

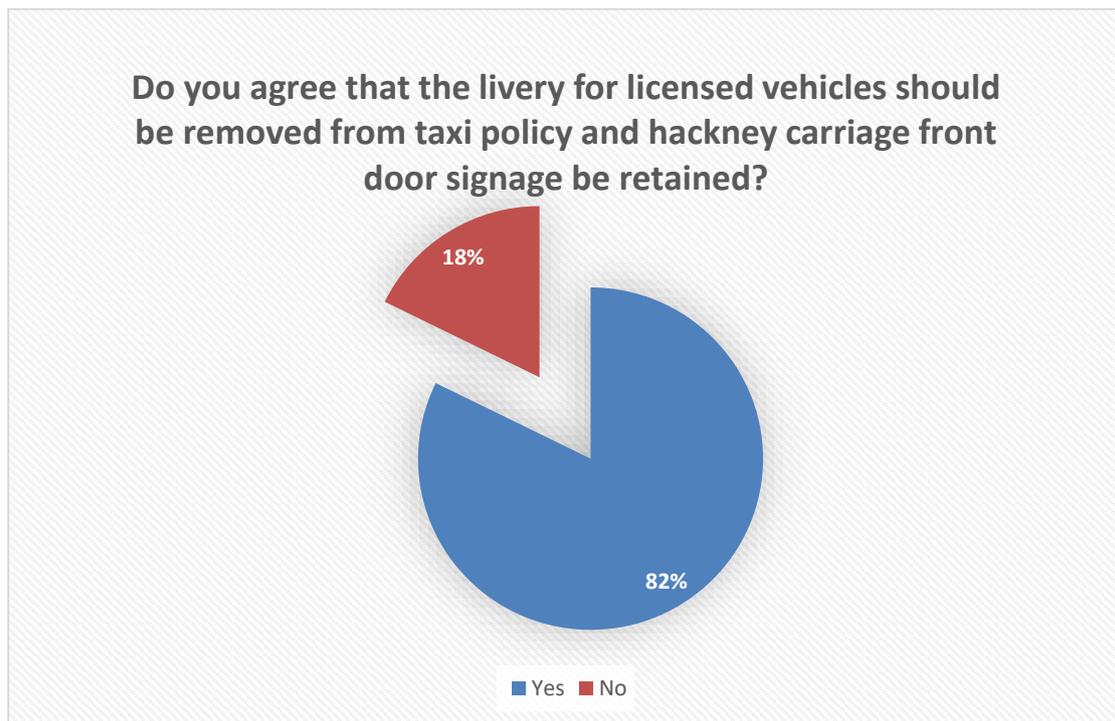
Full Comments received to the online consultation

Question 2 Livery

In total 378 responses were received for Question 2:

Do you agree that the livery for licensed vehicles should be removed from taxi policy and hackney carriage front door signage be retained?

378 (82%) of the respondents were in favour of the removal of the livery policy and 67 (18%) were in favour of retaining livery.



130 respondents commented on the proposals.

Plymouth Licensed Taxi Association Response

1. Plymouth Licensed Taxi Association: Registered in England Company No: 05444446.
2. All colours of paintwork should be acceptable as the colour does not affect the quality of service and passengers, on occasion, request a certain colour Taxi, especially children.

All PCC LA Taxis have an illuminated Roof Sign when Plying for Hire. It is an offence for any other vehicle to have an illuminated Taxi Roof Sign within the PCC LA area. Taxis have a plate on the rear and notice inside the vehicle for passengers to see. We submit that there is no requirement for additional signage on the front doors. It is noted that London does not have problem.

The Proposed front door signage is the same as the PCC Vans and other vehicles and is cheap. Plymouth Licensed Taxis deserve better so should door signage continue to be imposed then the Plymouth City Council crest bearing the Plate Number is more appropriate. They could be attached

by magnetism in the same manner as Executive Hire vehicles licensed by the LA. (See the accompanying letter regarding advertising).

ID	Name	Responses
1	anonymous	It's too expensive and can't source white vehicles.
2	anonymous	I must admit they do stand out and look good, but it is the extra cost
3	anonymous	The Livery should be incorporated with the License Plate no that exists on all doors at present
4	anonymous	Green & white livery would increase the public's confidence that they are hailing a properly licensed and approved cab.
5	anonymous	Costly and absolutely pointless
6	anonymous	I think that private hire vehicles should have rear door signs on informing the public which operator they work with for safety reasons. There are too many vehicles with no rear signs in the city
7	anonymous	Never liked the idea of having set colours on our vehicles
8	anonymous	No
9	anonymous	As long as authorised Taxis have the company name, telephone number on the vehicle. Plus any authorised Taxis should have the appropriate licence number displayed.
10	anonymous	No
11	anonymous	I own a hackney carriage vehicle euro 4. why cannot change with one euro 5 to be under the same requirements euro 4?
12	anonymous	It's an extra headache for drivers to paint their car or buying new one. Car prices are touching sky
13	anonymous	Not particularly related to livery but I feel the 2030 timeframe for electric vehicles should be pushed back to 2035 following recent govt changes on electric vehicles.
14	anonymous	the cost to drivers is high, this is unnecessary and is causing issues within the sector.
15	anonymous	I understand why the original plan to go green and White came about but genuinely don't feel that it's a requirement for Plymouth as we have very different vehicle types for Hackney and private hire. If you are going to rescind the rule that Hackney vehicles have to be white then please can you allow private hire vehicles to be white as this colour choice was removed when the new rule came into force

ID	Name	Responses
16	anonymous	Customers that I've had in my car say that it looks like a council van, hackneys with new livery, they say its easy to see a black cab with the roof sign lit to show its for hire.
17	anonymous	No
18	anonymous	Yeah I think scrapping the livery is a good idea as I will be able to upgrade to euro 6 a lot soon because I'll be able to source a vehicle quicker and as for the Hackney front door sticker I think that is a brilliant idea as I have for years believed us Hackneys should have something on are doors
19	anonymous	This is a much more pragmatic way to deal with a difficult problem. I do think that all vehicles, including PHV's, should be obligated to display the logo of the company they currently work with, in order to help safeguard members of the travelling public.
20	anonymous	N
21	anonymous	N
22	anonymous	I object to door signs which damage the paintwork
23	anonymous	Any livery alteration costs should be met by the council, including increased insurance for a modified vehicle and also with leased vehicles, returning the cab to it's original livery which will be required at the end of the lease.
24	anonymous	I believe it should be applicable to new licenses but costs subsidised for existing vehicles
25	anonymous	Was a good idea if the council paid for it. Huge cost to a driver.
26	anonymous	No
27	anonymous	No
28	anonymous	I think it should be removed as a lot of new hybrids and electric cars which the council want us to use as private hire vehicles are easier to buy if white
29	anonymous	There are some vehicles in the livery colours already and these look distinctive and a vast improvement.
30	anonymous	Stupid idea in the first place along with everything else licencing come up with no thoughts for drivers unless you own private hire office,
31	anonymous	While designated vehicles are used as Hackney carriages, then Private hire should be entitled to license White cars as private hire vehicles
32	anonymous	I feel the branding reassuring that as a lobe family I'm getting in a "correct" vehicle.

ID	Name	Responses
33	anonymous	I think we should be able to use a white private hire vehicle
34	anonymous	I firmly believe that the change to green & white is a good idea, it would make legal & licenced taxis clear to the local population & visitors alike. The colour scheme should be consistent throughout
35	anonymous	A livery is a great idea. Unfortunately, for the reasons outlined the consultation proposal, it is unfeasible at this particular time.
36	anonymous	N/A
37	anonymous	Black Cabs with a PCC sticker and plate number is the way forward.
38	anonymous	It is already impossible to tell who's a taxi and who's not, this goes against your own pledge of making Plymouth safer for women and girls. The livery will also make Plymouth a smarter looking city
39	anonymous	Never should have been a requirement in the first place
40	anonymous	do not make any changes
41	anonymous	As it is too expensive, we don't need to spend money on uniforms, shoes and other special stuff for taxi job. This a normal friendly job with close relationships with customers. We should not be very professional, customer feels comfortable with just normal people NOT IN SPECIFIC dress code.
42	anonymous	They look great Green and white
43	anonymous	A complete waste of time, effort, and money which drivers cannot afford, even with the £200 Bursary given by the Council.
44	anonymous	I don't like any type of change
45	anonymous	No
46	anonymous	Some of us have our livery with advertisements on from which we get paid .
47	anonymous	It's just to expensive to have white most cabs come in black and if you spray the cab white you violate the body work guarantee .
48	anonymous	While some cabs need cleaning up a livery is not the answer, I support having the city of Plymouth crest on the doors with the words City of Plymouth Licensed Taxi. As with Private Hire far too many fail to display door signage showing the operator they work under, this can also be treated as a safeguarding issue to assist customers with anxiety issues.
49	anonymous	I feel it would be a good addition to make the door signage to be removable from the vehicle at the end of the evening (maybe magnetic)? With the amount of break

ID	Name	Responses
		ins on taxis over the last 18 months, I feel that this would be a good way to bring these break ins down and save taxi drivers a lot of money in repairs.
50	anonymous	I think Plymouths Coat of Arms Crest would look very professional on our doors Rather than the horrible Green and white sign you intend to use.
51	anonymous	remove the route test
52	anonymous	n
53	anonymous	n
54	anonymous	n
55	anonymous	n
56	anonymous	n
57	anonymous	Too expensive to update fleet
58	anonymous	Provided the signage is clear and the licence details displayed, it would be expedient to remove the livery.
59	anonymous	Livery will add to cost for taxi companies and make it very difficult to sell them when they reach the end of their working lives. The costs will no doubt have to be passed onto the taxi using public. A very bad idea!!!!
60	anonymous	White and green is the iconic color of Plymouth and it would make taxis stand out, so I am all for it.
61	anonymous	PRIVATE HIRE VEHICLES SHOULD BE ANY COLOUR
62	anonymous	To keep as simple as that, the new car is very expensive.
63	anonymous	I totally agree that the existing livery policy should be scrapped.
64	anonymous	I agree but only for new plated taxis. It is too expensive to change a car for a £30000 one just becose does not match the colour
65	anonymous	No
66	anonymous	Should not be removed as we have all worked hard to be in this position.
67	anonymous	It's very-very expensive to paint my car on white and green and for what? What is return of invest with this proposal?
68	anonymous	Makes no difference what colour they are as long as they get you home safe

ID	Name	Responses
69	anonymous	It was a ridiculous proposal the Plymouth City taxi drivers didn't want it as it would cost them their hard earned wages to pay for it ! The members of the public using taxis and hackney cabs don't care what colour their taxi is ! They are just interested in getting to and from their destinations safely . Absolute ridiculous proposal and should be scrapped.
70	anonymous	The cost of livery is too expensive for this trade.
71	anonymous	This is a welcome proposal.
72	anonymous	it is way over dew
73	anonymous	Council should do more to make the livery affordable by seeking sponsorship or loans.... Agree a price with a local garage too so all the wrapping at a discounted price
74	anonymous	Black cap should be always to be a black up, not white and green
75	anonymous	If the council wants to have some control over the livery of hackney carriages they should specify a choice of three colours Black. Dark Blue or Dark Grey these colours seem to be standard across the hackney carriage vehicles available.
76	anonymous	Door signage should be the city of plymouth crest and not council badge
77	anonymous	It is easier for the public to identify licensed vehicles when they are all the same colour. This also gives a sense of security for people who local or are visitors to the city and not sure what vehicles are licensed or not. Research shows that people feel more comforted and assume better service standards and consistency for these vehicles.
78	anonymous	I don't agree with the signage on Hackney carriages. These are too easy to be replicated in magnetic plates. Once a vulnerable passenger they will believe it is a Hackney even if there isn't a taxi sign on top.
79	anonymous	I believe drivers should have the cab the colour of their own choice but should stick with an official door sign but prefer to see the City of Plymouth crest rather than the City Council green logo. Private hire cabs fail to show the stickers of the office they are working for, this is a safeguarding issue, vulnerable people with learning disabilities struggle to identify the right car when not showing the office door signs and number
80	anonymous	I do not believe that taxi driver should have to pay thousands for a livery when everyone knows black cabs are exactly that - black!! They are self employed and don't get an hourly wage like the average job so cannot guarantee an income. I believe Private hire should all have numbers on their doors for public knowledge of who is picking them up. Knowing that they booked a private hire car and seeing like 3 turn up not knowing which one yours is makes it hard. Especially for those with anxiety problems who don't talk to people or the elderly who don't use phones.

