

Appendix J – Public and trade comments in relation to further support for the trade

Question - What further support do you think should be offered to assist the taxi trade operating in the City? ([link to trade comments within this document](#))

Public Comments

Make it easier for people to make complaints against drivers. Don't expect them to have to attend any hearings to take the complaint further.
A better rank at the station so that, as a customer you don't have to mill around, guessing which driver is next in the queue.
Also, ranks that are policed at weekends to offer fairness to Cardiff residents who may offer shorter fares than out of town visitors
Not sure, but Public transport could be better. It's not good that they stop working for instance at 22:30-23:00 They should run a little bit later too. At least midnight.
None. These are self-employed people for the most part. The local authority should be spending money in other areas.
Spot checks as drivers use the same car and ID they are working illegally
BETTER LOCATIONS OF RANKS
Better and more organised taxi ranks. Taxis clearly marked as a taxi.
Just issue the licences and let them get on with it. The council interferes too much in the running of businesses
Reduce the amount of taxis so that drivers can earn a decent wage. And put a cap on private companies.
Customer service training. Some drivers are very pleasant, some don't deserve customers.
As a city we need reliable cost friendly taxis
Private hire company's should be spot checked as all drivers should be. For car safety cleanliness and legal drivers etc..
Possibly a city owned taxi company, where vehicles and employees would be traceable and follow rules.
Annual training. I had a taxi refuse to put the meter on, but as I was in the car alone and he's already started moving I felt unsafe saying anything. (I'm female) being able to report taxis easier and there being real consequences for not picking up, refusing short fares, etc.
I'd also like to see more taxis that are dog friendly.
Taxi app like Uber
Banning cross border taxis
Lower the starting price so people can take them Taxi rides increased in price overnight and my ride to work is now £3 more expensive everytime- ridiculous!
Keep the costs down if you want standards to improve
'Mystery shopper', blind audits, regular renewal of leases and engagement with public on issues. A digital passport (similar to Uber) which shows license details, driver passenger should expect, an opportunity to comment or rate where there are issues.
More taxi Rank needed.
Would be nice if some of the drivers knew the Cardiff roads and streets
After having conversations with different driver i think there s not enough ranks
None

Stop taxi's from outside of Cardiff working within the city boundaries
I think the city would benefit from a better set of rank's as it's difficult if unfamiliar with the city on occasion to locate taxi rank's as lack of signage!
Grants for purchasing new vehicles every few years.
Get rid of Newport licences as they come here having none to little knowledge of the routes - they just rely on satnav which isn't always accurate as they exclude bus lanes
Knowledge and english test as stringent as a London cabbie.
Have less companies
Refresher course in customer service especially highlighting how to make women feel safe.
No support should be given. Stronger checks should be done to make sure the standards of the drivers, vehicles are up to scratch. A reporting system should be in place to report easily ant probs encountered.
Free the buses.
N/A
More spot checks and drivers speaking english fluently.
More ranks and welsh government need to ban cross boarder hire.
Patrolled taxi ranks at peak times in city centre
Clear accessibility to taxi ranks, clear signage on vehicles, clear identification of drivers leads to more confidence.
None
Take Cardiff people with in the boundary not only out side Cardiff as thay can charge any amount of money and there are no restrictions
Taxi rank assistants and advisors available for major events/ weekends.
Clearer systems at ranks. Making it easier to report wrongdoing online
They need to be helped to clean up there act and get there taxis up to standards or have the licence revoked, standards are not very good at all, try same colour for them all even same make models of cars would help if council then did mass deal for them with those car companies in order to get best value for money and best cars for the jobs needed from taxis.
Regular checks on license, car condition etc
Lift the minimum fare, allow them to set market pricing, if they set it too high customers will just not use them
Card reader
Designated taxi ranks.
Stop crossing borders
More rank spaces are required because lot of these taxis overflow onto the roads due to lack of space and can cause distruption
Listen to passengers and drivers, rather then you make up your mind. Yes today's decision is partly because of the driver asking but this is a regular thing and as the driver takes me home I see why they are all upset, I was under the impression the council owns these cars, how do they even make a living.
More taxi rank spaces
Give them English lessons and Cardiff knowledge training
There are too many taxis from different cities and towns in Cardiff help to minimise these vehicles.
Thank you
The introduction of an app to allow online booking, similar to Uber.
Later provision of on duty council enforcement officers to monotor fare refusal and unauthorised ranking.
Lowering the fees so Cardiff based drivers can get their licence here

