

No	Comment	From	Date Received	Via	Relating To	Officer Comments
1	"I much preferred the old system where you could just turn up at Mill Road and sort most things out without having to make an appointment. At the moment you have to make an appointment to make an appointment which is daft and you also have to pay for car parking whilst in Mandela House. Surely there must be a way around this?"	Private Hire Driver	25-Jun-11	E-Mail	Appointments	Operational issue that does not form part of this policy and will be addressed separately.
2	"Some of the proposals are good, I like the idea of licenses being linked to Co2 Emissions"	Private Hire Driver	25-Jun-11	E-Mail	Co2 Emissions	CO <sub>2</sub> emissions replaced with Euro standards in light of other responses.
3	"I think that you should not be issuing any more hackney plates, I would be in total agreement with this, there are far too many and not enough rank space which causes parking problems"	Private Hire Driver	25-Jun-11	E-Mail	Licence Limitations	Covered by the demand survey.
4	"I feel that there should be people on the streets enforcing licensing regulations ie drivers plying for hire illegally, the market square being the main place late at night, also the busy pubs and clubs there is a constant queue of vehicles (hackney and private hire) outside the Regal, Revolution and many more. These cars are not booked and yet there is no rank there and what about the recent May Balls? There is no taxi rank outside any of the colleges yet you cannot get anywhere near to pick up pre-booked customers because of the queue of hackneys illegally parked plying for hire and stealing customers. I personally would be prepared to pay a higher licensing fee to help fund this as I would easily recoup it by actually picking up the people I am booked to rather than someone else illegally taking my job while I sit and wait for someone who is not there any more"	Private Hire Driver	25-Jun-11	E-Mail	Enforcement	Enforcement is an operational issue, but complaints (e.g. plying for hire) will be dealt with in accordance with the enforcement management system as outlined in the policy.
5	"I agree that there should be a sliding scale for vehicles, based on emissions"	Council Officer	29-Jun-11	E-Mail	Co2 Emissions	CO <sub>2</sub> emissions replaced with Euro standards in light of other responses.
6	"When complaints come in, the person who is making the complaint should really be investigated. To find out what situation he was in e.g. drunk. It is very easy for the public to make a complaint and to damage a taxi driver"	Hackney Carriage Driver	6-Jul-11	Open Session	Enforcement	Investigation of complaints is an operational issue. Complaints will be fully investigated and the complainant will be expected to support any action taken by the Council.
7	"If you let cars be too old then the standard will deteriorate. There should be an age limit on vehicles, the 8 year age limit has stopped lots of people coming in because they have to buy a decent car to start with"	Hackney Carriage Driver	6-Jul-11	Open Session	Vehicles	Incorporated as part of the policy.

8	"The drivers testing system must be harder than it is now because 'everyone' gets in now"	Hackney Carriage Driver	6-Jul-11	Open Session	Drivers	Incorporated in the policy through the inclusion of basic English & numeracy skills in the knowledge test for new drivers and each test paper being
9	"Two appointments, when the council can do everything rather than have to go in twice. Parking is difficult at Mandela House"	Hackney Carriage Driver	6-Jul-11	Open Session	Appointment System	Operational issue, but the number of appointments have been reduced to one.
10	"There should be a limitation on the number of taxis as the trade is not there, you are not able to get on the rank. Plus people buy vehicles and rent them out, people have a lot of vehicles which takes the numbers up which we don't need"	Hackney Carriage Driver	6-Jul-11	Open Session	Limitation	Covered by the demand survey.
11	"We have enough wheelchair accessible vehicles so really, we do not need any more of them. The percentage of disabled people who come to the rank may not be more than 1%"	Hackney Carriage Driver	6-Jul-11	Open Session	Accessibility	Covered by the demand survey.
12	"Taxi's waiting at the rank with the engine running does not help with pollution"	Hackney Carriage Driver	6-Jul-11	Open Session	Co2 Emissions	Not incorporated in to the policy but may be considered by way of standard condition attached to Vehicle Licences.
13	"What benefit will there be in having a sliding scale? It would be fine if you have more vehicles to give the wheelchair accessibility but you need the rank space. The emissions are created by the vehicles driving round, unable to get on the rank"	Hackney Carriage Driver	12-Jul-11	Face to Face	Co2 Emissions	The sliding scale has been removed. The issue of rank space will be covered by the demand survey
14	"Could we have the use of other garages, not just the City Council, for vehicle testing?"	Hackney Carriage Driver	12-Jul-11	Face to Face	Garage	This has been excluded from the policy so that consistency and control over the testing of vehicles is maintained.
15	"Instead of going through CSC, could we deal with the garage directly for booking appointments?"	Hackney Carriage Driver	12-Jul-11	Face to Face	Appointment System	Operational issue and not part of the policy.