ID	Name	Responses
81	anonymous	Yes people come from all over the world to see the iconic black cab so if it should be any colour it should be black
82	anonymous	I think, it is a bit waste of time changing as it will only cost more money to anyone.
83	anonymous	I'd leave the trade if its not scrapped I'm 58 years old little job with amazon will see my working days out
84	anonymous	Obviously the livery policy implemented was a pipe dream with little thought on its impact. Make the livery policy easily achievable and at minimum cost.
85	anonymous	It costs too much money to change and with the cost of living it's impossible.
86	anonymous	No comments
87	anonymous	A lot of unnecessary expenses for the owner
88	anonymous	No
89	anonymous	No
90	anonymous	I'm restricted driver . I want to tell you my opinion. All private hire going with needed cop and going by there app , but why the restricted driver can not do same as private hire taxi ? I want to do private hire taxi but I need to study the knowledge test . I need time to study . In my opinion all of the privet hire taxi going by there apps . for that reason we don't need to do the knowledge test because we will go by their apps .
91	anonymous	No comments
92	anonymous	Private hire: Looking to by my own Taxi, I found some bargains but I couldn't have them because they're white, frustrating. Hackney carriage: Sometime people say "Why the Black Cabs are not Black anymore?" And me, trying to find a purpose I say "To be more visible during the night" but, I think the same, Black Cabs should be Black.
93	anonymous	All looking uniform I like. However some kind of incentive to help towards the cost of changing vehicle colour / livery should be taken into consideration
94	anonymous	Correct decision, all things considered.
95	anonymous	No comment
96	anonymous	YES U FORCED ME INTO GETTING THIS DONE AND GOT ME INTO DEBT AND NOW YOUR THINKING OF CHANGING THIS BACK AGAIN IVE HAD NO SUPPORT FINANCIALLY IN UPGRADEING FROM PLYMOUTH CITY COUNCIL OR ANYONE ELSE IVE BEEN FORCED TO WORK MANY MORE HOUR TO PAY FOR THIS.AND 90% OF THE DRIVERS/OWNERS ACTUALLY

ID	Name	Responses
		LIKE THE COLOUR & MANY PASSENGERS HAVE COMMENTED THAT IT LOOKS FANTASTIC.
97	anonymous	Don't think a colour matters a taxi has a light on the roof indicating it is available for hire it also has a licence plate on the rear for identification. There is no need for any other form of signage on vehicles as they are recognised world wide and it spoils the appearance
98	anonymous	No
99	anonymous	Easy to identify
100	anonymous	A Two answer facility when a Third was required. Remove the Livery Requirement and the front door signage. Neither are required.
101	anonymous	Nowhere else in the country has it so why should we? And hackney livery (advertising) makes cabs stand out
102	anonymous	The new colour stands out
103	anonymous	Upon returning to the trade Feb 2023 after nearly 20 months out due to a medical incident after the 1st vaccination, I was buzzing to get back taxiing. After ordering a new car online I booked it in for the required checks and tests only to be told it had failed on the colour!!!! It was WHITE!!!! I didn't read about the changes/livery brought in while I wasn't able to work so to say I was devastated was an understatement. I paid £1500 to get it wrapped in an allowed colour and got back on the road although not happy after having to spend money on the wrap, money I didn't have. Now I find that the livery policy might be getting scrapped and all I feel is pure anger. I think its a disgusting way to treat professional drivers who work extremely hard to make an honest living but all that seems to happen is us getting punished financially. £1500 for a wrap that possibly wouldn't have been needed!!!! Absolutely outrageous
104	anonymous	It makes the taxis stand out and safe
105	anonymous	We do not need a Colour scheme
106	anonymous	door signage not required people the world over know a TAXI has a yellow light with the word TAXI. Doors are a place for advertising as is the whole of the vehicle, is this giving revenue towards income and maintenance. Vehicle would look like council gardeners vans. Leave alone the people of plymouth are not as thick as your making out.
107	anonymous	Waste of money looks terrible
108	anonymous	I learn 2 Mounths for knowlegy and for driver test. Paid 2 times for it, and now you try to make this for free?? Shame you Plymouth License Taxi!!!! Shame for your scam!

ID	Name	Responses
109	anonymous	By removing the green and white though this will not increase the amount of hackneys coming into the trade as euro 6 vehicles second hand are still extremely expensive, maybe consider excepting euro 5 vehicles with an age limit of 2014 upwards perhaps, as the council are still happy to let a 2007 vehicle stay in the city until 2030 ! So why not think about this I have mentioned this to Graham Hooper already, these euro 5 vehicles may fall within the budget of the average taxi driver and could increase numbers , especially as number have dropped significantly nearly 75 cabs exiting the city since the 2022 policy.
110	anonymous	Special clothing require extra spending and the trade doesn't offer the chance to show off, considering the customers that are at 3 a. m.
111	anonymous	No
112	anonymous	This means even less vehicles on the road if its not changed.
113	anonymous	Expensive service,
114	anonymous	People of Plymouth need taxis not rainbows,it doesn't matter what the colour is as long as it takes you home safely and convenient.Also it will only delay the process of applying for a plate and so the chance of rather sooner get the cab on the rank,limitations regarding finding/buying a cab in some specific colours as well.There will also be limitations when trying to find a replacement temporary cab following an accident if it will have to comply with a specific colour/livery there will be less to none insurance companies that will keep specific coloured cabs in stock just for Plymouth taxi licensing authority to provide IF needed and again cabs off the road for longer periods of time and so the thought of changing jobs due to that so just loosing more drivers on a long term.
115	anonymous	I would love to see all the taxis like this
116	anonymous	They look very smart
117	anonymous	Not everyone has money to purchase new vehicles or to make colour modifications.
118	anonymous	No
119	anonymous	It reduces options in vehicles
120	anonymous	I think that it's not going to make a difference this kind of change. It's only creating financial discomfort
121	anonymous	Door signs should be kept in place in order to determine a PH vehicle from a normal car.
122	anonymous	The white policy narrows the choice of cabs on the market. Very expensive at moment.

ID	Name	Responses
123	anonymous	In my opinion it may cause financial issues for drivers who bought new vehicles in recent 5 years and they are not comply with the livery (colour scheme). Colour scheme is not bad idea, as it will make Plymouth Taxis look more professional, and let customers and tourists distinguish a difference between Hackneys and Private Hires more easily. It supposed to be postponed for old vehicles to 2033 minimum(it is giving 15 years of usage if someone bought vehicle in recent 5 years). For new vehicles it supposed to be obligatory as it is.
124	anonymous	No comments
125	anonymous	I do not think that a colour code is required to identify a Taxi as it has an illuminated roof sign as in London. Whats good enough for the capital should be good enough for Plymouth. As for front door signage to identify the vehicle is a Taxi or private vehicle/ private hire vehicle for CCTV purposes, why not duplicate the rear plate and fix to each front door which would identify the license number.
126	anonymous	Nonsense question. If you would've respected the taxi opinion on previous consultation, this question wouldn't be here
127	anonymous	Livery should stay
128	anonymous	Will make the City look safer look better.
129	anonymous	I also disagree with having the door signage on. This makes it look like Plymouth City Council own the vehicle, which obviously they do not.
130	anonymous	Looks great for safety

Topographical/Knowledge of Plymouth Test - Part One

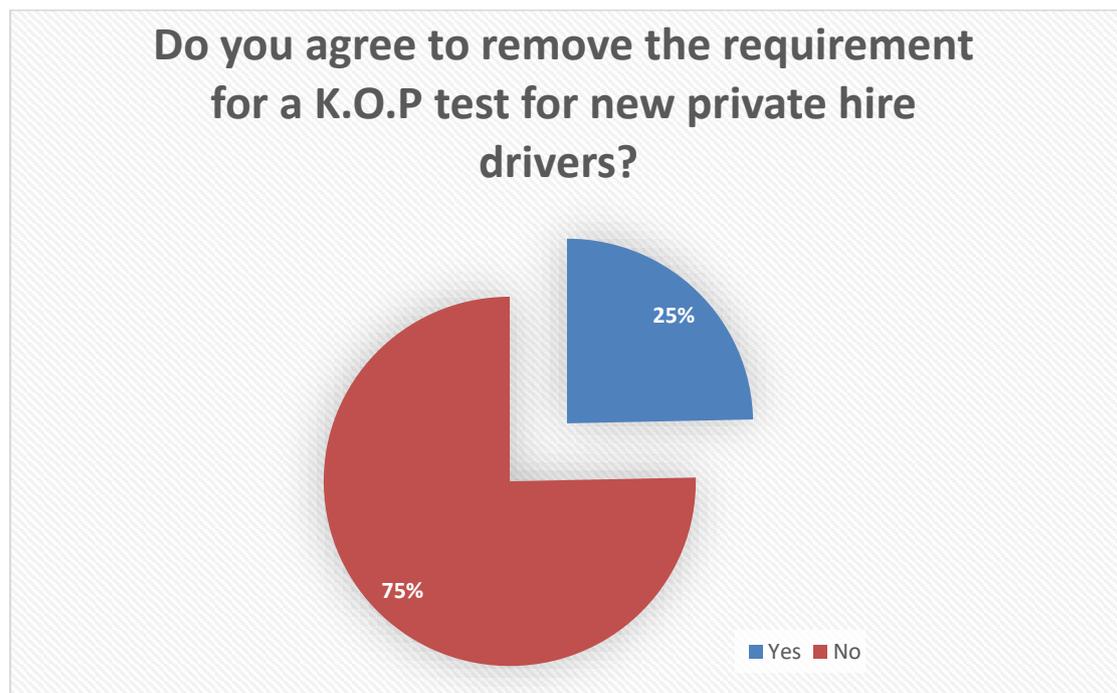
It is a requirement for all new applicants wishing to become a private hire or hackney carriage driver to pass a topographical/knowledge of Plymouth test (K.O.P)

It is proposed to remove this requirement for applicants who wish to obtain a private hire drivers' licence and retain this requirement for those who wish to apply to be a hackney carriage driver.

If this proposal is approved, it is further proposed that if a private hire driver has held a licence for 3 or more years, that they will not need to then undertake a K.O.P test to obtain a hackney carriage drivers' licence.

Do you agree to remove the requirement for a K.O.P test for new private hire drivers?

377 responses were received 284 (75%) of the respondents were against the proposal and 93 (25%) were in favour of the proposal.



211 comments were received

Plymouth Licensed Taxi Association Response

Executive Decision Document CSLCC04 23/24 is erroneous at "3.3 Private hire drivers cannot work without a GPS system or app..." This is not true. It is applicable to the majority of PHV Drivers who work through an office but there is no legal requirement for this to be the case. Indeed, the LA licences vehicles which only do tours, airport runs and school contracts. There is also the matter of sudden road closures for various reasons and drivers have to be instantly aware of alternative ways of reaching their destination.