More organised taxi ranks are needed. In Cardiff Bay, taxis frequently block pavements and bus stops, and make it difficult for pedestrians to cross the road. There so needs to be better signposting of where taxi ranks are.
None - they regularly flout the law regarding metering, park poorly, and are a law unto themselves. If the police won't do their job, the council (as the regulator and licence allocator) should
More collection points around the city
More women taxi drivers and allow women to be able to specifically ask for a woman driver. Improve the standard of English spoken by taxi drivers, in some cases they cannot be understood. Insist that inside a cab there is a photo of the licensed cab driver - on occasion the poor English of the driver and their lack of knowledge of Cardiff has led me to believe that the person driving may not be the licensed driver. All taxi drivers licensed in Cardiff should be able to get around the city without relying on sat nav - there should be a Cardiff version of "the knowledge" as in London.
Actually giving them licenses, if the council issued the licences, then companies would go and give their money to Newport city council and Cardiff would get it instead.
Taxi ranks closer to nightlife
One car one driver. The car sharing is potentially dangerous. You have no idea who the driver could be.
Funding for new taxis
I think you should be offering support to the customers of the crooked taxi drivers that lurk on the taxi ranks. They should be monitored a lot more closely. Rip off Britain!
Consider fair fares with subsidies for particular groups as appropriate to both support active transport ie only taxi when you need it to reduce pollution and ensure the customer with mobility needs can access taxis at an affordable price. Taxis licences should be half or less if electric vehicles.
A complaints department should be available and I have noticed that different taxis charge different amounts for the same route.. not sure why. Taxi's should have more ranks and a system of taking everyone no matter how small the distance... some people have difficulty walking and require shorter journeys.
Making drivers use the meter instead of just saying its X amount. Too often they do this and are trying to overcharge which is why I use online ride like uber mainly
Possible grants to upgrade the black cabs.
I believe the council should operate a system to contact hackney taxis to send them to pick people up
More accountability and condition checks on the vehicles
Clear signage indicating directions and walking time to ranks.
Get taxi drivers to sit local knowledge test and at least speak English !
Insisting on improving the current fleet ie cleanliness, driver training & tighter discipline if a driver is not conforming to standards Not adding to a poorly disciplined dirty fleet ie the black & whites
Leasing Hackney cabs to drivers
Again the monopoly is being run by one company and this most definitely hasn't improved services. And spot checks on fares being charged would be an excellent idea on a much more regular basis, it would cut out unscrupulous drivers
None. These are private businesses.
Allow ALL taxis to be flagged down, like in the rest of the world!!!
Less taxi licenses! There are far too many taxis that do not adhere to the taxi ranks and cause obstructions. Need licensing and civil enforcement officers on patrol Friday and Saturday night - every weekend, not a one-off.
They need to have their ;licenses monitored and removed if breaking the terms.

Provide competitivé leasing arrangements and charging infrastructure for taxi drivers to access Electric vehicles in the city. less fumes, less noise, newer and more comfortable cars. Win Win Win
Pet friendly even with a premium charge
I only ever hear that there are too many taxis chasing too few fares which suggests the number of licences should be reduced not increased.
get more inspectors on the streets 24 hours.
The price of a taxi has rocketed and is becoming an unviable option. Not good, especially for females, who end up walking home.
That drivers should have a good level of understanding spoken English.
Better training re religious/cultural attitudes versus disability needs Imams have said it is fine to carry dogs. This does not seem to have filtered down to drivers.
More Private cars. There are far too many Black and Whites. They are providing a Service to the City many of them refuse short trips. A fare is a fare refusing short trips is not supplying a Service. Private Companies don't refuse shorter trips. You can't help where you live when you have bags of shopping and need a Taxi and refused because you don't live far enough away .
Test like the ones in London should be mandatory. Bristol is leading good practice in the area of disability access. Seek information from Bristol council.
Additional training. Marshals at taxi ranks
Better enforcement of taxi ranks and waiting areas. Enforcing these will assist the taxi trade operating in the city in not breaking the law, not blocking pedestrian crossings, viewpoints, pavements and cycleways.
More ranks and those ranks being clearly signposted please.
I think if you are going to make them use card readers, you should give them a low hourly rate of pay. Maybe 3 or 4 pound to make up for the hours of sitting around they do at night.
Again go and look at the amazing progress In Edinburgh- remember the taxi could be an important visitors first impression of the city
Customer service courses Stop the hiking of prices during peak times.
Esol courses. Drivers can struggle with English and welsh provision is nearly non existent.
Turn up on time.
More taxi ranks. Better and clearer ids - banners, taxi lights, taxi numbers - maybe look at black cab type identities
Better facilities at Central station once the bus station is open
Improve traffic flow far too long spend waiting at traffic lights and congested traffic.
None. Put your resources into getting the buses to work.
You need to be more responsible in giving out licences, some of the drivers are not fit to drive and the taxis are a state. There need to be more checks on drivers to make sure they are safe and stop ripping people off, especially vulnerable people who have drunk too much a weekend.. I've seen it way to often
Clean clothing drivers should wear, no musk or strong perfume. Card payment is a must. GPS tracking on black and white as charge is always different.
Clean vehicle spaces vehicle.
Ordering taxi via app
Dedicated taxi ranks. Not streets that are turned into a temporary taxi rank.
Penalties for breaching license conditions!