16	"Don't like the idea of a penalty point system. There needs to be better liaison between the Council and the drivers, especially when sending letters out if a complaint has come in. Enforcement needs to be sensible and fair"	Hackney Carriage Driver	12-Jul-11	Face to Face	Enforcement	The enforcement management system will be designed to be a fair and open enforcement policy. Enforcement action will be proportionate.
17	"Could the upper age limit of vehicles be changed to 10 years, instead of 8?"	Hackney Carriage Driver	12-Jul-11	Face to Face	Vehicles	In light of other consultation responses maximum age of vehicles has remained as 8 years.
18	"Could the appointment system for renewals change? Having to come back to collect your badge takes too much time when it could be given out there and then at the appointment"	Hackney Carriage Driver	12-Jul-11	Face to Face	Renewals	Operational issue but has been reduced to 1 appointment
19	"The knowledge tests need to be improved with better questioning, that is not so dated and covers a wide range of areas"	Hackney Carriage Driver	12-Jul-11	Face to Face	Knowledge Test	Incorporated in the policy through the inclusion of basic English & numeracy skills in the knowledge test for new drivers and each test paper being unique.
20	"Could there be a three-yearly badge renewal? We could pay up front for the whole three years but only re-visit to renew when the CRB is due"	Hackney Carriage Driver	12-Jul-11	Face to Face	Renewals	Included in to policy
21	"There is a gap in training for drivers of Wheelchair Accessible Vehicles. If the Council insists on new Hackneys being wheelchair accessible then there needs to be training in use of the equipment"	Hackney Carriage Driver	12-Jul-11	Face to Face	Wheelchair Accessible Vehicles	drivers to be trained is included in the policy and the provision of training is being investigated at an operational level.
22	"Could we introduce a multi-seater fare charge"	Hackney Carriage Driver	12-Jul-11	Face to Face	Fares	Not part of the policy. Could be considered as a change to the Hackney Carriage Table of Fares
23	"Would it be possible to have some notification on Private Hire Vehicles stating "if this is not pre-booked, it is not insured"	Hackney Carriage Driver	12-Jul-11	Face to Face	Signage	included at this time as additional consultation would be required.

24	"The policy should be changed to show that amendments to the actual Policy would need to go to Committee however, items within the taxi guide can be changed/ agreed by the Head of Refuse and Environment"	Hackney Carriage Driver	3-Aug-11	Face to Face	Policy Document	Incorporated
25	"Section 3 of the Policy does not mention or reference the Trade and their needs. It should reflect that a fair and transparent system be operated for the trade"	Hackney Carriage Driver	3-Aug-11	Face to Face	Policy Document	Incorporated
26	<p>"I greatly support the penalty points system because the current measures do not appear to be sufficient to ensure good behaviour by taxi drivers. In particular, their conduct towards cyclists is frequently dangerous (driving at cyclists) and intimidatory (passing too close/ fast) and they readily swear at cyclists who have not sworn or gestured at them. Driver's general disregard of mandatory cycle lanes and advance stop lines is also common. I find their standard of driving scaring as both a cyclist and driver. They drive too fast for the conditions, fail to yield when they should, ignore red lights, ignore 20 mph limits, and take corners too fast so that they overshoot on the wrong side of the road and into cycle lanes.</p> <p>A penalty system which allows reports to be made and acted on would be welcome. A good taxi driver should have nothing to fear if the scheme is set up so as to prevent persecution by false reporting, but habitually bad drivers, cycle-haters and over-rankers should face licence suspensions for periods of time so as to reduce their income and give them time to cool off/ review their behaviour.</p> <p>Drivers learning the Cambridge Knowledge should be encouraged to do so by bike (unless medical conditions prevent doing so). This would be environmentally friendly and should help them to empathise with the hostile conditions cyclists face, particularly those drivers who have not cycled since childhood."</p>	Member of the Public	17-Aug-11	Email	Penalty Points System	Enforcement management system is included in the policy. However, the suspension of a Licence could not be used as a punishment.
27	"Electric Taxis and those able to take wheelchairs should be given discounts. Many drivers leave their engines running for long periods when stationary. While I agree there is some efficiency in not turning the engine off every time, a lot of the reason seems to be for heating/ air con/ radio. Alternative power supplies for these would mean engines could be turned off more often, saving Cambridge from some of the carcinogenic diesel fumes"	Member of the Public	17-Aug-11	Email	CO2 Emissions	Sliding scale for Licence fees has been removed due to the removal on the policy on CO <sub>2</sub> emissions. The requirement to turn engines off would not be a policy issue, but may be controlled by a condition attached to the relevant Licence.