ID	Name	Responses
1	anonymous	Local knowledge is a must, sat navs don't always take you the quickest or avoid bottlenecks.
2	anonymous	I think this is ridiculous... you HAVE to know knowledge of Plymouth. I spent months learning the Knowledge of Plymouth, for us taxi driver who have paid 100's on taxi schemes will we get refunded? I find this incredibly unfair.
3	anonymous	What happens when GPS goes down or various multi drops
4	anonymous	<p>The reasons I think the Taxi test should be scrapped is because we need to separate Taxis from Private hire. Hackneys are allowed to pickup off the street and TBH this is a bit unfair as ATM Hackneys and PH hold the same licences and qualifications and if one has the right then both should have the right as the licences are equal. If we has a system that separated Taxis from private hire, such as through a test, then this would then give Hackneys a more solid footing to have the right solely to pick up from the streets and it would keep the Hackney numbers down as people would not bother becoming a Hackney driver. We are all over busy ATM and for the last few years and customers just can't find a cab so as a city we do need more cars on the road.</p> <p>Sometimes when I am picking up or dropping off at the station I literally get pounced on by customers as people can't get a taxi locally or to go on to longer destinations. Private hire should be de regulated as we are private firms and one of the issues in the UK is that firms have too much red tape and if a driver is DBS checked and is in good health then why would he or she need a knowledge test as we have satnavs that are faster than thinking about things and safer TBH. TBH why do we need a driving test as well? Who's ever failed? The only real way to get into Private hire or taxi driving ATM, if you are on a budget, is by joining one of the big firms schools and this is strangling the smaller firms recruiting, as smaller firms can't afford the initial outlay. We have already seen the merger of a few big firms, and when the others join with them, they will dominate the city forcing drivers to pay a higher percentage, just as in other dominated cities and with foot fall dropping in our town hackneys will have no choice but to join and work for these one or two very large nationally controlled firms. I think the best way for customers and drivers is to deregulate to a point and give people who have the extra test an incentive, such as being a hackney driver. Yes, there will be an initial hit but as soon as consumers get confidence back in the trade this will iron out to be very profitable as using a well-priced cab will become the norm. The two big firms in Plymouth are strangling the city and people should try the smaller firms, many on Google business if you just type in Taxi I also think that charging firms or drivers to pickup from the station is a disgrace and this helps to render visitors transportless.</p>

ID	Name	Responses
5	anonymous	I am currently training on the kop, but do find it is not really relevant to todays electronic navigation systems. That said there is a fear that there would be an influx of PH drivers making it difficult make a living
6	anonymous	Lower the pass rate on a temporary basis, and monitor for future applicants.
7	anonymous	The knowledge test gives drivers the knowledge of most of the main artery roads within Plymouth and how to plan the shortest route for the customer, I believe this is a vital part of becoming a taxi driver
8	anonymous	Drivers with no knowledge of the city and who rely only on a sat nav, often take a longer route, thus costing passengers more.
9	anonymous	I think the knowledge test helps new drivers learn the area,
10	anonymous	Will flood the driver market with drivers that don't know the shortest routes and will create problems for all drivers
11	anonymous	The Knowledge test is not just learning the streets of plymouth and it is a good test to keep as it professionalises the driver
12	anonymous	I don't think removing the K.O.P would have any benefit to plymouth, you would end us with a lot of people over charging and following sat navs when a trained driver wouldn't need to rely on the map
13	anonymous	No
14	anonymous	There are many drivers that spend money,for knowledge test, months learning, maybe renting cars to drive to learn the streets. It's not fair new drivers just came straight into the business. Also because private hire drivers had K.O.P they should be able the chance badge for Hackney any time not after 3 years or more because was same exams for everyone -private/hackney. If new drivers don't have knowledge test how it will be driving test? They gonna use maps or sat nav? If buss driver ask for destination how driver can go there if he didn't learn nothing? How new drivers can take costumers to specific routes if they didn't learn nothing because in many situations sat nav takes you on different routes. Then are many foreign people that don't speak verry good English....if they are coming straight away into business and costumers ask for an address maybe they don't know how to type it on the sat nav....but if you learn and you had exam you have more chances to reach destination even if your English is not verry good.
15	anonymous	After being a large operator for many years in the city I think that the knowledge is learnt through experience and totally agree with the removal of KOP test

ID	Name	Responses
16	anonymous	K.o.p is very useful for starters knowing areas and places make the job easy and looks professional . Some costumers don't like to provide postcode or drive you to the destination and google maps not always give you the right routes .
17	anonymous	The removing of KOP is unfair for drivers that had to learn hard for test. Even with satnav drivers must know the area because satnav have major errors or didnt work or many time the venue or destination adress is not on satnav. As rare user of taxi I would like to be served by a taxi driver that knows the area where it serve.
18	anonymous	You need some sort of test even a shorter one.
19	anonymous	You should keep the kop as is essential for new drivers to know the streets and how to proper drive a car , when i pass the exam 6 years ago i had to study like 2 moths , now its even 50% less the amount the knowlege i had to learn.regards
20	anonymous	I know hundreds of People who started to learn in order to get a taxi linces. They just stop cuz they are lazy to learn and now all of them working for uber eats , just eat , etc. Even after the knowledge test has been reduce and been made easier ppl are still not keen to learn. Me personally I think is an offence against those who have been learning hard and made a lot of sacrifaces in order to pass the test. I completly not agree that the knowledge test to.be REMOVED. Think about us , who have learnt 100's of hours , think about our sacrifaces. If the test is removed the taxi trade will be destroyed for us and all the deliveroo and uner guys will join. I hope the council will take in consideration our vote and will care about our sacrifaces.
21	anonymous	If you remove the knowledge test current drivers will massively have there workload reduced and with most PH drivers out goings running around £500 a week mark it could force many to find differnt jobs. That would then lose alot of experienced drivers. Then being replaced with people with no knowledge possibly jumping on the job for 6 months to make a quick buck I have spoke to alot of drivers who have said they would be gone from the trade if the knowledge is scrapped because the new drivers simply wouldnt know or care about keeping the high standard. You have to be relatively intelligent to pass the knowledge by scrapping it anyone can walk in to the job. If anything should be scrapped is the £350 pound nvq the drivers have already been driving for a year before it has to be done so its simply a waste of time and money especially with you trying to help out with cost of living £350 alot of money.
22	anonymous	If you remove K.O.P there will be more taxi drivers then customer

ID	Name	Responses
23	anonymous	With a huge increase in non English drivers coming into the trade it's really more important now than it has ever been that there should be a testing procedure.
24	anonymous	Private hire drivers all use technology given to them, even the more experienced drivers use this tech, so we find it unnecessary.
25	anonymous	Currently has the luxury of allowing drivers to move between Hackney and private hire because they both sit the same test and have to score the same pass mark. Removing the test from the private hire application process creates a two tier system and one that I genuinely fear will be to the detriment of the private hire trade within Plymouth, I appreciate that there is a requirement for more drivers and that in this day and age satnav is a fundamental tool used by professional drivers but to remove The KOP Will mean the drivers can't move between the two badge groups as easily and what value public perception of private hire. By all means make the test more relevant to today's job and driving conditions, maybe less focus on the roots and more focus on venues, pubs, restaurants, places of interest. I firmly believe that the KoP is an important part of our application process
26	anonymous	Just because cars may have GPS doesn't mean you know where your going, there are shorter ways to go GPS doesn't always take you the shorter route, especially in traffic jams or if an accident has happened.
27	anonymous	1.It cost me 5 months and over 2000£ 12 years ago to obtain my driving licence.Give the money back to all private and hackney drivers who took that exam if you give up on your knowledge test 2. If you give up on this test,only one who profit about this is the taxi companies and you.On the other side all curent taxi drivers are gone lose a lot of income and many they gone give up,move to deliveries and other jobs,or they gone claim benefits. 3. There gone be a lot of complains from customers who are used to drivers who dont need direction indication
28	anonymous	No
29	anonymous	if K.o.p. is going to be removed the taxi trade is going to be flooded with low quality and untrained drivers that are not going to be able to offer the best service to the customers . To have more drivers on the road ,you just need to speed up the process of obtaining a taxi licence. At this moment ,the process lasts almost 4 months ago. Keep the Knowledge test for the better quality of the service .
30	anonymous	Removing the knowledge test would allow a lot of people joining the trade and therefore make it not profitable and would push people out of it rather than keeping them

ID	Name	Responses
31	anonymous	I completely disagree with scrapping the knowledge test provides a basic knowledge of the city I feel that is very important for are locals and visitors being a taxi driver my self for 10 plus years and living In the city since birth the knowledge test helped me understand the routes of the city and witch way to take to make the customers final total the cheapest price
32	anonymous	This is also a more pragmatic approach to dealing with the shortage of drivers. A large influx of new PHV drivers, will ensure that the taxi industry, plays its vital role in the local community transport system and to assist the night time economy, by having more vehicles available during busy times.
33	anonymous	It's good to be removed as there are not enough drivers in the city and when ever I ordered taxi I have to wait 2 r 3 hours they are busy We need more drivers in the route
34	anonymous	I don't agree that anybody could now become a taxi driver without doing the hard yards like the rest of Plymouth hard working and loyal drivers. I have been a Plymouth Private Hirer driver for over 10 years and this is my career, I take great pride that I have passed all the qualifications and I don't need to use a GPS system to navigate around Plymouth. If like the last time you brought this to the table you are to make Private Hire have fixed fares that's unfair on the customer, as fares will be increased yet again to compensate for traffic or any waiting time. This in my eyes is being driven by the operators who are looking after themselves, more driver numbers more money for them. You will open the flood gates and it will kill the industry you will just become a Uber Council.
35	anonymous	Remove the KOP will make the life easier for all of as 'dot need to wait a massive time to get taxi All drivers are voting No cuz they want to keep them self busy making £300/400 a day But for the people is better to be as much as possible of drivers on the route So that can make life more easy Safe the people from waiting on the router after finishing their party's for/ hours to get back home
36	anonymous	Satnav is not always accurate, furthermore, I have had numerous complaints over the years of drivers taking longest route following sat nav's.
37	anonymous	By removing the K.O.P test is removing the essential part of being the taxi driver. I'm thankful that I learnt mine and have found it to be invaluable as do the customers. Scrapping it would be a mistake.
38	anonymous	The quality of the taxi service will not be as high as it is at the moment.

ID	Name	Responses
39	anonymous	If you remove the KOP requirement then you must also remove the requirement that Private Hire drivers take the shortest route. If they don't have the route knowledge then they wont be able to overrule their satellite navigation system that DOES NOT always show the shortest route.
40	anonymous	The test (along with language test) ensures that drivers know where they are going and can communicate. It should be applied retrospectively to all hackney/ private hire drivers
41	anonymous	This could cause a dangerously high influx of clueless drivers who don't know the city. It is a privileged job and shouldn't be handed out to anyone.
42	anonymous	No
43	anonymous	No
44	anonymous	Think it should be some sort of knowledge test but a lot smaller than the one in place at the moment
45	anonymous	No I don't agree with removing it when I pay for a service I should expect a level of professionalism and doing the knowledge is part of that. You wouldn't employ a plumber or a builder who isn't fully trained same as a taxi driver
46	anonymous	Absolutely no way the knowledge should stay the whole system would become a joke with far too many people using taxiing like they do uber eats etc as a side hustle in the evenings and not doing many hours taking money from proper PH drivers who need to pay the bills they tried to remove it in Newcastle years ago and all the drivers stuck together and went on strike speaking to other drivers we would be here as well good luck if that happens
47	anonymous	It is not fair. We all had to sit the KOP, and 12 years ago when I did it, it was very very hard and about 114 routes, 53 end of the roads + venues + questions. Now there's only 59 routes, if they really want to enter the trade, they should sit and pass the exam.
48	anonymous	Even though we all have Google maps, it is still a massive advantage to know where you're going and to advertise the city, the more we know and where we are going is only going to improve the customer service we supply to all the holiday makers we have to this amazing city. Flooding the market with drivers not knowing what they are doing will not help. And you would start to lose the experience. Work will dry up. Start a price freeze as fares are getting too high.

