common place and paper exercises are useless if you have a driver with a heart of gold who can't pass tests. The most important thing to me is respect, patience, ability to drive! I want to feel safe. For those who treat us like family; maybe awards would be useful

See above comment thanks.

Standards of taxi driving and licensed vehicles in Kirklees are the worst I have had the unfortunate experience of having to use. As a business traveller I rely on taxis to and from meetings/railway stations/airports. Frankly how the drivers or vehicles in Kirklees have passed any sort of regulations defeats me. One offence and they should never be allowed to hold a licence again and the company they work for should be heavily fined or shut down. Simple and effective

Taxi drivers are experienced drivers they have been passed like anybody on the road so they should not be going through all this. They all have a knowledge of local area and of course you learn as you go like in any industry you work in.

Taxi drivers are professionally passed once like anybody on the road. They are a lot better at driving than other road users. They have been in trade for years and years with a clean record. All this should be done to people who have a criminal record not those with a clean and happy record for years.

Taxi drivers should not be made to take driving tests again and again they can all drive. They are very good at their job and local area. They have passed once like everybody else.

Taxi drivers should not have to go through this they have been passed and all have a knowledge of area they work in. Very experienced drivers out there but very rough customers.

The English language test should be at a B1 standard, and all taxi drivers must be able to read, write and speak English to the B1 standard. I have experienced taxi driver who speak very little English, and are unaware of the highway code as they regularly speed and run red lights. The B1 level of English must be incorporated to ensure all drivers can speak English at the appropriate level. This English test has been adopted by Transport for London for all new applicants and renewals for private hire and hackney carriage licences, I believe Kirklees Council and all other councils in West Yorkshire should do the same. All taxi drivers must be able to pass a secure English language test to at least B1 standard. This will ensure all taxi drivers are able to communicate with their passenger and ensure they are able to read signs and abide by the highway code. They are doing a very hard and risky job. More should be done to protect the driver than you doing all this.

This is to Kirklees licensing. You have closed the Dewsbury office and it's having a big impact on the Dewsbury drivers. You will not raise this issue in your meetings as you think it's not important. It's important to the drivers as they have to travel to Huddersfield. If you're bothered about it why don't you move the offices to Dewsbury and close the Huddersfield office and see if it has an impact on Huddersfield drivers. I was asked to show my passport so the licensing could have this on their systems as I was told it was a new legislation. If this was a new legislation then why have the banks been doing this for 20 plus years. If you have missed placed the documents then it's your fault and even your colleagues have no answer. I think it would be good to train your colleagues first then ask taxi drivers for a refresher training. For you guys it's all about money making.

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Very experienced drivers out there, all drivers have been passed and know what to do, so this should not be happening to them.

Whatever policy is adopted, then it needs to be consistent across West Yorkshire and more importantly applied in a consistent manner. If it leads to less taxis operating then so be it. The ones that remain will be operating to a high standard which can only be good for the customer.

When older drivers apply for a badge they should have a small test for general knowledge in dealing with customers and any other question related to the taxi service. It has to be a randomized test not a standard one

I am responding as:	
95 (59%) ¹	A licensed driver
14 (9%) ¹	A licensed private hire operator
3 (2%) ¹	A proprietor
59 (37%) ¹	A member of the public
5 (3%) ¹	Other

¹Percentages are greater than 100% as 15 respondents selected more than one option i.e responded as a licensed driver and licensed operator