

From: licensing
Sent: 08 October 2023 21:45
To: Curtis, Jennifer
Subject: FW: Licensed Drivers - Consultation

From: [REDACTED]
Sent: Friday, October 6, 2023 9:03 PM
To: licensing <licensing@lancaster.gov.uk>
Subject: Re: Licensed Drivers - Consultation

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I have taken the survey as requested but feel it's important to note that the line in the email stating there is a shortage of drivers is not true on the ground.

The new licenses that were issued just made the days less profitable as most worked the days and not the nights. The days are matted with drivers and tough to earn money. The nights are where the shortage lies after 11pm- 5am. I would say. This however is better for the driver to earn some of that money back they lose from the day.

This is down to a lot of reasons but some customers are drunk and aggressive at that time and there is no recourse or protection. They jump fares and as it's a not a criminal offence if they offer to pay a bit back over time it then becomes a civil matter. It's only theft if they planned not to pay and admitted it. The aggression of customers is getting worse but not all as that's not fare to tar with the same brush. Like drivers as they are not all nice and customers do experience some rude ones but do not know the complaints procedure (even when the card is present).

So to sum the nights are the short and I don't believe getting another influx of drivers on free licenses who will more than likely work the days will not fix this just make it harder to earn money for the driver.

Kind regards
[REDACTED]

On 6 Oct 2023, at 14:51, licensing <licensing@lancaster.gov.uk> wrote:

Good Afternoon,

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 via the survey below,

Closing date Monday 30th October 2023.

<https://keepconnected.lancaster.gov.uk/t-a-s>

Many thanks,

Jen

Jennifer Curtis | Licensing Manager | Governance | Lancaster City Council | Morecambe Town Hall | Marine Road East | Morecambe | LA4 5AF

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