ID	Name	Responses
49	anonymous	Don't agree with being able to change to Hackney carriage after three years with no kop test
50	anonymous	The knowledge test is the best way the public feel they can trust a driver to actually know what he or she is doing. No-one wants to get into any licenced vehicle and have to direct the driver or give them postcode .Sat nav is not a licenced driver .private hire cash cow.
51	anonymous	Removal of the K.O.P is one of the worse ideas this Council has had regarding licensing. Customers need to know they are in the safe hands of a driver who knows where they are going and not constantly looking at a sat nav screen. Sat Navs do not always give you the shorted route, they do not know local knowledge about short cuts avoiding heavy traffic. Removal of the KOP would flood the industry and many of the more experienced and professional drivers who treat this as a career will leave. This intern will leave the city with a substandard service. So 100% No from all of the drivers who I've spoken too
52	anonymous	All taxi drivers should know 85% of major roads and know the area of Plymouth
53	anonymous	Is not fare for old drivers !
54	anonymous	Too much reliance on sat nav by drivers that don't know the area and are unaware of non-main routes
55	anonymous	There needs to be some sort of knowledge test maybe not as rigid as the current one, but drivers need to be armed with a certain amount it's all very well having a sat nav to take you to your destination but you need to know where Crownhill, Estover or Derriford is not forgetting that the lack of knowledge test will probably encourage drivers from other areas without any knowledge at all
56	anonymous	Without the local knowledge they will be asking me directions or following a sat nav.
57	anonymous	We tried to keep decent standards all these years,I don't see why we would drop them now. The knowledge test is an absolute must.
58	anonymous	There should be even a small test of knowing local areas in Plymouth GPS and sat navs don't always work
59	anonymous	I think a proposal to scrap the knowledge test is a bad move, And an insult to so many people that took time to pass it, It will turn our jobs into a minimum wage job as the city will be flooded by drivers that will just rely on a satnav Great move for the various offices and business owners. But a pisstake to the already qualified drivers

ID	Name	Responses
60	anonymous	Customers would feel confident if the driver had the knowledge and knew where they were going
61	anonymous	Knowing the city allows them to guide customers to their desired destination in an efficient way, which leads to faster and more economical trips for customers. With solid knowledge of streets and routes, taxi drivers can avoid areas with heavy traffic and they can choose alternative routes, saving their customers time.
62	anonymous	In this case you will increase the number of drivers, which will lead at increasing earnings for taxi operators, lower income for drivers. Drivers will be working again with much less than the minimum hourly pay. (Modern slavery)
63	anonymous	Being a taxi driver is not just about driving. Being a taxi driver is about knowledge is about knowing the city. We are a city where visitors are coming what will happen if a customer is visiting the city and book a taxi ASD (As Directed) not having the knowledge of the city will have a negative impact for the city. Also what will be different between a Delivery Driver and a taxi driver? None Yes we are using GPS but you still need to have some sort of knowledge of the city so my answer is NO - I do not agree to take out K.O.P tests
64	anonymous	I have learned 3 months to pass the test ! It is not fair to remove the requirement for a K.O.P. test for new private hire drivers ! If you want indeed to be a taxi driver , you must learn and you must pass the K.O.P. test ! If not, this will be considered disrespectful in my opinion.
65	anonymous	The knowledge is the one thing that sets taxi drivers apart from regular drivers. Would you like your loved ones to be picked up by someone who has to stop and adjust their sat nav or phone (or may be while they are driving) should they decide to go somewhere. Perhaps if the private hire offices dropped their office rents that would be enough to encourage more people into the trade.
66	anonymous	I think every new driver should go through the knowledge test whether private or Hackney it makes them more comfortable on the steering wheel safer on the road when you know where you going instead of checking the phone while driving in a busy traffic makes them look more professional in the eyes of the customers and its safer of the roads.
67	anonymous	K.O.P must remain , there are over 900 drivers in the trade at the moment that passed K.O.P to become taxi driver , New applicants must know at least, the basic knowledge of plymouth , I joined the trade last February , i can reassure that knowing areas of plymouth its heart of this job , u can not rely on GPS , Even basic knowledge is not enough to become taxi driver leave alone the driving with GPS , Being taxi driver is

ID	Name	Responses
		<p>profession , New applicants must put they time and learn the job they wish to do . I can give example from my self that who joined the trade in February , Even tho I passed the K.O.P in first time , I still sit at home and study the areas that was not in the test for become better driver and give the best service to public , its very dangerous to drive a car when you have to keep checking which way you have to go , and also GPS and Satnavs will take you quicker route not shorter ,It will cost more and which will cause a lot problems with public . Once again K.O.P MUST REMAIN FOR RESPECT OF TRADE AND FOR SAFETY OF PUBLIC .</p>
68	anonymous	No
69	anonymous	<p>I've put no but I can see the benefit here. I view knowledge tests in two ways. First,y. There is no question it is safer to know where you are going rather than following a sat-nav. Last minute lane changes, missing hidden turnings, are all risks of following sat-nav. Secondly, a routes test is a great test of character. More than anything, a persons character defines whether or not they will be an honest, reliable 'fit and proper' person. Providing the authority is satisfied that the remaining application procedures fulfil the requirement to show a person is fit and proper then I suppose removing the knowledge test is acceptable.</p>
70	anonymous	<p>I believe if anyone wish become a Taxi driver in Plymouth they should still should have to take the knowledge test even though they have been a private hire driver for 3 years or more.</p>
71	anonymous	<p>I believe that local knowledge including shortist routes should always be part of any taxi /private hire drivers skill.</p>
72	anonymous	<p>Even with the knowledge some Driver's still have no idea where street's and venues are, without the knowledge it would be a nightmare.</p>
73	anonymous	<p>Could this proposition lead to being able to also signup for companies such as Uber Taxi? Perhaps it could become more popular in Plymouth and it might be cheaper or faster than a normal taxi giving people who want to get into the trade more opportunities of earnings. I'm looking forward to this hopefully coming into effect.</p>
74	anonymous	<p>All but 3 cities have this test why are we still doing it, as a private hire driver your sent the job on your phone and then the sat nav gives you the route</p>
75	anonymous	<p>It makes no difference if you are private hire driver or hackney driver , Both private hire and hackney need to know the k.O.P you may say that private hire use a satnav to get around but the satnav doesn't always go the best route. Also do you not think that hackney DON'T use a satnav . if you put people in private hire without K.O.P it is not fair on the</p>

ID	Name	Responses
		plymouth people They should get the best possible transport experience. The knowledge means the driver knows the best, easiest, quickest and most cost effective route and knows where to divert if there is a problem with traffic/accident or road works. I understand that by stopping this you would increase new drivers coming forward but in my opinion they would not have the knowledge required.
76	anonymous	Just make the KOP easier, but leave it as a requirement.
77	anonymous	Keep the KOP as it is. Relying on Sat Nav equipment doesn't help anyone if the customer doesn't know the address or the post code ie The Futures Inn. If the driver doesn't know where the destination is and the customer doesn't either how is he going to transport him. At least if he has done a KOP he's in with a chance of knowing where he is going.
78	anonymous	Knowledge test is important, because drivers should know where are the venues, big roads and other visitors points are, and it is helpful for the drivers and passengers confidence; the customer will feel comfortable and relaxed when his driver knows where his customers want to go.
79	anonymous	No point in 2023 satnavs are faster
80	anonymous	If you allow General Public the opportunity to hold a licence without any prior knowledge of the roads system in our city, you will be causing the earnings of the regularly tested drivers to be severely affected. The Knowledge test is there for a reason. Completing the Knowledge Test and holding a badge gives the driver MORE pride to wear it than the proposed new Green and White livery on the cab would.
81	anonymous	First all nine years ago I had exams for knowledge, is not fair for the old drivers
82	anonymous	No
83	anonymous	We have all got to have a knowledge of the city of one form or another
84	anonymous	I do feel that removing the K.O.P test would be a good move to boost numbers, however, I would like to see a limit on the amount of private hire licences issued to protect those who already have them. No point doing the job if thousands of extra badges are issued
85	anonymous	You need to know all the main roads around Plymouth area. Certain times of the day you change routes.dew to accidents, roadworks, water burst anything like that you need a basic knowledge and even the up-to-date. Google Maps don't show this

ID	Name	Responses
86	anonymous	Hi I believe and many people I have spoke to believe the knowledge test should stay because it sets a level of professionalism to the trade and when I get in to a pH taxi I want to feel rest assured that the driver is fully trained and half a brain cell and some local knowledge if the kop test is removed there will be a huge influx of uber and deliveroo drivers jumping on the job who have no idea where anywhere is apart from home addresses they look at Google maps with they would have no knowledge of venues or point of interest or no nothing about the are city plenty of other citys country wide have kept the kop test so why are we plymouth renowned for having a tough test to get ya taxi badge so why make it easy and let standard's slip were suppose to be improving our city for visitors not making a bad first impression thanks
87	anonymous	There should always be discipline to certain routes, not all GPS routes take you the shortest route, if removing the knowledge test you should make it a requirement thar all private hire have a GPS dispatch system.
88	anonymous	No completely against removing the kop test have you seen bracknell council have just decided to keep the knowledge after consultation it will turn the job in to a minimum wage job and I for one and many of My fellow drivers will be off to find better paid work possibly the hgv route so don't flood our jobs with inexperienced no knowledge drivers thank you
89	anonymous	It is important to maintain key knowledge about routes and your city. The market would become saturated if this were to be removed.....However the knowledge test information should be accessible for all, there should not be a need to attend a 'school' to obtain this information. I would have liked to have gained this knowledge in my own time at work or in the evenings instead of having to take days off of work too be given this
90	anonymous	If you applied to Citybus you would have to take a route test to become a bus driver. Plymouth is constantly changing so it vital that the K.O.P test is kept in place.
91	anonymous	remove the test
92	anonymous	n
93	anonymous	n
94	anonymous	n
95	anonymous	n
96	anonymous	n

ID	Name	Responses
97	anonymous	Has been a requirement not only to have a knowledge but it by its nature encourages drivers to gain other knowledge that would benefit both local people and visitors to our fair city
98	anonymous	It is vital that all cab drivers have a knowledge of addresses and the geography of Plymouth. All applicants must do the work necessary to achieve this and pass the KOP test. It is most irritating to be a passenger when taken by a roundabout route to one's destination as it takes longer and is more costly.
99	anonymous	It is vital that taxi drivers know where they are going.
100	anonymous	Hi doesn't matter every one needs to have test to knowledge about the city and about the job anyway too many taxi in plymouth who ever want to be taxi driver they need to know plymouth. Its not good just open the door for ever kind people
101	anonymous	How will they know where they're going? SatNav alone doesn't help too much. I've taken the KOP and it took me months to learn, and it was still hard to do the work, but the knowledge I gained from it was crucial. Also, I will be invoicing PCC for the money I paid to take the test twice, and the time lost to learn for the KOP. It is very unfair for us that new drivers are allowed to get a licence without passing the KOP.
102	anonymous	You say that because PH offices use app based dispatch systems there is no need to take the KOP test yet it's the increase in technology that means it's needed just as much. PH operators are relying heavily on app based booking systems where the customer books their ride but there are multiple occasions where the pick up is wrong or the destination is wrong so the installed gps sat nav will not work correctly. Also the PH operators are relying on out sourcing calls to foreign countries and these bookings are mostly incorrect and using automated systems that crash most recently at Tower where no destinations were on the bookings.
103	anonymous	All drivers should be able to navigate the City they are without electronic help. Should tecknowledgedy fail they should have a working street knowledge in their heads.
104	anonymous	The quality in taxi will be very low, with out knowledge
105	anonymous	You must have some form of Knowledge test to be a driver, doesn't matter if your Hackney or Private. You can't just rely on a sat nav. People ask for different locations all the time, and having knowledge is key to providing a great public service.
106	anonymous	1. When i passed my test a council inspector told me he want safe rides for his wife and childs. He changed his mind? 2. Why council does not