28	<p>"We welcome and strongly support the idea of introducing a penalty points system, which we would see as having the following principal advantages over the present system:</p> <p>a) it can formally treat 'lesser' offences which currently do not result in licence endorsement, and so can encourage good driving and sanction poor driving</p> <p>b) specifically, it can address offences that seriously affect cyclists but which the police are not inclined to prosecute - including parking in cycle lanes and encroaching inot the area reserved for cyclists by advanced stop lines</p> <p>c) it can address poor driving - such as overtaking a cyclist too closely - that is unlikely to be prosecuted in court with a standard of proof 'beyond reasonable doubt', but which can be evidenced by repeated complaints</p> <p>d) it can address offenders whose misbehaviour is of more than one kind (eg both traffic offences and complaints of over charging)</p> <p>e) by integration of the system of penalties with the complaints system, there can be effective sanctions for general</p>	Member of the Public	19-Aug-11	Email	Penalty Points System	Enforcement management system incorporated in to the policy.
29	"New drivers should be given a map showing the ranks. There are no signs showing the night ranks"	Hackney Carriage Driver	17-Aug-11	Face to Face	Ranks	Not a policy matter, but may be considered operationally.
30	"The Council should do something about private hire vehicles plying for hire. Ranks should be checked for private hire vehicles and the public made aware that private hire vehicles are not insured if they ply for hire"	Hackney Carriage Driver	17-Aug-11	Face to Face	Ranks	Enforcement is an operational issue and will be dealt with in accordance with the enforcement management system
31	"Consideration needs to be given for multi seater vehicles and their emissions. Could the 8 year age limit be changed for low mileage vehicles?"	Hackney Carriage Driver	17-Aug-11	Face to Face	CO2 Emissions	Euro standards are considered a better standard for air quality
32	"If the local bus services are going to be scrapped by the County Council does this mean that the Drummer Street bus bays will be vacant? Could the National Express use these bays rather than the ones at Parkers Piece as the Drummer Street Taxi Rank is virtually empty"	Hackney Carriage Driver	17-Aug-11	Face to Face	Ranks	Not part of the policy.
33	"It is unfair that multi seated private hire vehicles do not have to be wheel chair accessible vehicles and can give a fixed price, unlike hackney carriages which cannot charge a multi seater price within the City Boundary"	Hackney Carriage Driver	17-Aug-11	Face to Face	Fares	Not part of the policy but may be considered by the Council as an amendment to the Hackney Carriage Table of Fares
34	"The Penalty point system is a good idea"	Hackney Carriage Driver	17-Aug-11	Face to Face	Penalty Points System	Incorporated

35	"Preference is for the council to continue testing vehicles at their garage although timings are tight"	Hackney Carriage Driver	17-Aug-11	Face to Face	Vehicle Testing	The testing of vehicles at the Council's garage has been retained to maintain consistency and control over the testing of vehicles.
36	"Can the rank at the Police Station be increased"	Hackney Carriage Driver	17-Aug-11	Face to Face	Ranks	Not part of the policy. Taxi ranks are allocated by the County Council.
37	"The council tries to make the public happy and give a good service, but the council should help the trade more. Drivers with multi seated vehicles have more expenditure than those with saloon cars. Multi seater vehicles also help to clear crowds by taking more passengers away from the city centre."	Hackney Carriage Driver	17-Aug-11	Face to Face	General	Not included in the policy but may be considered by the Council as an amendment to the Hackney Carriage Table of Fares
38	"The policy, in my opinion, is a weakly drafted document which aims at protecting the City Council's interests and does very little to regulate the many problems with taxis in Cambridge. In short, there are far too many taxis in Cambridge. The council only has to attend the railway station at rush hour (in the morning and afternoon) to see how taxis persistently and arrogantly block the roads and car park in their rush to collect passengers. A similar situation can be found outside Christ's College, where taxis routinely flaunt parking regulations by waiting in the road when the designated bay is full (which it is, most of the time). Similarly, as a cyclist living in the Mill Road area, I can attest to the fact that taxis are responsible for some fo the most aggressive driving and speeding in the city. This policy document does nothing to address these issues, nor does it outline what could be done to regulate the sheer number and behaviour of taxi drivers. More consideration is needed"	Member of the Public	6-Sep-11	E-Mail	General	Complaints against specific drivers and/or vehicles will be dealt with operationally in accordance with the enforcement management system.
39	"I do a lot of special needs work, with passengers that are wheelchair users and find that the design of the wheelchair accessibility rules needs looking at. There are rear and side loading vehicles but rear loading vehicles are much better. Most of the journeys we make with wheelchair users are pre-booked and it is very rarely from the rank. There does seem to be a preference from users to rear load rather than side load and then turn within the vehicle. A number of vehicles can only take side loading wheelchairs which is not safe at all. Also, there needs to be training for using the wheelchair equipment and safely fitting the passengers in securely. The equipment, and use of the equipment is not tested at any point."	Hackney Carriage Driver	7-Sep-11	Face to Face	Wheelchair Accessibility	Covered by the demand survey. The requirement for drivers to be trained is included in the policy and the provision of training is being investigated at an operational level. The testing of equipment will form part of the vehicle testing

