

Hello [REDACTED]

I am looking for clarification.

I can't help but think that training providers should have access to a database of what the council deems to be the correct answers. Any Education Body that provides training has a clear Course structure to work with and we see the knowledge test to be no different. If we are giving training we need assurances that the answers we are providing are indeed the correct one's and the examiner and training provider are working of the same material.

As you are aware we started our Private hire Driver Training School lastnight in order to prepare our drivers for a test.

The driver training school is new to us and indeed the expectations of what the actual correct answers without being open to interpretation are is also new to us.

I feel it is relative that Aberdeen city council provides us with what the test says is the correct answer in order for us to not train drivers the wrong way to complete the memory test.

I am looking for guidance from the city council on the following.

- In general when completing the test paperwork which street name do you give as the correct answer, Is it always the street on the left? or can it be the street on the right or indeed the street straight ahead?
- Can Drivers give A or B roads as answers Eg A96 OR B997 etc
- When a road links to a roundabout what street name is the correct one to provide?
- Why does the test use places within places? Is the Bothy Restaurant and Linklater Rooms? Neither of these are common places of interest. Do we have to train drivers about every place within a place? where does that stop? Do we have to teach the names of the gyms, Nurseries, Hairdressers, coffee shops and restaurants within every hotel complex in the city?

I Have attached our own First Days Coursework and would be interested to see how the Council Officer who is the Marker would Fill in this Examples? Could you please look over page one and provide me answers?

As there is NO guidance to what test structure actually is and an individual has to pretty much make it up as they go along I feel going forward there should be clear guidelines of what the examiner expects. Simply giving the Street Knowledge test guidance note in the form attached is no way a clear or sufficient set of guidelines. It has perhaps been taken for granted that historically Com cabs and rainbow have been an integral part in establishing Taxi schools. And to some extents where the pioneers of the test as it stands, this has created a lot of grey areas for third party's As you can appreciate we are a new business who has to be able to play by the same set of rules but at the moment these rules are not documented or clear as to the Test/course Structures.

I would appreciate some clarity on the above matters.

Regards

[REDACTED]
/ Director
07707064701

Aberdeen Taxis Ltd -
01224 686868
Annex 2, Farburn Terrace AB21 7DT
www.aberdeen-taxis.com

Hi [REDACTED],

I had to look at this one on the map.

On the attached map the line in blue shows the Aberdeen City Council definition of Middle Brae, the red line shows the definition on Google maps.

If someone was to put dead end/own end, Overhills Walk, Wagley Parade, Pitdourie Walk, or Brimmondside none of these can be marked wrong. When [REDACTED] are marking the tests we apply some discretion in the answers submitted as the person is demonstrating a knowledge of where the street is.

Hope this is of help.

Kind regards

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 15 February 2017 20:44
To: [REDACTED]
Subject: Middle brae

Hello [REDACTED]

What is the correct answer to what is at each side of middle brae?

Regards

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 01 February 2017 11:36
To: [REDACTED]
Subject: RE: Tcg

Good Morning [REDACTED],

Sorry for the delay in replying.

I have been told that if you submit in writing a request to become a member of the TCG to licensing outlining the reason why you wish to become a member, who you are and who you are representing i.e. private hire drivers. This will be put to the next Licensing Committee (April 2017) for them to decide, this is because it is a working group and not a public meeting.

The email address to send your request to is: licensing@aberdeencity.gov.uk

Kind regards

■
-----Original Message-----

From: [REDACTED]

Sent: 30 January 2017 16:01

To: [REDACTED]

Subject: Re: Tcg

Thank you,

I have not made contact yet do you have the correct secretary to contact?

Regards

[REDACTED]

> On 30 Jan 2017, at 15:41, [REDACTED] wrote:
>

From: [REDACTED]
Sent: 17 January 2017 08:50
To: [REDACTED]
Subject: RE: Knowledge Test

Hi [REDACTED],

It is currently the same as the taxi street knowledge test. I have attached the guidance.

Kind regards

■

From: [REDACTED]
Sent: 17 January 2017 08:45
To: [REDACTED]
Subject: Knowledge Test

Hello [REDACTED]

We are away to start preparing drivers for Knowledge testing.

Could you please send me any information that you feel may be relative to the Test in its Current Form.

As we will be starting fresh with this we would require as much information as possible.

Regards

Chris Douglas / Director
0776706470

Aberdeen Taxis Ltd -
01224 686868
Annex 2, Farburn Terrace AB21 7DT
www.aberdeen-taxis.com

From: [REDACTED]
Sent: 16 January 2017 15:08
To: [REDACTED]
Subject: RE: [REDACTED]

Ok thanks for clarification.

Kind regards

[REDACTED]

From: [REDACTED]
Sent: 16 January 2017 15:06
To: [REDACTED]
Subject: Re: [REDACTED]

My mistake

[REDACTED] is correct.

Regards

Chris Douglas / Director
0776706470

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On 16 Jan 2017, at 15:03, [REDACTED] wrote:

Hi [REDACTED],

Wednesday is fine, you will either get [REDACTED].

We have the registration as [REDACTED]?

I will update records to show it is in on 27th.

Thanks

■

From: ■
Sent: 16 January 2017 14:53
To: ■
Subject: Re: T ■

Hello ■,

I am in on Wednesday at 1430 will call then?

■ is the vehicle and is booked in for a hackney inspection on the 27th.

Regards

Chris Douglas / Director
/ 01224 686868

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01224 686868
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www.aberdeen-taxis.com

On 16 Jan 2017, at 11:26, ■ wrote:

Good Morning ■,

We have a renewal application for plate ■ that I believe Aberdeen Taxis are manager for?