More enforcement would raise standards
Common sense and adherence to accessibility regulations
Safety screens in all cars.
Just copy other cities London, Edinburgh...everywhere except Cardiff has it sorted
Customer service training, a knowledge of Cardiff exam. May be use of council facilities at discounted rates to have vehicles serviced and maintained so that you can ensure the serviceability of the cars
Stop taxis registered in Newport from working in Cardiff.
Tighter regulation of taxi firms to ensure better services
Take cards
Have better meeting points in terms of collection and clearer signs for people who don't live in the city.
Stricter control of drivers and vehicles
Provide more ranks and stop cross border
An app would be good. As a single female i feel very intimidated getting into a Cardiff taxi. At least with Uber i know who my driver is, have his details and know the fare up front. It feels a lot safer. Cardiff licensed drivers hike the fare up and take the long way! Rip off.
If cardiff had an app that provided details of the nearest taxi ranks. I'm not sure how possible it is but if there was an indictator on whether the taxi rank had available taxis in that'd be great
There should a separate company that checks the taxis to make sure they're safe and not damaged.
None. They charge enough
Better taxi ranks
Customer service and customer safety training.
Individuals should be offered low cost loans to purchase vehicles.
When something is reported something should be done about it.
Restrict über and less regulated Forms of private hire. Ensure standards a d personal safety in private hire and taxis
Congestion charge accompanied by expansion of smart mobility options incl low emission vehicles and public transport improvement.
They should have better ranks with night Marshall's in every rank
None. Except lifting the current restrictions on the trade for new entrants who will buy more efficient vehicles. And clamping down on out of town drivers.
They need to weed out the bad and dangerous drivers and look into the back street garages offering dodgy MOTs. Some of the taxis are old unsafe and should not be on the roads.
Better regulation to squeeze out cowboys - indications that some drivers are sharing a licence - some drivers have no clue about the geography of the city and can't speak very good English
Not sure
More competition
Stop the scamming drivers as they do have an impact on the legitimate drivers who are doing a good job.
Disability awareness training and customer service skills
Vulnerable people like those walking with a mobility aid, or a woman on her own, should be able to flag down a taxi that has it's for hire sign on. More ranks around town. Ability for price review when exceptional price increases happen.
Improved taxi rank facilities. Fines for rogue drivers who pick & choose fares.

Fairer pricing structure. Fule relief scheme for drivers.
Ongoing customer service training, not just training when they join a taxi company. I would be willing to pay higher fares if the taxis were clean and i felt confident that i would arrive at my destination having had a safe and comfortable journey.
More facilities available for drivers to take comfort breaks
Do your job, if you're not prepared to offer a decent passenger first service then get a different job
Suitable and clean taxi pick up stands well lit and clearly marked with information regarding queries etc. should make sure all licence holders are police checked.
Should have proper taxi rank areas, since the roads have changed for cycle routes
More taxi and contactless payment option. Paying a small card payment fee as norm as every modern business including market stole now accept card. Black cab make excuses to find it for Tax purpose. I think we need more license to be issued as always hard to find taxi at poor weathers.
Taxi ranks at non-central stations. I cannot currently get the train out to Radyr (for example) and then expect to even book a private hire vehicle to meet me from the train to do the final part of my journey home (approx 1.5 miles) never mind just pick up a hackney carriage from this station. Similarly I am laughed at when attempting to book a journey to my local station, it has to be longer for the drivers to believe it is worth their while taking the fair. There should also be an available option to move an existing licence onto a new vehicle which meets the required specification. This would allow some of the vehicles which have now been on the road for over 11 years to be retired gracefully without losing that investment in the taxi licencing.
Great random late night inspection of cabs when parked waiting for fares in city centre! Charge points for EV in city centre
More officers available to make sure drivers are following rules. Card payment is important. Will generate more premium for HMRC. More vehicle in cardiff in events in cardiff
Protection from overbearing Council regulation
More manned taxi ranks? If there are going to be more electric vehicles then more charging points need to be in place. CCTV in taxis?
None whatsoever, but impose tighter regulations
Disability Awareness training mandatory for all taxi drivers.
Enforcement officers and mystery shoppers to help prevent the issues above
The taxi trade doesn't need assisting. It needs policing. The park where they like. They U-turn on busy main roads. They charge what they like at busy times.
Ensure all companies obey the rules and ensure fairness to all in not permitting some being more powerful and running a kind of Cardiff Mafia. The Council are in charge, and no favours given corruption basically. You work on behalf of the public of Wales. They are very necessary businesses to the public, standards should be maintained with enough taxis as seen fit for all to earn a descent living and enabling them to do so to pay the high' costs of running such a service in Cardiff and surrounding areas profitably and safely.
None. Just do your job in decent, clean vehicles and go by the meter.
Lower fares. And lower petrol costs. If people can afford a taxi then they will get one
I don't have any idea
More taxi rank space for more vehicles.
Stop them keeping the petrol/diesel enjnes ticking over in the ranks