ID	Name	Responses
		<p>run more buses in the city? Not enough customers, right? Why we need to double number of PH drivers if not enough customers then? It is only busy in rush hour and 3-4 hours weekend evenings. Rest of the time i do 1-2 jobs per hour. All drivers work extra hours to can afford all weekly payments, car mentenance, office rent, petrol, insurance, etc. The only problem is over night because drivers don't do nights anymore. Why!?!? Because of too many runners, drivers were attacked with knives, had the cars destroyed by drunk customers and we have NO PROTECTION. Police and council do nothing to help as, this is the real problem. If K.O.P. will be removed lots of people who are not able to pass the test today will be taxi drivers tomorrow and we will have an unsafe city and we will struggle to pay our bills.</p>
107	anonymous	<p>They could get a job from the office, which says as directed or the customer could change your mind or they might have a couple destinations drivers should take the knowledge if they really want to be a competent, taxi driver</p>
108	anonymous	<p>1. It's not fair towards us, whom learned a lot, we spend couple of months to be able to pass with 90% of knowledge. 2. This proposal will destroy the business. During the weeks it's not busy and sometimes we need to wait really long (30 minutes or even more, depending where you end up with your last booking) to get a job. If you remove the knowledge test everyone doing food delivery, or recently arrived to Plymouth will come to taxi trade and then the waiting time can goes up to hours. If you really want to help with the cost living you should help and support us to not loose our earnings. 3. Will destroy the safety part of the business. With knowledge you selected the most clever people. And to be honest to pass the test (especially when I went to do the test in 2019) you most have had a high intelegent level. Removing the test will allow on the road, and on public transport people whom may not got a high intelegent level. As a consequence the taxi journey won't be as safe for costumers how it used to be.</p>
109	anonymous	<p>This would flood the industry with drivers that have no knowledge of Plymouth what so ever. The 'shortage' of taxis I Plymouth has more or less sorted itself out now.</p>
110	anonymous	<p>I don't agree with removing the test as a member of the public. I want my driver to have knowledge of the city and know where they are going without having to rely on looking at a screen for most journeys which I feel is not safe. Removing the test will reduce the quality of the service</p>
111	anonymous	<p>We worked ver hard to complete this test so new driver should do the same otherwise it will not be fare.</p>

ID	Name	Responses
112	anonymous	KOP is basic for taxi drivers, just basic, it will be difficult to drive in Plymouth without this basic knowledge.
113	anonymous	Should definitely stay when I book a private hire to go out I like to know the driver has full training and level of intelligence dont even care if they use the sat nav whole point of having exams is to show your a competent person a plumber wouldn't know everthing after passing there tests but they still have to do them so should be same for private hire drivers.
114	anonymous	Simply wouldn't use them again would get a black cab number and ask for them to pick me up completely unprofessional scrapping the knowledge there has to be standards in every job and scrapping the kop would massively lower standards
115	anonymous	Would massively effect the work load if scrapped ill be off to get my hgv license and like at least 50 other drivers I have spoke to would leave immediately
116	anonymous	There is no need for a Knowledge of Plymouth test .With the advancement in Sat Nav technology there is no need to know every street or tourist attraction etc in Plymouth.Sat Nav will take you to the exact destination required. This new proposal is common sense and should be implemented in my opinion.
117	anonymous	The knowledge of Plymouth test is essential in order to know the city. As a fairly new driver, I've had my taxi badge for nearly 2 years, I don't think that the sat nav is good enough, it will not take you through the shortest routes and if you do select the shortest route it will take you through alley ways. It is essential to know the city in order to provide the best possible experience for customers, otherwise the customers will thank thay we are unprofessional. Removing the KOP test will also allow anyone to apply for a badge, there will be way too many drivers and not enough jobs for the current drivers. If the Hackney carriage drivers should still be required to undertake the KOP test, private hire driver should do so as well.
118	anonymous	Working in Public Transport it is a must to have knowledge how to do the job in a professional way and knowledge about the city, Highway Code etc. Therefore KOP must remain in place.
119	anonymous	I believe this is the best way to go considering the difference between hackney and private hire drivers in terms of how fares are calculated and how drivers follow routes. I strongly support that the KOP test requirement be removed for private hire drivers.
120	anonymous	It is part of being a taxi driver, having appropriate knowledge, of whatever area you work in.

ID	Name	Responses
121	anonymous	Given the large barrier of entry that the KOP test creates to new drivers who want to join the trade, and the clear lack of Private Hire taxis that are in Plymouth, Removing the KOP test in its entirety seems to be a sensible course of action
122	anonymous	The K.O.P test is a important part of learning the job in my opinion. however there should not be the need for private hire drivers to complete the K.O.P again if they have 3 or more year's experience of the taxi business.
123	anonymous	way over dew
124	anonymous	What a stupid idea.... This will allow any Tom dick or Harry to be a driver there's enough idiots who blamed the course and don't know where there going working already. This will just make for trouble ahead.... Really stood idea so NO NO NO NO
125	anonymous	I know modern systems have a built in navigation systems but I still think a reasonably sound knowledge of Plymouth should be a requirement of obtaining a license.
126	anonymous	Should be taken in the first year before renewal of badge
127	anonymous	Should do some kind of knowledge test in the first year of badge
128	anonymous	Taxi drivers are the first point of contact for many people visiting the city (over 5 million annually). It is crucial that they have local knowledge which they can share with incoming visitors, students coming to the city for the first time or business investors as 'ambassadors' for the city. Many cities invest significantly in training for drivers to enhance and improve this so that they are seen as welcoming and friendly. If anything the standards should be raised here not reduced.
129	anonymous	There must be rout discipline drivers should know where they are going, not all GPS systems take you the shortest route
130	anonymous	Because people with anxiety or learning disabilities could be charged higher fares as the shortest route isn't always the cheapest route to which would be set on sat navs as there may be more traffic lights etc. Drivers will end up taking advantage of the vulnerable. Not all passengers will know the best route for them especially if not from Plymouth.
131	anonymous	I think everyone should have K.O.P test
132	anonymous	Not a good idea will lower standards and a over supply of ph drivers

ID	Name	Responses
133	anonymous	No the job market could get flooded be no earnings to be made then people will leave the trade on average a private hire drivers out goings are 550 a week so there has to be plenty of work available to the current drivers
134	anonymous	Absolutely no way it needs to stay all of us drivers are proud of our trade and the effort we took to obtain a licence from the council it completely devalues it if a knowledge test is not taken and it will also leave a bad impression on visitors if the driver doesn't even have any vague idea where there going and yes gps plays a part but as many ph drivers i spoke to have many bookings a day saying as directed by customer before they get there so they need to have a Knowledge of plymouth the same as us hackney drivers many other parts of the country have thought about it and back tracked so I think you should to I think you could be opening a can of worms with current drivers if scrapped.
135	anonymous	No would flood market I'd leave the taxi trade as a driver in the city as no money to be made and pay our bills and I switch to airport runs only as many drivers have said they would do so ur have even bigger problem if its scrapped
136	anonymous	No I am operater in plymouth and I wouldn't even want to take a driver on with out knowledge test will make my firm look bad only people wanting it scrapped our 1 or 2 operaters looking to money grab radio rent keep our job professional for a fit and proper person like you always go on about thank you.
137	anonymous	You need to have knowledge of plymouth to retain the safety of yourself as a driver and the passengers.
138	anonymous	I've been in a few taxis where the driver has asked where a certain place is, as long as you get home safe I think the knowledge isn't necessary
139	anonymous	I think everyone should have the KOP
140	anonymous	Every taxi driver should have a bassic general knowledge of the city weather private hire or Hackney carriage you cannot rely on sat nave alone people change their mind where they are going all the time and if you got to pull in all the time to reset your destination if you got 4 people 4 destinations all at the cost to the customer 4 drunks at night possibly 4 different destinations could cause a lot of problems for the driver not everyone is helpfull a basic knowledge is essential
141	anonymous	Must everyone have the K . O . P

ID	Name	Responses
142	anonymous	All the private hire doing their jobs by companies apps . So I think everyone should aloud to do the private hire with out knowledge test .
143	anonymous	I think everyone should have the KOP
144	anonymous	<p>I'm a 30yrs old with 12years of driving experience driving day-by-day, ex class I lorry driver with vast experience and I belief that any taxi driver MUST have the Knowledge of Plymouth. I found K.O.P very useful, and I didn't pass it in the first instance. I found afterwards that not only an exam but is a lesson as well, is kind of a very useful course that any Taxi driver must do regardless any circumstances and I'm going to explain why in the following lines:</p> <ol style="list-style-type: none"> 1. Efficiency and Speed: Knowing the layout of the city allows taxi drivers to choose the fastest and most efficient routes (saving time for both the driver and the passenger, smaller fare, less pollution) to get passengers to their destinations. 2. Customer Service: We live in the wonderful Plymouth, a knowledgeable taxi driver can provide better customer service by offering useful information about the city, such as popular landmarks, restaurants, and points of interest. This can enhance the overall experience for passengers, especially tourists or those unfamiliar with the area. 3. Navigation Skills: Navigating through the city requires a good understanding of the road network, traffic patterns, and one-way streets. A skilled taxi driver can navigate through the city more effectively, reducing the likelihood of getting lost and frustrating the passenger (which can be very easily annoyed about it). 4. Emergency Situations: In case of emergencies, such as accidents or sudden road closures, a knowledgeable taxi driver can quickly adapt and find alternative routes to ensure the safety and timely arrival of passengers and the sat-nav is not updating in 9 of 10 chases. 5. Building Trust: Passengers often feel more comfortable and trusting of a taxi driver who exhibits familiarity with the city. This knowledge can help build trust and confidence in the driver's ability to provide a safe and efficient service. 6. Economic Considerations: Being familiar with the city enables taxi drivers to identify high-demand areas and times, potentially increasing their earning opportunities. This knowledge can also help them avoid areas with heavy traffic or low demand. <p>In summary, a taxi driver's knowledge of the city is crucial for providing efficient, safe, and customer-oriented service. It contributes to the overall satisfaction of passengers and helps drivers navigate the challenges of urban transportation effectively.</p>
145	anonymous	In today's tech world it is not relevant as the kop does not cover every st or every scenarios however the number of badges issued would need to be restricted
146	anonymous	No there is not enough work during the day as it is it would create far to many drivers and everyone would end up leaving the trade In the end

