

### Related to the driver:

- Too much will have no drivers left. Will leave like they've done in Burnley
- Don't earn enough money, all money will go into tests
- Too harsh
- Needs repercussions, what's the point of reviewing licence
- Take into account the severity of the fault when issuing points
- Why punish drivers, should protect from abuse
- Drivers smoking in vehicles
- Up to 15 points is a joke; waste of time going to committee for a review
- Language & communications skills lacking
- App for the customer to confirm identity of driver
- Many complained over driving standards in Pendle; don't give time to put seat belts on and too much of a rush
- Need to work with Police re standard of driving and parking
- Reoccurring test to prove up to date with the highway code
- Overcharging and aggressive over fares, should have meters for set fare
- Driving whilst on mobile phone
- Not a qualified mechanic to spot faults
- First aid training
- Arrive on time
- Hours of work should be monitored
- Drug screening
- Stricter entry barrier
- Cleaner clothes
- Complaints - introduction to allow dash cam footage to be uploaded and dedicated hot line to the Council to complain
- speed inhibitors
- Who knows whose driving at night, laws broken, can charge cheap fares

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**Related to vehicles:**

- Many commented on the requirement for tougher restrictions with more spot checks; mystery shoppers; monthly checks; every 6 weeks; extra checks for older vehicles; warning light checks; quarterly checks and more for repeat offenders; road side checks; full service after 5000 miles and no taxi to be over 5 years olds
- Need to stop them parking on double yellow lines
- Death traps
- Need clean cars
- Taxis should be clear ie colour, taxi sign on top
- Usage should be recorded when sold with the correct mileage
- Regular independent inspections; council run MOT
- Needs to regulate fares
- Incentive for cleaner, greener cars, should have an emissions charge of £1500 pa
- Should have internal camera
- Dash cam /CCTV
- Tracker for parents to track journeys
- Licence numbers on doors
- Child seats carried and tested
- Too many on the road
- Check cleanliness

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**Related to operator:**

- 50% failure rate is too low
  - Higher fees to root out back alley operators
  - If a licence revoked should not be able to work again
  - Name the failed taxi companies
  - Taxi rating scheme
  - Fares - different each time
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**Related to the app:**

- Just a tick box exercise
  - If shift starts too early will be dark
  - Not all drivers tech minded
  - App good idea
  - Not much use if it's a taxi from another area
- Introduce an app for members of the public to report concerns
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