improved locations for charging if electric is a requirement.
More ranks with ranks marshalled at high volume times.
Regular spot checks (un announced) on the taxis, to check vehicle registration, and the drivers licence to taxi
None. They need to concentrate on providing an acceptable service to the public. Far from increasing licenses, currant ones should be withdrawn from unsuitable operators.
Check with chamber of commerce in numerous other cities that do it well. Something needs to be done.
Nothing, they need to clean up thier act! Always stinking and cars feel like they are falling apart
More night time ranks covering near the civic centre area. The bottom of St Mary Street is really scary with drunk people
The new licenses should only be given with proof of safe driving. I have been in black and white Cabs and they are so dangerous sometimes, drive like maniacs to get to their next booking. Have also been in a couple of accidents caused by this and was almost in one two days ago when a taxi cut across a roundabout with kids in the back (school pick up?) If it was a school pick up, absolutely disgusting driving, to think my son had to use that service makes me very nervous
Uber drivers are far more friendly
Stricter rules for taxi conduct. Monitored taxi ranks in the city center. Taxis should be able to accept card payment. Update the taxi apps to be more like uber apps so you know who your driver is and who picked you up so you can feel safer when getting them late at night.
Support to be come green
An app for licenced taxis only just as they have in London. People want to be able to book their taxi and have confidence that it'll turn up. Its also nice to be able to follow the journey of the car so you now when it is nearby.
I think that lone females should be protected too
If for instants a issue occurred with a private hire or Uber taxi you have a go to company to address & express your concerns & complaint. If you use a Hackney in Cardiff you have no representative to go to regarding a incident. The whole running of these Hackney cars are embarrassment to our city & Cardiff council should be held to account for allowing this to happen for many many years & nothing never gets done about it
None. Other than make sure they improve their standard of driving, e.g. Jumping red lights, parking on double yellow lines, dropping off at unsafe places. Better standard of driver in the private hire side.
Women safety training
Regular Training should be compulsory when being given a taxi licence (CPD), just as map reading or knowledge of the city and its environment should be part of a taxi drivers expertise. As we are encouraged to drive less, there will be a higher need for all to use the occasional taxi. More disabled people would be out working and using taxis if the taxis in Cardiff were more accessible and had a positive attitude to assisting. This empathy is something that can be learnt by example, formal training and updating. These skills would be transferable skills which would enhance the preventive community policing at a time when vulnerable people feel more threatened than ever. On rainy and stormy days, match days and mega concert or multiple concert days, at night time-special consideration needs to be given to those with accessibility needs and that although they take longer to pick up, the Council's licenced taxi drivers should have a commitment to serving these groups first over citizens who are able to walk, cycle or take public transport.
More match day control of prices
More Marshall's or better queuing systems such as down the bay,
Regular inspections

Get more council officials monitoring what's going on outside ranks... no support needed just greedy drivers taking advantage
Taxis should be stopped from using bus lanes
Keep a check in the drivers making up Whatever figure they want
Safer taxi ranks, also marshalled. And stricter rules for drivers
When ever I talk to the driver mostly hear about more taxi rank .they want.
Less licenses
Continue bus lane access
None whatsoever
More control on the private hire companies - drivers of private hire can have limited knowledge of the city and limited English skills making communication and direction difficult. Several times the drivers of both private hire and hackney taxis don't look like the photo on the taxi licence (if it is even on display). Restrict private hire vehicles registered in neighbouring authorities from regular operation within Cardiff - in the area where I live there are several Newport registered private hire vehicles which are regularly parked up so the operators live and operate within Cardiff.
Stop crossing border
I think all taxis should be required by law to have in car cctv. This protects the driver & the customer.
Break up the monopolies and restrict the likes of capital taxis who are proven rouges to limit the amount of plates and licences held by one person
More taxi ranks
A wheelchair dedicated service
Unsure
None whatsoever
Make sure all drivers are vetted better & make sure all cars are clean and tidy.
Don't know
Support for engine improvements.
More clearly defined and advertised taxi bays in suitable positions for easy access and some sort of grant scheme to enable drivers to update their cars
I dont think they need an further support. They would probably receive a larger amount of customers if the majority of drivers did not try to overcharge/rip people off.
If they take customers
Taxi Marshall's on major event day's & Saturday nights
Cardiff bus running 1 bus an hour through the night due to cost of living and taxis taking the liberty of charging people nearly 2 hours of their work.
More enforcement!!! More action taken on complaints!! This is the only way of combating it
If the bus and train services were better and ran a bit later we probably wouldn't need quite so many taxis.
there needs to be better public transport so we don't need as many
MARSHALLS
as above
They could do with sat navs.
telling them the basic human rights of disabled people, showing them the equality act, giving them disability equality training and actually using you licensing laws!
A supervisor/ inspector should be on the ranks at all times throughout the evening on weekends. They need monitoring more closely as they practices they are using is disgraceful