ID	Name	Responses
		we have high outgoings so if income drops it makes it impossible to do the job and it would make it impossible for everyone in the job if the work was to spread out
147	anonymous	KOP test is essential
148	anonymous	I agree with scraping the kop test , will the taxi law test still take place ? I feel it should
149	anonymous	Satnav is the best way to get to wherever you want
150	anonymous	Very poor decision, standards are already at an all time low and voluntarily lowering them even further is just ridiculous. Satellite navigation is not a suitable replacement for local knowledge, I've actually seen people sent the wrong way down one way streets for example by sat nav, and from my own experience they do not always send you on the most suitable route. Also why after 3 years should someone then have the right to become a hackney carriage driver while those of us who have been doing the job for decades have had to do things right?
151	anonymous	I think everyone have k.o.p test
152	anonymous	AS AN EXPERIENCE TAXI DRIVER THIS SHOULD BE KEPT AS IT IS THE BASIC KNOWLEDGE BEFORE U COME OUT ON THE ROAD THERE ARE LOTS OF VULNERABLE PEOPLE OUT HERE AND IF U DONT KNOW THE BASIC THERE BE WORRIED THE TEST GIVES U AN IDEAR OF WHAT EXPECTED OF A TAXI DRIVER
153	anonymous	All drivers weather Hackney carriage or phv need a basic knowledge of there city
154	anonymous	No
155	anonymous	We just want to get a taxi home
156	anonymous	The KOP is a must at some level for PH. It does not to be at the high level obviously required by Hackney Drivers. Pass marks on the same exam should be 90% for Hackney and 70% for PH Drivers.
157	anonymous	Any new driver should take a test, I believe driving 10 years+ is good enough as most drivers I've seen use Sat nav's nowadays
158	anonymous	To be a taxi driver you need to complete a knowledge test and NOT rely on sat nav
159	anonymous	I was made aware of these questions by a taxi driver who took me home to Tamerton and he was saying that drivers should have to sit a test, however he had no idea where he was going and had to use a

ID	Name	Responses
		satnav himself even though he has taken a test so there is no point of a test.
160	anonymous	<p>Knowledge test is very important for new applicants because we are not working On GPS system constantly taxi driver needs GPS in his head not on the screen Many Times system shows the longest fare not the shortest one besides customers make different stops on the way,change the destination or have their own preferences about the route on the way so it is not as easy as you think to do this job and provide a good customers service without basic knowledge of the city It is hard to understand your proposal. This app system is working since years so why you haven't change the regulations 5 or6 years ago Now the taxi market is back to normal so I don't understand the changes you try to provide You were wrong with colour of the cars idea and you are wrong again Don't Look at our job from the position of the office We are on the first line behind the wheel not you You have to decide if you follow the needs of customers and the citizens ordo follow the money of corporations and big businesses Best regards Robert</p>
161	anonymous	<p>Where do I start. As everyone in the trade knows, the knowledge test is difficult. It takes hours and hours of study and is extremely testing. The beauty of having the knowledge is that you know the CORRECT route to take and NOT WHAT A SAT NAV would tell you. Very often a sat nav will take you a long way,up a country lane,dead end etc. As a newish driver with 3/4 years experience I find having the knowledge in my head helps me every single day. Drivers becoming taxi drivers WITHOUT doing the knowledge test is,in my opinion, an absolute joke. Getting behind the wheel of a car as a new taxi driver is intimidating and nerve wrecking and customers deserve a competent PROFESSIONAL driver,NOT someone off the street following a sat nav,with NO KNOWLEDGE of plymouth. Ultimately, I cannot see what difference the PROFESSIONAL drivers right now,the drivers who have sat through hours and hours of knowledge tests,what difference their opinions will make. Again we will be punished by having UNPROFESSIONAL people of the streets with NO KNOWLEDGE, taking our hard earned money from us and not caring about their profession, something I DO!!!! To say ,again, as with the livery policy, I find the possibilities absolutely outrageous and disrespectful to present, honest,hard working drivers.</p>
162	anonymous	Most drivers use satellite navigation now.
163	anonymous	You need to have knowledge of the city
164	anonymous	We all have sat nav which makes it easier to find address
165	anonymous	If this test is removed, it will destroy the PH job, because there will be a large influx of people, and this will mean an increase in the price of car

ID	Name	Responses
		rentals (few cars, many who will), taxi companies will profit more from drivers because they will have a large influx of requests, the arrival of a large number of new drivers who do not know the city will lead to a decrease in the quality of services, the number of jobs will not keep pace with the increase of new PHs and this will lead to very low incomes for those who will have repercussions on the quality of the cars (cleaning, repairs made at dubious services or postponing a repair, etc.). The decrease in service quality will lead to more complaints to the taxi companies and to Plymouth taxi licensing and our PH image in Plymouth. Please do not destroy this job by deciding to remove the exam, you will affect many PH and their families, and in the last months due to the economic instability our incomes have decreased a lot :(As we can see even today inflation does not help at all, why do you think that a PH inflation without a bit of knowledge will help you?
166	anonymous	You will not get any new drivers in the Hackney trade for at least 3 years as vehicles are far more expensive and by that time they will be rooted in the private hire trade. hackneys will dwindle and the big companies takeover as is happening now and then you have no control over anything. no hackneys no disabled vehicles. PS you already restrict the use of a disability users use of hackney carriages pushing them into using vehicles you cant control and from other councils.
167	anonymous	Sat navs are not reliable and don't not always take you the shortest route.
ID	Name	Responses
168	anonymous	Yes. My comment is(law is for everybody) law!!!!
169	anonymous	A taxi driver needs basic city knowledge to start with , if we drop the test this would see the likes of just eat / uber eats drivers/riders become taxi drivers, have you been behind a just eat delivery driver before? They spend more time looking at the map on their phone rather than the road ! This will end up in a serious accident and someone getting hurt, If someone cannot spend 4 weeks of their life to learn some city knowledge to give themselves a fairly decent career and relatively good income they are obviously not that committed to the trade.
170	anonymous	It's not fair to me or others that spent time and money for this exam.... So no don't make this city exam free...
171	anonymous	No
172	anonymous	There has to be some kind of a exam to make a difference Will be too many drivers The number of issued licenses should be limited

ID	Name	Responses
173	anonymous	As per Government instruction ATM the public can't get a taxi when needed as no one wants to become a driver due to the test. 3. The role of licensing authorities As stated in the Statutory Taxi and Private Hire Vehicle Standards issued by the department to licensing authorities, the primary and overriding objective of licensing must be to protect the public. Licensing authorities should also be aware that, as well as ensuring taxi and private hire vehicle services are safe, the public have a reasonable expectation that the services available will be accessible and affordable
174	anonymous	Taxi drivers should have Plymouth knowledges and prove they do.
175	anonymous	Please do not remove the K.O.P Make it easier
176	anonymous	The knowledge test should remain for new drivers as a sat nav will only get you so far.and customers always change the destination route which means you have to change destination on sat nav which is unprofessional with the customer in the vehicle.You are basically saying that being a taxi driver is an unskilled job so no training is necessary. This is not a good idea.
177	anonymous	Some form of very basic knowledge of the city should be used as well as some basic skills of using a sat nav,a combination of the two would probably demonstrate a good enough ability to work as a private hire driver.
178	anonymous	I free safe if the driver had some knowledge
179	anonymous	Removing knowledge test you gonna damage the trade
180	anonymous	Removing the knowledge test will bring too many unexperienced drivers and a lot of issues as nobody will like a driver that doesn't know were to go,and even worse the actual drivers income will get low so,many will stop working.
181	anonymous	All new drivers private hire/Hackney carriage should pass the k.o.p test.
182	anonymous	No
183	anonymous	As a P/H driver myself, I've asked my passengers how they would feel if their driver had little or no knowledge of Plymouth and would have to use google or satnav. Every customer so far has said they would prefer the driver to go through the knowledge test as there are many different ways to get to the same destination. The satnav doesn't always direct you to the shortest route. And can cause stress & anxiety to costumer & drivers.

ID	Name	Responses
184	anonymous	Keep the knowledge test it helps a lot
185	anonymous	I think you should be required to take the test. If a system went down knowledge of the city is paramount! Also you could end up flooding the industry and then drivers couldn't make a living from this.
186	anonymous	By taking out the K.O.P. you are decreasing the quality of the services offered by private hire drivers/hackney carriage drivers. You have high expectations from this people regarding the services that they are providing and also the skills with the people including taking care of them, saving them from dangerous situations that they are passing etc. I think that you should be even more severe regarding the process of obtaining the right to be a private hire driver or a hackney carriage driver.
187	anonymous	I have a private hire license. I sat the KOP in 2021 when it was alot harder then it is now. I can understand that yes, private hire drivers do use GPS. But many of times my GPS has failed/crashed and I've had to rely on the basic knowledge I retained from that test. Not to mention that by removing the need for private hire drivers to take the KOP test, there will be a huge influx of new drivers which will put alot of current drivers out of work. I see no reason why the KOP test should be removed for either licenses. If somebody wants to be a taxi driver then they will complete the requirements. The city may be short on drivers as a number point of view but there are many days where myself and other drivers have barely earned anything. Perhaps shorten the KOP test rather than remove it.
188	anonymous	It is important to keep the K.O.P in order to get competent people in to Taxi industry.
189	anonymous	Barely enough work during the day as it is the shorted is only Friday and Saturday nights on pay day weekend would be ridiculous to swamp it with more drivers in the end people will leave and ur be back to square one
190	anonymous	No I don't the knowledge came in very handy when I first passed many roads and locations I never knew before that came up from customer and I knew them from the knowledge also alot of bookings come as directed by customer when u get there to pick them up so wheres the difference between Hackney and pH when that happens nothing u need the knowledge or else it will be so unprofessional and I for one would take a stand as so many of my co drivers would as well we don't wont a repeat of Newcastle 2015 google it if you don't no what I'm talking about thank you

ID	Name	Responses
191	anonymous	No thanks im fed up with drivers saying where that or I'll have to Google map that just to go somewhere they should no ie cremyll ferry or boots by the mall its ridiculous make it harder I say like the old school cabbies
192	anonymous	No will be a shit storm in plymouth if it happens be aware and think hard over 600 drivers on strike and counting on our private chat pages good luck think hard if u scrap it
193	anonymous	As a taxi driver of twenty years plus the knowledge test helps alot with learning to become a taxi driver whether it be Private Hire or Hackney Driver so the new future drivers can learn the basics aswell.Also believe a new course should be done for new drivers wishing to enter which should last 30 days to complete the course ie the knowledge KOP the drivers rest the safeguarding and the ambassadors course And the nvq course This could be set up through Plymouth City Council and companies that have schools.
194	anonymous	In my opinion it will bring a lot of issues in upcoming years for customers and Plymouth City Council. Number of Private Hire Drivers will go up of course. Quality of drivers and customer service will drastically go down. Number of complaints, unsafe situations on the road and bad behaviours of drivers would go up. I moved to Plymouth 2 years ago and needed only 3 full days to learn to K.O.P test. Passed first time. It was reduced to only 59 routes not long ago. If someone is not capable(or too lazy) to learn it and pass it, he will be dangerous on the route and there is a big chance that he will be bad PH driver anyway. After more than 3 months of doing this job I can already say this job is not so easy as it looks like. It requires to think about safety taxing people from A to B, with the shortest route and meanwhile predicting all unexpected behaviours from customers in your car as well as unexpected behaviours of road users in the same time, plus observing all notifications on our PDAs whilst driving. Sometimes Customers asking unexpectedly to Stop somewhere or to go Via some place, and without knowledge which was needed to pass that test I would be losted. Knowledge achieved to prepare myself to the test helped me to become a professional PH driver and still is helping me everyday. SatNavs was very helpful of course on the beggining and is today, but if you don't know the topography of the City you will make a lot of mistakes, longer routes, wait for customers in incorrect locations and misunderstood where to drop them off in correct place. In my opinion if someone can't or don't want to learn 59 routes, he probably is not capable or simply too lazy to become a good quality PH driver and with safely and correct manner taxing people in our council, help them with luggage, shops, entering safely to vehicle and going out safely from vehicle, understand their needs. I would like to highlight that It will bring bad influence for current PH drivers, as number of jobs available for one