The application is not signed and also the vehicle is due a hackney before we can process the application.

Can you please advise if it has been booked in? When you are next at Marischal can you please call & I will bring form down for you or ■ to sign?

Thanks

Kind regards

■

■

Enforcement Officer | Team 3 | Licensing | Legal Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB

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-----Original Message-----

From: [REDACTED]
Sent: 23 December 2016 09:12
To: [REDACTED]
Subject: RE: Private hire car driver licence

Hi [REDACTED],

I am unable to give an official statement on behalf of the council and all Private Hire drivers will receive an official letter which they should receive at the start of the year.

Kind regards

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: 23 December 2016 09:04
To: [REDACTED]
Subject: Private hire car driver licence

Hello [REDACTED]

Would you be in a position to give me the councils official stance on the renewal of private hire car drivers licence for :

- A) Renewal of an initial one year grant which was issued before 13/12/16
- B) Renewal of an initial grant which was issued after 13/12/16.
- C) after the three year period are all licences treated as new grants or are they renewals?

Could you also please tell me what the council's official statement is on the matter?

I wish to clarify things going forward for all our private hire car drivers.

Regards

[REDACTED]

From: [REDACTED]
Sent: 12 December 2016 11:54
To: [REDACTED]
Subject: RE: Licencing forms

Hi [REDACTED],

Please find attached form. It is for both new and renewal taxi and private hire drivers.

Regards

[REDACTED]

From: [REDACTED]
Sent: 12 December 2016 11:47
To: [REDACTED]
Subject: Licencing forms

Hello,

Could I please have a copy of the application for private hire car drivers licence?

Regards

Chris Douglas / Director
[REDACTED] / 01224 686868

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Annex 2, Farburn Terrace AB21 7DT
www.aberdeen-taxis.com

From: [REDACTED]
Sent: 01 July 2016 12:08
To: [REDACTED]
Subject: RE: For info

Thank you ☺

From: [REDACTED]
Sent: 01 July 2016 12:02
To: [REDACTED]
Subject: Re: For info

Hello [REDACTED],

Thanks for this I will Re-Circulate this around our fleet.

Regards

Chris Douglas / Director

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01224 686868
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On 1 Jul 2016, at 11:32, [REDACTED] wrote:

Hi [REDACTED],

To enable keeping within legislation/policies, please find attached CCTV policy that came into force on 24/12/2014. This would include dash cams.

I have sent this for information only, I would draw attention to the data protection act and the use of recordings.

If you have any questions, or would like to chat about this please contact me.

Kind regards

[REDACTED]

[REDACTED]

Enforcement Officer | Team 3 | Licensing | Legal Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct Dial 01224 522878 | Direct Fax 01224 522937
[REDACTED] | www.aberdeencity.gov.uk

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From: [REDACTED]
Sent: 01 July 2016 12:07
To: [REDACTED]
Subject: RE: driver complaint [REDACTED]

Thank you [REDACTED]

Regards

[REDACTED]

From: [REDACTED]
Sent: 01 July 2016 12:01
To: [REDACTED]
Subject: driver complaint [REDACTED]



Chris Douglas / Director [REDACTED]
[REDACTED]

Aberdeen Taxis Ltd -
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Annex 2, Farburn Terrace AB21 7DT
www.aberdeen-taxis.com

From: [REDACTED]
Sent: 18 May 2016 15:26
To: [REDACTED]
Subject: RE: Driver complaint

Hi [REDACTED],

Thank you for the driver details.

It was a very minor complaint that he pulled out in front of another driver and no further action will be taken [REDACTED] has apologised.

Regards

[REDACTED]

From: [REDACTED]
Sent: 18 May 2016 14:30
To: [REDACTED]
Subject: Re: Driver complaint

Hello [REDACTED],

[REDACTED] Phd Driver [REDACTED]

Regards

Chris Douglas / Director
01224 686868

Aberdeen Taxis Ltd -
01224 686868
Annex 2, Farburn Terrace AB21 7DT
www.aberdeen-taxis.com

On 18 May 2016, at 13:52, [REDACTED] > wrote:

Good Afternoon [REDACTED],

I have received a complaint regarding the driver of one of your vehicles. It relates to [REDACTED] registration: [REDACTED]. Can you please advise who was the driver on Saturday 14/05/2016 at approximately 1225hrs?

Thank you

Regards

[REDACTED]

[REDACTED]
Enforcement Officer | Team 3 | Litigation and Licensing | Legal and Democratic Services | Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal College | Broad Street | Aberdeen | AB10 1AB | Direct Dial 01224 522878 | Direct Fax 01224 522937
[REDACTED] | www.aberdeencity.gov.uk

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From: [REDACTED]
Sent: 29 March 2016 15:49
To: [REDACTED]
Subject: Complaint from [REDACTED]

Good Afternoon [REDACTED]

I received a complaint regarding a taxi driver that had handed out a business card with 'Aberdeen Taxis' on it.

I have contacted the driver and he confirmed that he did hand the complainer his business card. I have advised that as Aberdeen Taxis already exists that he may wish to change the name of his business if that is what he is calling himself.

It would be up to yourselves if you wish to take further action in relation to him using your business name.

If you require any assistance, please get in touch.

Regards

[REDACTED]

[REDACTED]

Enforcement Officer | Team 3 | Litigation and Licensing | Legal and Democratic Services |
Corporate Governance | Aberdeen City Council | Business Hub 6 | Level 1 South | Marischal
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