Traffic regulation orders changed to allow taxis to temporary use/ wait to pick up customers, at loading bays for example, instead of building expensive taxi ranks.
Just higher standard of car and more professional generally.
They need more awareness of needs of Deaf / Deafblind / Blind customers, especially those that use assistance dogs like Guide Dogs / Hearing Dogs, Dual Dogs, etc. I use Dragon app to book taxis but despite putting in notes that I am deaf they still try to phone me - they need to text me!
To stop turning down fairs hoping for big fares and going by the meter unless agreed if out of Cardiff
If full electrical will so nice
Discounts for the people that work in town
Consultation with the Deaf Community via Deaf Hub Wales.
Look after passengers. they pay there wages .in my view taxi service has gone down a lot in last few years
More ranking spaces and tax relief on new vehicles
All taxi companies would benefit from a pre-bookable, wheelchair accessible vehicle.
None. It is a private business. They need to shape up.
I bit more consideration with the younger people intoxicated as this are more vulnerable.
Don't issue too many licences or none of them will make enough money to persuade them to remain as taxi drivers. It is a difficult balancing decision that you have to make but one that needs to be made.
Awards for excellence and penalties for poor performance
Have more taxi ranks, no more licences issued and stop cross bordering
Don't add more taxis that will make it worse as people are struggling to earn a living as it is
Susanne James
Need more taxi rank and stop cross border taxis
More Ranks space spread across the city centre
Disability Awareness and Equality and Discrimination training to all staff at all levels for all providers
Not enough ranks in the town centre. Don't lift restrictions because we have plenty of taxis on the road no need for more because it will just increase the traffic.
Have more taxi ranks
A better taxi rank system, less congestion of taxi's in that taxi rank or if it is going to be like that make sure the taxi puts the metre on when they have left the rank not when your stuck in traffic behind everyone! And also just make sure they are going to abide by the metre as we sometimes have to pay double just to get home before we even get in to the taxi! They're are some taxi drivers who will never try to rip people off but most do, if you want people to stick by you make the system fair I'm sure you will never have to worry but this is some things that will boot the Uber systems away I want to support the taxi drivers 100% but there needs to be change!
Knowledge of neurodiversity.
Most taxis have Newport licences anyway as there is no test to take, they just use satnav. They should look into this more
Sign posting indicating where the nearest rank is
Stop cross boarding Otherwise, Cardiff taxis will out of the business soon
More enforcement to address the issues in hand at present, definitely not more taxis as your piling onto a problem you haven't resolved
Provide more organized taxi ranks in different places. Eliminate the 'cherry picking' phenomenon.
Make more taxi ranks available

Trade Comments

Remove vehicles working from other areas that Cardiff Council have no control over with regards to enforcement.
Provide sufficient Rank. Stop cross border Taxis. Take action against the drivers who jumped out the rank and worked illegally. Cardiff has more than enough taxi at the moment so please don't issue new licenses. Thank you.
Financial. In such a competitive market we need to offer our services in such a manor that people are happy to travel with us. Our vehicles must be clean and well presented as we are a luxury in comparison with other public transport. Our door to door service is charged at a fair rate as determined over many years by the council, but to maintain the high level expected of us requires constant investment and ploughing back in of our profits. The issuing of more licenses would further dilute the already very competitive market to the point of no return for many existing drivers.
Get rid of all the outer town taxis That are working the city
More rank space for sure .
Council should provide more rank places.
I don't know what further support. I think all drivers should have facilities to take card payments, all jobs should be logged through a system. All drivers should have to have a job recording system so drivers can't avoid paying minimal tax when they earn a lot of money
Grants to be provided to help drivers to purchase electric vehicles.
More designated taxi ranks, more control and regulation over hackney cabs so it's fairer for private hire drivers. As a private hire driver on busy days such as rugby days you almost feel pushed out of the centre by hackney cabs due to the sheer volume of them, forming queues where they shouldn't, blocking bus lanes, doing u turns/3point turns in busy main roads and another huge issue is the hackney cabs being shared with other drivers that don't have a licence!
Increase the number of available taxi ranks, this will prevent taxis to stop and wait along busy road stretch.
Stop out of town cars coming into Cardiff,I'm doing less trade than 30 years ago ,only surviving on school run
Give grant to buy new environment friendly vehicle
Stop uba taxis
More Taxi Ranks Please And Also Please Stop Out Of Town Taxis Because They Killing Our Trade
More taxi rank in the city centre. Stop driver coming out side Cardiff to work in Cardiff
Offer decent grants for current taxi drivers to upgrade there cars to Euro 6 vehicles, and put more ranks all around the city not only in centre, and STOP CROSS BORDERS taxis because they killing ower business 😞
Alot more rank space needed in prime locations such as st mary street. Quite frankly theres not enough rank spaces to occupy the sheer large numbers of existing taxi fleets. Adding to that you have out of town licensed taxis compounding to the problems. Flipping fares by newport and private hire drivers is causing a big loss to the taxi trade aswell.
Need more taxi ranks
They should give more rank space, there are no work for us and they should stop cross border.
Should be not allowed outside taxi pick up job from city centre.
More communication between drivers and council before they decide to make a change in our trade. Need more rank space Most importantly stop cross boarder taxis e.g Newport

