

Mechanical Fitness Testing of Hackney Carriage and Private Hire Vehicles**Consultation Responses**

“All three services should at the same location.”
“ALL aspects of the above should be integrated on one site thus giving your customers a one stop shop.”
“The garage provides a good service in respect of testing vehicles and is a central position which is easy to access. The customer service centre provide a less than adequate service, appointment booking is impractical, inadequate parking (for a profession that relies on vehicles and uses them to obtain a living) is ridiculous if they were all in the same place.”
“It could provide an at cost repair service.”
“Extra garage opening hours would be welcome but would not like to have to make an additional journey to CSC to collect plates - please issue these at garage.”
“Please ensure that vehicle plates will continue to be provided at the garage - and not collected from Mandela House. Thank you.”
“It would be the best idea to move to Waterbeach for garage service of city council.”
“I have no problems with anything and even if i did nothing would change.”
“It's for our own safety and passenger safety.”
“Keep the costs always to a minimum.”
“Everything is good.”
“When the garage move to Waterbeach I believe in fair testing as we would be a joint Council the garage should test both South Cambs and City plates twice a year. To make this easier for all parties the admin side should all be in the same place to make it easier for everyone. Admin garage licensing all under the same roof.”
“Yes they are best.”
“Be in one place with parking.”
“Have vehicle license, plate all issued under 1 roof and to be able to book tests direct with garage and garage to check log book and insurance.”
“Everything needs to be in one place i.e. application and testing.”
“All tests booked direct with garage and not Mandela house, plates distributed by

garage.”
“Keep testing station as it is an independent body. Transfer admin etc. to same location as garage.”
“No comment. Happy the way it is.”
“Really should all be in 1 place.”
“Plates to be issued at garage.”
“Waterbeach sounds good.”
“Good.”
“Should be all in one place.”
“If everything is done in one place it would much better.”
<p>“Waterbeach is not the ideal location for access for City drivers with the problems of congestion on the A10 and A14 around the Milton junction most of the day, and more so at peak times 7-30 am until 10am and from 3pm until 7pm, which will cut access to the garage for appointments. What will be the Councils response if a driver has a 10am appointment and gets stuck with one of the numerous accidents that happen or just from congestion as happens and is too late for appointment? Will you allow extra slots free to allow for this problem?</p> <p>Mill Road currently provides a very good service and is easy to access unlike the new proposal. The garage at Waterbeach, other than access issues, could work with the added improvement of booking direct and still provide the same level of service, including issuing the taxi plate on completion of annual Taxi test as at Mill road depot now. Also Mandela House to issue the actual vehicle license as they do now.</p> <p>This would remove the need for the trade to ask to follow the Governments recommended practice guide of using multiple garages to give drivers a better service, which our drivers have been asking for. All garages have to work to the same standard for vehicle testing set by the Government and are checked regularly by VOSA. If drivers had to come back to Mandela House to collect the plate from Waterbeach then it would be far better to have the choice of garages nearer to City centre to cut excessive mileage and added pollution and the added time getting back and forth.”</p>
<p>“On the last occasion that I needed to book a vehicle test using the Mandela House call centre it took four days before my call was eventually answered, I tried ringing every day from the Monday to the Thursday of that week. Telephone response at this call centre regarding the Taxi department requires serious rectification.</p> <p>In comparison to other MOT stations some of the actual testing equipment needs updating, for instance the machines used for brake and emission checks.”</p>