ID	Name	Responses
		<p>driver per hour will be reduced, so wages in this industry would go down, and many good quality drivers will move out from business as they are capable to do other jobs for better salary(it will be myself for example, as I would go back to be HGV driver, I would try to get job in HOYER and deliver fuel as I have all required qualifications to do it). Government did similar think few years ago in HGV industry. They made it easier to make Class 1 driving license for new candidates. Now after few years they have many fresh drivers who can't drive and maneuver articulated lorries on the public roads, they struggle to maneuver or reverse in pick up/dropping off points. Causing a lot issues for Transport companies and many Insurance Companies require now few years experience. Industry is full of inappropriate HGV drivers who doesn't have imagination how to drive such a big vehicle safely. They for example hit bridges or going to narrow roads and blocking them and can't go out. In my predictions if you scrap the tests in few years time you will stay with majority of bad quality drivers which will bring a lot of troubles to the City, unsafe situations to the customers and many issues and complaints to Council as well. In this process good quality drivers as you have now(which wasn't lazy to learn and were smart enough to pass this not complicated test) would be replaced with bad quality drivers. There will be big rotation of drivers anyway, as they would not obey road rules(similar as many current food delivery drivers doesn't obey rules on the road) and taxi licensing rules and they would loose driving licences or PHD licences anyway. You would stay at the end with outnumbered bad quality drivers. If you wish to know whats gonna happen if Council will scrap K.O.P test, call please for example to Birmingham or Wolverhampton Council and find out how many problems they have with PH drivers who still want to do it for very low wage.</p>
195	anonymous	Should be the same for Hackney and private hire. Removal of Kopp makes it to easy to enter the trade ,especially for unsuitable applicants.
196	anonymous	<p>Absolutely ridiculous idea, sat nav almost never takes the shortest routes. Keep looking at a sat nav would be a massive safety issue as the driver would not have full concentration of the road and traffic ahead. Sat nav often goes down and the driver shouldn't need to ask the customer directions.. will be like having UBER in plymouth, the city flooded with drivers that haven't got a clue. If this does get enforced I hope the council will be refunding every driver that had to pay out of their own pockets to take the KOP.</p>
197	anonymous	Better service when you know what to do
198	anonymous	I had to pay and take the k.o.p test because it was a requirement at that time, I believe this still needs to be the case as a general knowledge of Plymouth should be understood by all drivers. All drivers should have a

ID	Name	Responses
		good understanding on what routes to take and where venues are when picking and dropping off passengers. Taking away the k.o.p test means this trade becomes a sat-nav industry where anyone can just jump in a car without knowing basic knowledge of the city!
199	anonymous	I think everyone should have the KOP
200	anonymous	I base my answer on nearly 40 years experience in the Taxi private hire trade in Plymouth, both as a driver and in management as a director of Plymouth Taxis LTD. The idea of encouraging more people to become private hire drivers by doing away with the K.O.P is short sighted for several reasons, which in my opinion are :- Dispatch systems are only as good as the information that is entered by the tele op and the information given to the tele op by the customer, Destinations are subject to change mid journey when the driver should have adequate knowledge of Plymouth to be able to complete the journey. The satnav of a dispatch system is not always as good as one would expect ie. Is it the most up to date version, has its parameters been set properly by the administrator (shortest route, Quickest route etc), there numerous other things that can affect communication
201	anonymous	No we need a good level of professional drivers removing the kop test would open the flood gates for anyone to do it I know many a driver who I speak to and they said it would kill the job for them as well so please keep plymouths high standard of taxi service at the best around.
202	anonymous	No should stay it will the trade if removed many other council have thought about and decided to keep it so should you
203	anonymous	Yes will kill the trade won't be enough money to go around we have high outgoings and tbh there not even a shortage anymore there quite times most days now for drivers the only ones shouting for it to be scrapped are few smaller firm owners ie alfa cars and easy cars only because they want to line there pocket with radio rent commison if they were really worried about a shortage they would expand there training school and keep the job professional and not let it get flooded with uber eats and deliveroo driver's
204	anonymous	No I had 27 fares other day 14 of them said as directed by customer so explain to me hows that any different than Hackney???? Hackney still use sat nav same as we do!!!! The knowledge has to stay it taught me alot places I wouldn't of knew before and saved me alot of time not having to follow sat nav when the destination was not pre booked will be shocking service if you scrap it
205	anonymous	Is a big risk to drive while you follow Sat nav especially when your customers are talking with you.

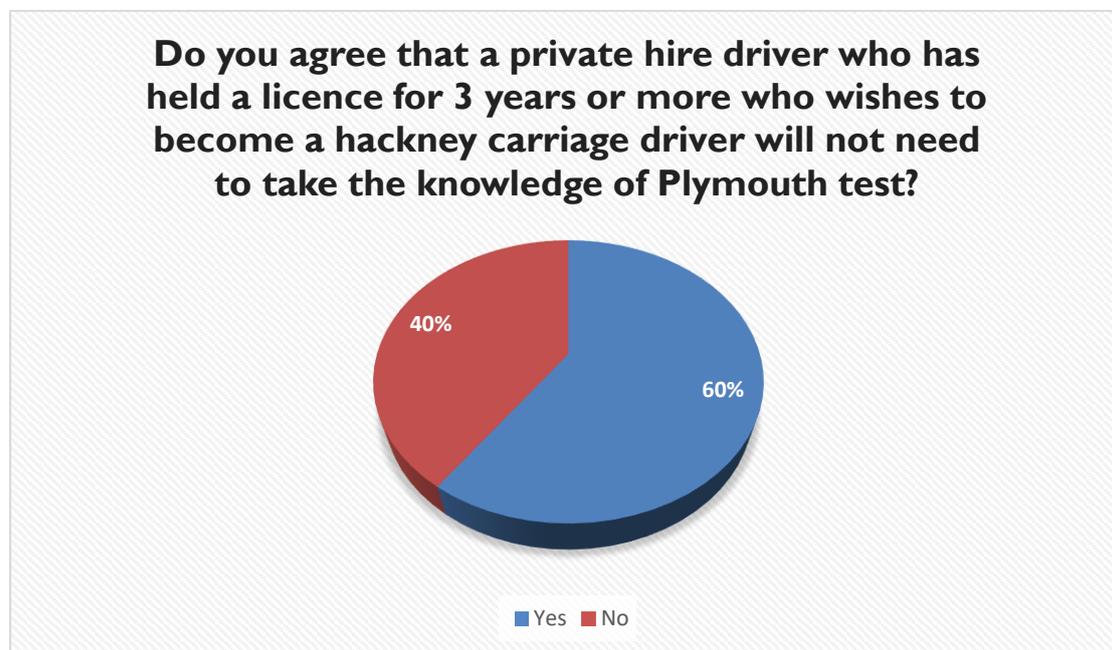
ID	Name	Responses
206	anonymous	The knowledge test should remain in place for everyone
207	anonymous	The test is important and keeps our city safe.
208	anonymous	<p>I think that the knowledge test should remain for a few reasons. First of all, quite a large number of private hire jobs come through on the system without a destination and just state 'as directed'. These quite often are jobs from restaurants and hotels, so the driver therefore becomes no different to a hackney driver and has to think on their feet exactly the same as a hackney driver does. Now because of where these jobs come from, quite often they are customers that live out of Plymouth and are visitors. How unprofessional would it look when a driver will have to start using the sat nav and ask for the address or having to ask for directions from the customer? Also I need to point out that using the sat nav will take you the quickest route, which most of the time is not the shorter cheaper route. If using the sat nav, quite often it will be trying to tell you to use the A38 when travelling through Plymouth from point to point, this could end up putting a minimum of £2 extra on the meter because of the extra distance to the shorter route. 9 times out of 10, customers want the cheaper route, not the quickest. This can cause a lot of problems for a driver, especially if the customer becomes very upset and could easily turn violent. Also quite often, people change their mind with the destination that is on the screen or need to pick up a friend from somewhere else on the way, so very often a private hire driver still needs to think on their feet. New drivers have already been saying how much the knowledge test helped them with knowing what routes to take when they started working, I also remember how much it helped me when I first started. It is also nice to be able to say that I worked hard at passing the knowledge test and if it is taken away, it would make my job feel worthless to me, please leave us with a sense of achievement in this job. Scrapping the test could also cause a massive influx of new drivers. This is not good for the already existing drivers as the work is already going downhill and we are very often now having to wait around for quite a while for our next job, private hire and hackney. Please come out and see what a Friday night is like now. Now obviously the large taxi offices will be in favour of scrapping the test so they can easily bring in more drivers, as the more drivers for them equates to more rent money. You will hear them saying we can't cover all the work, but please speak to the drivers about how much work there actually is. This could also push existing drivers into poverty and end up working for a lot less than minimum wage after costs, which then pushes drivers into working silly amounts of hours which is very dangerous for the customers and everyone else.</p>
209	anonymous	No there not a shortage of drivers there plenty of drivers through the day some days to many problem is only Friday and Saturday nights

ID	Name	Responses
		around pay weekend if u scrap knowledge it will kill the work load for all us drivers already in the trade
210	anonymous	I want the full test to be reintroduced, not 50% as it is now, if they don't know the streets and locations the drivers will keep their eyes on the phone, they will try to access the phone and they will be a danger for other traffic participants, for customers and for themselves.
211	anonymous	Been a driver for many years and use a satnav on every job as it is faster.

Topographical/Knowledge of Plymouth Test - Part Two

Do you agree that a private hire driver who has held a licence for 3 years or more who wishes to become a hackney carriage driver will not need to take the knowledge of Plymouth test?

375 responses were received. 224 (60%) of the respondents were in favour of the proposal and 151 (40%) were against the proposal.



130 comments were received.

Plymouth Licensed Taxi Association Response
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While it is accepted that an experienced PH Driver makes a better Taxi Driver through experience of 'out of the way places' the KOP test for Taxi Drivers is also more onerous with a higher pass mark and should be retained.
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ID	Name	Responses
1	anonymous	Regular retesting should happen too
2	anonymous	You need Knowledge of Plymouth! It was the one thing that made me confident knowing my routes you don't have time to sat nav it, you don't have time to sit and think about it when you take on a job you have to think and Go quickest way round! & I couldn't do this without my Knowledge test
3	anonymous	Na
4	anonymous	Seperate the two jobs totally giving Hackneys the extra bonus of passing a knowledge test
5	anonymous	Persons will be reliant on it systems and should be able to retain the required knowledge as we do now.
6	anonymous	See previous
7	anonymous	All drivers should have to complete the knowledge
8	anonymous	No
9	anonymous	The knowledge test was same for everyone so should be able to change it anytime....same with hackney if they want change for private.
10	anonymous	Knowledge is learnt through experience
11	anonymous	Knowing well plymouth is essential to do Hackney , if they use all the time google maps on private hire they will not memorise roads and places because there is no interest I. Learning . Service will became poor
12	anonymous	All drivers take same.test but you need to make it easier for private hire drivers to pick up and set down disabled and elderly within the city
13	anonymous	No they need knowledge straight away from day 1
14	anonymous	Let's make drivers life easy
15	anonymous	Only that it should be retained.
16	anonymous	I think driving around Plymouth and learning every area and street can take longer than 3 years, if you remove it for hackneys then they must be required to have a sat NAV in the vehicle to protect customers.

