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Cardiff
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AGENDA

Committee	PUBLIC PROTECTION COMMITTEE
Date and Time of Meeting	WEDNESDAY, 20 SEPTEMBER 2023, 10.00 AM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Michael (Chair) Councillors Kaaba, Bridgeman, Driscoll, Ferguson-Thorne, Gunter, Jenkins, Lancaster, Palmer, Sattar and Shimmin

1 **Apologies for Absence**

To receive apologies for absence.

2 **Declarations of Interest**

To be made at the commencement of the agenda item in question, in accordance with the Members' Code of Conduct.

3 **Minutes** (*Pages 3 - 28*)

To approve as a correct record the minutes of the previous meetings.

4 **Update on the Consultation in Respect of the Moratorium on Hackney Carriage (Taxi) Licences.** (*Pages 29 - 220*)

5 **Urgent Items (if any)**

Davina Fiore
Director Governance & Legal Services
Date: Thursday, 14 September 2023
Contact: Graham Porter,
02920 873401, g.porter@cardiff.gov.uk

DRAFT MINUTES

DRAFT MINUTES

Meeting ID	8042
Committee	Public Protection Committee
Date	07/12/2022
Attendees	Councillor Michael Michael (Chair) Councillor Maliika Kaaba (Deputy Chair) Councillor Lee Bridgeman (Committee Member) Councillor Sean Driscoll (Committee Member) Councillor Grace Ferguson-Thorne (Committee Member) Councillor Andrea Gibson (Committee Member) Councillor Helen Gunter (Committee Member) Councillor Peter Huw Jenkins (Committee Member) Councillor John Lancaster (Committee Member) Councillor Marc Palmer (Committee Member) Councillor Abdul Sattar (Committee Member) Councillor Jon Shimmin (Committee Member) Graham Porter (Clerk) Andrea Redmond (Clerk) Amanda Jones (Officer) Clive Pursey (Officer) Gary Jones (Monitor) Davina Fiore (Monitor) Daniel Cook (Officer) Mark Roberts (Officer) Kate Rees (Monitor) Chris Kelsey (Officer) Sultana Begum (Officer) Mandy Farnham (Notify)

Item ID	30458
Item Title	Apologies for Absence
Summary	

Item ID	30459
Item Title	Declarations of Interest
Summary	

Item ID	30460
Item Title	Minutes
Summary	

Item ID	30466
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Item Title	Review of the Moratorium on Hackney Carriage Vehicle Licences
Summary	

Item ID	30467
Item Title	Proposal to Introduce Mandatory Card Payment Facilities in Hackney Carriages
Summary	

COMMITTEENAME

MEETINGDATE

Present: County Councillor ChairPresentShortList(Chairperson)
County Councillors MembersPresentShortList

The meeting terminated at MeetingActualFinishTime

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COMMITTEENAME

MEETINGDATE

Present: County Councillor ChairPresentShortList(Chairperson)
County Councillors MembersPresentShortList

The meeting terminated at MeetingActualFinishTime

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PUBLIC PROTECTION SUB COMMITTEE

8 FEBRUARY 2023

Present: Councillor Michael(Chairperson)
Councillors Bridgeman and Shimmin

1 : EXCLUSION OF THE PUBLIC

The following item is confidential and exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

2 : HACKNEY CARRIAGE/PRIVATE HIRE MATTERS

Councillor Shimmin declared a personal interest in Case 4 due to previous social interaction with the wife of the driver, who was in attendance. The matter would be deferred for 1 month.

RESOLVED – That the following matters be dealt with as indicated:

(1) Case1

The Sub Committee received representation from a driver who had received penalty points for speeding. The driver stated that the offence had occurred during a family emergency when visiting a relative in hospital. He was not working at the time of the offence.

RESOLVED – That the driver receive a written warning.

(2) Case 2

Members received representations from a driver who had received penalty points for driving without insurance. Members were advised that the driver was witness by Licensing Officers plying for hire in a vehicle that was licenced for private hire only, in contravention of the conditions of his licence.

The driver stated that he was waiting in a queue of traffic in the city centre. Two passengers entered the vehicle and in order to avoid any potential confrontation he decided to take them to their destination.

RESOLVED – That the driver receives a written warning and be required to complete the SQA qualification within a four-month period.

(3) Case 3

The Sub Committee considered the case of a driver who

was convicted of carrying a bladed object in a public place and using threatening and insulting words in a public place.

The driver stated that he was fined £695 at Magistrates Court for driving without insurance. An altercation occurred when a bailiff called at his home to collect non-payment of the fine. The offences were not declared at the time of the offences or on the drivers renewal application.

RESOLVED – That the hackney carriage / private hire drivers licence be revoked for use of threatening and insulting words, carrying a bladed object in a public place and for not declaring criminal convictions as required.

(4) Case 4

Deferred for 1 month.

(5) Application 5

The Sub Committee received representations from a driver who had failed to provide a valid DBS certificate.

RESOLVED – That the drivers licence be suspended until a valid DBS certificate is provided.

(6) Case 6

The Sub Committee received representations from a driver who had received a caution for an offence of battery.

The driver stated that he was involved in an altercation with a doorman in his social club. The driver provided his account of the incident. The driver stated that he was an ex-serviceman and he was a good driver. He was not working at the time of the incident and he was not a violent person or a danger to customers.

No further action

(7) Case 7

The Sub Committee heard from a driver who had received penalty points for a driving offence of speeding. The driver accepted that he was at fault for the offence and he regretted his actions.

RESOLVED – That the driver receives a written warning.

The meeting terminated at 2.00 pm

PUBLIC PROTECTION SUB COMMITTEE

15 MARCH 2023

Present: Councillor Michael(Chairperson)
Councillors Kaaba, Driscoll and Ferguson-Thorne

1 : EXCLUSION OF THE PUBLIC

The following item is confidential and exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

2 : HACKNEY CARRIAGE/PRIVATE HIRE MATTERS

RESOLVED – That the following matters be dealt with as indicated:

(1) Case 1

The Sub Committee was asked to consider a complaint received that a driver attempted to overcharge a passenger and refused to use the taxi meter.

The Sub Committee received representations from the complainant. The complainant detailed the events on the evening in question. Members were advised that the passenger provided the destination and the driver stated that the fare would be £10 because fuel prices were high. The passenger was uncomfortable and was aware that the taxi meter should be used for all journeys. He asked the driver to stop the vehicle at which point the driver started the meter. The complainant stated that he needed to be assertive and he was concerned that other passengers would be intimidated if they were put in the same position.

The driver stated that he had explained to the passenger that the fare would be approximately £10. He denied refusing to use the taxi meter and apologised for any misunderstanding.

Members questioned both parties in order to clarify the events on that evening.

RESOLVED – That the Hackney Carriage/Private Hire drivers licence be suspended for 10 days for not using the taxi meter.

(2) Case 2

Deferred for 1 month

(3) Case 3

Members were advised that a driver had received 6 penalty points for driving without insurance. The Sub Committee was asked to consider

whether any disciplinary action should be taken.

The driver's legal representative addressed the Sub Committee. Members were advised that the driver recognised that this was a serious offence. The driver was driving a private vehicle at the time of the offence. He was unaware that his insurance policy had been cancelled by email. The insurance company had continued to take payment for the policy. When he was made aware of the position he rectified it immediately.

RESOLVED – That the driver receives a written warning for a driving offence.

(4) Case 4

Members received representations from a driver who received 6 penalty points for careless driving.

The driver stated that he had arrived late to pick up a group of passengers. The passengers were impatient and were intoxicated. One person in the group also refused to wear a face mask. The group asked to be taken to the Depot in Butetown but the booking was for a drop off in Rhiwbina. The driver refused to take the fare and he suggested that they book another vehicle. The passengers then became angry so the driver offered to book the vehicle for them.

The driver described the group as excited and disrespectful. The group insisted he take them and were refusing to let him leave.

As he drove away one passenger was holding on to the passenger door. The driver stopped and the customer fell. The driver was subsequently summoned to appear in court. He plead not guilty and went to trial.

The driver stated that he had never had any complaint or problems with other passengers. He was unaware that he was required to declare the conviction at the time.

RESOLVED – That the Hackney Carriage/Private Hire drivers licence be suspended for 14 days for a driving offence and for not declaring the offence.

(5) Case 5

The Sub Committee received representations from a driver who had received 9 penalty points for speeding offences. The driver explained the circumstances leading to each of the convictions. The driver accepted that he was at fault and that he needed to declare the offences at the time. The driver stated that there were no passengers in the vehicle at the time of the offences.

RESOLVED – That the driver receives a written warning for driving offences.

(6) Case 6

The Sub Committee was asked to consider a complaint received from 2 Licensing Enforcement Officers. The officers reported that they had witnessed a private hire vehicle plying for hire in the city centre, in contravention of the conditions of its licence.

The driver stated that he had taken a friend to Penarth Road. He then went to Mill Lane to wait for a fare. He denied picking up any passengers there.

The Licensing Officers stated that they were working in Mill Lane. They witnessed a female approach the vehicle and overheard a conversation taking place. The Licensing Officers considered that the vehicle was plying for hire and it had not been pre-booked. The vehicle details were subsequently checked. The private hire operators confirmed that no bookings had been made for that vehicle that day. The driver was subsequently interviewed under caution.

Members of the Sub Committee questioned all parties. The Sub Committee established a number of inconsistencies between the drivers statement under caution and the answers they were being given at the meeting.

RESOLVED – that the Hackney Carriage/Private Hire drivers licence be suspended for 28 days for plying for hire without a licence.

(7) Case 7

Members were advised that a driver had received a custodial sentence for an offence of battery. The conviction was not declared at the time but was subsequently declared upon renewal of the licence. Members were asked to consider whether any disciplinary action should be taken.

The Sub Committee received representations from the driver's legal representative. Members were provided with background information leading up to the conviction.

Members were advised that an incident had occurred in 2019. The driver was separated from his wife and children and his estranged family live some distance away. The driver received reports that his son was not attending school and he was greatly concerned.

An argument had occurred which between the driver, his ex-wife and members of her extended family. The driver was arrested, charged and subsequently convicted.

The legal representative stated that the driver regretted his actions. He was shamed and he didn't want anybody to know. A false allegation was also made that the driver intended to return his daughter to Yemen which resulted in 2 restriction orders being placed upon him.

Members were advised that the driver had no problems related to his role as a taxi driver. He specialises in working with vulnerable people and concentrated on working outside of the city centre. A period of four years had elapsed since his conviction.

The driver accepted that he should have notified the Council earlier. It was recognised that the priority for Members is public safety and it was suggested that he had provide his trustworthiness.

RESOLVED – That the Hackney Carriage/Private Hire Drivers licence be revoked.

The meeting terminated at 1.00 pm

COMMITTEENAME

MEETINGDATE

Present: County Councillor ChairPresentShortList(Chairperson)
County Councillors MembersPresentShortList

The meeting terminated at MeetingActualFinishTime

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PUBLIC PROTECTION SUB COMMITTEE

10 MAY 2023

Present: Councillor Michael(Chairperson)
Councillors Bridgeman and Gunter

1 : EXCLUSION OF THE PUBLIC

The following item is confidential and exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

2 : HACKNEY CARRIAGE/PRIVATE HIRE MATTERS

RESOLVED – That the following matters be dealt with as indicated:

(1) Case 1

Members considered complaint received from a Member of the public that a driver had refused a fare.

Members were advised that a private hire booking was made in order to transport a vulnerable passenger with learning disabilities from the Millennium Centre to their home address. The passenger had participated in a performance at the Millennium Centre and he appeared in stage make up and a 'drag' costume. The complainant stated that the driver refused to take the passenger and said that they would need to book another vehicle. The passenger was not intoxicated, though their speech is affected by their disability.

The driver stated that he refused the fare because the passenger was intoxicated and travelling alone. He was concerned that the passenger may become sick during the journey so he cancelled the booking.

The complainant stated that at no point did the driver raise concerns about the passenger being intoxicated. The complaint stated that he would have challenged the driver at the time if that was the case.

Responding to questions from the Sub Committee the driver stated that he often worked on Friday and Saturday evenings and he regularly took fares from customers who were intoxicated.

RESOLVED – That the Hackney Carriage / Private Hire licence be suspended for 7 days and the driver be required to complete the SQA professional driver qualification within 3 months.

(2) Case 2

Members were asked to consider a complaint received from a

member of the public regarding a drivers conduct.

The complainant stated that whilst out jogging she came across a taxi parked on double yellow lines and partially blocking the pavement. She decided to take a photograph and report the matter to the private hire operator. The driver of the vehicle then exited the vehicle and an exchange occurred. It was alleged that the driver then followed the complainant and a further more heated altercation occurred. The complainant stated that she was concerned by the driver's behaviour and for her safety.

The driver accepted that he was parked on double yellow lines. However, he was collecting a passenger with Downs Syndrome from a nearby premises. The driver explained that the fare was a regular booking and he always parked in that place because passengers with Downs Syndrome need consistency. The driver stated that noticed the complainant taking photographs of his vehicle. He attempted to explain the situation to the complainant. He denied following the complainant or that a further altercation occurred.

Members questioned both parties in order to clarify the sequence of events.

RESOLVED – That no further action be taken.

(3) Case 3

The Sub Committee considered a complaint from a passenger who alleged that a driver had dismissed her instructions regarding which directions to take. The driver had also driven dangerously, in excess of the speed limit and had attempted to overcharge for the journey.

The driver addressed the Sub Committee. He advised that he was working on the rank in Mill Lane. A customer approached the vehicle and asked if he used the taxi meter. Two passengers entered the vehicle. The first drop-off was in Canton and the second in Rhiwbina. The driver entered the postcodes into his satnav. After dropping the first passenger in Canton the driver stated that when travelling along Western Avenue he missed the turn off at Gabalfa. The remaining passenger became agitated, she was upset and shouting.

The driver denied that he was travelling in excess of the speed limit. He apologised for missing the turn off.

The complainant stated that after dropping her friend in Canton the vehicle was travelling along Western Avenue. She instructed the driver to take the Gabalfa turn off as they were approaching it. The drivers satnav was also instructing him to take the exit. The driver at first sat in silence and then shrugged his shoulders as they passed the exit saying 'too late now'

The complainant immediately telephoned her husband. She stated that she was panicking and concerned for her safety. She asked her husband to track her phone using an app installed on the device. The driver took the next available exit. He was driving erratically. He attempted to re-join Western Avenue in the wrong direction and needed

to perform an emergency stop. The driver then travelled in excess of the speed limit and continued to refused to take instructions. The complainant provided evidence of the route taken by the vehicle and the speeds at which the vehicle was travelling downloaded from the app on her phone.

Responding to questions the complainant stated that she was in a similar position during visit to London. The driver on that occasion took her to the wrong hotel. However, that driver was extremely reassuring, courteous and apologetic. This driver did nothing to reassure her which only increased her anxiety.

At the end of the journey the driver asked for £35 fare. The complainant stated that she has taken the exact same journey on numerous occasions and the fare should be approximately £21.

The Sub Committee asked questions. Members attempted to clarify how an experienced taxi driver would ignore the instructions from a passenger and their own satnav. The driver stated that he did not know why he missed the exit and accepted that he had made a mistake.

RESOLVED – That the Hackney Carriage / Private Hire Drivers licence be suspended for 28 days for conduct and attempting to overcharge a passenger.

(4) Case 4

The Sub Committee were asked to determine whether a driver was a fit and proper person to hold a hackney carriage / private hire drivers licence. Members were advised that due to an administrative error a driver was granted a licence application on 2 May 2023. The application should have been listed for the Committee's consideration as the driver had previously had a licence revoked. The decision to revoke was challenged and subsequently upheld in the Magistrates Court.

Members were advised that in October 2018 South Wales Police informed the Licensing Authority that the driver had been arrested on suspicion of the rape of a 16-year old female passenger. The driver submitted an email detailing his version of events. All charges against the driver were eventually dropped and the driver remains free of conviction. However, the Public Protection Sub Committee resolved to revoke the licence. An application was made in January 2022 and the Public Protection Sub Committee resolved to refused the application.

Members questioned the driver regarding the events that took place on the evening in question. The driver's representative raised concerns that the Sub Committee were effectively rehearing the original complaint. There were no questions put to the driver regarding his conduct since the revocation of his licence in 2018.

The Chairperson stated that the Members present were not present in 2018 and they were entitled to ascertain what had occurred that resulted in the revocation and the subsequent appeal being upheld by the Magistrates Court. The Chairperson reminded all parties of the fit and proper person test that is applied when determining these matters.

RESOLVED – That the hackney carriage / private hire drivers licence be revoked as the Sub Committee did not consider the driver to be a fit and proper person to hold a licence.

(5)

Case 5

RESOLVED – That a hackney carriage / private hire drivers licence be granted.

The meeting terminated at 1.30 pm

DRAFT MINUTES

Meeting ID	8135
Committee	Public Protection Sub Committee
Date	07/06/2023
Attendees	Councillor Maliika Kaaba (Deputy Chair) Councillor Lee Bridgeman (Committee Member) Councillor Abdul Sattar (Committee Member) Chris Kelsey (Officer) Amanda Jones (Officer) Clive Pursey (Officer) Andrea Redmond (Clerk) Graham Porter (Clerk) Gary Jones (Monitor) Davina Fiore (Monitor) Daniel Cook (Officer) Mark Roberts (Officer) Kate Rees (Monitor) Mandy Farnham (Clerk) Julian Sanders (Officer)

Item ID	31811
Item Title	Exclusion of the Public
Summary	

Item ID	31812
Item Title	Hackney Carriage/Private Hire Matters
Summary	RESOLVED – That the following matters be dealt with as indicated: (1) Application 1 (2) Application 2 (3) Application 3 (4) Application 4 (5) Application 5



PUBLIC PROTECTION SUB COMMITTEE

26 JULY 2023

Present: County Councillor Michael(Chairperson)
County Councillors Kaaba and Driscoll

3 : DECLARATIONS OF INTEREST

None received.

4 : EXCLUSION OF THE PUBLIC

The following item is confidential and exempt from publication as it contains exempt information of the description contained in paragraph 14 of Part 4 and paragraph 21 of Part 5 of Schedule 12A of the Local Government Act 1972. The public may be excluded from the meeting by resolution of the Committee pursuant to Section 100A(4) of the Local Government Act 1972 during discussion of this item.

5 : HACKNEY CARRIAGE/PRIVATE HIRE MATTERS

RESOLVED – That the following matters be dealt with as indicated:

(1) Case 1

The Sub Committee were asked to consider a complaint received from a member of the public that a hackney carriage driver spoke and acted inappropriately to a member of the public and her son when they were in his vehicle. The complainant stated that the driver read and kept the paper that had her personal information on, he then advised her not to ring Dragon but call him on his number instead, he then gave her a card with his personal mobile number and name on it.

The driver stated that he had taken the paper to double check the address, he was not aware of the details of the fare and was only being polite and courteous by chatting. He added that the business card with his name and number on was in amongst the other cards by mistake, his daughter had written on some of his old cards, and he gave this one by mistake.

The complainant addressed the Sub Committee and reiterated her complaint, as outlined in the papers. She added that when she had got back to her address and relayed the conversation with the driver to her friend, she had been advised to make a complaint.

The representative for the driver stated that the driver would not have known the specific details of the booking and the customers vulnerability. He would only have been advised of

the pick up and drop off location by the operator.

The driver confirmed that he has a clean record, and this stated that this had been a genuine misunderstanding for which he apologised.

RESOLVED – That the driver receives a written warning and be mindful in future of the conversations he has with customers based on their situation/circumstances.

(2) Application 2

The Sub Committee were asked to consider a complaint received from a hackney carriage driver that another driver displayed aggressive behaviour to him include shouting, cursing and threats to injure and damage him. The driver is also accused of attempting to head butt another driver whilst plying for hire at Mill Lane taxi rank.

The Sub Committee received representations from the driver.

The driver stated that he was waiting in the taxi rank on Mill Lane, he was near the front of the queue and customers approached the car in front of him, asking if it was the car they had booked, he said he was not and then another taxi approached and pulled in and they got in that car and left. The taxi in front of him left with a customer and he pulled forward. After this the driver of the car behind him got out of his car and knocked on his window, he was very aggressive and was accusing him of refusing fares and giving them to other drivers. He said he tried to explain what had happened, but he wouldn't listen, so he got out of his car and they carried on arguing. Then he got back into his car with a customer and pulled away.