40	"In relation to the appointment system, the old system used to be much better as it was far more flexible. Now you need to make appointments. I was sent a letter at the end of August about my plate which expires in November but I couldn't have an appointment until October. It seems as though the Council's customer service towards drivers is appalling as it does not allow us to do our jobs with ease, it just makes things more complicated. The system is not as convenient as it used to be."	Hackney Carriage Driver	7-Sep-11	Face to Face	Appointments	This is an operational rather than policy matter.
41	"I am surprised that there is no requirement for drivers to have basic first training, seeing as there is a requirement to carry a first aid kit on board."	Hackney Carriage Driver	7-Sep-11	Face to Face	First Aid	This has not been included as a requirement due to the cost implication and the requirement for refresher training.
42	"I understand the council has some, perhaps informal, practice of ensuring that staff involved in taxi licensing and inspection are impartial and not allied to particular taxi companies. I making this part of the formal policy to ensure impartiality and to give confidence that current or previous connections between staff and a taxi company have no impact on decisions taken. Perhaps an openly published register of relevant interests, including past employment in the sector, could be considered?"	Member of the Public	7-Sep-11	Email	General	Not relevant to policy. Would need to be a Council-wide corporate decision
43	"I would like to see more spot check inspections of licensed vehicles being carried out by, or on behalf, of the council. Perhaps as well as the council's vehicle inspectors doing their jobs, others such as PCSOs, traffic wardens and taxi marshalls could be encouraged to point out, and report, obvious defects such as non-functioning lights both to drivers and the council. The council could then monitor those vehicles generating lots of reports (perhaps via the points system proposed). I note many taxis operating in Cambridge are registered outside of the city so having a policy of establishing a good relationship with neighbouring licensing authorities and sharing information with them would be a good idea to ensure fairness."	Member of the Public	7-Sep-11	Email	Enforcement	Operational working relationships currently exist. Enforcement initiatives are an operational issue.
44	"I would like the council to consider how it can, via taxi driver licensing, promote the safety of all road users, but particularly cyclists and pedestrians in the city. Could information on the special characteristics of the city, (eg. the high number of cyclists) be provided to new drivers and specific advice given about driving safely in their presence. I think it would also be a good idea to draw attention to accident blackspots. Just as pilots get bulletins letting them know the causes of incidents relating to air crashes, why not obtain and circulate details of the circumstances of recent accidents to taxi drivers in an effort to prevent the same forms of accidents happening repeatedly? This information could also be made available openly online. This could be something the council could adopt a policy of encouraging the police to do."	Member of the Public	7-Sep-11	Email	General	This has not been included in the policy as the information is not held by the Licensing section and therefore it is administratively unworkable.

