

Essential Reference Paper 'C'

28th November 2014

Badge No.

1. Advertising on licensed vehicles

On this subject I honestly believe strongly that the now ruling should be changed. As a sole trader it's hard enough to get trade over companies, but being able to advertise on my vehicle would give me and other sole traders the chance of picking up extra work.

To do the advertising with the now rules means either having magnets, or sign writing. With both forms they have an impact on the vehicle, yet with advertising in the windows the paint work can't get damaged.

Please find attached what I would like to put in my rear windows, though it will appear in a different font.

2. The Knowledge test

- The new knowledge test needs to stay difficult (depending on how difficult it really is). Over the last 18 months too many of those that have gained licenses still rely too much on sat navs to do local jobs. The amount of customers that I have had in my taxi that have told me when they get in, and give the address they are asked for a post code. I also feel that when they are doing their knowledge they need to know the shortest route between pick-up and drop off.
- Not knowing if the routes are different on each test sheet, but they really need to also include routes to villages that are in the east herts district, and routes to surrounding areas ie. Broxbourne, and Wormley. If this short paragraph makes it a little tougher then so be it, we can't afford to lose work because they are going the long way to these areas (The turning off the A10 near Brookfield farm, then coming back to Broxbourne and Wormley).
- Yes I believe there should be a test for private hires, even if they don't intend to get the dual license eventually. It's important that when the customer orders a private hire that the driver can get to their address at the time they require the vehicle. Customers have been run late for hospital appointments, catching a train, and even worst being too late getting to an airport all because they have no idea of the area. Yes the controller might know the area, but the majority don't, and even due to taking another call or calls the driver can be ignored when calling over for help.
- I feel it's important to know the area, whether that be dual or private hire. Perhaps not as hard as the dual, but still as a written test, and to include routes to Stations, Hospitals, and Airports (these need to be direct routes not shortest)

3. Licensing Record Points Scheme

The points system seriously needs to reviewed, sometimes they are handed out to easy. The punishments should be for actions that affect, or could the customer's safety, preferably after the driver has received a warning, there are also many points that are not handed out because the policing is not done enough ie. Private hires illegally applying for hire, or taxi's applying for hire when either double parking, parking in an obstructive manor, or parked on double yellow lines.

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There are rulings about reporting an accident within a certain time, on many occasions I bet this has not been adhere too. The driver that was taken off the road when the police found out he had no insurance, had been driving around with damage on his car 2 months prior to the incident.

Many drivers feel that we don't need a badge with the same item being on view in our windows, and that they both need to be changed. We feel our names don't need to be on them, our picture, and badge number should suffice. With our names on them we think it's against the Data Protection act. With your records if a customer did need to complain, surely putting our badge and plate numbers in their complaint should suffice. With our names it could open up problems for drivers, if a customer decided to take a problem into their own hands and could find us and our address via the internet.

Also with the badge, using a clip doesn't always clip on to clothing, and using a chain could cause the driver to be strangled by a customer from behind.

With fire extinguishers as I mentioned in an e-mail, when we apply all we are asked for is to have a fire extinguisher and first aid kit, not any specific make.

I agree points should be handed out, but for offenses against the public, or for driving around in a vehicle that has safety issues.

Yours sincerely

Both sides, rear and middle window

AJC's Taxi Service

AIRPORTS

LONDON/THEATRES

FUNCTIONS

07 4 442532

www.ajcs.com

NO EATING, SMOKING OR DRINKING ALLOW
14 Passengers are not charged extra

Rear Window

AJC's Taxi Service

07 4 442532

www.ajcs.com

From:
Sent: 14 October 2014 18:30
To: Community Protection
Subject: Taxi policy consultation

You were viewing <http://www.eastherts.gov.uk/index.jsp?articleid=22111>

Ref: Advertising on licensed vehicles

The two forward doors should be used to advertise the company you represent, it helps the passenger recognise the company they have booked with, as for other advertising, you will have to be very careful not to offend any members of the public???

Ref: the knowledge test

I feel the knowledge test is very good and important to ALL drivers dual & private hire,

1: yes it should be changed

2: harder + different topics

3: absolutely, why should they not have the same test???

4: it should be set the same as hackney carriage (they are doing the SAME job only office based)

Comments: it takes a London taxi driver approx 4 years to pass a knowledge test, so if the new Applicants are determined to become EHDC taxi drivers, they will persist with learning the Knowledge until they do pass.

Ref: LRPS

This system does not seem to work, ie things that taxi drivers have done (some very serious) But nothing ever seems to happen to them, some drivers have very LARGE fines on them But they are still driving which sends out a very bad message to all the other drivers, ie the Council won't do anything they never do???. Also would your points system stand up in a Court of law if challenged???

From:
Sent: 15 October 2014 16:00
To: Community Protection
Subject: Taxi Policy Consultation

Dear Sirs

Further to the receipt of your letter concerning above. Please find to follow my comments on two of the issues raised.

Advertising on Licensed Vehicles

In London many "Black Cabs" are completely wrapped in an advertisement. It doesn't appear to be doing any harm or causing any safety issues. Consequently, it would appear hard to justify a more restrictive policy within East Herts.

Knowledge Test for Private hire applicants.

As Private Hire vehicles have to be pre booked there is always opportunity for the driver to plan his route in advance. Coupled with the widespread use of Satellite Navigation and the fact that the booking could be to anywhere in the country, a local knowledge test would seem unnecessarily onerous. Perhaps a basic topographical test would be more appropriate with map based questions such as identifying airports, major landmarks and motorways on a map of South East England. After all, you require a basic grasp of where places are before being able to plan a route.

Kind regards

From:

Sent: 28 October 2014 17:16

To: Community Protection

Subject: Consultation comments

Hello,

I have read the information that was sent to me as a Licenced Taxi Driver.