The complainant addressed the Sub-Committee and stated that on the date in question he was working at the Marriott taxi rank on Mill Lane, he was 2nd in the queue and the other driver was choosing fares and giving fares to other drivers who were his accomplices and not the other fellow taxi drivers. He left his vehicle and spoke to the driver and confronted him about his actions and told him he had been waiting to get fares for almost 40/50 minutes. He warned him if he carried on doing it he would be reported to licensing. The complainant stated that the other driver then became very aggressive and tried to headbutt him and other drivers had to get involved to stop it from resulting in further aggressive behaviour. He added that the other driver also made threats saying he was going to "smash up my vehicle" These incidents were reported to 101 and the complainant told the Sub-Committee that he felt so scared that he did not work for a few days in case he saw him.

The representative for the driver state that if the complainant had not left his vehicle and acted aggressively towards the driver with no evidence of what had gone on, they would not be sat there today.

The driver and the complainant responded to questions from Sub Committee Members and the meeting was adjourned for the decision.

RESOLVED – That the driver receives a written warning and be mindful in future of his conduct.

(3) Application 3 (In absence)

The Sub Committee were asked to consider if a driver remains a fit and proper person to continue to hold a Private Hire Driver's License given that he has been Jailed for 4 years and 8 months following a conviction of robbery.

RESOLVED – That the Hackney Carriage/Private Hire Drivers licence be revoked.

(4) Application 4

The Sub Committee were asked to consider if a driver remains a fit and proper person to continue to hold a Private Hire Driver's License given that he has been convicted of 2 motoring offences amounting to 9 penalty points. The driver failed to notify the authority at the time of receiving the points instead waiting until the renewal application and declaring them on the application form.

The Sub Committee received representations from the driver. The driver stated that in 2021 he was having family problems and his wife was suffering from depression. He spent nine months away from the family home and during that time his wife had not passed on any of his mail. He added that about 7 or 8 months after he had left, his daughter had sent a picture of a letter from the DVLA, after which he called them, but the case had already been sent to the court and he was told to wait.

There had been two camera offences and the driver stated he did not know about them or the points. He added that between 2007 and 2021 he had held a clean licence. During Covid he had taken up delivering take away food, which was when the offences occurred.

The representative for the driver asked the Sub Committee to take into consideration the drivers previous clean record and the fact that he is now back with his family and has five children to support.

RESOLVED – That the driver receives a written warning, be reminded of his duties as a taxi-driver, and to complete a relevant BTEC course within three months to familiarise himself with the standards expected of him.

The meeting terminated at 12.20 pm

COMMITTEENAME

MEETINGDATE

Present: County Councillor ChairPresentShortList(Chairperson)
County Councillors MembersPresentShortList

The meeting terminated at MeetingActualFinishTime

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Cardiff Council
Cyngor Caerdydd

Agenda No.

Public Protection Committee: 20 September 2023

Report of the Head of Shared Regulatory Services

Update on the Consultation in Respect of the Moratorium on Hackney Carriage (Taxi) Licences.

1. Background

- 1.1 The Town Police Clauses Act 1847 and the Transport Act 1985 give local authorities the power to grant and restrict hackney carriage licences. A Licensing Authority may impose a moratorium on issuing new hackney carriage vehicle licences (the moratorium). If they choose to do so they must show that there is no significant unmet demand for the services of hackney carriages. These powers apply only to hackney carriages and there is no equivalent legal power for councils to apply quantity restrictions on private hire vehicles.
- 1.2 A moratorium on new hackney carriage licences in Cardiff has been in place since 2010. As a result, the only way for those wishing to enter the hackney carriage trade in Cardiff is to either rent a licensed hackney carriage from somebody with a licence that was originally issued prior to 2010, or to purchase a licence on the secondary market.
- 1.3 This position was last reviewed in December 2019 whereby the Public Protection Committee resolved to continue the current moratorium.
- 1.4 The Licensing Department have received a significant number of complaints from passengers unable to get hackney carriages in Cardiff. The Council also regularly receive complaints about the standard and condition of Cardiff hackney carriages. The number of hackney carriage vehicle licences not being actively used has also increased in recent years.
- 1.5 At their meeting on 7 December 2022, the Public Protection Committee authorised the Licensing Department to carry out a consultation exercise, seeking the views of the trade and the public on the removal of the moratorium on hackney carriage licences. The purpose of this report is to update members on the outcome of that consultation and request a decision on whether the moratorium should be retained, relaxed, or removed.
- 1.6 Between 10 February and 4 April 2023, the Licensing Department conducted an online survey to gain the views of the public and the licensed taxi trade in relation to the moratorium. A copy of the survey questions asked to the public are contained in **Appendix A**, and the questions asked to the trade are contained in **Appendix B**.
- 1.7 There were 952 responses to the survey, of which 700 responses were received from members of the travelling public and 252 were received from those associated with the taxi trade.

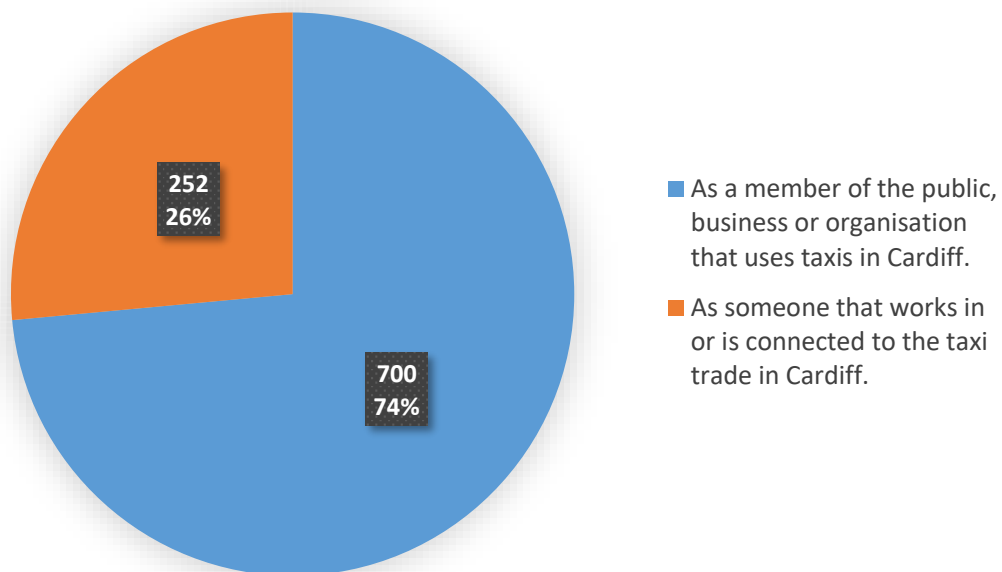
1.8 Throughout this report, any reference to a taxi specifically relates to a hackney carriage. These are vehicles that can be hailed from the roadside or operate from designated taxi ranks.

2. Survey Responses

This section details the result of the online survey. There were some questions asked solely to the public, others asked solely to the trade, and others asked to both groups.

The chart results represented in blue relate to the public response, and those in orange represent the trade response.

2.1 Question - How are you responding to this survey?



74% of respondents were members of the public, businesses or organisations that uses taxis in Cardiff. 26% of respondents work in, or were connected to, to the taxi trade in Cardiff.

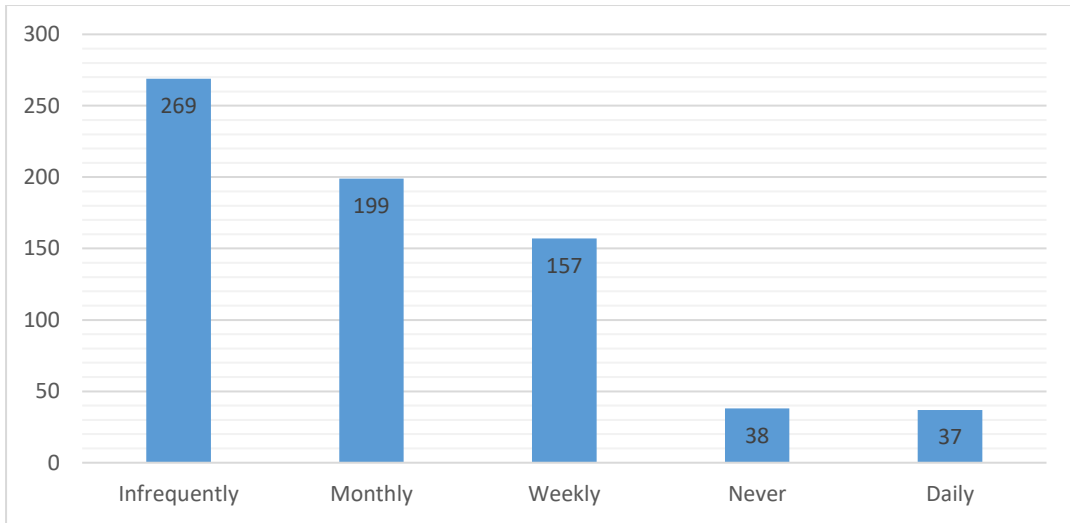
90% of the public respondents were Cardiff residents, 8% were non-Cardiff residents, and the remaining responses were primarily from respondents stating that they avoid using taxis or help others obtain a taxi.

28 respondents (4%) identified as having a disability that requires the use of a wheelchair accessible taxi.

Of the 252 trade respondents, 166 (66%) indicated they drive a taxi that they own, 38 (15%) drive a private hire vehicle that they own, 29 (12%) drive a taxi that they rent, 7 (3%) were licensed private hire operators, and 4 (2%) drive a private hire vehicle that they rent.

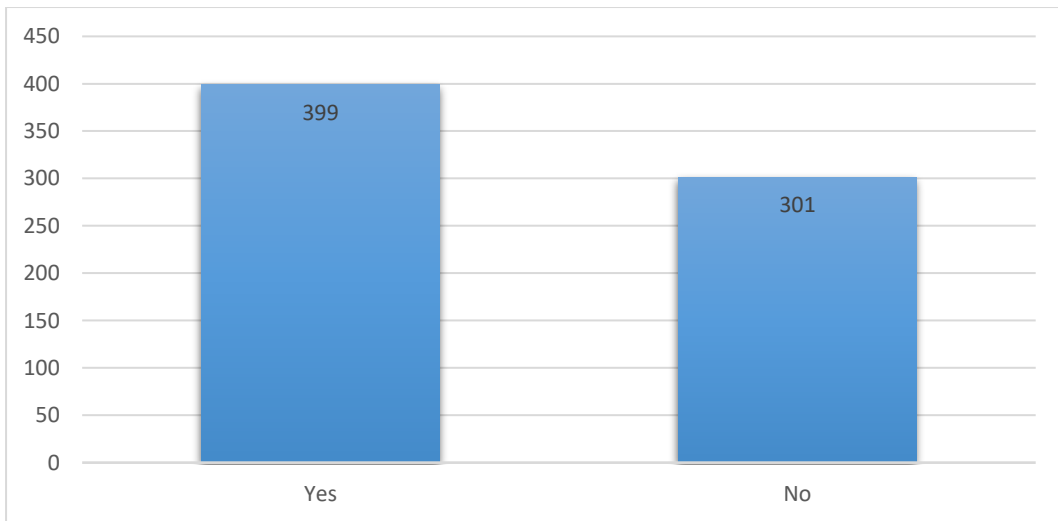
Other single responses were received from a respondent who funds Night Marshals in the city centre, the partner of a private hire driver, the owner of a taxi training company, a prospective taxi driver, a trade representative, a part time taxi driver, and a person that owns a business renting out taxis in Cardiff.

2.2 Question - How often do you hire a taxi from a taxi rank or by flagging one down in the street?
(Question for the public only)



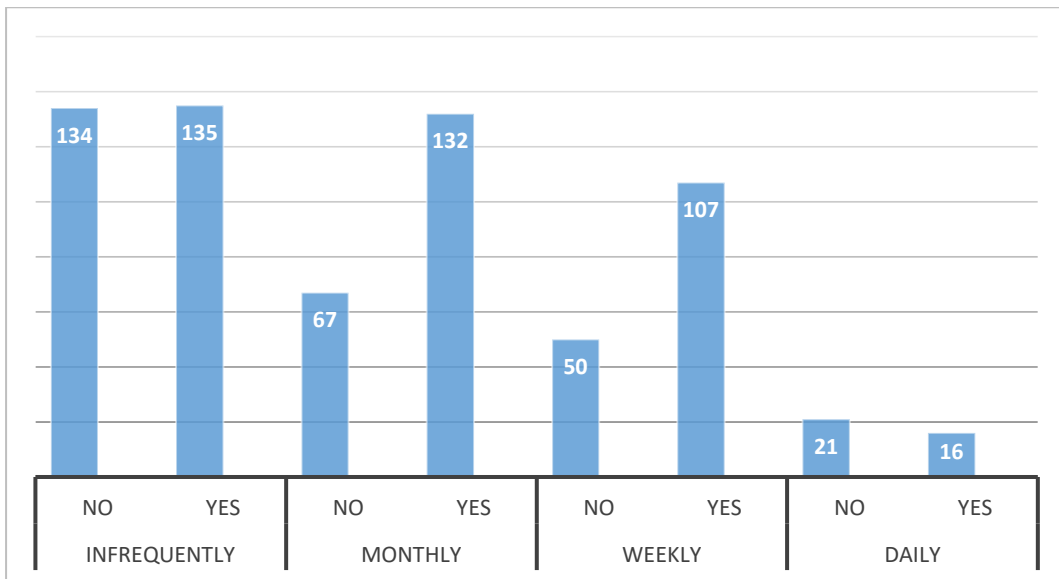
50% of public respondents use Cardiff taxis either weekly or monthly, 38% use Cardiff taxis infrequently, 5% use Cardiff taxis daily and 5% never use Cardiff taxis.

2.3 Question - Have you experienced difficulty getting a taxi either from a taxi rank or by flagging one down in the street in Cardiff in the last 12 months?
(Question for the public only)



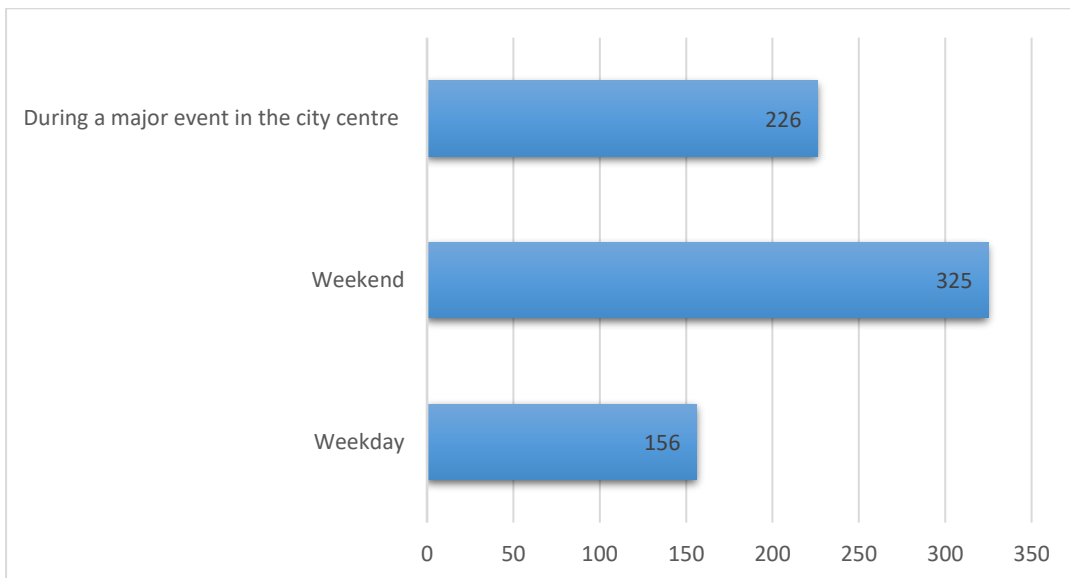
The majority of public respondents (57%) had experienced difficulty getting a taxi in Cardiff in the previous 12 months.

The chart below shows the respondent's difficulty getting a Cardiff taxi during the previous 12 months, broken down by the frequency they use Cardiff taxis.



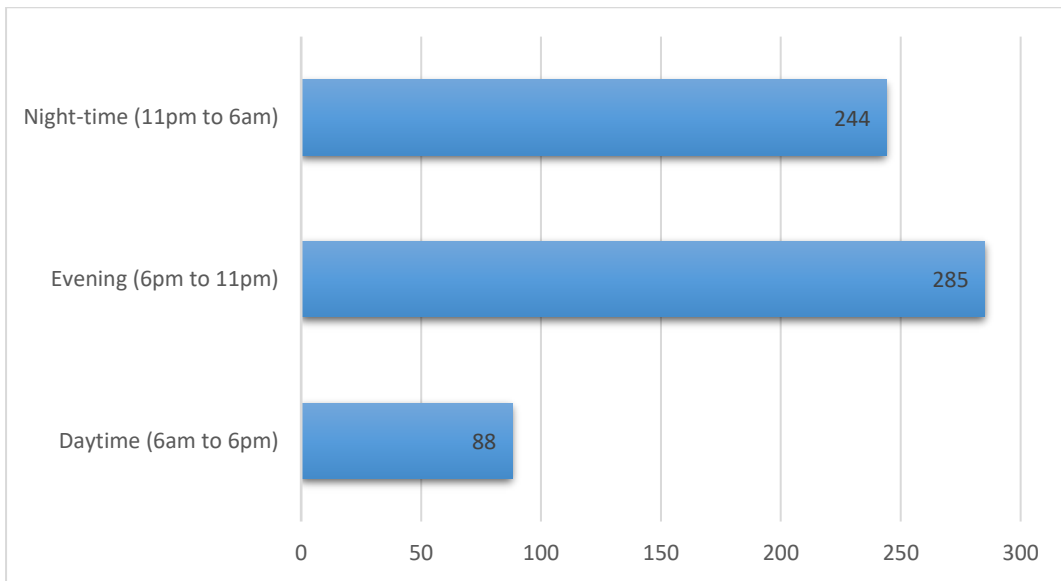
Public respondents who use taxis in Cardiff on either a weekly or monthly basis were most likely to report difficulty getting a taxi in the previous 12 months.

- 2.4 Question - If you have experienced difficulty getting a taxi in Cardiff, when did this occur?
(Question for the public only)



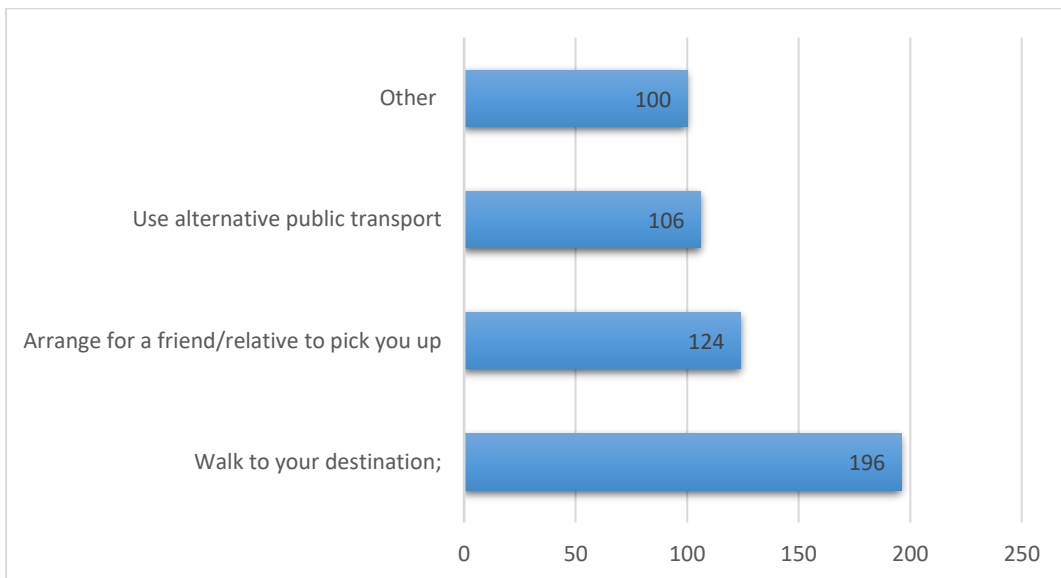
In the previous 12 months, the majority of public respondents experienced difficulty getting a taxi in Cardiff on the weekend (46%), followed by during a major event day in the city centre (a major event day includes events such as a 6 Nations rugby match, or a major concert in the Principality Stadium).

2.5 Question - What time of day did you experience difficulty in getting a taxi?
(Question for the public only)



The most common time to experience difficulty getting a taxi in Cardiff was between 6pm – 11pm. Note, this is also likely to be the most common time people use taxis, especially amongst respondents who use taxis either weekly or monthly.