45	"I think the council should give consideration to how, through the licensing policy, it can reduce the instance of taxis speeding and driving dangerously in the city. I think speeding taxis, particularly in the early hours of the morning where there are lots of cyclists and pedestrians on the streets but there are few motor vehicles on the roads creates an environment which feels unsafe. I note county council officers have been used to assess bus speeds, reporting drivers exceeding limits to their companies. The idea of removing transponders for opening the city's bollards controlling access to certain streets from drivers has been suggested as a penalty for speeding. I would like to suggest this idea be explored, and suggestions made of how it could operate in a fair manner. I think any sanctions ought apply at least to South Cambridgeshire District Council registered taxis as well as Cambridge City registered taxis and so would require close co-operation between the councils. Could the council consider some sanction for any speeding / careless driving offence even if the penalty is below the current criteria for disbarment?"	Member of the Public	7-Sep-11	Email	Enforcement	driving would be dealt with in accordance with the enforcement management system. Transponders are provided by the County Council and therefore can not be removed by the City Council. The City Council doesn't regulate South Cambridgeshire
46	"Item 10 on the list of reasons for disbarment states: "If at the time of application for grant, renewal or during the life of an existing licence have more than nine (9) points attached to their drivers licence."  I think the council should consider if it is clear what "life of an existing licence" means in this context. When/how can an individual get a new licence (presumably the council doesn't mean simply by changing address or renewing a photo)?"	Member of the Public	7-Sep-11	Email	Enforcement	Licences are currently issued annually but it is proposed to allow a 3 year Licence. On expiration a new Licence is issued. The "life of an existing Licence" means from the date of issue to the expiry
47	"I suggest the policy should make clear how the council ensures it is notified if a driver becomes ineligible to be licensed eg. if it is notified by the courts or DVLA when points are put on licences. The current policy indicated the council relies on drivers to report their own licence endorsements, convictions etc. I suggest exploring how the council could improve the system by working more closely with the courts and DVLA."	Member of the Public	7-Sep-11	Email	Enforcement	Checks are currently carried out with the DVLA annually prior to the granting of a Licence. With regard to intelligence/convictions, taxi drivers fall under the
48	"I note an increased use of "anti-social behaviour" laws and other "out of court" "disposals" by Cambridgeshire police in relation to motoring offences and suggest the council considers the impact of such changes in police policy and practice on its taxi licensing policy."	Member of the Public	7-Sep-11	Email	Enforcement	Included in enforcement section of policy
49	"The council's policy on internal electronic advertising screens should be incorporated in to the policy document and guidance. Is Section 13.6 up to date!? I see it doesn't explicitly mention electronic screens."	Member of the Public	7-Sep-11	Email	Advertising	Policy allows certain advertising on Hackney Carriages. The guide will provide additional information on internal advertising.
50	"Can the council adopt a licensing policy which ensures drivers are reminded/informed that they shouldn't drive on the city's commons and green spaces unless picking up or dropping off a passenger who would otherwise be unable to walk to their destination or to their destination?"	Member of the Public	7-Sep-11	Email	General	Complaints relating to driving would be dealt with in accordance with the enforcement management system
51	"The proposals for a penalty point system are not detailed enough to enable me to comment on the. Even simple questions such as what would the consequence of totting up lots of penalty points be are not addressed ."	Member of the Public	7-Sep-11	Email	Enforcement	incorporated in to policy and additional information provided.



52	"Could Cambridge blue ought be added to the permitted colours for taxis, alongside the manufacturer's standard colour (which presumably means the original, non-custom, colour) of the vehicle?"	Member of the Public	7-Sep-11	Email	Vehicles	currently restrict the colour of licensed vehicles.
53	"I think the council's licensing policy ought encourage innovation; for example if novel forms of transport were proposed, eg. something evolving from the driverless pods along the lines of those seen as Heathrow. I think the council should make clear in its policy it is open to approaches from those interested in bringing novel transport solutions to the city and has a process for considering licensing them."	Member of the Public	7-Sep-11	Email	General	Not included in policy but the Council will consider each application to license a new type of vehicle on its individual merits.
54	We note with interest that the authority in point 8.3 suggests there is currently no unmet demand for Hackney carriages in the area. However, this is probably based on no sound or 'scientific' evidence as, to the best of our knowledge, it is well over 10 years since any surveys were conducted that might confirm such a finding. During this period the number of Hackney carriage licences issued has increased by well over 100% to over 300 whilst increased demand has nowhere near matched this and rank space has remained stagnant or has diminished. The strain that increased numbers has put on individual drivers' business has inevitably led to those drivers cutting back on basic maintenance and repair of their vehicles	Operator	13-Sep-11	E-mail	Licence Limitations	Covered by the demand survey
55	It is widely accepted by all and many parties that the rank space issue remains an urgent but virtually unsolvable issue for the city, and that the current situation is not sustainable.	Operator	13-Sep-11	E-mail	Rank Space	Covered by the demand survey but it is a matter for the County Council
56	The current knowledge test and training regime (or lack thereof), delivered by the authority to new hackney carriage drivers is wholly inadequate, impractical and out of date	Operator	13-Sep-11	E-mail	Knowledge Testing	Incorporated in the policy through the inclusion of basic English & numeracy skills in the knowledge test for new drivers and each test paper being unique.
57	The policy of issuing licenses to applicants with wheelchair accessible vehicles does not suit all facets of the taxi using public in Cambridge. Not only are the ranks now further clogged with large vehicles that take up more rank space, but there are a large number of elderly and infirm users who cannot physically access such high vehicles, and who now struggle to find/source a saloon vehicle that they can access.	Operator	13-Sep-11	E-mail	Complusory Wheelchair Accesible Taxis	Investigated as part of the demand survey
58	Illegal touting and plying for hire is now commonplace on both sides of the trade.	Operator	13-Sep-11	E-mail	Enforcement	Enforcement initiatives are an operational issue but complaints will be dealt with in accordance with the enforcement management system