I think that the Knowledge test should if anything be harder. I also think that it should be introduced for a private hire drivers licence.

I am constantly getting comments from customers regarding the inconsistencies in the pricing for the same journeys i.e. from Hertford Town centre to their homes.

From delving deeper into these comments it appears that whenever a person is taken by an Indian/Pakistani driver, the price is always higher?? Also, it appears that many of these drivers are rude and get very agitated (even threatening) when challenged about price disparities.

I always advise the customers to take the number of the Driver and report the incident to the Licencing Authority, but I know many don't bother!

New driver's joining East Herts District Licencing appear to be giving the trade a bad name. It seems that some are prepared to just use their SatNav's (not set on 'shortest' route) and upsetting clients and not giving the Public Service that our clients deserve.

Taking a Taxi is an expensive way of travelling and I believe that it is important the the customers get value for money which includes a polite manner with a good grasp of local topography,

Thank you,

Hello,

I find current advertising policy is very convenient however if there is a revised policy introduced I'll be happy to accept it.

I have concern about the knowledge test as 6 out of 7 people failed the test . And where we can find East Herts policies and legislation? Is it available online?

It will be better for new applicants if the test become a bit easier. As hertford map is very complicated to understand. Thank you

From:

Sent: 31 October 2014 15:18

To: Community Protection

Subject: Taxi policy consultation

Dear Sir/Madam

I would like to write about knowledge test. All the new hackney driver should attend written knowledge test. Test should be consists of more question about 50 and pass mark should be more than 80%. On many occasions I found driver does not know local street. Thank you.

Yours faithfully

From:

Sent: 31 October 2014 14:42

To: Community Protection

Subject: Taxi policy

Dear Mr Rawlings

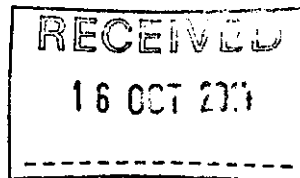
Further to my recent correspondence I would like to add that all private hire applicants should sit the knowledge test and should provide evidence as to the nature of work that they intend to do.

The reasons why I say this are. 1, private hire drivers are working on company circuits and using the same tariffs as hackney carriage drivers. 2. These drivers are earning whilst learning their way round before becoming hac licenced.

It appears to me that private hire means loophole to abuse the system and needs to be looked at.

Kind regards

[REDACTED]



Taxi policy consultation 2014

Advertising on vehicles

I think the advertising on the vehicles should be left as it is and I agree that there should be no adverts on the rear screen.

Knowledge test

The test should be kept as it is it's been too easy for too long you say 2 didn't show up that's down to them you should charge them for waisting your time.

The 6 out of the 7 that got them wrong obviously didn't learn the runs properly .if in London and you got them wrong you would be put back at least 65 days I no it's not London but the principle is the same the only reason the council would want to make it easy is for revenue if the applicants revise propyl they will get them wright

Private hire knowledge test

I don't think they should have to learn the runs as they have to be booked in advance but I think they should be tested on all points of interest . In Cambridge they have to no all bus and rail stations in the area , hospitals pubs clubs restaurants in there area think it would be good for you to do something like that instead of just handing over a license to some one that knows nothing about east herts like those that live out side east herts .

Points scheme

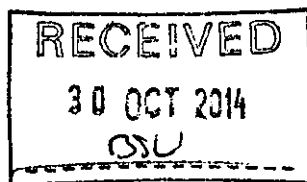
The scheme is ok but I think you need to be a bit careful how you dish them out what I mean by that is myself and others have handed documents in to reception and have been handed points simply because license officers and reception staff can't talk to each other it's not hard to check your inbox mine got removed after complaining but should not have come to that in the first place

Regards [REDACTED]

RE-KNOWLEDGE TEST

2/10/14

WITH REFERENCE TO YOUR RECENT LETTER CONCERNING THE TAXI KNOWLEDGE TEST, PLEASE MAKE SURE THE CURRENT TEST INTRODUCED IN APRIL 2014 REMAINS. IN RECENT YEARS THERE HAS BEEN AN INFUX OF NEW DRIVERS AND WITH SOME OF THEM THEIR KNOWLEDGE OF LOCAL ROADS, VILLAGES AND EVEN TOWNS HAVE NOT MET THE PUBLICS STANDARD. I HAVE HAD MANY INCIDENTS OF DRIVERS GETTING OUT OF THEIR CABS ON THE BANK AND ASKING ME WHERE A LOCAL ROAD IS OR VILLAGES, THIS DOESNT INSTALL A LOT OF CONFIDENCE IN US AS DRIVERS, THE TRADE AS A WHOLE OR YOURSELVES AS LICENSING AUTHORITY. SOME MEMBERS OF THE PUBLIC HAVE REFUSED TO GET IN A TAXI WHERE THE DRIVER DOESNT THE LOCAL AREA THAT WELL. IT IS VITAL THAT THE NEW TEST REMAINS SO WE CAN ACHIEVE THE VERY HIGHEST MINIMUM STANDARDS



29.10.14

A REPLY TO CONSULTATION ADVERTISING

Conditions seem OK, and if these restrictions are exceeded then the adverts should be removed

KNOWLEDGE TEST

I believe the test should be kept at the same level - perhaps the driving test should be reintroduced

Private Hire tests should be the same as dual driver tests.

LICENSING RECORD POINTS

I have been a hackney carriage driver for about 20 years and have never seen a copy of this 10 page document! As I don't know what it contains I can hardly be awarded points for anything I may or maynot have done. It would seem to me that unless all drivers are aware of the contents of this scheme, then it would not apply to any of the drivers.

I do wonder why the Hackney Carriage Hand Book does not cover any items that the L.R.P.S seek to control.