ID	Name	Responses
17	anonymous	All drivers should take test whether Hackney or Private Hire.
18	anonymous	No
19	anonymous	Every driver should be made to take a knowledge test I will always believe that it makes a massive difference
20	anonymous	Common sense that a driver with 3 years will have gathered more knowledge during that period.
21	anonymous	Remove the test
22	anonymous	Remove the test
23	anonymous	Rules should apply to both Hackney and Private Hire drivers, no exceptions.
24	anonymous	New private hire drivers should be allowed to start work immediately but learn the KOP as they work. Their first licence issued with a probationary of two years by which time they MUST have passed the KOP test. There should also be notification in or on the vehicle informing the customer that the driver is on a probationary licence.
25	anonymous	All hackney and private hire drivers should have taken and passed K.O.P.
26	anonymous	A private hire driver should be able to transfer straight across as the tests are similar
27	anonymous	No
28	anonymous	No
29	anonymous	Safety of passengers: Knowing the city allows them to drive safely, avoid dangerous routes and act quickly in case of emergency. Recommendations for locations and attractions: Taxi drivers can provide information and recommendations about places of interest, restaurants, hotels and other destinations, which can improve the customers' experience. Credibility and professionalism: Knowledge of the city demonstrates professionalism and customers trust in the drivers' ability to take them safely and on time to their destination.
30	anonymous	Yes any driver who comes into this industry either Hackney or private hire should have to do the knowledge test no exceptions. sat nav does not count .nore should it no one has ever been allowed to use it in knowledge test so how can pcc even consider allowing anyone to drive whether private or Hackney.
31	anonymous	There are currently drivers with private hire licenses who do not work as a driver at all and then they become Hackney carriage drivers after 3 years, a driver with 3 years experience should have no problem passing a knowledge test

ID	Name	Responses
32	anonymous	Hackney drivers need extensive knowledge, more than private hire drivers,a refresher is welcomed
33	anonymous	Knowing the city allows them to drive safely, avoid dangerous routes and act quickly in case of emergency. Drivers can provide information and recommendations about places of interest, restaurants, hotels and other destinations, which which can improve the customer experience. Knowledge of the city demonstrates professionalism and customers trust in the drivers' ability to take them safely and on time to their destination.
34	anonymous	Should remain i dont think its the knowledge test stoping people . It as simple as people dont want work as taxi driver.
35	anonymous	IF A DRIVER FALLOWS THE GPS ALL THE TIME , THEY WILL NEVER BE ABLE TO LEARN THE CITY BECAUSE , YOU RELY ON TECNOLOGLY RATHER YOUR OWN KNOWLEDGE OF CITY , EVEN BUSIST CITY IN UK SUCH AS LONDON STILL WANTS TO HACKNEY DRIVER TO PASS THE TEST WHICH IS WAY DIFFICULT THAN ONE WE HAVE IN PLYMOUTH , KNOWLEDGE MUST REMAIN .
36	anonymous	My answer to question 6 is yes providing the driver has operated as a private hire driver for the period
37	anonymous	Again, I am a bit split on this one but perhaps more yes than no. By this time knowledge of Plymouth should be satisfactory. Having said that, my experience as a knowledge tester is that even long standing PH drivers switching to hackney often have problems with knowledge tests involving smaller roads and this, I think, is down to following sat-navy's and not really paying attention to surroundings.
38	anonymous	If anybody wishes to become a taxi driver in Plymouth, they should be required to take the knowledge test even though they have been a private hire driver for three years or more
39	anonymous	A private hire driver who has been in that trade will in my opinion struggle to know a venue/route/address in 30 seconds as is what I believe to be the time as a hackney driver you have to do the journey.
40	anonymous	Once you've driven the street's for 3yrs or more you more or less know we're you're going.
41	anonymous	Knowledge of Plymouth should be the same for private hire and hackney carriage.
42	anonymous	No
43	anonymous	Keep the jobs seperate
44	anonymous	Leave it as it is, it ain't broke - don't fix it

ID	Name	Responses
45	anonymous	Everyone has to take an exam
46	anonymous	No
47	anonymous	You don't get the job on your screen. Customer gets in the back of your car and says where they want to go and you've got to know straight away you need certain amount of knowledge
48	anonymous	Hi I and many other I have spoke to believe kop test should remain it keeps the standard and professionalism of the trade high or else you would get uber and just eat drivers jumping on to do taxing who have no knowledge of our city they only deliver to houses wouldn't no any venues or points of interest it would give a bad first impression to people visiting the city many other citys have kept there knowledge test to keep standards high so should plymouth.
49	anonymous	Don't remove the test
50	anonymous	No knowledge test should be taken
51	anonymous	n
52	anonymous	n
53	anonymous	n
54	anonymous	n
55	anonymous	n
56	anonymous	n
57	anonymous	It is vital that all cab drivers have a knowledge of addresses and the geography of Plymouth. All applicants must do the work necessary to achieve this and pass the KOP test.
58	anonymous	No, I don't agree.
59	anonymous	As previous answer
60	anonymous	All drivers should have a local knowledge without tecknology
61	anonymous	We are not happy with it, you put us to risk to reduce or even to loose our income which will take away the daily bread from our kids and with cost of living our family will face a very difficult time. Please keep the Knowledge test, those who able to pass they are more then welcome to join us on the trade.
62	anonymous	If I got into a Hackney I would want to be able to give a a name of a business or building without knowing the full address. I would be concerned that a driver that

ID	Name	Responses
		relies on being given a start point and an end point might not have the same knowledge
63	anonymous	Agreed, I've driven for 17 years and know Plymouth well, I don't know every street name but areas and routes are straightforward
64	anonymous	Nobody wants to become a Hackney driver anymore, the tariff for private hire is bigger than the tariff for Hackney.
65	anonymous	No should take it as I said in my other comment should still take it
66	anonymous	Everyone who is willing to become a driver, whether it's Hackney or private hire should undertake KOP test.
67	anonymous	It is already in the trade and ready for Hackney.
68	anonymous	This is only sensible as 3 years is more than enough for a driver to have sufficient knowledge of Plymouth routes and venues.
69	anonymous	Should already have knowledge of Plymouth.
70	anonymous	I also feel that if people can prove that they have done a job that is equivalent to that of a private hire driver (E.g. A delivery driver) they should also be permitted to obtain a Hackney Carriage Licence, as long as the amount of driving (and areas of driving) is equivalent to that of a Private Hire Driver
71	anonymous	absolutely no need for to complete the K.O.P again.
72	anonymous	way over dew
73	anonymous	Like before a stupid idea the public have a right to expect a certain knowledge of the city and other places beyond the city limits
74	anonymous	After three years they should have a reasonably sound knowledge of Plymouth and should not have to take an additional test.
75	anonymous	Should know main routes
76	anonymous	As long as they have done knowledge tests
77	anonymous	Don't remove the test
78	anonymous	A doctor learns about medicine a mechanic learns about engines a taxi driver should learn the streets
79	anonymous	No
80	anonymous	Sat nav is not always accurate or give you the shortest route.

ID	Name	Responses
81	anonymous	No we need the knowledge test or else drivers wouldn't even have a basic understanding of routes and points of interest
82	anonymous	Again same as above.
83	anonymous	No
84	anonymous	After 3 years of private hire driving you should have acquired a good knowledge of the city
85	anonymous	No
86	anonymous	No
87	anonymous	As much as they do longer jobs they know the area very well they don't need do knowledge test .
88	anonymous	No comments
89	anonymous	I swapped from Private Hire to Hackney Carriage (so from a app having Pins on a map A to B to literally interacting with people to match you are going on the right place for the right fare) and I found that I need to learn some more in terms of routs and roads simply because some of the customers are jumping in your cab they don't know the postcode but they tell you which way to go.
90	anonymous	Yes, keep it the KOP
91	anonymous	Not right at all, response provided in part one.
92	anonymous	No
93	anonymous	EVERY ONE SHOULD HAVE A KNOWLEDGE TEST AND THERE SHOULD BE ON PERCENTAGE
94	anonymous	They still need to pass the knowledge test
95	anonymous	N/A
96	anonymous	Don't really care
97	anonymous	The Driver should achieve a 90% pass mark.
98	anonymous	Again, most drivers I've had in the past few years use sat navs
99	anonymous	I was made aware of these questions by a taxi driver who took me home to Tamerton and he was saying that drivers should have to sit a test, however he had no idea where he was going and had to use a satnav himself even though he has taken a test so there is no point of a test.

ID	Name	Responses
100	anonymous	Hackney drivers know more about plymouth than private hire with regards addresses I would say as they have to know where they are going as soon as the customer tells them. I think everything should be done PROFESSIONALLY and if that means sitting NECESSARY tests then so be it.
101	anonymous	Not really sure but I would seperate the jobs
102	anonymous	Again poor decision to go down these road of people with no understanding of here
103	anonymous	Every driver should take a knowledge test
ID	Name	Responses
104	anonymous	Without an knowledge rest,nobody should have taxibadge in Plymouth
124	anonymous	This is a back door way of watering down the standards of the taxi trade in Plymouth, if this were to go ahead i believe that there would be very few if any new hackney drives in the next Three years and there after we would have an influx of private hire drivers transferring over to hackney which would detrimental to both sides of the trade.
127	anonymous	They should take a knowledge test
111	anonymous	They should do another test and get higher percent form private hire
129	anonymous	The knowledge test without doubt needs to stay as it genuinely helps prepare drivers for this job.
128	anonymous	The Test is important
130	anonymous	Seperate the two totally or allow PHV to be badged as Hackneys
113	anonymous	Private hire drivers should pass the knowledge test to obtain the private hire badge
122	anonymous	Private hire driver already done the test
109	anonymous	Plymouth is not that big so 3 years is more than enough to get to know it while driving a ph on a daily basis.
125	anonymous	No should have to do even if you lot make the mistake of scrapping it
106	anonymous	No
114	anonymous	No
123	anonymous	No

ID	Name	Responses
107	anonymous	In the age of satnavs, there is no need for a test
116	anonymous	If you have 3 years private hire it is obvious you have sound knowledge about the business
110	anonymous	If somebody has been a private hire for minimum 3 years, that means that that person has the knowledge about the streets in Plymouth, so very easily can become a hackney carriage.
118	anonymous	I understand due to covid that Plymouth City Council has lost a lot of revenue due to drivers leaving the trade and no new drivers coming into the trade. PCC should also offer direct debit facilities to pay for all types of taxi licences as well. And Plymouth City Council taxi licencing operates a lot quicker by having face to face meetings for applications again and not taking 3 days to respond. There are ways that this can be achieved by talking to the private hire drivers and Hackney drivers. The feeling is that amongst the drivers from both Hackney and Private hire that this is just a pure money grab from Plymouth City Council. By getting rid of the KOP test to get more drivers to fill your coffers up you get rid of the KOP you will also flood the trade with untrained new drivers and in the process you lose more of the established drivers as well especially the stubborn old ones.
119	anonymous	I think 3 years experience is more than enough.
105	anonymous	I proposed this idea myself to Steve Foreshaw, at least they have earned themselves some knowledge. Although I don't think the KOP test should be dropped I've answered this question as we know the Council will drop it anyway and give into pressure from private hire offices only interested in increasing their income rents rather than safety of the public
126	anonymous	Even worse. Using the sat nav while driving? Or typing while customer is watching? Not talking about what the driver will understand if he doesn't know the streets. Once you drive with sat nav will never know the streets.
117	anonymous	By taking out the K.O.P. you are decreasing the quality of the services offered by private hire drivers/hackney carriage drivers. You have high expectations from this people regarding the services that they are providing and also the skills with the people including taking care of them, saving them from dangerous situations that they are passing etc. I think that you should be even more severe regarding the process of obtaining the right to be a private hire driver or a hackney carriage driver
121	anonymous	Because they should still take the Kopp test
115	anonymous	After three years on the road, the P/H driver should be competent and there for have no issues changing to Hackney

ID	Name	Responses
120	anonymous	After 3 years of doing this job I can imagine you know City very well, and you don't need additional tests. In my opinion K.O.P test should stay as it is. Test For PH driver and Hackney driver is similar so whats the point to do it second time anyway.
108	anonymous	A taxi driver should have to complete the knowledge test before they become a taxi driver. Having been a taxi driver in this city for almost 25 years. I can tell you you need to know the correct route to take for journeys which I learnt through taxi school not on sat nav systems which do not take you the shortest route
112	anonymous	A private hire driver already has passed a knowledge test, plus the work experience should be proof enough for their knowledge of Plymouth.