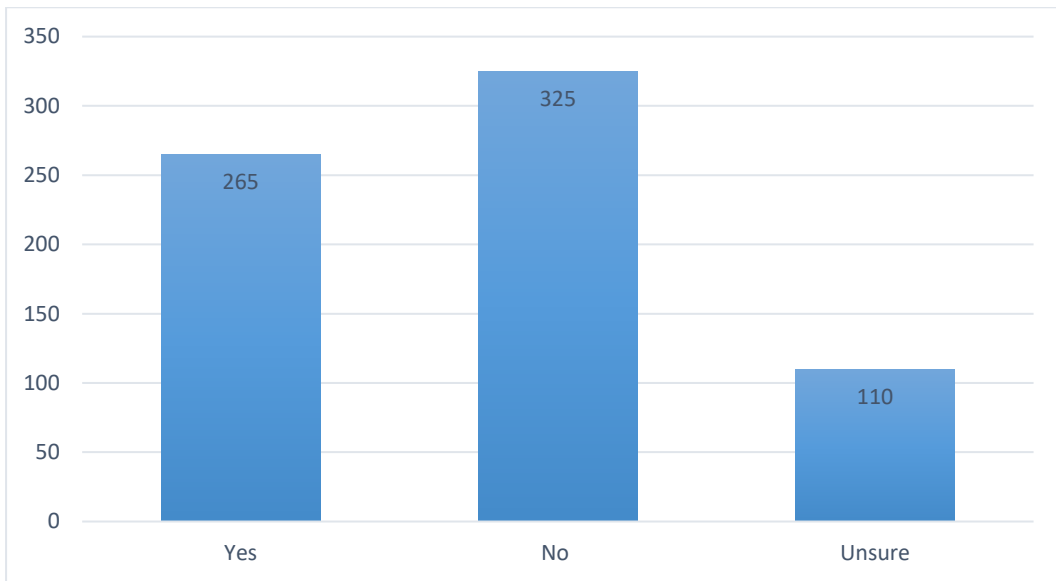
2.6 Question - If you experienced difficulty getting a taxi in Cardiff, did this require you to:
(Question for the public only)



The most common response from those unable to get a taxi was that it required them to walk to their destination (37%), followed by 24% who arranged for a friend or relative to pick them up, 20% were required to use public transport and 19% of provided their own response. A list of other responses is contained in **Appendix C**.

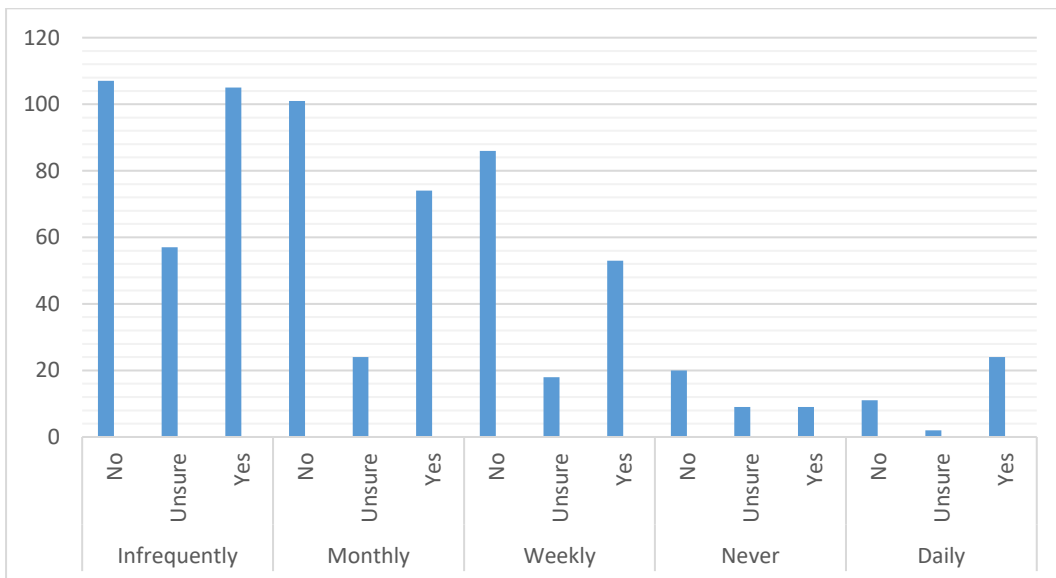
2.7 The public were asked if they would like to provide further comments about the difficulties they have experienced getting a taxi in Cardiff. These comments are contained in **Appendix D**.

2.8 Question - Are you satisfied with the condition of taxis in Cardiff?
(Question for the public only)



46% of public respondents were not satisfied with the condition of Cardiff taxis, 38% were satisfied and 16% were unsure.

The chart below shows the public's satisfaction with taxis in Cardiff, with the responses broken down by the respondent's frequency that they use Cardiff taxis.

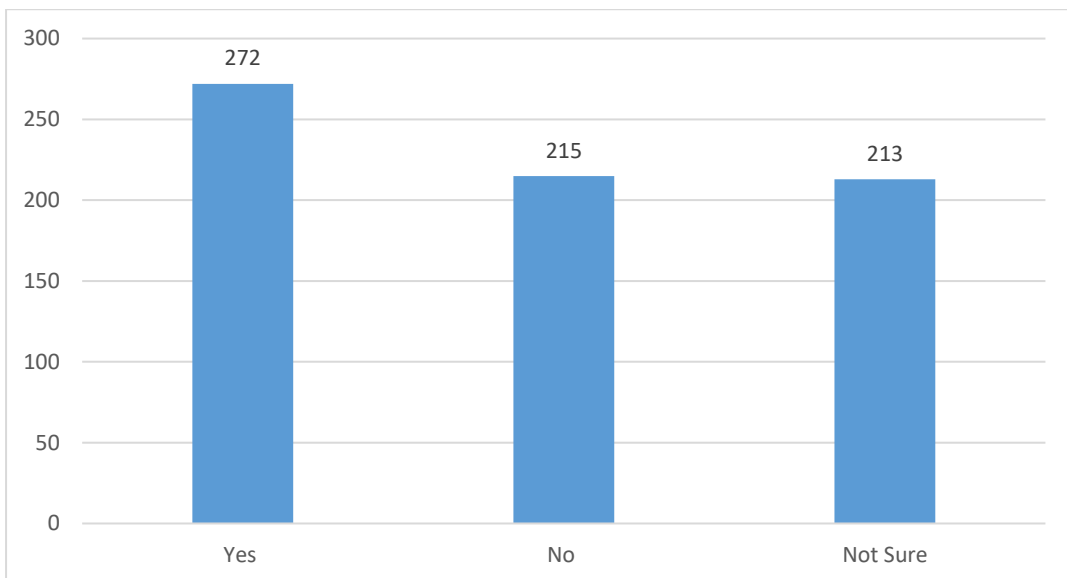


2.9 The public were asked if they would like to provide further comments about the condition of Cardiff taxis. These comments are contained in **Appendix E**.

2.10 Question - What is the year of registration of the vehicle that you drive?
(Trade only question)

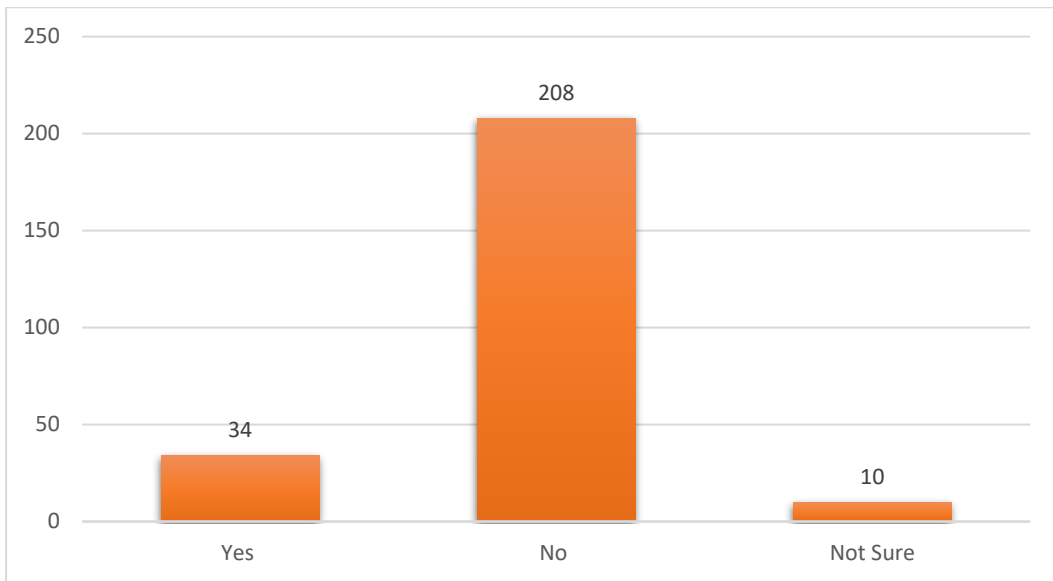
Year of Registration	No. of Responses	Percentage of Responses
2002 - 2004	1	1%
2005 - 2007	9	5%
2008 - 2010	21	11%
2011 - 2013	67	34%
2014 -2016	76	39%
2017-2019	17	9%
2020 -2022	3	2%
2023	1	1%
Total Responses	195	

2.11 Question - Do you think Cardiff Council should lift restrictions and issue more new taxi licences? (Public response)



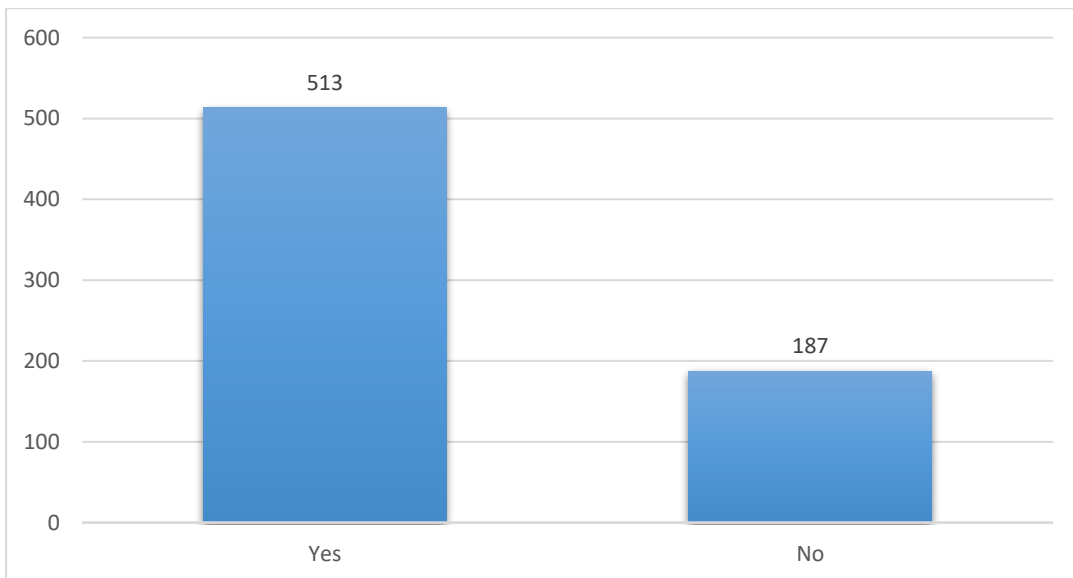
39% of public respondents wanted to lift restrictions and issue more taxi licences, 31% did not want to lift restrictions, and 30% were unsure.

2.12 Question - Do you think Cardiff Council should lift restrictions and issue more new taxi licences? (Trade response)



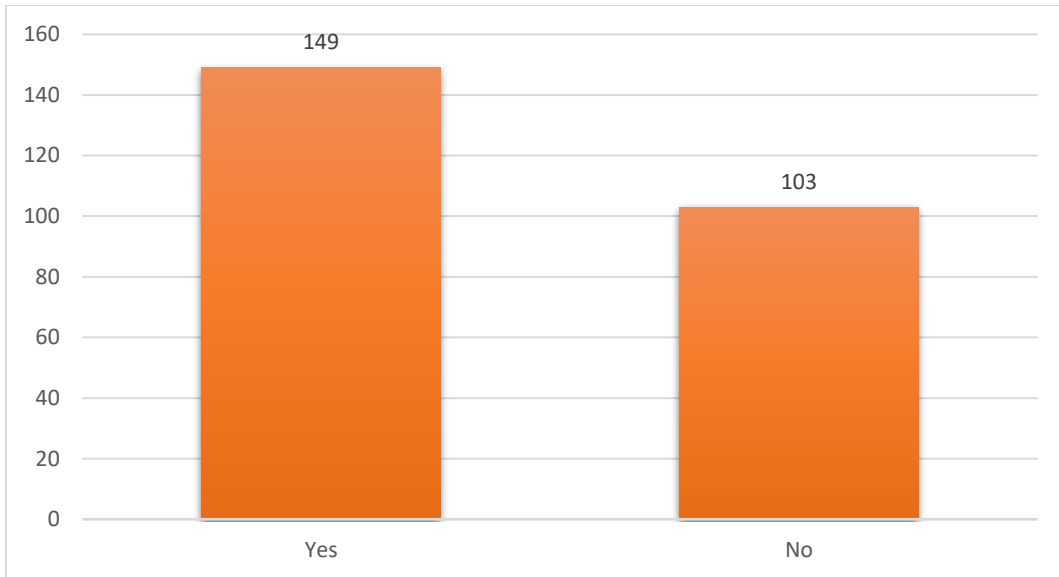
83% of trade respondents did not want to lift restrictions and issue more taxi licences, 13% did want to lift restrictions, and 4% were unsure.

2.13 Question - If Cardiff Council were to start issuing new taxi licences, do you think any new licences should be restricted to certain types of vehicles? (Public response)



73% of public respondents believe that if Cardiff Council were to start issuing new taxi licences, they should be restricted to certain types of vehicle. 23% did not.

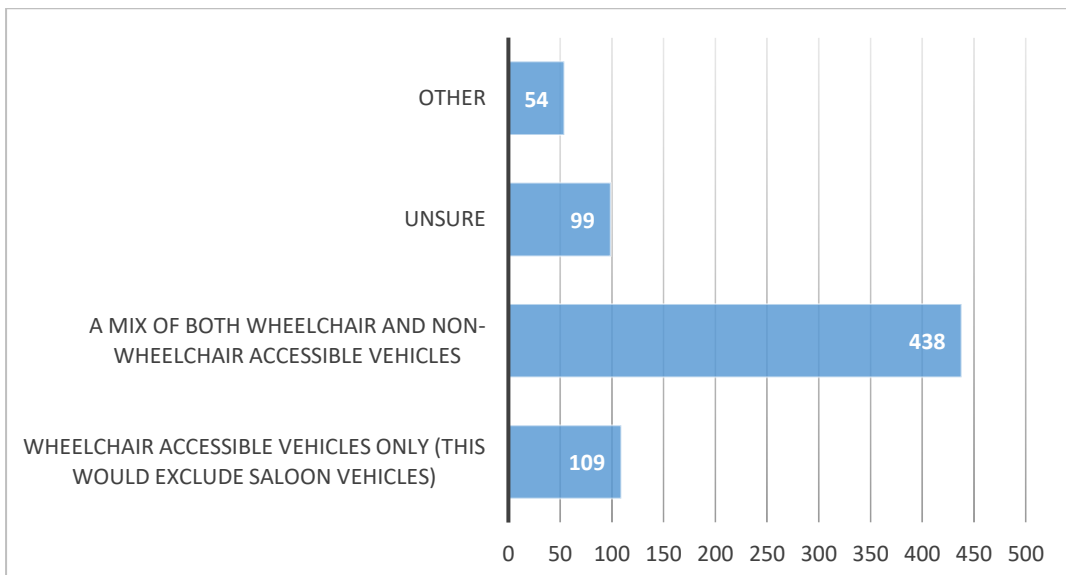
2.14 Question - If Cardiff Council were to start issuing new taxi licences, do you think any new licences should be restricted to certain types of vehicle? (Trade response)



59% of respondents felt that if Cardiff Council were to start issuing new taxi licences, they should be restricted to a certain type of vehicle. 41% did not.

Of the public and trade respondents who answered no to the above question and chose to leave a comment, these are contained in **Appendix F**.

2.15 Question - Please indicate which vehicles you think new licences should be issued to in terms of wheelchair accessibility should the Council decide to issue more licences? (Public response)



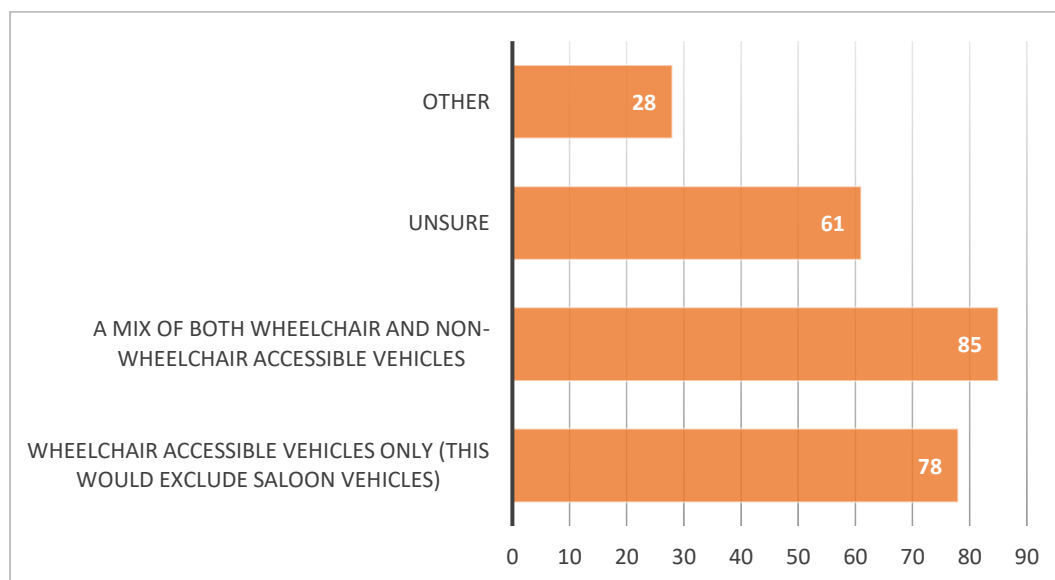
63% of public respondents chose a preference for a mix of both wheelchair and non-wheelchair accessible vehicles if the Council decide to issue more licences. 16% preferred only licensing wheelchair accessible vehicles, 14% were unsure, and 8% provided their own option.

Of the survey respondents that also indicated that they have a disability that requires the use of a wheelchair accessible taxi, 71% chose a preference for wheelchair accessible vehicles only and 21% preferred a mix of wheelchair and non-wheelchair accessible vehicles.

Two respondents that require the use of a wheelchair accessible taxi made the following comments:

- “Cars with a boot to fit a folded wheelchair and an unfolded large medical wheelchair are needed.”
- “All taxis need portable ramps and steps if the access is high. Vehicles with a flat boot for a vehicle with a large enough boot where wheelchair frames and wheelchairs can be folded up flat if needed. Low steps or folding down steps. and wheelchairs can be folded up flat if needed.”

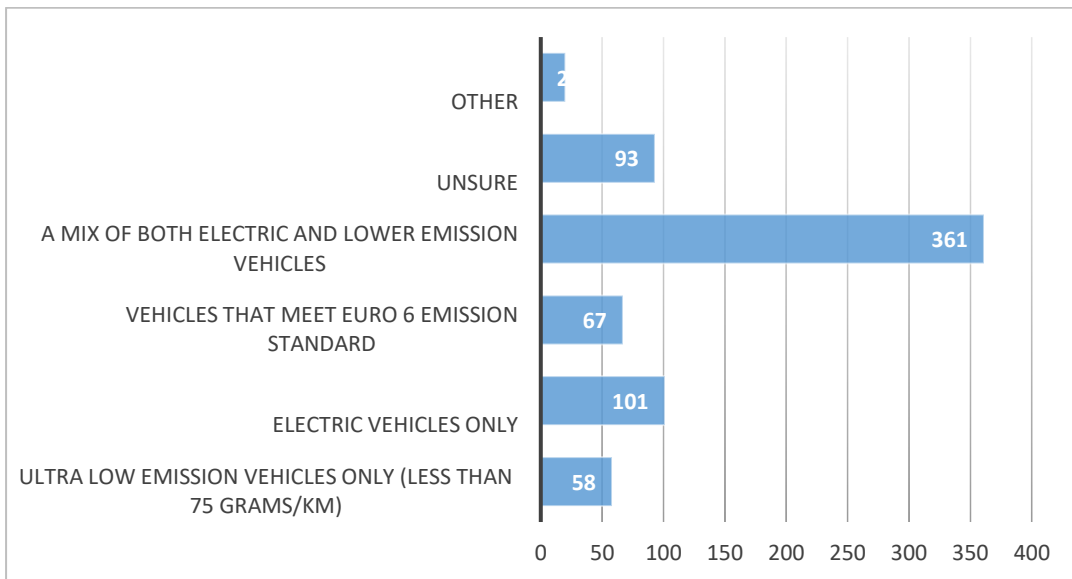
2.16 Question - Please indicate which vehicles you think new licences should be issued to in terms of wheelchair accessibility should the Council decide to issue more licences? (Trade response)



34% of trade respondents chose a preference for a mix of both wheelchair and non-wheelchair accessible vehicles if the Council decide to issue more licences. 31% preferred only licensing wheelchair accessible vehicles, 24% were unsure, and 11% provided their own option. These are detailed below.