The council needs to check out town vehicle
Stop bus service after 10:00pm
More racks Stop cross border Founding taxi drivers to buy electric vehicles or euros 6 vehicles
In order to buy new euro 6 emissions taxi 🚕 the local government should have been providing taxi grants for buy new vehicles.
Getting the Welsh Government to get on with reform of the trade and bringing other licensing authorities into the same methodology as Cardiff and RCT. Training simple as that .
More taxi ranks
I think drivers with a car more than 10 yrs old should replace them and the council should help them. Give us more taxi ranks, especially in Cardiff Bay and Mill Lane. They are both busy ranks and are easily over loaded. I aslo think that Cardiff council should out the city centre, especially if there is an event on.
None. Weed out those that abuse the privilege. Get proper enforcement re. Dangerous vehicles and also get efficient modern vehicles. The enforcement has been exceptionally slack. Cctv might help. As would recording of all journeys.
More Taxi ranks
Make more ranks and stop cross borders
More taxi ranks.
Cross bordering!!more ranks for all the hackneys.p/h using out of town cars dragon Uber the list goes on
Allow P/H vehicles to drop of at bus stops. The current situation makes it impossible to safely drop of passengers at some locations.
Abolish Hackney cabs and give the ability for private hire vehicles to pick up from the street, end out of town taxi drivers from illegally working in the city limits and find the funding for more taxi inspectors out on Friday and Saturday nights.
Cardiff Council need to start looking after drivers that have Cardiff Badges If restrict Dragon taxis who are employing out of town drivers.
Why are there so many out of town private hire cars from say Newport and other areas working all the time in Cardiff it's a joke for us Cardiff plated drivers these need to be stopped you have no control over the situation it's got totally out of hand this needs SORTING OUT
Getting rid of all the out of town taxis flooding the market.
Nothing
Driver protection, it isn't a case there are not enough cars out in the night, drivers are scared as we get attacked and majority of the time police do nothing and the council don't push cps to take serious action against even the regular abuse we get racially.
Adding more ranks.
Too many Newport taxis in Cardiff.
Check from time to time all taxi b&w and private hire
More rank spaces and less road closures
I think the taxi trade operating in the City need experiance operating and more adiveces for the taxi drivers
We need a more rank if it's more rank, this mean more taxi will be on the road
In Cardiff City biggest problem is crossborder taxis. Tomany out sider taxis are taking our jobs. Blocking the road to pick up our customers. It is hard as it is to earn a living and on top that

crossborder taxis stealing our job. I don't think the council should issue any more taxi licences. I think cardiff council should STOP crossborder taxis and any new licences being issued.
Stop border control. Most of the outside taxi working in cardiff.
More Hackney rank spaces.
Financial help should be given to drivers to upgrade their cars
Stop cross boarding
Stop cross boarder cars
Take care of the number of taxis that you have at the moment and stop being against them
Approved new tariff in accordance with the price hike & cost of living.
Reduce congestion by taking the ridiculous cycle lanes away so customers do not think we are ripping them off when we are stuck for hours in traffic,
Build mor taxi ranks. More importantly, stop 'Cross-border hiring'.
More rank and marshals on the ranks then there will be no cherry picking. Also more inspectors in the night where passengers get refused for short fares.
Stop cross-border taxis. Stop Newport taxi taking our business .
Sort out cross border taxies and improve town cent businesses.
The running costs in the job make it very difficult, I have recently looked into electric car but they're far too expensive to run and charge, no good schemes about either
Anything that can help bring running costs down would be a great help
They should be more monitored specifically ranks. These days unfortunately taxi driver have no respect for rank officers and this needs to change and needs to be organised
By not lifting restrictions
Grants / interest free loans towards cars to help the drivers to have newer / nicer cars Public always moaning about bad cars on the road . Drivers mite invest then and get some of the cars off retention and back on road with a little bit of financial help and no Newport cars Moral is low in the Cardiff taxi trade .
See previous answer
More ranks
Stop cross boarder working. At least standardise the rules and regulations across Authorities. Help, grants or subsidised loans to purchase or lease electric vehicles.
Moor taxi rank
Support what Support. How about letting us do our job, tell us where we can pickup and drop off. we get fined for using bus stops and pull ins .you want us to stop in middle of road next to an empty pull or bus stop and expect the customer to get out in the road and walk to the pavement. I only hope that if someone gets run over it't the dick head who makes these rules.
More Marshalls and inspection on weekends.
Stop outside cardiff Council taxi
Save the Hackney drivers by having more ranks to operate from. And stop out of town taxis from working here, as we Hackney drivers are paying Cardiff council for plating and driver badge..The other taxis from out of town are working here for free. There should be more restrictions on how they can operate in Cardiff or even stopped.
Cardiff Council just turn a blind eyes on Uber Cross bordering and not helping Cardiff Hackney drivers.where is the ranks in Cardiff councillors, that you want to issue more taxis open your eyes and see please.
Information about events we can plan ahead.

