

Lancaster City Council are responsible for the Licensing of Taxi and Private Hire Drivers, Vehicles and Operators. As such, a set of application criteria has been approved by members of Licensing Committee to ensure an applicant's suitability to be licensed. It includes an enhanced disclosure and barring service certificate, medical examination, professional driving test, BTech course, incorporating a knowledge and safeguarding test and other statutory checks.

There is currently a shortage of licensed drivers (and vehicles) operating in the district, the licensing service and elected members are looking into application criteria and reducing any perceived barriers for new applicants.

When you utilise the services of a licensed vehicle, you may have expectations regarding the person driving, we would like to hear your feedback on the following application requirements.

1. Please rate the driver application criteria in order of importance to you. (1-5 with 1 being most important)
 - a) Enhanced Disclosure and Barring Service Certificate
 - b) Professional Driving Test
 - c) Group 2 Medical Examination
 - d) Btech Qualification (Level 2 Role of the professional Driver) or equivalent
 - e) Local Knowledge Test and Safeguarding Awareness

2. Applicants are required to undertake a higher standard of medical examination, similar to that of a HGV/Lorry driver.

How often do you think a licensed driver should have their medical suitability assessed by their GP.

- a) Upon initial application only
 - b) Annually
 - c) Every 3years
 - d) Every 5years
 - e) Other, please state*
3. Applicants are required to pass a professional driving test as part of the application process.

Please tick which comments reflects your opinion of this application requirement.

- a) I feel it is important to assess an applicant's driving ability prior to licensing
- b) I feel that if an applicant holds a DVLA licence, they are fit to drive without further assessment

c) I feel that if an applicant holds a DVLA licence, they have no motoring endorsements or convictions no assessment prior to licensing should be required.

4. Applicants must also complete a BTECH (or equivalent) course as part of the application process

The course includes 9 modules assessed with multiple choice exams, where applicants must achieve 70% to pass. They include health and safety, road safety, customer service, vehicle maintenance and safety inspections, legal requirements, routes and fares, transporting of parcels, luggage and other items and transporting of children and young persons.

How important do you feel completion of a formal qualification is to new applicants?

- a) Highly Important
- b) Important
- c) Not Important
- d) Irrelevant

Comments

5. The course incorporates a local knowledge test and safeguarding module. This involves disability awareness, child sexual exploitation and reporting streams.

How important do you feel completion of these assessments are to new applicants?

- a) Highly Important
- b) Important
- c) Not Important
- d) Irrelevant
- e) One is more important with another, please state*

Comments

6. How often do you use a driver/vehicle licensed by Lancaster City Council?

- a) Daily
- b) Once or twice a week
- c) Once a month
- e) From time to time
- f) Never

7. In the last 12 months have you been unable to obtain the services of a licensed vehicle in our district?

YES/NO

8. Is there anything that prevents or puts you off using licensed vehicles locally?
(Eg. Lack of availability/unreliability of service/cost/car owner/use the bus)

Comments.

9. Generally, do you feel safe when travelling in licensed vehicles in the district?

YES/NO

Please explain why.

10. There are a number of other important factors for customers utilising the services of a licensed vehicle and driver.

Please state the 3 most important factors for you from the list below.

- a) Level of assistance from the driver
- b) Friendliness of the driver
- c) Speed and driving style of the driver
- d) Driver's knowledge of the local area
- e) The cleanliness of the vehicle
- f) The age and emission standard of vehicle
- g) Availability of and punctual arrival of vehicle
- h) Reliability of the service
- i) The cost of the journey
- j) Being able to pay by card.