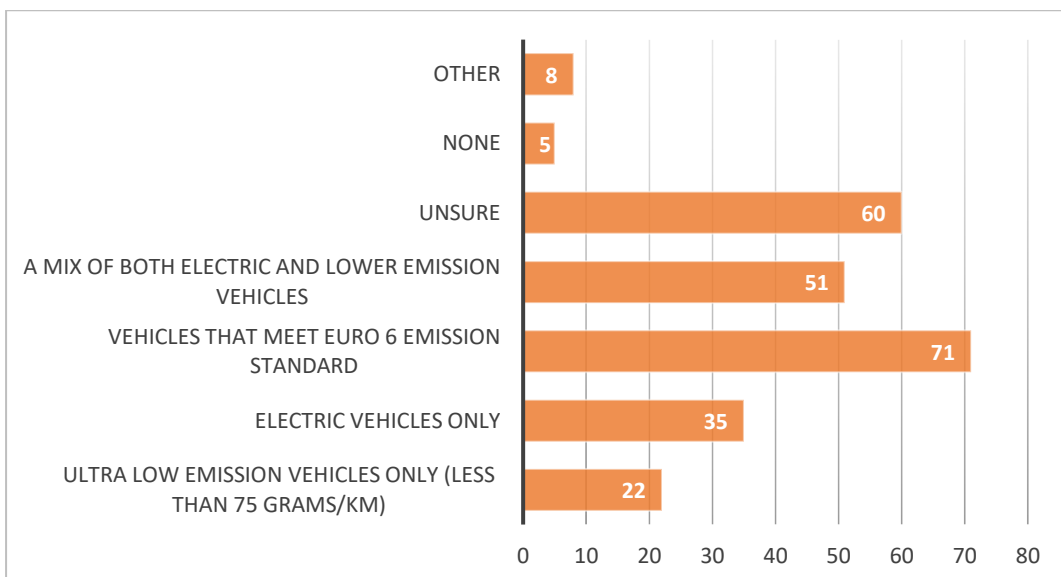
The public and trade respondents who provided their own response are contained in **Appendix G**.

2.17 Question - Please indicate the type of vehicles you think any new licences should be issued to in terms of emission standards should the Council decide to issue new licences:
(Public response)



The public respondents showed a significant preference (53%) for a mix of electric, and lower emission vehicles if the Council were to issue new licences. 15% of the public preferred electric vehicles only.

2.18 Question - Please indicate the type of vehicles you think any new licences should be issued to in terms of emission standards should the Council decide to issue new licences: -
(Trade response)



28% of trade respondents chose a preference for vehicles that meet the Euro 6 emission standard, 23% were unsure, 20% a mix of both electric and lower emission vehicles, 14% electric vehicles only, and 9% preferred ultra low emission vehicles. All other respondents that left a comment related to not wanting any additional vehicles.

The public and trade respondents who provided their own response are contained in **Appendix H**.

- 2.19 Respondents were asked to provide any further comments they wish to make about Cardiff taxis. These are contained in **Appendix I**.
- 2.20 Respondents were asked to provide comments on what further support they think should be offered to assist the taxi trade operating in Cardiff. These comments are contained in **Appendix J**.

3. Analysis of the Survey Data

Public Experience of Getting a Taxi in Cardiff

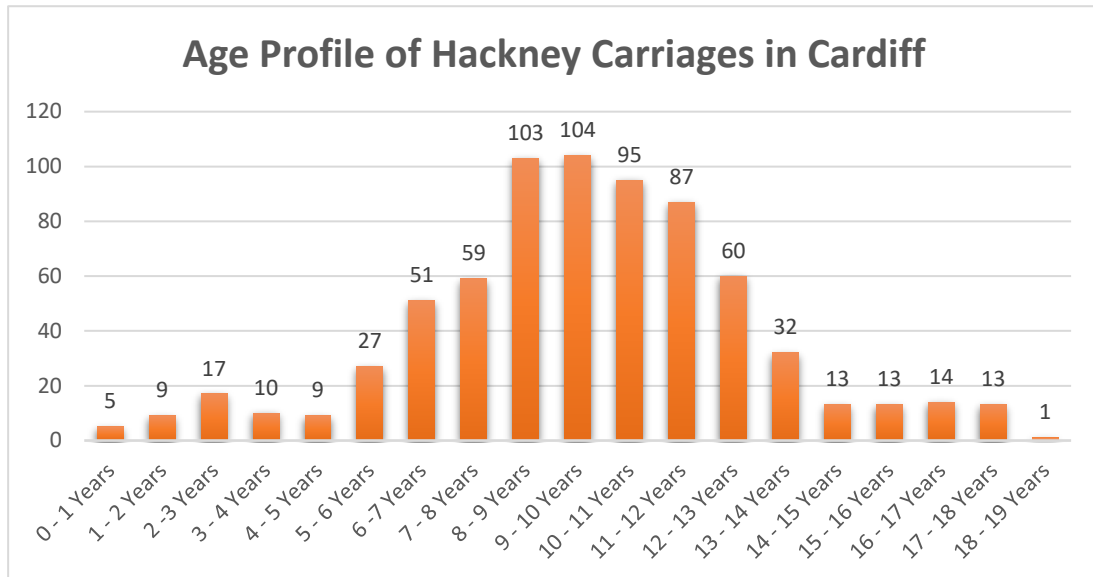
- 3.1 The majority of public respondents (57%) had experienced difficulty getting a taxi in Cardiff in the previous 12 months. For those that use Cardiff taxis either weekly or monthly, the proportion increased to 67%.
- 3.2 Of the respondents that had a disability that required the use of a wheelchair accessible taxi, 89% had experienced difficulty getting a taxi in the last 12 months in Cardiff.
- 3.3 The public respondents primarily found difficulty getting a taxi during the weekend or during a major event day in the city centre, and the most difficulty was experienced during the evening or nighttime (86%).
- 3.4 The only group of respondents who were more likely to report that they had not experienced difficulty in the previous 12 months were those that use Cardiff taxis on a daily basis. This may be due to daily taxi users having a long-term contract for taxi services and the time of day they use taxis.
- 3.5 Of the public respondents who had experienced difficulty getting a Cardiff taxi, in most situations this had required them to walk to their destination. Considering that the most common times to be unable to get a Cardiff taxi are between 6pm and 6am, this could have safeguarding implications for vulnerable individuals.
- 3.6 Of the respondents who identified as requiring a wheelchair accessible taxi, 28% had experienced difficulty getting a taxi that led them to being unable to get to their destination as there was no alternative. Comments from wheelchair users include “I was stranded at the hospital for 5 hours waiting” and “The difficulties in getting a disabled/accessibility taxi have meant that I have had several accidents trying to get home via foot or with a friend/relative whose cars is not adapted for those purposes.”

The condition of Cardiff taxis

- 3.7 46% of public respondents were not satisfied with the condition of Cardiff taxis, this increased to 55% and 51% for weekly and monthly users. Only those who use Cardiff taxis daily were more likely than not to be satisfied (65%) with the condition of Cardiff taxis.
- 3.8 The majority of public comments received in relation to the condition of taxis in Cardiff related to them being of a poor standard. There were a number of public comments

that indicated that it is for this reason that they choose not to use taxis, and use private hire vehicles instead.

- 3.9 At the time of writing this report, the average age of a Cardiff taxi is 9.7 years old. The average age of a purpose-built wheelchair accessible taxi in Cardiff is 10.3 years old. The chart below shows the average profile of the taxi fleet in Cardiff.



The moratorium on issuing new taxi licences.

- 3.10 The public were more likely than not to be in favour of removing the moratorium and issuing new licences, with 39% of public respondents preferring to remove the moratorium, 31% did not, and 30% were unsure.
- 3.11 The trade were significantly in favour of retaining the moratorium. 83% wanted to retain it, compared to 13% who wanted to remove it.
- 3.12 If the moratorium were removed, both the public and the trade were in favour of new licences being restricted to certain types of vehicles. Both the public and the trade were mostly in favour of new licences being issues to a mix of wheelchair and non-wheelchair accessible vehicles.
- 3.13 In terms of vehicle emissions for new licences, the public showed a significant preference (53%) for a mix of electric, and lower emission vehicles. The second preferred option by the public was for new licences to only be issued to electric vehicles only (15%).
- 3.14 There are currently no fully electric wheelchair accessible taxis on the new car market, therefore, if the moratorium were relaxed for electric taxis only, this would be a barrier to those wishing to enter the market with a wheelchair accessible vehicle.
- 3.15 There are a small number of ULEV wheelchair accessible vehicles on the market, the most well-known being the LEVC TX (commonly referred to as a London taxi). However, these vehicles cost in excess of £65,000 to purchase.

Further comments about Cardiff Taxis and Additional Support for the Trade

- 3.16 The public comments about Cardiff taxis in general, and additional support that should be provided to the trade, primarily related to the location of taxi ranks, having additional rank space, better training for drivers, and ensuring drivers are vetted correctly.
- 3.17 Whilst the Licensing Department work closely with the Highways Department in relation to rank space, this is not within the remit of this committee. All new hackney carriage/private hire drivers are required to complete the SQA Level 2 Certificate in 'Introduction to the Role of the Professional Taxi and Private Hire Driver', they must also pass a written examination relating to the local standards in Cardiff, and an oral knowledge test relating to the topography of Cardiff.
- 3.18 The trade responses primarily relate to a lack of rank space, and vehicles from other local authorities working in Cardiff, known as 'cross-border hire'. Taxis and private hire vehicles that are licensed by other local authorities are permitted to carry out private hire work in Cardiff and the Council has no powers to restrict this. Cross-border hire is an issue that affects many areas of the UK, particularly urban areas.

4. Unite's Response to the Survey

- 4.1 In response to the survey, Unite the Union, representing the hackney carriage trade in Cardiff, submitted a formal letter for members to consider, including a number of a photographs of taxis queuing. Their letter is contained in **Appendix K** and the photographs in **Appendix L**.
- 4.2 The points raised by Unite are summarised below:
- The introductory text of the online survey misled the public into believing that all taxis in Cardiff are at least 13 years of age, as it suggested that no new licences had been issued in Cardiff since 2010.
 - As the survey was capable of being responded to multiple times, this compromised the integrity of the process.
 - It would be good practice to undertake an independent survey to assess unmet demand before any decision is made to remove the moratorium.
 - The trade has a real-world view of what occurs in the hackney carriage industry and do not believe that there is an unmet demand issue in Cardiff.
 - The original committee report seeking authorisation to carry out an online survey referenced complaints received by the Licensing Department in relation to passengers unable to get hackney carriages. However, it failed to state how many complaints had been received, and that the complaints received should be filtered to hackney carriage complaints only.
 - Any reference to the secondary market for hackney carriage licences is irrelevant to the discussion.
 - There is not enough road space or taxi rank space for hackney carriages that are already licensed in Cardiff, which has been made worse by an ever-increasing number of private hire vehicles operating in the city. Removing the moratorium would exacerbate this issue.

4.3 In response to the above points, officers provide the following comments:

- Officers have reviewed the public responses and comments to the online survey and do not feel that there is pattern that would raise concerns as to the integrity of the process.
- It is correct to state that no new hackney carriage licence has been issued since 2010. There is no suggestion in the responses received that there was confusion that it is not possible to replace a vehicle on an existing licence for a newer vehicle, or that all licensed taxis are over 13 years old.
- There are reasons other than unmet demand as to why a moratorium may be relaxed, including the condition of vehicles, equality of access to taxi licences and grant support schemes, and to remove the barriers that prevent greater uptake of electric taxi leasing schemes that help improve air quality.
- The Licensing Department have received complaints from the public about the difficulties they experience getting a hackney carriage in Cardiff. This led to officers to seek approval to carry out a public consultation exercise to gain the views from the public on this issue. A significant number of public responses to the survey highlight this issue.
- The value of taxi plates on the secondary market is relevant when considering the level of demand a plate attracts and their availability for those wishing to enter the taxi trade.
- The recommendation is for new licences only to be issued to fully electric vehicles, or wheelchair accessible vehicles that meet the Euro 6 emission standard. This would require prospective licence holders to make a significant investment to obtain a new licence. Therefore, it is not envisaged that the relaxation of the moratorium would significantly increase the overall number of taxis licensed in Cardiff.
- Whilst there has been an increase in private hire services in recent years, there is no equivalent legal provision to impose a moratorium on private hire vehicle licences.

5. Current Issues

5.1 Those wishing to enter the taxi trade in Cardiff are required to rent or purchase a taxi with a licence that was originally granted prior to 2010 when the moratorium was introduced. As a result, licensed vehicles attract a premium on the secondary market.

5.2 A potential benefit of an open market for hackney carriage licences is that this would allow prospective licence holders to put a deposit down on a modern vehicle that they can license themselves. This would give opportunities to hackney carriage drivers to own their vehicle, which they would have greater control over its upkeep.

5.3 The moratorium could impact future bids for grant funding to help improve the emissions of the taxi fleet in Cardiff, if public money could only be used to help current licence holders and could not be distributed equitably to those who rent a taxi from a licence holder.

6. Exhaust Emissions Standards for Vehicles

- 6.1 Since the early 1990s, new car models have had to meet increasingly stringent exhaust pollution limits, known as Euro emissions standards, before they can be put on sale.
- 6.2 Since the introduction of 'Euro 1' in 1992 which made catalytic converters mandatory on petrol cars, there have been a number of updates requiring manufacturers to reduce vehicle exhaust emissions to help improve air quality. The latest standard, 'Euro 6', applies to new type approvals from September 2014 and new cars from September 2015.
- 6.3 The table below details the different Euro emission standards and the date of their implementation, showing a trend towards a cleaner standard. Whilst manufacturers were required to meet the relevant Euro emission standard by the implementation date, many vehicle models were compliant prior to the required date.

Emissions Standard	Applied to most* new registrations from:
Euro 1	31 December 1992
Euro 2	1 January 1997
Euro 3	1 January 2001
Euro 4	1 January 2006
Euro 5	1 January 2011
Euro 6	1 September 2015

*Individual Euro 5 vehicles already on sale that were built and dispatched from the manufacturer before 1st June 2015 could continue to be sold until 1st September 2016.

- 6.4 Alongside the above Euro emission standards, in recent years there has been increase in the number ultra-low emission vehicles (ULEVs). A ULEV is defined as any car or van that emits 75g/km CO₂ or less. Pure electric vehicles (EVs), plugin hybrid vehicles (PHEVs), range-extended electric vehicles (E-REVs), and hydrogen fuel cell electric vehicles (FCEVs) are all types of ULEVs.

7. Quantity Restrictions on Taxis

- 7.1 In their [best practice guidance](#), the Department for Transport (DfT) recommend that if a council wishes to impose or retain a moratorium on the granting of hackney carriage vehicle licences, an independent survey should be undertaken at no more than three yearly intervals to assess the current levels of demand.
- 7.2 There are very few authorities in the UK that have a moratorium on the issuing of hackney carriage licences. Cardiff is the only authority in Wales that has a moratorium in place.
- 7.3 In 2019 AECOM were commissioned by Cardiff Council to undertake an independent survey of Cardiff's taxi demand. The survey recommended that there was no significant unmet demand and as a result the Public Protection Committee subsequently resolved to maintain the moratorium.
- 7.4 The Competition and Markets Authority (CMA) states that "quantity restrictions may cause harm to passengers through reduced availability, increased waiting times,

reduced scope for downward competitive pressure on fares and reduced choice. They also may increase the risk to passenger safety if they encourage the use of illegal, unlicensed drivers and vehicles.”

“Quantity restrictions are not necessary to ensure the safety of passengers, or to ensure that fares are reasonable. However, they can harm passengers by reducing availability, increasing waiting times, and reducing the scope for downward competitive pressure on fares.”

“The CMA takes the view that concerns around congestion, air pollution and enforcement costs can generally be addressed through measures less harmful to passengers’ interests than quantity restrictions.”

8. On-Hold Process

- 8.1 At the time of writing there are 946 hackney carriage licences in Cardiff. This quantity is in accordance with the number of taxis licensed at the time the moratorium was first introduced in 2010. However, only 707 of those licences are being actively used on plated taxis, as 239 licences are held on retention (referred to as ‘on-hold’). This is 25% of the total.
- 8.2 Hackney carriage licences must be renewed prior to their expiry in order for the licence to be retained. In the case of *Exeter City Council v Sandle* [2011] it was established a licence can be renewed up to 3 days after the expiry of the licence with a good reason; however, beyond that, exceptional circumstances would be required.
- 8.3 In order to renew a vehicle licence, licence holders are required to submit a new MOT certificate and a signed declaration of fitness form by the same garage that carried out the MOT. Therefore, in situations where a vehicle has been damaged near to the expiry date of the licence, it is not possible for the licence to be renewed until the vehicle is repaired.
- 8.4 In areas where no moratorium exists, or in the case of private hire licences that are not subject to a moratorium, this is not generally an issue, as licence holders can simply apply for a new licence. However, due to the moratorium on hackney carriage licences, this is not possible.
- 8.4 It was for this reason that that the on-hold process was introduced in Cardiff to allow licence holders to place their licence on-hold. Under this process, a vehicle proprietor hands their plate back to the Licensing Authority. A letter is then sent to the proprietor stating that the plate will be ‘on-hold’. Licences are initially placed on-hold for up to 6 months, but licence holders can obtain a further 6 months on-hold.
- 8.5 Although the ‘on-hold’ process was intended to assist proprietors with damaged vehicles, it has evolved so that it is frequently used for any nature of request. No other Licensing Authority offers to place licences on-hold and it is debatable whether taxi proprietors should be allowed to circumvent the limitation policy in this way. In legal terms handing in the plate means that the licence has been surrendered, and there is no legal requirement for the Council to offer an on-hold service in respect of the plate.
- 8.6 Officers feel that this process is no longer used for original intended purpose, as many licence holders use it to maintain their asset (as plates have a value on the secondary market), whilst not having to actively use the licence. To illustrate this issue, in July 2013 there were 53 taxi plates on-hold, but in July 2023 there were 239 plates on-hold.

- 8.7 The Licensing Department find that many hackney carriage licence holders further circumvent the maximum on-hold period by exhausting the 12 month on-hold period on one licence, then transfer it to another vehicle that was previously licensed, whilst putting that vehicle's licence on-hold. Therefore, giving a further 12 months on-hold.
- 8.8 Officers feel that the current policy of allowing licences to be placed on on-hold, whilst maintaining a moratorium prohibiting others from obtaining a hackney carriage licence is unfair. Therefore, the on-hold process should be removed, and licence holders should be required to keep their licence active for it to be retained. In circumstances where a vehicle is damaged and there are exceptional circumstances why the licence could not be renewed in time, these should be considered in accordance with Exeter City Council v Sandle [2011].

9. Climate Emergency & Air Quality

- 9.1 The Council's [One Planet Climate Change Strategy](#) and the National Transport Delivery Plan have both committed to working with the taxi trade to achieve zero emission at tailpipe by 2027 and 2028 respectively. Currently, there is 1 fully electric taxi in Cardiff that was purchased by a current licence holder, this makes up 0.14% of the fleet. Therefore, there needs to be a steady and progressive transition away from the traditional internal combustion engine over the next 4 years. The moratorium is considered to be one of the barriers to the transition to an electric or ultralow emissions vehicle taxi service as it restricts new entrants wanting to offer an EV service get a licence.
- 9.2 In partnership with Welsh Government and the City Region the Council has supported electric Taxi lease schemes whereby taxi drivers can lease an EV taxi for short or long periods at financially support rates. Due to the moratorium in Cardiff, only those who already hold a hackney carriage licence, or rent a vehicle from a taxi proprietor, are able to use an Electric Taxi lease Scheme. This position is unique to Cardiff in Wales and has led to very low take up of the Electric Taxi Schemes compared to other areas. If the moratorium were removed, this would enable any licensed hackney carriage driver to take advantage of this or similar schemes.
- 9.3 The Council's Clean Air Strategy identifies that taxis are a source of air pollution emissions, particularly in the city centre. There are currently no minimum emissions standards required by licensing and approximately 75% of taxis do not meet the Euro 6 emission standards.
- 9.4 Working with partners and drivers, the Council is continuing to explore a range of options to support the transition to EV Taxis such as charging points, rank locations, lease and vehicle replacement scheme.