59	The responsibility for all training and regulation for securing wheelchairs of the trade should not lie entirely with individual proprietors and operators, when clearly the ramifications of a 'worst case scenario' incident might be felt by more than one party, and might well include the authority themselves. We believe that the authorities' current policy provision in this area is wholly inadequate for today's service requirements and that this whole area needs urgent and considered review. At the very least all drivers, for their own protection as much as anything, should be made to undertake some formal training before being issued with a license.	Operator	13-Sep-11	E-mail	Driver Training	The requirement for drivers to be trained is included in the policy and the provision of training is being investigated at an operational level.
60	The vehicle licensing process currently includes inadequate or no guidance for the checking of accessible vehicles' specialist equipment at the point of testing, including the safety standards of said equipment	Operator	13-Sep-11	E-mail	Vehicle Testing	The testing of equipment will form part of the vehicle testing
61	We would like to see the introduction of other garages in the area being able to undertake Certificate of Compliance taxi testing. This assumes that drivers would be able to make appointments directly with the accredited garages and would therefore negate the need for an appointment at customer services to book a test – thereby freeing up appointment slots at Mandela House.	Operator	13-Sep-11	E-mail	Garage	The testing of vehicles at the Council's garage has been retained to maintain consistency and control over the testing of vehicles.
62	The single largest cause of unnecessary emissions from within our trade around the city has to be the wasted dead mileage covered by vehicle unable to obtain a rank space.	Operator	13-Sep-11	E-mail	Rank Space	Covered by the demand survey but it is a matter for the County Council
63	Whilst the main policy should refer briefly to the need for the prevailing type of check to be carried out on an applicant, it would be prudent to include all other details in the taxi guide and NOT in the policy. This is because the taxi guide can be changed without referral to the full council whereas the policy cannot. This will then allow the officers of the authority to change the guidelines on CRB checking in line with government guidance which is quite fluid on this subject at the moment, and regularly subject to review and change.	Operator	13-Sep-11	E-mail	Content of policy	The policy refers to the Government review and consultation with members will be required in light of Government/statutory changes.
64	The current knowledge test is outdated, ineffective and in need of complete overhaul. The current test fails to ask enough shortest route questions and it is also possible to pass the current test without getting any shortest routes correct and paying them scant regard by being seen to 'have a go at them'. It should not be possible to pass the knowledge test without attaining high marks in the shortest route section. Furthermore, any topographical training needs to take account of the ever-changing 'face' of the city as new developments evolve, traffic regulations change and individual companies, restaurants etc, and even colleges change their names and/or take over new buildings.	Operator	13-Sep-11	E-mail	Knowledge Testing	Incorporated in the policy through the inclusion of basic English & numeracy skills in the knowledge test for new drivers and each test paper being unique. The revision of the papers to ensure that they are current will be dealt with at an operational level.
65	The current test/ training fails to include a customer service element and this should be easy to implement as well as vital so that drivers begin to get a grasp of the standards expected of them.	Operator	13-Sep-11	E-mail	Knowledge Testing	This currently has not been included, but may be considered in the future.
66	There has been a distinct lack of such visible enforcement and checking in recent years. The authority might rectify this in the future by initiating a programme of enforcement and would, if possible, approach this as a joint venture with South Cambs District Council whose licensed vehicles are often in the city.	Operator	13-Sep-11	E-mail	Enforcement	Enforcement initiatives are an operational issue. Working relationships currently exist with neighbouring authorities.

67	Reintroduction of surcharges for multi –seated vehicles/journeys.	Operator	13-Sep-11	E-mail	Taxi Fares	Not part of the policy but may be considered by the Council as an amendment to the Hackney Carriage Table of Fares
----	---	----------	-----------	--------	------------	--