

Appendix B – E-mail to CEO DSA and Subsequent Response

27/08/10

E-mail from Nigel Marston

Dear Sir,

As a Council that requires all applicants for Hackney Carriage Vehicles to undertake and pass the DSA test for Hackney Carriage Drivers, I was somewhat dismayed and indeed disappointed to discover that the next available date for this type of test in the Yeovil area is the 9<sup>th</sup> November 2010, some 3 months away.

Given that the winter period is the peak time for taxi driver recruitment, I do not feel that this is acceptable, and this is already causing problems for companies in my area.

Perhaps you would be kind enough to look into this matter for me

Sincerely

Nigel J Marston  
Licensing Manager.

13/09/10

E-mail from Customer Services at DSA

Dear Mr Marston,

Thank you for your e-mail concerning taxi testing in Yeovil test centre.

As you are aware, the waiting time for a taxi test in Yeovil is longer than 6 weeks, which is our target booking time for taxi tests.

When a candidate calls to book a test, if the date available on the booking system is not suitable for the candidate, the candidate can ask the contact centre clerk to raise a call back. The clerk will then send the call back form to our deployment team who will try to find an earlier date that falls within 6 weeks.

Unfortunately, as the waiting times for all categories are longer than expected, I am unable to offer any earlier dates at this time.

Yours Sincerely

Elizabeth Lewis  
Customer Services Centre.