10. Taxi Vehicle Condition and Testing Requirements

- 10.1 The responses to the survey show a dissatisfaction amongst the public with the condition of taxis in Cardiff. This may be due to Cardiff Council's testing policy which permits any Cardiff MOT testing station to test and sign off Cardiff Council's [declaration of fitness form](#) in order declare the vehicle suitable for licensing. MOT tests are regulated by the DVSA, who have powers to investigate complaints regarding the standard of an MOT tests. However, the council do not have powers to restrict a testing

station if they have concerns about the standard of taxi fitness test being carried out by an MOT testing station.

- 10.2 Most UK licensing authorities either require licensed vehicles to be tested by their own council testing facilities, or they maintain a list of approved garages in the area that licensed vehicles may be tested.
- 10.3 Officers feel that if the testing of taxis and private hire vehicles were subject to tighter control, such as through the adoption of an approved testing station list, this would help improve the condition of licensed vehicles in Cardiff.

11. Legislation and DfT Best Practice.

- 11.1 Under section 16 of the Transport Act 1985 a local authority has a discretion, but no obligation, to refuse the grant of a hackney carriage licence if, it is satisfied there is no significant unmet demand for the service of taxis, within the area to which the licence would apply. This discretion only applies to hackney carriage vehicle licences and cannot be used to restrict the number of hackney carriage driver's licences or private hire vehicle / driver's licences issued.
- 11.2 If the authority chooses to impose a moratorium on the issuing of hackney carriage licences, the Department for Transport (DfT) recommends an independent survey is conducted to assess the level of unmet demand.
- 11.3 A survey is only necessary to establish demand in an area if the Local Authority wish to limit the number of hackney carriage vehicle licences issued in their area. If an authority does not wish to limit the number of vehicle licences issued a demand survey is not necessary.
- 11.4 Any survey undertaken should also be kept up to date and be repeated every 3 years. Recent research indicates that a survey would cost in the region of £65,000.

12. Consultation

- 12.1 This report is to present the results of a public consultation. The draft reports intended for consideration were made available at the licensing offices for any interested party to provide written submissions and submitted to the recognised trade group for comment prior to this meeting.

13. Achievability

- 13.1 A full Equality Impact Assessment was carried out. The assessment document is contained in **Appendix M**.

14. Legal Implications

- 14.1 Section 16 of the Transport Act 1985 amended the Town Police Clauses Act 1847 and allowed Councils to restrict the number of Hackney Carriage vehicle licences granted if they wished to do so. It must be noted that this is discretionary.

- 14.2 In order to satisfy the prescriptive provisions of the Transport Act, before exercising this discretion, the Council must be satisfied that there is no significant unmet demand for the services of taxis.
- 14.3 This does not mean that the Council must limit the number of hackney carriage vehicle licences issued, even if it is satisfied that demand is met. The effect of the 1985 Act is simply to prevent the Council from restricting the numbers for any other reason.
- 14.4 Any decision the Council makes about whether to place a limit on the number of Hackney Carriage vehicles or not could potentially be open to challenge by way of Judicial Review. Therefore, the Council will need to ensure that it takes all factors into consideration. The decision that it is being asked to make is a discretionary one. The Court will be unlikely to intervene in the exercise of a discretion unless the decision making process is flawed. Any decision would have to avoid being “Wednesbury” unreasonable. This means that the Council will have to take account of relevant considerations, not take into account irrelevant considerations, and come to a decision that a reasonable Council would reach based on the circumstances before it.
- 14.5 The Department for Transport Guidance referred to in this report does not have statutory effect. This means that it is not something prescriptive that binds the Council. However, it would be highly unusual for a public body to depart from guidance from national government unless there were good reasons for doing so. In this case Government guidance suggests that a licensing authority’s decision of whether or not to limit hackney carriage vehicles should be approached in terms of the interests of the travelling public. Clearly this factor must be taken into account. If Council were to depart from this non statutory guidance, it would have to carefully set out and record its reasons for doing so. If this were not done then, if the Council did limit, any interested party could apply for a Judicial Review of the decision alleging that the Council had failed to take into account a relevant consideration.
- 14.6 Further, if the Council should set a limit, there is a possibility of challenge by future applicants for a Hackney Carriage licences on the basis that the Council had unreasonably fettered its discretion. Any policy introduced must be kept under review and also be seen to be responsive to changes in the local economy impacting upon the hackney trade.

15. Financial Implications

- 15.1 As limitation has been in place since 2010 (reviewed in 2013, 2016 and 2019), to retain the current moratorium on hackney carriage proprietor licences would not result in a change in income. If the moratorium were relaxed or removed, this would allow new licences to be issued that would result in an increase in the income received for hackney carriages licences. However, it is not clear how many new hackney carriage licences would be applied for, as there are a considerable number of hackney carriage licences that are not actively being used at present.
- 15.2 Taxi licensing fees and charges must remain broadly cost neutral. Any additional income that is received as a result of the removal of a moratorium would be considered when the licensing fees are next reviewed. When setting fees there is a statutory requirement to consider the income received for a licensing scheme compared to the overall cost of delivering the scheme. The fee level must be set to not generate income in excess of the cost associated with delivery.

16. Well-being of Future Generations (Wales) Act 2015 implications

- 16.1 The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.

In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well being goals. The well being objectives are set out in [Cardiff's Corporate Plan 2023-26](#): When exercising its functions, the Council is required to take all reasonable steps to meet its well being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the well being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

The well being duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

- Look to the long term
- Focus on prevention by understanding the root causes of problems
- Deliver an integrated approach to achieving the 7 national well-being goals
- Work in collaboration with others to find shared sustainable solutions
- Involve people from all sections of the community in the decisions which affect them

The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the [Statutory Guidance](#) issued by the Welsh Ministers.

- 16.2 An assessment has been carried out in consideration of the Cardiff Well-being Objectives. A summary of the implications from the assessment:

- Cardiff Grows in a Resilient Way
 - Taxis form part of the public transport network with environmental and economic benefits for the wellbeing goal of A Prosperous Wales.
 - The proposed policy supports the development and delivery of the Cardiff Clean Air Strategy.
- Safe, Confident and Empowered Communities
 - Stakeholders within the taxi trade, the general public and other relevant groups will have the opportunity to consider the proposals and respond to the consultation.

17. Recommendation

- 17.1 It is recommended that members consider this report and the responses to the online survey and consider whether to retain or relax the moratorium on issuing new hackney carriage licences.

- 17.2 It is recommended that members note the policies for the transition to an ultra-low emissions taxi service by 2028.
- 17.3 It is recommended that new hackney carriage licences should only be issued to fully electric vehicles, or wheelchair accessible vehicles that are under 5 years old and meet the Euro 6 emission standard. This is to support the transition to a zero-emissions taxi service whilst recognising the non-availability of fully electric wheelchair accessible taxis on the market.
- 17.4 In light of the concerns around the condition of Cardiff hackney carriages and more broadly emissions standards, it is recommended that officers carry out further research around the testing policy and minimum emissions standards for hackney carriages and private hire vehicles licensed in Cardiff, and a subsequent report is presented at a future meeting of this committee.
- 17.5 It is recommended that the process of putting vehicle licences on-hold is removed. In order for the trade to be given adequate notice of this change, it is recommended that this change will take effect 6 months after the resolution.

Helen Picton

7 July 2023

This report has been prepared in accordance with procedures approved by Corporate Managers.

Background Papers:

- [Cardiff Council Public Protection Committee Report - 7 December 2022](#)
- [Department for Transport - Taxi and private hire vehicle: best practice guidance to assist licensing authorities \(2022\)](#)
- [Competition and Markets Authority - Regulation of taxis and private hire vehicles: understanding the impact on competition \(2017\)](#)
- [Cardiff Council Public Protection Committee report - Hackney Carriage/Private Hire Vehicle Testing Arrangements \(6 July 2010\)](#)
- [One Planet Cardiff Action Plan \(pdf\)](#)
- [Cabinet 21 March 2019 Clean Air App 1 App C.pdf](#) (modern.gov.co.uk)
- [National Transport Delivery Plan 2022 to 2027 \(gov.wales\)](#)

Taxi Licensing Survey (Questions for public, businesses or organisation that uses taxis in Cardiff)

This form is available in Welsh / Mae'r ffurflen hon ar gael yn Gymraeg

Cardiff Council are carrying out a consultation on the lifting of restrictions that currently prevent them from issuing new taxi licences, and the introduction of a requirement that all taxis offer card payment facilities. Feedback is welcomed from the public, taxi trade and others.

Whilst the term 'taxi' is used widely by the public to refer to the hiring of a vehicle licensed to transport passengers in return for payment, this Survey relates only to those vehicles known as Hackney Carriages. In Cardiff these vehicles are usually black with a white bonnet and have a roof light. They generally work from taxi ranks or can be hailed in the street, unlike other licensed vehicles that must be booked over the phone or through a smartphone app (although Hackney Carriages are also permitted to work for an operator).

Since 2010, Cardiff Council have not issued any new Hackney Carriage plates/licences. This is called a moratorium which means that the only way to obtain a licence is by either renting or by purchasing a taxi with a licence that was originally obtained prior to 2010. Due to these restrictions, used licensed taxis command a premium which can act as a barrier to new entrants to the taxi trade and may stifle vehicle improvement, as money that would be spent on the vehicle is used to pay a premium for the licence. Cardiff is the only council in Wales to have a such restrictions on Hackney Carriage licences.

NB. The moratorium does not apply to private hire vehicles that are pre-booked via a company such as Uber.

In addition, the Council is also considering introducing requirements that all Hackney Carriage taxis provide facilities for card payments.

1.How are you responding to this survey?

- As someone that works in or is connected to the taxi trade in Cardiff.
- As a member of the public, business or organisation that uses taxis in Cardiff.

The following questions appear if you select As a member of the public, business or organisation that uses taxis in Cardiff.

2.Which of the following best describes you?

- A Cardiff resident that uses taxis in Cardiff
- A non Cardiff resident that uses taxis in Cardiff
- Other (please specify)

3.How often do you hire a taxi from a taxi rank or by flagging one down in the street?

- Daily
- Weekly
- Monthly
- Infrequently
- Never

4.Do you have a disability that requires the use of a wheelchair accessible taxi?

- Yes
- No

5.Have you experienced difficulty in getting a taxi either from a taxi rank or by flagging one down in the street in Cardiff in the last 12 months?

- Yes
- No

6.If you have experienced difficulty getting a taxi in Cardiff, when did this occur? Please tick all that apply.

- Weekday
- Weekend
- During a major event in the city centre (for example during the 6 Nations rugby or concert in the Principality Stadium)

7.What time of day did you experience difficulty in getting a taxi? Please tick all that apply

- Daytime - 6am to 6pm
- Evening - 6pm to 11pm
- Night-time - 11pm to 6am

8.If you experienced difficulty in getting a taxi in Cardiff, did this require you to:-

- Walk to your destination
- Arrange for a friend/relative to pick you up
- Use alternative public transport
- other

9. Please provide any further comments you may like to make about the difficulties you have experienced in getting a taxi in Cardiff?

.....

10. Are you satisfied with the condition of taxis in Cardiff?

- Yes
- No
- Unsure

11. Please provide any further comments you would like to make about the condition of taxis in Cardiff?

.....

12. Have you ever had an issue with a Cardiff taxi because the driver could only accept cash payment?

- Yes
- No

13. Do you think all taxis should be required to provide facilities for customers to make card payments?

- Yes
- No
- Maybe

14. Please provide any further comments you'd like to make about payment methods in taxis.

.....

15. Do you think Cardiff Council should lift restrictions and issue more new taxi licences?

- Yes
- No
- Not sure

16. If Cardiff Council were to start issuing new taxi licences, do you think any new licences should be restricted to certain types of vehicle?

- Yes
- No

17. If no, please explain.

.....

18. Please indicate which vehicles you think new licences should be issued to in terms of wheelchair accessibility should the Council decide to issue more licences?

NB A Wheelchair Accessible Vehicle (WAV) is a vehicle that is specifically designed or adapted so that wheelchair passengers can remain seated in their wheelchair during the journey. These vehicles can cost considerably more to purchase than other types of vehicles that are used as taxis.

- Wheelchair accessible vehicles only (this would exclude saloon vehicles)
- A mix of both wheelchair and non-wheelchair accessible vehicles
- Unsure
- other

19. Please indicate the type of vehicles you think any new licences should be issued to in terms of emission standards should the Council decide to issue new licences:-

- Ultra low emission vehicles only - *These are defined as having less than 75 grams of CO2 per kilometre (g/km) from the tail pipe.*
 - Electric vehicles only
 - Vehicles that meet Euro 6 emission standard - *Euro 6 is an emission standard that applies to all new cars from September 2015 and is a lower standard than ULEV above.*
 - A mix of both electric and lower emission vehicles in recognition of the high cost and availability of wheelchair accessible vehicles.
 - Unsure
 -
-

20. Please provide any further comments about Cardiff taxis that you would like to make.

.....

21. What further support do you think should be offered to assist the taxi trade operating in the City?

.....

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Taxi Licensing Survey (Questions for those connected to the taxi trade in Cardiff)

Cardiff Council are carrying out a consultation on the lifting of restrictions that currently prevent them from issuing new taxi licences, and the introduction of a requirement that all taxis offer card payment facilities. Feedback is welcomed from the public, taxi trade and others.

Whilst the term 'taxi' is used widely by the public to refer to the hiring of a vehicle licensed to transport passengers in return for payment, this Survey relates only to those vehicles known as Hackney Carriages. In Cardiff these vehicles are usually black with a white bonnet and have a roof light. They generally work from taxi ranks or can be hailed in the street, unlike other licensed vehicles that must be booked over the phone or through a smartphone app (although Hackney Carriages are also permitted to work for an operator).

Since 2010, Cardiff Council have not issued any new Hackney Carriage plates/licences. This is called a moratorium which means that the only way to obtain a licence is by either renting or by purchasing a taxi with a licence that was originally obtained prior to 2010. Due to these restrictions, used licensed taxis command a premium which can act as a barrier to new entrants to the taxi trade and may stifle vehicle improvement, as money that would be spent on the vehicle is used to pay a premium for the licence. Cardiff is the only council in Wales to have a such restrictions on Hackney Carriage licences.

NB. The moratorium does not apply to private hire vehicles that are pre-booked via a company such as Uber.

In addition, the Council is also considering introducing requirements that all Hackney Carriage taxis provide facilities for card payments.

1.How are you responding to this survey?

- As someone that works in or is connected to the taxi trade in Cardiff.
- As a member of the public, business or organisation that uses taxis in Cardiff.

The following questions appear if you select someone that works in or is connected to the taxi trade in Cardiff.

2.Which of the following best describes you?

- I drive a Cardiff Hackney Carriage vehicle that I own
- I drive a Cardiff Hackney Carriage vehicle that I rent
- I drive a Cardiff private hire vehicle that I own
- I drive a Cardiff private hire vehicle that I rent
- I am a licensed private hire operator in Cardiff
- I own a business that rents out taxis in Cardiff

3.What is the year of registration of the vehicle that you drive?

- 2002 - 2004
- 2005 - 2007
- 2008 - 2010
- 2011 - 2013
- 2014 -2016
- 2017-2019
- 2020 -2022
- 2023

4.Do you think all taxis should be required to provide facilities for customers to make card payments?

- Yes
- No
- Maybe

5.Please provide any further comments you'd like to make about payment methods in taxis.

.....

6.Do you think Cardiff Council should lift restrictions and issue more new taxi licences?

- Yes
- No
- Not sure

7.If Cardiff Council were to start issuing new taxi licences, do you think any new licences should be restricted to certain types of vehicle?

- Yes
- No

8.If no, please explain.

.....

9. Please indicate which vehicles you think new licences should be issued to in terms of wheelchair accessibility should the Council decide to issue more licences?

NB A Wheelchair Accessible Vehicle (WAV) is a vehicle that is specifically designed or adapted so that wheelchair passengers can remain seated in their wheelchair during the journey. These vehicles can cost considerably more to purchase than other types of vehicles that are used as taxis.

Wheelchair accessible vehicles only (this would exclude saloon vehicles)

A mix of both wheelchair and non-wheelchair accessible vehicles

Unsure

10. Please indicate the type of vehicles you think any new licences should be issued to in terms of emission standards should the Council decide to issue new licences:-

Ultra low emission vehicles only - *These are defined as having less than 75 grams of CO₂ per kilometre (g/km) from the tail pipe.*

Electric vehicles only

Vehicles that meet Euro 6 emission standard - *Euro 6 is an emission standard that applies to all new cars from September 2015 and is a lower standard than ULEV above.*

A mix of both electric and lower emission vehicles in recognition of the high cost and availability of wheelchair accessible vehicles.

Unsure

11. Please provide any further comments about Cardiff taxis that you would like to make.

.....

12. What further support do you think should be offered to assist the taxi trade operating in the City?

.....

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Appendix C - Alternative Taxi Arrangements

Question - If you experienced difficulty in getting a taxi in Cardiff, did this require you to:

The table below shows the public responses from those who provided their own answer to the above question:

Public Comments

Wait
Nextbike
cancel plans
Called uber
Use another taxi rank
Cancel plans and not go out.
Walk to train station, missed last train , walk back to taxi rank , no taxis , managed to flag one after about a hour trying to get home
Drive
I had to catch 3 BUSES!!
Eventually managed to get an Uber
Uber
Finally got another taxi
Used Uber
Waited, was late, on one time I missed a train to London. One time asked a neighbour to take me
Get another taxi
UBER
Had to telephone private hire
uber
had to wait until a suitable vehicle is available
Call taxi co. multiple times
I had no option but to keep trying to get a cab
Uber / Bolt
I had to walk most of the way home as a lone female I did not feel safe
I waited and eventually got one
use uber
I was stranded at the hospital for 5 hours waiting
Wait for some time!
I've found it hard to get a taxi to come and collect me. I sometimes use a wheelchair but I can't walk more than a few metres
waited for another taxi
Just wait
Walk around for one
Keep having to try different taxis that would take me home
Keep searching for a taxi that would accept me
Book private taxi (Uber)
Keep trying to negotiate
Long wait
Delay our outing

Long wait
Wait for a long time for one
Miss appointment
Missed meeting/appointment
On occasions, I used an Uber , asked family to pick me up
Not attend activity
Uber
Not go
Wait for over 2 hours
App services like Uber or bolt
had to pay triple the price so the taxi man would do his job and take me
Ordered Uber
Use Uber
phoned for one
Used an uber
Phoned private hire from another County
Wait for a decent taxi driver to accept fare
Plenty of taxi's but they will only take cash.
Wait for taxi to be available
Private hire taxi
Waited for a very long time
Rings a taxi company
Waited longer for a taxi
Someone rang a taxi company for me
Walk alone unsafely to get a taxi closer to home
Standing in the freezing cold until a taxi did appear
Walk out of the city centre and call a taxi
Start walking and flag one down
A number of drivers were requesting money upfront and wouldn't take us othwrwise. We had to then book an Uber.
stay at home
Uber taxis
Stay home
Ask enough taxi for 1 not to refuse me
Take an Uber
Booked an uber
Wheelchair access often barred (ohhh ramp is broken!)
Constantly try to flag a taxi down who doest abuse his position
A long wait
Stay in work
Uber or Ola
Booked an Uber
Uber Taxi and wait
another taxi that works to the bylaws
Keep asking multiple taxis
Keep trying until a taxi eventually accepts me.
Unable to attend events

Wait until public transport was available THE NEXT DAY
Keep walking and trying taxis until one will take shorter £11 fair
Access a different taxi
Uber or Dragon

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Appendix D - Public Comments - Difficulty Getting a Taxi

Please provide any further comments you may like to make about the difficulties you have experienced in getting a taxi in Cardiff?