More Ranks and fines for Any none taxi drivers stoping or leaving there vehicle on the rank
Provide more rank spaces and stop issuing parking tickets to drivers because you failed to provide a safe working place. By issuing more licence the council will make it harder for us to earn a living, we are already struggling. Council should perhaps employ more people (with a brain and not like the dimwits running the council) and share their wages - you wouldnt do that then how do expect drivers to earn less and survive!
The most frustrating thing about applying to be a taxi driver in Cardiff is there are far too many drivers here who have passed the test in Newport and surrounding regions. Cardiff council has no interest in limiting these license holders from working solely in Cardiff. This has driven down standards.
Cardiff licensing should stop newport city taxis operating in cardiff! Cardiff taxis for Cardiff city and newport taxis should operate in newport where the licence is issued and stop the cross boarding
Low ultra emissions
MORE TAXI RANK,STOP CROSSBORDER TAXI,
Get rid of the out of town drivers. Most of them live in Cardiff yet they go to Newport to get their licenses, where as drivers have worked hard to learn the routes but Newport drivers just pay a fee and get the license and reap the reward of working in Cardiff. Restrict the city centre and bus lane only for Cardiff drivers this way it's fair for Cardiff drivers earn a bit more. Charge a congestion charge to all registered out of town drivers regardless of them living in Cardiff or not. Bring in taxi Marshall's to restrict the number of out of town drivers parking up and waiting in the centre city for their next job, start imposing fines for out of town drivers loitering around in the city centre. Cardiff council should be working with Cardiff drivers not against them
If cardiff Council is thinking to put more electric taxi's then they should offer some incentive to the drivers
They should receive grant from the council towards their vehicle expenses.
Keep the cap on no taxis and provide more taxi ranks in the centre
Out of area registered taxis should only work in the area they are licensed in
More ranks space and stop cross border drivers
Cardiff city council should offer financial support to the drivers for buying suitable cars
Encourage and incentivise the use of card payments, subsidise costs of implementation and educate existing taxi drivers on how to use this should they wish to do so.
A Council commitment to review the layout of lower St. Mary Street rank on a Friday and Saturday night as well as Mill Lane. The area is an accident waiting to happen and the opportunity to do this when the new Transport Interchange is imminent is now.
More taxi ranks and not to get booked parked in the doubles yellow lines when is no space in the ranks we have to park in the double yellow lines
Give support and help what is on the road now
See above...
We need funding first for new vehicles and second the cross boarder issue needs to be addressed
stopped cars coming outside boards, issuing new licences this difficult times for drivers
Stop cross bordering stop bullying with fines constantly meddling with the roadways, if somebody is not fit too be a driver dont give them a license .communication is key as is local knowledge without say navs or phone use must have a depth of knowledge if not no badge
Cross borders driver submerge the market . Implant more ranks .reconsider the drop off places all that will help
More ranks .not enough ranks, taxis are getting ticceks due to parking double yellow lanes
Stop the cross bordering because it's killing our trade. But that's never going to happen, so what's the point.
Not issuing more licence as we have more than enough now

Sort out the taxi traffic Friday Saturday evening
More ranks in town centre and Cardiff bay
More freedom of movement in city centre.
The council should provide more taxi ranks for our trade and immediately stop cross borders taxi as it totally impacted our trade daily.
More inspectors on the street
More ranks and Marshals to stopping current cherry picking.
Stop. Cross borders for Newport taxi. Stop Uber. Stop Uber. Stop crossing borders
more ranks
Help driver, offer grant to driver to buy greener car,
More ranks . Less cameras that fine us Drop off sites Pick up sites Wheel chair access Were allowed to us suitable double yellow
Have more ranks as there are not enough and stop booking driver who are parked outside rank
More rank would be assist to taxi drivers.
More ranks. More financial help for drivers who wants purchase for new vehicles .To be listened, to be consulted and respected because we do provide an important service to the city
To Support financially any driver who willing to purchase a lower emission Vehicle because we don't have enough business and will totally decimate our livelihood also have a direct impact in our daily income, that's why we will not be able to maintain our financial commitments.
Disability awareness training.
Mandatory CCTV in vehicles
Same tariff every taxi n Cardiff lees confused for the public
Removal of all out of town taxis ising our ranks and operating in cardiff for dragon, uber etc private hires has to be stopped to pick customer in town centre because we don't have enough jobs and enough space for a parking in Cardiff town centre If you want to protect our tread our Jobs you have to stop Uber drivers to pick in town centre they have to dropping only in town centre, not picking in town centre Picking should be left for Hackney drivers I am saying this to you, but I don't think it will make any different. You have already decided what to do the people above of you have decided. To give the jobs to Uber . but I don't think you are lifesaver. Anyway, Labour Party doesn't do any good anymore for people who lives in Cardiff town so I am not going to vote for labour anymore,
Financial support or incentives to upgrade their feet
Please help the hackney trade, no new hackney cabs, facilities the hackney ranks
More rank and stop cross broder
Give us enough ranks and space, we need money to support for our families. I stay out for hours and sometimes won't even get a fare, I don't raise near enough money to support my family so please shut down the valley and Newport taxis. Most importantly, the security of our taxi drivers needs to be improved. Since the problem between drivers and taxis is the money, sometimes they don't have the money
I suggest private hire taxi and Uber taxis should not pick up in the city centre during the hours 8 pm until 5 am because we don't have enough business plus there's not much space which privatise taxis to park around town centre. You can see clearly Newport private hires they are taking our business, so for that reason they should be allowed only drop off in town centre at the night between 8pm and 5 am, so they can leave the job for us to make our living to protect our taxi trade