Public Comments

Weekends are awful. Full of poorly maintained taxis and bad customer service. Puts me off even wanting to go to the city centre. A blight on Cardiff.
Drivers requiring an excessive amount up front which is by far in excess of the true journey cost. I am an elderly lady not someone that is likely to run off without paying yet still they demand the money up front
The difficulties in getting a disabled/accessibility taxi has meant that I have had several accidents trying to get home via foot or with a friend/relatively whose cars are not adapted for those purposes.
Arranging accessible taxi for a disabled person is very very very unattainable causing much distress to an already difficult situation
I'm a carer and I often have to take my mother to town or an appointment. we need a properly wheelchair accessible taxi. There practically none available to book via private hire, it's absolutely pot luck. I've been stranded after appointments before. I feel given the obvious lack of availability the council should take the opportunity to serve those with accessibility needs. There are plenty of taxis geared at the able bodied. Having all new licences available and accessible means that those with needs are catered for and able bodied - actually accessibility
Please make disabled taxis available as normal taxis
Getting a disabled taxi in Cardiff is a joke, caused my aunt, family and carers a huge amount of distress. Waiting approx. one hour for a taxi that was capable of accommodating a wheelchair, in a busy town centre. Many a time we have to walk a distance away from our intended pick up point just to hope to flag down a taxi. I would want all taxis to be accessible like all black cabs are in London.
I booked a taxi for a disabled colleague and they had to wait for several hours as wheelchair accessible taxis are non bookable and the taxi kept being cancelled.
Was refused the journey unless paid 30 up front. Driver did not put the meter on despite my insistence. Taxi was extremely dirty. Fare to Whitchurch should not have been more than 15.
Taxi provision for those within the disabled community that require accessible taxis for their individual needs is very poor and seems to have declined in recent years. Very rarely is there any accessible taxis available, you often have to pre-book several days in advance and even if you do this, the vehicles that arrive tend to be unsuitable. Disabled people do not have freedom with their days as can't just hail an accessible taxi and often have to pre-plan everything which is wrong.
Difficult for people with mobility issues to travel around The Hayes, Queen Street, civic centre etc when taxi movement is limited during major events.
Drivers refused journeys which were not to Valleys, Bridgend or Newport during major event. Council Taxi Marshalls absolutely no help and just pointed at a queue of taxis who refused the journey.
They won't do short distances
Taxis refusing to go on the meter because 'st Fagans isn't Cardiff'
The fact taxi drivers refuse fares as they want big fares
Very often taxis wont stop when hailed on my route home
More accessible taxi ranks, more organisation

They sometime refuse if the journey isn't long enough. Some have seat belts that don't work. If you have to catch a train before 09.00 it's almost impossible to get a taxi even if you try and pre-book. Tried the bus instead, first one was full.. very stressful.
I couldn't find a rank anywhere that had a taxi on it. I tried to flag one but no taxi stopped
Whilst attending a Christmas party at the Marriott in mill lane on Saturday 10 dec 22 I left around 10.30 to which I walked to the taxi rank and before I could get in the taxi was asked where I was going (grangetown) told the fee was £20.00 ??? this was every taxi in the rank and I was on my own and slightly frightened as mill lane was extremely busy and abusive with persons star jumping to get a taxi I paid but truely disgusted that I had to do so. I feel that rugby and big events help no one trying to get home women of a certain age feel vulnerable and do not need this additional cost or worry , shame on Cardiff that this has been ignored especially with night time workers are treated this way these taxis are not monitored and I feel that some type of Marshall would be a welcome help and vunerable people would feel safe
Taxi drivers refusing short fares or charging stupid prices and not putting the meter on
Taxi drivers over charge you
The only difficulty I have when trying to get a taxi in the evening is the drivers not wanting to put their metres on. Its frustrating especially after a 12/13 hour day in work. And then when the driver behind sees you aren't getting in the taxi in front they automatically assume that the taxi in front has refused you for some reason and then refuses you as well.
bad reputation. overall cost when compared to alternatives
"I have had difficulty accessing taxis because of needing to walk along the road to get to the taxi on offer when there is one available near the drop curb, however, the taxi drivers say it is taking business off other drivers...i say its endangering my life needing to drive my chair in the road.
I was also not able to pre-book an accessible taxi with Dragon taxis, the main operator and the one that has the most accessible cabs, not even their app allows for the booking of an accessible cab. It was highly embarrassing when i turned up late to a scheduled event because the taxi that they said would be there in 15 minutes took an hour and a half, because I couldn't book it.
I was also left on my own in the cold and dark because I was waiting for a cab that took over half an hour.
it is impossible to get an accessible taxi at lunch times, school times, most of the time!"
Taxis do not necessarily take you to desired destination if it's a short fare. They often will not put on the meter for destinations which are in city centre and expect to charge £20 for a £7 fare
Wheelchair accessible ta is are very unpredictable and can not always be booked in in advance even.
The age old trying to do set fare on Saturdays and major event days. I work in the late night economy and being treated like a drunk after a 12 hour shift does rile me a bit!
Drivers don't wish to travel distances that don't make them enough money
Tell me I live too close and basically not worth it
On each occasion I've been told a lie; namely that there is so much traffic on the road to where I live that it's would take too long and be very expensive. Lies to get a bigger fare out of Cardiff.
After a concert at the St Davids Hall we had difficulty getting a taxi to Splott as the fare wasnt far enough for the drivers & they all said they were booked
Taxi driver was rude and didnt want to take me coz it wasnt far from the UHW i needed to go to. It was roath, but i had been in hosp and just released. This has also happened somewhere else. They are pathetic and leave ppl stranded..
"- Taxi's frequently refuse as I'm only travelling approx 2.5-3 miles. I'm disabled (use crutches) but despite this, after they ask where I'm going they refuse.
- Hakney taxi's frequently sit with their lights out, asking where you're going and then saying they're booked until someone who is going a longer distance asks if they're free, then they'll accept.

- Taxi's regularly demand an up front fee which is very expensive and not on the meter, for journeys within Cardiff.
High demand at peak times allows criminal drivers to illegally negotiate high fares.
I have been declined a taxi because of where I live - too far out of town. I am nervous in taxis as I often use them as a lone woman but have also been shouted at for wanting to check licenses. Taxis with lights on have not stopped for me.
Take refused to take us as we only live I Grangetown
At busy times Cardiff council taxi drivers switch off their meter and charge what they want
"Difficult to get taxis to destinations within Cardiff
Drivers Wanting to go off meter
No formal organised taxi queue unlike in other places I.e. Swansea wind street. Prevents drivers refusing fares and trying to charge extortionate amounts off meter "
Meter switched off and ridiculous prices quoted by driver.
On a Friday and Saturday drivers do not like journey in city boundary
Refused short fares. Rudeness. "broken" meters. No card payment option.
At night time - they always either ask for a cash amount rather than go by the meter - at an inflated cost to usual. Or they ask where you are going to, if within cardiff they then say they're booked out.
There's often a lot of confusion at some ranks about which taxi is in the front of the queue, such as the former arrangement at Central station
"They will not take you home if you live local
Uncertain as to where to queue for a taxi ???
Taxis can no longer enter the central railway station unless they pay. The city centre is blocked up by unnecessary road works, roads are needlessly blocked off. We are never consulted about the tactics that the city council is following. There is no bus station so taxis are necessary. Black cabs are in a poor state and are not regulated properly.
I find that taxi drivers working on a Saturday will refuse short distances eg cardiff bah even though they get a set fee before you even get in
If it's a short distance the taxi driver is sometimes unwilling to do the trip.
Taxis change what they want- it's appalling. Why not use the meter
R efusing short distance fares
Refusing fares, not taking cards, rude
On four separate occasions over the last 6 months taxi drivers have refused to put the journey on the meter and instead tried to charge a flat rate which works out at x4 times what I would normally pay. I think Ubers surge pricing model has a big part to play here, as taxi drivers aren't as willing to make shorter journeys during busy periods.
Most will point blank refuse to use the meter. They do not fear being reported and many laugh at it or claim to not understand.
Live in Heath and they won't take you as the fair is not enough. They line up on street ask where your going once you tell them they say they are booked. Or ask for cash and not put meter on at inflated price
Taxis which are booked online for specific times don't turn up - turn up much later than time booked for. If taxi firms can't provide a cab for the time requested, they should not be allowed to take the booking
Rejecting fare or because I have no cash
We got out of the taxi and got into another taxi with no issue."
Lack of designated taxi ranks especially in the Bay Area
Only accept cash and always overcharge
It's almost impossible to flag a taxi down. Very frustrating when your in town , when you can get one , the state of the vehicles is disgusting

Several drivers refused what they considered to be a short journey. (Approx 4 miles)
The taxi rank drivers down Cardiff bay are a load of crooks. They charge what they like and you have to barter. This is the uk not a third world country! On the meter,NOT, they know there are limited ways to get home and take full advantage of peoples vulnerabilities. They make me sick!
My 16 year old son gets the train to school daily. Owing to issues with trains being delayed in a day he had GCSE assessments and as I was unwell I asked him to get a taxi and use his card. Several at the rank refused to take him as they said they did not have card processing. Only as I arrived in my pyjamas to take him to Penarth did one that had refused relent and say HE DID actually have card payment option!! I took him myself. Ridiculous that taxi drivers do not have car payment option in todays day and age. There is no excuse for it. After previously being married to a taxi driver I am sure a large percentage of this is tax avoidance!!!!
Drivers don't like to take customers on short distances... and some drivers don't know where they are going
There are plenty of taxi's in Cardiff but a lot of the ones in the station and at Mary's road only take cash. So if you don't have cash you can't use them.
The taxi system in Cardiff is terrible. Especially on an event day. As a disabled person taxies pick and choose who they want to take!
The black and whites often won't take short fares within the city. They by passed me and my child to fight over longer fares into Newport
I didn't have any money on me, only contactless card
I was asked where I was travelling to and was told I couldn't use the taxi as the distance wasn't far enough. I was travelling from Cardiff bay to Caerau at 7pm on a Saturday evening
Unless the rank is supervised such as on rugby match days Cardiff taxis regularly refuse shorter £10 fairs leaving you stood for over half hour trying and trying until one takes you, or do not pull up to the people at the front of queue but stop and allow anyone to jump in causing mayhem in queues.
I have problems with my legs so I can't walk far and I get refused
They were requiring payment before taking me from city centre to Llanishen, this was not after Midnight and I had not been drinking, it varied from £40 to £80 which is extortionate! Then they refused to take me without up front payment. I tried to report this but couldn't find anywhere relevant to contact as no one wanted to know. It left me feeling extremely vulnerable and therefore wouldn't recommend Cardiff City centre to anyone out of the area.as far as paying by card I would not feel that any payment could be trusted to go through , and all of those mentioned taxis had numbers issued by the council on them too. A massive problem is that the monopoly of the taxis has been taken over by one company and now that once service is poor even when you use the app which isn't helpful to someone partially sighted .
Taxi drivers refuse short journeys.
It is extremely difficult to get a taxi that takes wheelchairs. There are a lack of drivers who are prepared get a wheelchair accessible taxi. The worse times are after dark when wheelchair users are expected to not go out in the eyes of the drivers and council
Taxi's frequently refuse short fares or ask for flate rate, upfront monies / refuse to charge on the meter. When challenged, drivers can become confrontational and agressive.
I requested the meter be turned on for my journey and was refused. (journey ended just beyond Cardiff boundary). The price quoted was £10 more than Uber was quoting.
The black cabs parking in Chruchill way are charging crazy prices to get people home. Its disgusting and needs to be policed. Someone died there a few weeks ago proving there needs to be safer cheaper transport.
Cardiff taxis are frankly Appaling and the worst taxi service in any major city in the UK.
"Smetimes there's no taxis
Far to few pet friendly taxi ALWAYS have to walk home with with small well behaved clean dogs "
I required a taxi at 7pm. They eventually turned up an hour late.

Taxis refusing fares because it's not far enough away. Often sat in the taxi rank but say they are booked and tell you to go to the next one in line
Refusing to take short fares, or refusing to use the meter - trying to charge £20 from Churchill Way to Century Wharf
Having no cash is a barrier and no upfront fee agreed like with uber
Driver on Greyfriars Road refused to take me to Penylan.
Most try overcharging on busy nights or if you live within a 2 miles they will just refuse to take you and hope for a bigger fare.
Taxi driver demand the money upfront in some cases (despite the distance only being 2.5 miles) they refuse to use the meter, frequently saying it's broken or some such. They are also very rude and I've had drivers which are quite homophobic, transphobic and misogynistic
"many drivers do not want to pick up wheelchair users
On weekends drivers try to charge a fee instead of working off the meter"
"Cardiff taxis are a law to themselves- they ask for ridiculous amounts of money rather than using the meter, reject short rides, have filthy and dated vehicles- significant change is required
Go have a look at Edinburgh to see how change can be made"
The drivers sometimes decide that the distance is far enough, so from Cardiff Central to Cardiff Bay they won't take you on an evening because they've waited so long for a passenger
The difficulty I experienced was mainly because of roads blocked for events so not if relevant here.
"Passing of jobs under a certain value.
Cowboy drivers who just don't care about the passenger.
Very badly looked after vehicles. "
Some drivers won't take unless you pay up front. For example I live in Penylan and the driver wanted £20 up front
The taxi drivers can be extremely rude and often refuse a fare by saying something like "it's not worth their while" especially at weekends or during events
Taxis won't take you without demanding cash - I'm middle aged, middle income and live in a well heeled area so it's not like I'm a flight risk. The hassle involved in getting a taxi home often results in other plans having to be made, or nights out being cancelled or curtailed.
Despite numerous taxis at the rank, they declined to take us to Pentwyn, too short a journey and some demanded cash up front at double the cost!
There is not enough taxis for major events
Same experience with using the apps too. Drivers with yellow lights on have drive past too.
Taxi company accept your journey the cancel or arrive hour late. I am disabled visually and mobility, it's painful and scary being left.
"Felt as a woman, uncomfortable travelling alone in taxis driven by men. I may have had a drink and felt vulnerable.
I know women who have experienced the same feelings but have no other way of getting home, apart from walking a long distance, when public transport ends or does not go in their direction for their final destination. "
Taxi drivers refusing to do the 'short' trips from town i.e to Rhiwbina..they only want to do the long fares - for example to the valleys, so when they ask you where you are going before you get in the taxi, they then say sorry I'm not working at the moment/I've got a booking..which is rubbish.also if there are 2 of you trying to get in an 8 seater taxi they refuse because they say they are an 8 seater taxi. Surely they should just take the fare no matter where you going and no matter how many of you are there are. Many are so incredibly rude as well.
Not many taxis at cardiff central station and none would take cards
Plenty of drivers have asked me for money up front so they have a flat fare even though it normally would be cheaper than what they have charged me. When I didn't live very far away

from the town centre I got told on many occasions that I didn't live far enough away and they wouldn't take me to my destination.
There's a lot of queues, no taxi management and once I was nearly in a fight because I got into a taxi before someone else did even though they had apparently been waiting there longer. This was the taxi driver saying for me to come in because the other person was intoxicated he didn't want them in his cab.
I have considerable problems booking avenue wheelchair taxi for my mum. And on 3 out of 5 times it's very late or it gets cancelled without our knowledge. Very Poor
I've had to walk through dark industrial estates because taxis won't take me home.
Taxi drivers constantly fail to follow conditions of their licence. They refuse to take you locally, and also refuse to use the meter. Supply needs to be greater than demand for them to stop such practices. I have always lived in Cardiff and the situation is only getting worse!
Unwilling drivers.
"There is a very short supply of wheelchair accessible taxis in Cardiff. Ans when I say wheelchair accesible I mean the ability to stay seated in the wheelchair and wheeled onto the taxi. On several occasions I have been stranded at either a hospital or city centre or anywhere with no way of getting a taxi.
Any new licences should be exclusive for those with fully accessible features. The city is littered with other types of taxis for able bodied people. If you made any new licence accessible it increases taxi availability for everyone.
If you make a service accessible it works for all people. "
They are the worst taxis in any city I've ever experienced "
Taxi drivers just say they are booked and look to get a better job in my opinion. If they are booked they should have their light off, also you can't flag one down as they drive straight pass u, again with lights on. They are not held accountable so do what they want in most cases
Some drivers are reluctant to accept short journeys e.g. within a few miles of the city centre or if they do accept the short journey they charge a high fare
Taxis will not take cards - cash only which could lead to tax evasion
The taxi system is antiquated. I usually use Uber as they accept card payments and i know the fare up front. Not to mention safety. Usually my fare is around 17 pounds. Around 2 months ago when i got a licensed taxi i told the driver i only had 20pounds cash but the fare is usually 17 so he made me go out of my way to pick up more money which ended up being a 30pound fare before 11pm in the evening.when i questioned it he became hostile. I won't be getting one again unless you introduce card payments and sort out your dodgy drivers who rip people off.there must be a way you can make it safer and less corrupt. Uber all the way.
"The majority of taxis that have their lights on over the weekends don't stop when flagged down and if they do stop want an extortionate amount of money.Taxis in Cardiff should work like Uber on a app and be given stars for good customer service
"Especially on a Friday /Saturday night taxi by castle street will refuse taxi going to llanishen
And often won't put the meter on and ask for upfront payment "
Driver on a rank refused to take me because he was "waiting for someone" then let the person directly behind me in the queue into his cab. Straight up discrimination
Make easier routes around the city centre for taxi access
Cardiff taxi's refuse to take short journeys saying that we have to wait until the next taxi comes, but they then refuse you as it looks like I've been turned away from the first one.
Taxi drivers not accepting card payments forcing me to walk miles to a cash point at night to get money out. Left feeling vulnerable when most taxis have the ability to take card payments.
Journey too short
Extreme rudeness, quoted a ridiculous price which was demanded up front. Refusal to go by the most direct route. Being driven in a clearly unroadworthy car with shot suspension.
Rude driver, refused to take me as it wasn't far

Difficulty late at night returning by train to Cardiff Central - taxi queue requires better monitoring at Cardiff Central
Cardiff Castle to Splott was too short a journey for the driver. I walked in the rain. Driver was rude and told me not to waste his time with my journey
Did not want to go by meter and overcharging.
Needed a taxi as TWO buses failed to arrive at bus stop. On display then disappeared. 7pm and 7.15 pm no 27 then no CX8 on Sat 3rd Feb. Rang for taxi, non available, all pre booked for hours. For hire taxi drove towards me, light on, but ignored me waving him down, I even stepped into road, very obvious, slowed but didn't stop. I'm a woman of pension age. At bus stop for 30 mins before a 27 arrived then a CX8 overtook us shortly after. Late for meal, cold, unhappy. I'll drive next time.
Taxis only accepting cash or sometimes online payments makes things difficult since most people use card/contactless. Uber doesn't let me book in advance and I was once given the phone number of a Dragon Taxis driver (whilst on my journey and after he told me how beautiful I was).
Often check apps for a taxi to find none available for 30 mins plus.
Sometimes they decline to take short distance fares.
Drivers choose passengers, and want to charge a minimum of £10 for even short distances.
It is very hard to get a taxi with a dog, and my dog is tiny, sits on my lap and doesn't shed hair. On internationals the Hackney drivers sit with lights out until they negotiate a big fare. The drivers can be very rude and I did not feel safe the last time I took a cab. You need to get them under control. I say more licenses so you can drive out the bad apples
Some have steps too high to climb in if you have age related stiffness and unsuitable or not working steps
Events are quite common in Cardiff now and taxi is never available. When I finish work after 7pm, they are never about. I got refused a few times saying they are busy with out of town trips on event nights mainly.
Love in Canton but when on night out numerous times have I had to walk late at night as when I tell the parked taxi where I'm going they then say I'm booked. Always want your destination first before letting you in the cab
"By Hayes at City Centre at the taxi stop couldn't get one recently, was very tired from business trip from Bristol just wanted to get home quickly but NO thanks to about ten of them did not take me on board disgraceful attitude caused me to walk home
Horrible experience Horrible...!!!"
Peak times, poor weather days, events weekend. Drivers never take me as short trip.
Taxi drivers poorly regulated and they do not want to run the meter.
"I have been refused numerous black and white taxis due to the fare being too short, for example I told one driver where I was going and he said no. Two minutes later I witnessed someone ask the same driver to go to Penarth and the driver took them.
On a match day or event day it is nion impossible to get a black and white taxi. They queue for the taxi rank is always hours long and when you finally get a taxi they refuse to go on the meter instead insisting on £5 each etc.
Match days are thw worst as you have to pre book. Flagging down taxis is nigh impossible unlike in London.
"As a Cardiff resident it is fairly easy to get a taxi weekdays, issues arise on weekends.
Taxis particularly in the city centre will refuse to accept a fare inside Cardiff or will try to charge you above the odds and not turn on the meter.
"Rudeness. Having to haggle over price despite it being the journey being within the cardiff boundaries and refusing to put the meter on. Exceptionally poor condition of car and very smelly driver who did not know the route. Used tissues on the back seat of the car.
If the buses had more routes, were reliable and ran earlier and later I wouldn't need taxis so much. I rarely go to the city centre because its so difficult getting to and from. I do use taxis for hospital

appointments and usually walk out to the taxi rank at the entrance, but there is rarely a wheelchair accessible vehicle available.
I got in the taxi and he didn't want to take me as it wasn't far and made me get out.
Not enough taxis available weekends and major events then drivers illegally refuse fares or overcharge not using the meter.
"alot more recently all want to charge a fixed amount and not use the meter this with very few taxis if any any accept cards resulting in a longer more expensive journey to a cash machine being charged whilst you have to get the cash out - silly when everything in the current climate is cashless/contactless payments.
it makes it so much easier to use the likes of UBER etc as its all card all through your phone and no hassle about fixing a cost of the journey."
Standard of the cars, dirty and lack of confidence in the drivers. They seem to make up fares, add extra money on and try alternate longer routes if they think you do not know the way.
"taxis did not arrive ; took four calls and long wait and then drove off without finding passenger despite being told to enter the building.
With automated answering you cannot talk to a human being and sometimes its needed"
Not a nice experience. Often asked for cash upfront. Tend to use Ubers
Taxis won't take you if its not a long enough journey, or they don't speak English and don't understand where you want to go.
Some of the taxi drivers are rude it's often hard to tell if they are the legitimate licence holder -I have been in taxis that have been stopped by the police
At busy times on weekends, once a taxi knows you only want to go to Grangetown they say they are not available, I assume as it's quite close and they want a bigger fare. The only option you have is to offer to pay £20 and not go on the meter
They overcharge, cherrypick and won't pick up fares to certain parts of the city.
In my experience, drivers sometimes do not want to accept short fares. Or they try to charge without using the meter
The taxi clique from the train station is well known and keeping lights off to get bigger fares has been going on for years
Taxi drivers are scammers. They take advantage of the most venerable by trying to charge way over the reasonable price to get more money. They will refuse lifts so that they can make more money picking up someone else who lives further away. They like to take you the longest route home when its nighttime so again you spend more. The operators are also unhelpful and give wring estimated times. when I'm in a rush for a train or coach the taxi takes a while to arrive and will again take the longest route or drive slowly.
Taxis not taking short journeys that are dangerous for lone women
They don't like shorter trips and will usually make an excuse
Cardiff taxi drivers are too eager to negotiate very high prices up front- even to destinations within the Cardiff boundary that should be metered.
I've been a taxi that was a death trap, I doubt it would have passed an mot , stringent checks should be made on road worthiness of all vehicles
Poor service with so many driving on the same license DEMANDING huge amounts up front!
There are never enough taxis in Cardiff when you actually need them. At certain times, you can't move for them in the city centre, but from midnight onwards they are scarce. In particular, there are not enough taxi ranks and they are not well Marshall.
"•Black & white Taxi's are a law to them selfs & are never policed by your licensing department. • they permanently refuse short fairs • there cars are dangerous & some are over 15yrs old & when tatty there just wrapped in advertising to disguise the state of the vehicle • there route knowledge is terrible

<ul style="list-style-type: none"> • continuously rip people off with extortionate prices within the city boundary & out of the city boundaries . • they are a disgrace to our city • & now you've allowed three different tariff charges within increase upto 38- 41%
Many taxi drivers ask for cash up front and refuse to take you if not possible.
Drivers refused to take us home as would not give him money upfront."
Certain drivers asking for extortionate fares and payment upfront for 3 mile journeys. I'd rather walk than be ripped off.
Cardiff Taxi drivers are the absolute worst, refusing short trips, making up fares....off the meter, and asking for fares to be paid 'up front'.
The lack of accessible taxis in Cardiff is astounding especially considering that the transport facilities are so spread out and difficult to get to
Taxi drivers pretending that their card machine is broken so you have to get cash out. I took a black and white taxi home on the weekend and the driver admitted to lying about the machine so he wouldn't have to claim the amount.
Taxi drivers not willing to take local fairs when there are Marshall's in place.
One Taxi refused to take me home to Newport as it was too far. Another tried to charge me £150. Third one tried to charge me £200 and then reduced it to £100 when I walked away. Had to get parents to pick us up as the alternative was waiting hours for the first train.
As a single woman who lives in tremorfa trying to get a taxi from city centre is shocking and the walk home if alone is very scary taxi drivers seem to pick and choose their fares which is not good a fare is a fare and they are there to provide a service that is PAID for not as a favour so it shouldn't matter where you are going
Lack of card payment facilities for taxis in Cardiff, coupled with multiple ATMs often being out of use, was the main source of challenge. Given the facilities are available so easily these days, it is odd that so many taxis don't offer this.
"I live in Caerphilly they pull up ask where your going..
If not to there liking they say they are booked or when you get in they won't put meter on and want to agree double the fair or more and instead of putting meter on... they are robbing people after a night out...
Council need to get out there monitor what's happening and take them of the roads"
Although we live in Radyr which is clearly Cardiff, the taxi drivers make up a figure - could be £25/£30/£40 and even £50 they take the mick by not using the meter which I believe they should
The taxis on the ranks in town often after midnight aren't running metres and are asking my daughter for 25 to 30 pounds to travel to Thornhill which is outrageous and leaves her vulnerable in town often I have to go and collect her and her friends in the early hours. I would say the bars are excellent charging mobiles to call taxis or letting youngsters wait with them untill their taxi or lift arrives. I feel more taxi licences are a good idea. Also dragons app system often means that despite prebooking they often can't fulfill the booking making you late for early morning trains etc.
If the taxi drivers don't like the fare, they will ask you to get out.
Drivers refusing fairs over inflating prices asking for a lot more than meter fare
Buses are USELESS. Car ownership is IMPOSSIBLE. Have to walk or for longer journeys use a taxi
"Taxis demanding a fixed very high charge to take me a short distance home.
Opening window asking for destination and then refusing."
Some taxi drivers fo not know Cardiff very well and rely on satnav. I have had taxi drivers refuse my custom as they don't know how to get to where i am going.
It is almost impossible to get a wheelchair taxi in Cardiff that takes an electric wheelchair . I had 6 months where I didn't have access to my own vehicle and I was not able to use a taxi once as they repeatedly said no one out , ramps broken ! All the excused under the sun . Simply no one available from any firm. I missed many hospital and social appointments

Lots of drivers not prepared to take you to a destination in Cardiff. Only looking for long distance fairs. Scandalous and needs to be stopped.
Drivers refuse to take you if they deem the journey too short. I've frequently been refused a taxi to Heath despite my house being over an hours walk from the city centre
They are useless
Taxis refusing to use meters and asking for fixed fares that are highly inflated .
I find some, not all, taxi drivers to be very selective on pricing. Some will refuse to put the meter on and it turns into an unnecessary haggle.
Not Enough manned taxi ranks as like the one near mill lane/st marys is on the weekends...more of these would be a good idea
Taxis ask for cash up front and don't want to put meter on, this has happened to a lot of people I know too
Refusing a fare which was deemed to small.
Always saying they are always waiting on bookings or they always want £20 up front when it only cost around £7 for my journey
Refuse to take short journeys. Refuse to go on the meter. ALWAYS try to overcharge on the assumption you have been drinking to take advantage. Demand money upfront then refuse to give the difference. Attempt to charge twice, cash up front then charge when at destination. (Again assume you have been drinking.)
Drivers require further training to ensure the needs of all residents and visitors are met
I live near the city centre and often get taxis initially refusing the fare or trying to charge upfront and not run meter. I regularly remind drivers of their legal requirements however many people are not aware of this
Idiots were trying to charge £40 for a 3 mile journey
As a door supervisor and often assisting guests to taxis weather it be vulnerable females or slightly drunk people, the lack of compassion is unreal! Card payments would help greatly too
"Refusing to take you short journeys
Refusing cash payments.
Refusing to use the meter even within the boundary "
"Cardiff black and whites are the worst by far that I've experienced. I've travelled to 27 different countries within the UK.
- Drivers refusing short fares. Saying their available until they hear were you want to go and then lock the doors and refuse you to save themselves for someone who lives afar.
- Charging ridiculous prices for out of Cardiff areas (£100 for Cardiff to pontypridd)
- Drivers refusing to give change once at the destination, thought I was more intoxicated than I appeared and tried conning me.
- Most not accepting card payments. We all know this is so they can have as much cash as possible to avoid declaration of this
- Driving irrationally from A to B
- Vehicles that I would deem non-road worthy and I work for a Police force experienced enough to say that.
- Drivers not licenced, often using their relatives licence and car to keep the vehicle moving.
It was after one of the Autumn internationals at the St Mary Street rank by House of Fraser. The taxi driver refused to let me in unless I gave him £25 for a 3 mile journey to Llandaff. I tried 2 other taxis and they said the same. There were 2 police officers standing by and the only help they could offer was to contact the council on Monday. I couldn't understand why they wouldn't help as there was clearly a plan between all the drivers to overcharge - are they not legally obliged to use their meters ? I couldn't afford that so walked home. On another occasion the taxi driver asked where I was going and when I said
the illegal taxi rank by the castle should be regulated

I am almost always given an inflated set price as opposed to it being on the meter as it should be.

Taxi drivers are meant to charge everyone by the meter, in the city centre they do not. I am always charged way over the odds for a journey that is in Cardiff and is not that far away. Drivers are not very polite either

Most taxi drivers ask for an up front fee and refuse to put it on their meter and won't take you unless you pay their upfront fee

The driver was asking for money before we set off, I told him to use the meter and he refused saying it will be cheaper, I got out in the end and walked instead

The taxi driver was rude telling he wasn't taking any more fares

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Appendix E - Public comments in relation to the condition of taxis

The public were asked to provide any further comments they would like to make about the condition of taxis in Cardiff.

Public Comments

Most black cabs are rickety. Far worse than any UK city I've visited
Taxi emissions need to be tighter
I take taxis from the train station every time I travel into Cardiff central from London where my head office is. It is pot luck as to whether you will get the creaky taxi, the diesel fume taxi, the Smokey taxi etc. Seats and interiors are often worn and I'm sure they're not green in any way.
My worst experience was a filthy cab where I stunk like an ashtray when I got out - vile.
Some appear shoddy and potentially not roadworthy
Old and often second hand London cabs unlike the Presteigne ones you get in Glasgow or Edinburgh
Some of the cars are poorly maintained. Not a great experience at times.
not so clean and often smelling of cigarettes
I had 1-2 who was really broken inside.
Many hackney carriages are in poor condition internally, so I'm dreading to think what the outside is like in daylight! Started using Uber instead of the Black and White Taxis now, as the cars are always nice and clean and I'm not getting ripped off when the fare is being taken.
Black cabs are a disgrace, old, how they pass an MOT I will never know. Drivers do not know Cardiff. Most don't speak, just listen and nod.
Overall they are fine no better/ worse than that
Need more taxis during weekends and major events
Spot inspection
always tidy, drivers know me well cause I get a taxi from the the uhw to home
Compared to other major cities, the condition of the taxi fleet is poor
We should be encouraging taxis to be green electric vehicles. Taxis need to be cheaper and safer
Many taxis are too small and many are not clean. Drivers do not know their way around.
Many appear to be in a poor and unkept condition and often very dirty
Unless the taxi is in breach of existing road traffic law or safety and health requirements there is little need for more interference by the LA
B&W taxis are filthy and unkempt
I found the step up into the taxi was too steep for me. I needed a step to get there
Embarrassing first impression for visitors. You see very professional drivers and cars overseas, but not here generally, although Premier do have some good cars and drivers. Important drivers can speak English.
Order by phone from home
Many taxis including private hires I've booked smell of cigarette smoke and most of them are dirty, grubby and smelly. Not all but many. Private hires should be checked by their company's they work for at regular intervals. And hackneys should be inspected by inspectors regularly, as this is a licensed operation.
Cardiff hackney taxis are appalling, and drivers not much better. Clapped out cars, and drivers who frequently spend the whole journey on their phones. A poor advert for the city - by all means issue more licenses, but phase out ones for poorly maintained vehicles and substandard drivers.

Never had a problem with the condition
In places where taxi driving feels like a profession (in London) there's no apprehension about taking a taxi, the length of trip, it feels like they want to provide a service. Often feel like it's an inconvenience in Cardiff, compares to using Uber where the driver wants a better rating or tip then they deliver (usually) a better quality service.
Only few drivers refuse fare. Take action those driver who is cherry picking.
Some are not road worthy and some need a good clean
There's an awful lot of very ropey looking taxis in Cardiff that you just don't get in other city's
I had one where the front seat wasn't attached to the floor.
I have heard that there are no taxis available with wheelchair access ability for patients attending hospital/GP/clinic appointments between 8am - 9.30 am and 2.30 pm - 5pm due to being booked for school pupils. No child's health will be compromised travelling in a different vehicle eg mini bus but patients who want to attend important appointments may become stressed and physically unwell if they cannot attend an appointment. Life is hard for these people anyway, why make it harder.
Some of them smell like cigarettes
Dirty taxis
I wonder how they pass a taxi test let alone an MOT
They give a bad impression of the capital
Many taxis I get home late in the evening seem to drive at high speeds and I often don't feel safe
Some of the city's taxis are fine but sadly a few are old & unfit for purpose! I think they should all meet a minimum standard! I.E. they should all accept card payment & be of lower emissions a minimum of ULEV
I only ever use Uber, they are great, no issues and accept card - feel safer than flagging over a random cab
They vary. Some are old vehicles that really shouldn't be on the road. The emissions from some of the really old black cabs are terrible
They shouldn't pick and choose fares
Need more electric
Some of the vehicles that are used are dirty inside. They also have bad smells in them.
Some are dirty, seat belts difficult to use and some of the drivers are appalling.
Dirty and poorly driven
Some are very scruffy, even dirty, especially those at taxi ranks. Phoning for a cab you usually get a cleaner one.
Cars are dirty Drivers are rude Not great especially for tourists to the capital
The cars i have been in smell not particularly clean and some dont look clean either.... standards defo gone down
They should all be electric
Some taxis are in a very bad state of repair.
Black and white cabs STILL refuse short fares, unless your on a designated rank
Most are too old. The age restriction should be 7 years with no extension facility.
Most Cardiff council taxi are dirty inside
Insisting on that particular design of cab restricts use by people like me who can't raise their feet high; I find the saloons I prefer to use are often operating on a Newport license.
On the whole fine
The state of some of the cars is really bad, doors struggling to shut or seats shifting

Should be a limit of the age of the vehicle 10 years max and the type vehicle used should be regulated
Some are in desperate need of repair
Some cleaner than others but mostly dirty and smelly inside 🤢
Dirty very old cars most should not be on the roads of Cardiff
Have met & tried to help visitors to the city stranded after major events. Such a bad impression of the city.
Lots are in very poor condition. Drivers should be encouraged/incentivised to run cleaner/electric vehicles
Taxis in Cardiff need to be updated far too many are old and battered cars being run into the ground, which must affect the real safety of both passengers drivers and other road user's. Lot are being driven by people who cannot speak English fluently either or are not the real registered drivers for those taxis as the faces do not match the ones on the cabs, also they may not be legally able to drive in this country as they do not hold any licence that is of any value in the UK. How many taxi inspectors do the council have how many taxis do they check on daily both during the day and during the night time into the early mornings, not in the hundreds per week is it, which it bleeding well should be given the numbers of them on our streets, more and more from other towns turning up as well plying for trade but not cleared by the cities taxi inspectors. If you need help I can offer you my help a few days a week checking the drivers and documents are in accordance with the law, it will cost you nothing my time would be free.
Not all have working seatbelts!!!! Often dirty
Taxis are generally quite old with a proliferation of quite run down Peugeot people carriers. It is unbelievable that Taxi licensing in Cardiff is not insisting on at least Euro 6 diesels, and/ or hybrid capability to reduce emissions.
It's really good service
Disgustingly poor, dirty, smell, drivers often don't know where they are going. Rain coming in through sliding doors, often feel unsafe, rattling, only one light
They are not road worthy and drivers are sharing cabs, not all licensed. They can't access areas where taxis are needed, i.e. railway station.
Stop cross border
Most cars are good, some the bigger vehicles are a little old but they suit me.
Some are poor quality
Mostly ok -when chatting, drivers have said they are heavily monitored and required to regular checks and MOTs which ensure vehicles are in workable condition
Some vehicles are past their best and when you are spending money you want to get into a nice clean vehicle with a polite driver who knows where they are going.
There is already a lot of taxis in Cardiff. I don't think anymore is needed.
Too many taxis in Cardiff, especially Newport plated taxis.
Some cars dirty or smell of sick
Some of them are now old, noisy and not environmentally friendly.
There appears to be no minimum standard for taxis- some are very old and dirty
They are friendly in taxi rank driver but taxi is quite old. But clean.
Some vehicles are very old and worn
Quality varies wildly within the cars, a lot of hygiene issues with drivers
All seem fine
Some of the taxis I've recently got into smell of body odor or smoking.. the condition of seating inside aren't great either
Cardiff black cabs are in the most old and generally looking worn inside and out
Taxis are often in poor condition and unclean.

They often smell of stale food
Taxis often have ripped seats
Falling apart. They're embarrassing. Drivers constantly on phone at traffic lights or when driving.
Many taxis are in extremely poor condition, smell of tobacco, (driver smoking in taxi whilst carrying no passengers)
Variable, most good, some dodgy but the latter are best avoided anyway.
Some drivers smoke in their cars and the smell is awful and a few private hire ones can be quite dirty inside.
Very poor.
I believe the system needs a major change. Especially hackney taxis! Drivers are rude especially when I'm in my wheelchair or need collection from near to me!
Like most people I overwhelmingly use private hire, sometimes I get in the taxi rank at the station or on castle street and there's always been one available
Variable. Some really good, but the last taxi had broken seatbelts in the back
They're so old and rickety with 150k plus on the clock.
The black & whites are a disgusting embarrassment for Cardiff
Some taxis are unsafe for the roads.
They look scruffy, old, shabby.
Some of them are dirty and tatty
Some of them are quite old and not very environmentally friendly.
Would prefer that they are all in the style of a hackney cab.
Generally they are clean enough
The fleet should have younger age requirements. Some of the vehicles are too old.
The last taxi I caught from a taxi rank was not road worthy, the windows were sellotaped shut, the clutch sounded dreadful and it stank of petrol. I prefer to hire a taxi directly.
Poorly maintained vehicles - several with headlights / tail lights out.
Does anyone use taxis from a rank rather than Uber, other than on a night out?
taxis in cardiff are the worst in any major UK city. 1) OLD and damaged vehicles (many 10yrs+) 2) DIRTY 3) POORLY maintained, broken bits etc 4) Vast majority aren't Green and spew dirty diesel fumes
Some could be cleaner, more pet friendly taxis even if they charged a fee
Too Old
Far too many taxis are in very poor condition and not really fit to carry passengers. Although testing is required it seems it is not rigorously enforced.
Hackey Carriage Taxis are generally dirty and uncleaned. Drivers are often not the owner of the vehicle and have trouble getting to the destination. I now use only Private Hire Taxis which tend to be owner driven, and are usually clean. As a disabled person, cleanliness is paramount to me and that includes how the driver is dressed
It's pot luck on the state of a hackney cab. Private taxis are always clean
Mostly old and feel as tho they are at the end of their safe lives. I used to call for Dragon taxis by phone.
Many of the taxis interiors are pretty grim
They are very expensive
They're usually good.
Most taxis are in an appalling condition.

Lots of the taxis are old now and not fitting of a modern city. LEVC electrics would be a good step forward like London has done
Most of them are very dishonest, and will either overcharge, or refuse fares from decent people. But they also have it difficult with people refusing to pay. However I think it should remain cash.
It's quite obvious some of the drivers couldn't care less about the condition of their vehicle as long as they get their fare they are happy.
Need to take card payments
Filthy, dated, and use petrol and diesel- need to be new modern and green
They are sometimes a bit battered. Also difficult to get into. I have arthritis in my spine and sometimes find it difficult to get up into Hackney cabs. Often the pull out step doesn't work.
Drivers that aren't monitored closely and are driving round in death traps. It's a free for all in Cardiff. Nothing like London taxis.
Most taxis are in terrible condition
Some have questionable road worthiness
At busy times it is very difficult to get a taxi either from town or from the dragon taxis app
Dirty
The black and whites are dirty and have faulty seats.
Majority of taxis are nice. Some not so nice
Uber taxis are far cleaner/newer.
Some are in good condition, others are dirty, engine makes noises
They always seem clean but I have no idea if vehicles are taxed insured or have passed their MOT
Makes sense to make it easier for the Hackney cabs so they can compete with Uber etc
There needs to be more wheelchair accessible cars.
Cardiff taxis especially those ones at the taxi ranks they're an extortion, especially late night drivers who give an overpriced trip just by looking at you.
Some of the taxis are in a shocking state. Had one a few weeks ago which probably shouldn't have been on the road.
Some are horrible
They are scruffy. The mess in them is appalling and taxi drivers wear practically their pjamas to work. Bridgend taxi driver wears a shirt and tie. So much more professional. No price whatsoever. Our poor tourists.
There needs to be more emphasis on reporting mechanisms and revocation of licenses for ongoing non-compliance. If not, nothing will change and you'll be sending out the same surveys in ten years.
Taxis to be good, but rarely not as clean and tidy as you might like.
See earlier comment about distinct lack of wheelchair taxis
Some verge on dangerous and certainly uncomfortable
Some of them are dirty inside and the condition of the interior is not very inviting.
Most of them are old, smelly and the attitude of the drivers is disgusting
Most Hackney cars are old and falling apart. I got in one where the driver didn't want us to use one of the doors as it may fall off and he would have to put it back on the rails. They are really noisy too, some shocking vehicles out there. Wonder if some have a real MOT
Many vehicles being used as taxis in Cardiff are old, seemingly barely roadworthy, and very unclean. I have personally experienced these situations on numerous occasions.
Some interiors are dirty old and smelly
Drivers need to be spot checked as often the driver does not look like the person on the license
We already have more than enough taxis.