Stope the cros border taxis .in cardiff thousand of other councils taxi working day and night .mosof the driver are from cardiff. If this licence was issued by our council then big amount licence fee could generate to our council....
Financial and more ranks
No more issues new licence all ready flooded with taxi. Not enough taxi rank.driver waiting for fare on double yellow line and get penalty charge. This is really unfair.
More taxi ranks
We need helping us to more ranks and grants to renew old vehicles with low emissions
Reduce the number or create space
Cross-border must stop working in Cardiff city is a taxi drivers in Cardiff is already struggling for living and they must stop
There taxi rank in city centre we need more ranks and help to get new cars
No taxi rank in city centre we need help
Cardiff Council should provide many taxis ranked in the city centre and around it.
Need financial support to buy euro6 vehicles.
We need financial support so buy euro 6 to operate Cardiff City
More ranks in city centre Ban uber and other councils taxis from picking from cardiff
Cardiff council must sort out the problems with the taxi ranks.they have taken out many taxi ranks, you simply can't drive around in the city centre for fares.it isn't big enough like other cities capitals.the roads getting narrower.in top of all this Cardiff.must STOP CROSS BORDER TAXI'S. DRIVER'S. WHOM HAVE NO TAXI DRIVER LICENCE BADE (.LICENSED BY CARDIFF COUNCIL)I THINK IF ANYONE LIKE TO WORK IN THE CITY OF CARDIFF,THEY MUST PASSED THE KNOWLEDGE TEST EXAM IN CARDIFF.ITS ONE RULE FOR THEM AND ONE RULE FOR ALL THE CARDIFF TAXI DRIVERS.
Stop cross bordering
Not issuing new taxi licence
Funding to support the existing driver's to move into green vehicle at the moment the battery disabled Hackney vehicle is not fit for purpose , there needs to be more incentive through support to make the move to green disabled Hackney more viable at the moment as a investment the cost of these vehicles and lack of trade is impossible to earn a wage , due to these issues I am concerned and possibly moving into different employment after 23 yrs as trading as a Hackney driver
Stop non Cardiff Council drivers operating in Cardiff
Need more ranks
Give taxi driver grants so they can change their old cars
we need more taxi rank and financial support to buy euro 6 taxis.
Stop cross porting cars. And more taxi rank
Get rid of cross border
Stopping border
Cross border must stop in cardiff
Cross bordering must Stop
Cross bordering must be stopped
More rank space and more respect from the council when trying to make these decisions without our knowledge better communication.
More taxi ranks, you want flood the city with more taxis but we got nowhere to rank if we had enough ranks to support the increase of cars, there's not enough work to go around the council is catering for large events that don't happen every week or month. The main problem in Cardiff is Uber CCC made the mistake of letting them operate in the city now you cannot control them. Uber has found so many loopholes to operate and draft in out town cars that you got no powers

to challenge them driver on their conduct or defective cars. Licensing officers for the Vale,Rhondda,Gwent, do not operate in Cardiff why are their cars working in the Cardiff area???

Who has got authority to challenge any of these drivers for misconduct.

Unsure

Increase pay rate and increase taxi ranks especially around the city centre area in Cardiff

More space ranks in town centre we need

No

make more taxi ranks in Cardiff to accommodate for the 900+ drivers

Grants towards hybrid or electric cars

More space

I would like Cardiff Council to take a drastic action against the cross boarding matter. In recent years, we have seen far too many taxis licensed by other cities operating freely as they are pleased in Cardiff, and the numbers are only increasing day by day. As such, it has become extremely hard for Cardiff licensed taxi drivers to make a living.

Please try to sort out this mess...

First able should stop cross border taxis in Cardiff and have more space for taxi ranks

Stop cross-border

Not enough business not enough taxi rank we don't want to issue no more taxi plate license already Cardiff have to much taxi Friday and Saturday we have to wait more than one hour to do one fare this is affected our livelihood please do not destroy this industry thanks

Stop cross boarding, taxis

More spaces for rank if possible

More taxi ranks

No issuing on new license

Make more ranks

Issue m0re ranks

Stop cross bordering

More taxi ranks

Grants for new low emission taxis

build more taxi ranks and do not allow cross bordering