Some of the taxis are not fit to be on the road have body damage and excessive smoke from the exhaust
The black and white taxis are an embarrassment to Cardiff. In general they are old and in a disgusting condition. I cannot believe they have regular checks.
Embarrassing, when people visit Cardiff!
Dirty, don't show up on time, not many on Uber, expensive, can only pay in cash
A number of Uber taxis are well below the standard one would expect.
Many of them fall below the standards of cleanliness I'd consider acceptable
They are generally not very clean.
Taxis have rips in seats, some are not road legal. Some drivers are not the driver in the licence on the car. Drivers do not like customers taking pictures of their number if there is an issue.
Often grubby and sometimes dirty.
Dragon taxis etc. too expensive. Uber and other app based taxi services should be supported.
Usually clean and good condition
I personally think there are too many taxis! Some time they cause gridlock and over flow of taxis on the rank and they will even call you to get in that's how desperate are they
A good number are inefficient and even unroadworthy. They should all be euro 6 and we'll maintained. But they are not.
Lots of taxis are very old, some are dirty drivers are rude and many don't know the city well
Seat belts often don't work Poor condition of seating
Hackney cabs from ranks are in a very shabby condition and some do not look, sound or feel safe.
Taxis are old, of bad repair and have abusive drivers.
Variable quality in vehicles used & the cleanliness of them.
Uber is pretty good, but the black cab ones aren't so great.
Whereas a lot of private hire taxis are fine, a lot of the black cabs are in a shocking condition with smelly, dirty interiors. I have doubts about the road worthiness of some too, given the uncomfortable, rattly journeys I have undertaken recently.
Drivers are keeping their engines running whilst stationary, they don't respect the speed limit and are often dirty. I only ever use Uber now or book by app with registered companies
They are lawless, you need to get some standards back
See above regarding access also many are not of a suitable level of cleanliness and/or have ripped seats and loose handles
Some still smell of smoke on occasion
The current stock of hackney carriage vehicles being used across Cardiff is not well maintained and is an embarrassment to the city. I feel that I have no choice as a consumer as the limited number of hackney licences means that there is no competition to have a "nice" vehicle to attract the fares as to go in a legal cab means I have to take the only one that there is available.
Need a modern low emission fleet
The black and white vehicles are always very old and seem to be falling apart at the seams. I was once in a vehicle and the seat was completely broken.
You never see newish black and white vehicles. Why are only companies like Uber the ones with the nice vehicles? These are usually Newport too!!
In general the vehicles lack cleanliness and often appear poorly looked after
Some cars are a right state. Drivers either not doing daily checks or ignoring issues. Many cars throw out loads of smoke. Many have dodgy lighting.
Old and polluting
Often old and grotty from the ranks

<p>Smelly often been sprayed with something like Febreeze?? To hide an old taxi past it's best damp smelling. Often not satisfied with how the car sounds maintenance-wise. Therefore, has it been MoT'd properly, and who are seeing it is done legally. I don't expect to be driven in a car for a fee that does not sound good or well maintained, basically a bone-shaker that could fall apart at any time.</p> <p>Also I do not wish to be told in a rank of taxis which I will use, when I do not like the look of it, and which has happened several times, the driver has some sort of respiratory problem and does not seem well. There should be rules on wellness of driver, as I got in a taxi whereby continual coughing etc, and next day I was unwell and ended up with a cough. I should not have to be exposed to someone who's very unwell yet driving the public around and getting an infection that could be avoided as a client.</p>
<p>Most I have seen are old and unclean. They should all be at least euro 6. A shambles ind it appears no-one is going to regulate.</p>
<p>Need more accessible cars</p>
<p>Very poor condition</p>
<p>Most vehicles are too old. There should be no working taxi licensed by Cardiff over 7 years old in my opinion.</p>
<p>They always seem very clean to me</p>
<p>Not the cleanest in the uk</p>
<p>Some vehickes are in such poor condition they should not be a taxi and in some cases not allowed on the road</p>
<p>very few are are less than 5years old. For the most part they are old, often dirty cars. especially the ones that are supposed to be able to carry a wheelchair user - you would think these would be the most safe looking vehicles considering who they have to transport but often these are the worst.</p>
<p>Dirty, many look unkept and poorly maintained</p>
<p>The conditions are appalling. Filthy dirty inside and out; holes in seats, rubbish on floor and seats , overflowing with cigarette butts. The age and condition of the body work leads me to question it's safety.</p>
<p>As Cardiff is my birth town I am flabbergasted at the state of these antiquated taxis. What kind of impression does it give to business or leisure visitors?. Many a time I've come off the train and stood in the queue and listened to visitors negative comments. Come on Cardiff try and make it a more positive presentable experience. Look at Bristol, way ahead in everything than backward looking or that will do Cardiff.</p>
<p>A lot are dirty, smell of cigarettes when they are smoking in them sitting on ranks.</p>
<p>Far too expensive. Quality of cars is very variable unlike Uber.</p>
<p>They need to modernise across the board. CCTV, card payment, electric vehicles should be mandatory.</p>
<p>Many don't accept card, ask for the fare up front, don't use the meter and drive purposely longer routes</p>
<p>Don't know what you mean by "condition"- if you mean the external/internal appearance then I am satisfied.</p>
<p>Taxi driver very rude condition of vehicle not clean also smelt of smoke defect light to rear of vehicle on another</p>
<p>I would say 90% of the taxied are dirty, run down, smelly and stinking and he drivers dressed as slob!</p>
<p>They are rickety, old and smell. Sometimes they stink of cigarettes. This is black and white I'm talking about. Private hire is always a nicer experience</p>
<p>As Premier were such a fantastic firm with great customer service, since they've been taken over things are nowhere near as good. Long waits, no quality of customer service. Sad times.</p>

The vehicles are old, polluting, and often very worn.
Generally they are good.
Some of the cars are dirty and smell horrible.
<ul style="list-style-type: none"> • Disgusting • Cars are to old
There is a minority of cabs that are untidy and in need of a good clean and some need internal refurbishment
They are dirty inside. As a consequence I've started using Uber, which are better vehicles and you pay upfront on line.
Some Taxis charges too much and half the time they go the longest way too.
Drivers of scruffy appearance driving clapped out black and white taxis that are tatty and ancient .
Disgusting vehicles, with several 'drivers' sharing them...and the badges. It's needs a complete overhaul
Some taxis look as if they are a pothole away from falling apart
On the whole taxis are not very clean and often look grubby inside. The outside should be gleaming clean with owners taking more of a pride in their vehicles. I tend to avoid taxis for this reason. I would be more likely to take taxis to and from work if taxi drivers spruced up their act and took more pride in their vehicles - inside and out!
Some are old well worn not maintained properly
The black and white cabs are usually old bangers with their DPF and EGR removed
Some stink some filthy
all black and white taxis should be scrapped as their condition is unacceptable, do they have MOT's??
Cabs are filthy old and a shame on the city
Dirty and drivers are mainly bad drivers
Usually very dirty and unfriendly drivers
Too many poorly maintained vehicles
Some rear seat belts don't work, have been taken out..
More often than not the smell, this is only black & white cabs
Not kept clean
The taxis are always old and in a poor state
Ramps always seem to be broken ! That or drivers don't want to use them
Black and whites are not fit for purpose.
They are unkempt and usually look un roadworthy
Some of the taxis in Cardiff are not fit to be on the roads they are dangerous and some are very dirty & smelly.
Lack of payment abilities, rude drivers that ask very in appropriate questions about your martial status, lack of ability to pay by card - Uber seems safer as there is accountability, I know who I am driving with etc
Some are looking a bit tatty
Many of the taxis have old engines with high levels of pollution.
some are getting older but most seem to be in a good condition. It would be good to have more environmentally friendly taxis
Very poor condition old taxis. I fear some are not road worthy
Some taxis are dirty
The majority of black cabs / hackneys are death traps!! I can't imagine any have a proper mot! They are invariably uncomfortable & dirty!

Iv heard multiple taxis that sound like a ticking time bomb, maintenance appears to be non existent! Iv seen steps not working for aided access, overall condition is appalling
They are all a bit scruffy, and rundown. The customer service is variable at best.
Some of them feel like death traps. Stinking inside of diesel fumes and outside pumping out some fairly noxious smoke. Main culprits seem to be older vauxhalls, volkswagens and Renault Berlingo type vehicles
They are always dirty and not well maintained. The drivers are very rude a lot of the time.
They are usually old cars that tend not to be very clean in my experiences
Inside of a lot of the black cabs are vile
Will not use a taxi rank had a too many bad experiences, driving on wrong side of road language barriers, rude drivers and putting up prices
incredibly poor business card of our city. most are just not good enough
the majority of hackney cabs are unroadworthy, far too old and polluters
There are not enough wheelchair accessible taxis
Scruffy. Not good enough for Uber, shouldn't be good enough for Cardiff
I use Dragon Taxis and they are almost almost clean / fresh - as expected
At the moment looks ok
Not very clean and lots of drivers unresponsive. Unwilling to accept a card
From the outside they look clean, although never been in one as wheelchair can't fit in all of them.
Dirty vehicles that are very old. And drivers who are unpleasant.
Generally the vehicles are in a poor state, usually dirty inside. This doesn't give a good impression to residents and visitors to Cardiff.
Nothing special and not what one expects in a capital city. They could be improved.
Some are quite scruffy
There already enough taxis in Cardiff
Most of black and white taxis old not comfortable
Every time I used Cardiff Taxis the drivers knows exactly where I'm going.
Condition is usually greats and taxi drivers are very friendly.
I'm very satisfied with the taxis and taxi drivers we have on the road
Very dependant on the taxi! Some taxis are perfectly maintained and courteous, others are in terrible states.
Picking up a taxi from the rank at Cardiff Central Station - sadly more often than not for many years taxis are very scruffy.
Luckily now have option of Uber when unable to use a local taxi company.
There are too many taxis In Cardiff, we don't need more because of the global warming.

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Appendix F – Public and trade comments on restrictions on type of vehicle

Question - If Cardiff Council were to start issuing new taxi licences, do you think any new licences should be restricted to certain types of vehicle?

The public and trade respondents who answered no to the above question and provided a further comment, these are listed below ([link to trade comments within this document](#))

Public Comments

Probably any restriction to a certain vehicle can make it much expensive for the driver.
Using a deisel vehicle with the excellent filtration of modern vehicles should not be a barrier to being a licensed taxi. This is a question aimed at making all taxis electric vehicles. Electric vehicles have all kinds of disasterous environmental and ethical problems not being addressed.
We need more vehicles that can take more than 4 passengers. They should be in a decent state.
There are too many taxis in the road as it is. Many drivers are sitting in ranks for hours awaiting a fare. Issuing more will make this worse. And the ones we have are not monitored or checked as it is. I believe there are many drivers that don't match the id badges displayed. Until the council is able to police and monitor what we have please don't put more drivers in the road.
Variety is beneficial.
I cannot imagine more taxis in the city there are plenty around the coty
I believe there should be a mixture of vehicles accessible.
As long as they are safe and accessible
As long as it is legal a taxi is a taxi.
Many taxis are now too high to get into if you have hip or knee problems. Saloon cars are much easier to get into, but I appreciate that wheelchair users may need bigger cabs. All different types should be available so that the customer has choice.
There's enough cabs in Cardiff, even drivers coming in from other towns
Currently not enough charging points for electric only vehicles.
Saloons are easier to enter than the high-step ones you license. There are many of us unable to use these and whenever I need wheelchair accessible I book anyway.
No need for more
Whether small cars or big depends on how many people are getting in so need a choice .
A variety of sized vehicles would be good e.g. capacity to take more people and luggage.
It's too many taxi in Cardiff. and the make trifacta busy I don't things we need more taxi in Cardiff it's look like we living in new port too many taxi plating Newport council it's working in Cardiff
All ready too many taxi in the town
Already to many taxi
Drivers can't afford to buy new taxis and the public/council can't afford to pay for this.
There are always lots of taxis on the rank already and I know they sometimes wait for many hours between a fare. Its hard to find a rank in the city centre which accommodates more than a handful of taxis - so where would new cars wait if more licences became available?
I don't think it would be fair on drivers that may not be able to afford certain cars.
More black and white and private hire would lead to more availability and choice
It doesn't impact me the type of car
Vehicles of all kinds are useful as taxis.
Most taxis are of a certain type of vehicle anyways, not like we're going to see a lorry as a taxi. Within reason, emotions should be regulated such as having an emotion zone like most major uk cities

There needs to be better competition. There seems to be a monopoly of taxis at the moment. More selection is required
Leave as is
Providing a car is road worthy I think that is sufficient
As long as vehicles are road worthy and comply with all H&S then I don't know how I feel about exact models
It's often useful to have a bigger vehicle, eg 7 seater, for groups going out together
More taxis are needed urgently, they are not keeping up with the numbers
I don't really understand the question. Licences should be used for cars, from 4 seats upwards.
I can't think of a reason
Look at Uber there cars are clean and in a lot of cases cheaper. Black and Whites many are pretty awful. The prices of the B and W are ridiculously high. They queue at Cardiff Central collecting visitors off the trains. Does not give a very good first view of the City when the interiors of the cabs are so bad.
I would like yo answer not sure to this because this isn't something I really have any knowledge of so my answer isn't based on anything.
I think electric vehicles should be encouraged but lack of charging points and costs of vehicles may prohibit this.
Although would be good to reduce emissions I feel It would be unfair to enforce such regulations without a long notice period
Don't know
One of the current issues for taxi drivers is that there is so much competition. Too many taxis and not enough fares. This forces them to only take the long fares and not short ones. Making it difficult for a lot of people to get a taxi. They have competition such as Uber, Ola, and too many black Cabs
I think that the taxi licence holder should be better policed
What i can just see is lots and lots of black taxis at taxi rank, but personally i prefer to pay less and have another taxi company picking me up from a less crowded place and still a much better car turning up
The type of vehicle.doesnt matter so long as it gets me.home.
Cardiff Council just like all council in Wales should focus more on public transport and easier access than taxi drivers. Or focus more on getting new greener, electric taxis
The question is really vague and its meaning / purpose unclear. Maybe get someone more knowledgeable than the intern to design a questionnaire next time.
Whenever I order a taxi there is always a variety of choice
As long as they have a licence any vehicle is fine
There are too many taxis in Cardiff- there should be a pause on issuing new licenses until standards improve. Most city centre taxi drivers disobey the highway code and are never challenged when there block the road.
Priority should be given to electric and hybrid vehicles, with support given to those who do not currently have them
Make it more difficult for taxi drivers to make a living
I don't know
Should be available for different size of vehicles such as 4-8 seaters for example.
Needs to be a mixture of wav and saloon
Range of vehicles and sizes needed
Uncertain how this would apply.
You shouldn't give any more licences rather improve the current problems FACTS..

It won't be fair then. I think ALL vehicle should be 2015 minimum oldness.
We need more Saloon and luxury cars. Condition of the old wheelchair accessible cars horrendous.
Let the market decide what it wants.
A good mixture of 7,5,4 seaters
It needs a mix. Some people through impairment cannot get into wav vehicles due to high steps and prefer a saloon as lower and suspension is better.
Providing it's a 4 door car I can't see a problem
I can see number of taxis on the ranks when I pass through town
All vehicle types should be allowed a new licence.
Why? Whats the benefit of that?
Size of vehicle can affect the costs for drivers and customers
Don't care as long as I get to where I am going.
Why should they?
I'm not sure why it should matter what type of car is a taxi.
Don't see the reason to
A selection of different vehicles to expand the current availability
As long they can drive A to B also on the meter
All vehicles should be accepted.
Sometime I see the massive que of taxi looks to me there is to many cab.
I don't think they should issue new licences to cabs, they should licence people
We need more compact and large and disability taxis to create more availability for
Already enough taxis in the city cannot walk on streets for Uber
Someone might only require a smaller vehicle and less pollution
Different types of cars can be very expensive
A taxi only needs to take from a to b. Vehicle type / make / model is irrelevant
Don't know enough about the different types of vehicles. Assuming the drive is for taxis to be electric. But as someone who might want to take a taxi across Britain in an emergency, knowing the problems experienced with problems in recharging electric cars at service stations, think the option should be there to use petrol or diesel.
I can't think of any reason why they should be restricted.
They just need to be Road worthy!
As long as a car is insured and has had a mot then it should not matter
because the % of disabled is tiny and even less so, those who need taxi so to oblige all to have an adapted car curtails the ability to enter the profession
Vehicle isn't the issue. Bad practices is the biggest issue in the city centre
I don't think all taxis should have to accommodate wheelchairs but we do need more yaxis and cabs that can as they are in short supply.
I don't think so
At the moment taxi industry enough for Wales , as a Cardiff city I see so many uver taxi and private hair taxi and black and White taxi city centre.
There are instances where there are not enough taxis especially on match days.
Currently Car prices are very high
Taxis are hard to get and unreliable when you order them. They need a range of vehicles for a range of needs
Already There's more taxis than necessary.
I think there's more than enough Taxi's out there but I feel there isn't no where near enough ranks for them

No, but a variety of wheelchair accessible etc would be good
I am part of a larger family who go on holidays/ meals together feel safer when we all travel together
<p>A special brand could take advantages.</p> <p>Also if you limit to only electric cars for instance, not only will the buying price much higher i guess, but also how the car can be used. How many kilometers it can driver until the driver has to stop to charge and i guess he has to charge for several hours</p> <p>Also he will not be able to do certain tours.</p> <p>My husband is using sometimes the taxi to go to Heathrow Airport. It can take 3 h or it can take 5 h depending on the traffic.</p> <p>No that sure that a Taxi Driver, if he made also some other tours before, can do a Tour Cardiff London and back to Cardiff with one charge??</p> <p>That would not be fair for some drivers, they would probably refuse to do this kind of tours and at last step in would not be beneficial that for the clients.</p> <p>My husbands try's to go there usually by train but in some cases he has to take the taxi depending on what time his flight is departing and how much earlier he has to be on the airport.</p>

Trade Comments

Euro 6 diesel and Euro 4 petrol engines are suitable to work in helping to clean the air from pollution.
To make any new license issued to be for a ULEV type engine then the cost of purchasing wither a new or used vehicle would be expensive and as equal a restriction to the trade as the survey suggests due to an inflation of licenses due to the monitorium
If issues new licenses there shouldn't be any restrictions.
Hybrid & euro 6 saloon & wheel chair plates should be made available . This is to stop the monopoly drivers are having on plate sales
Cardiff is already saturated with hackney carriages and quite hard to make a decent living now,. I know a driver who left the trade and began work at Tesco to start as a check out staff.
All cars should be allowed as long as they pass mot. No age restrictions
Not everyone can afford to purchase some certain types of vehicle. For example the EV come with a high purchase price or high rent price as well.
There is not enough rank. Already is tomuch
I don't want new licence being issued as trade is on its knees already due to cross bordering and not enough work. if you add more cars it will be non existence !! Taxi ranks are already overflowing
Too many drive out there pluse out of drivers vehicle coming from 34 council to work in Cardiff
All ready too many taxis
No new licenses are required. The national level is 1 per 100 of population we have over 800 and there are not 800,000 people being served.
Not everyone can afford electric or hybrid cars
It's likely licences would be issued to the more expensive vehicles. This would just encourage more fleet vehicles and owner drivers being priced out.
If you are talking about taxi driver licences then there should be a cap on the amount issued per year, but if you are talking about the issue of Hackney Carriage plates then this should be changed because how can it be right that a plate issued free from the local council can then be sold on and on to others for tens of 1000s of pounds its like me selling a parking permit on cathedral Road for

<p>25k to someone else so they can park near town its that ridiculous and has been abused for years. The Hackney Carriage system is broken and is unfit for purpose with certain drivers cherry picking fares and refusing perfectly sober and fit to travel customers because they are only going up the road.I have seen this myself on many occasions. I believe that pre booked private hire vehicles should also be legally allowed to pick up from the streets in certain situations as on match days or other big occasions to meet demand. If this was possible then you would not get the massive queues you see and taxi Marshalls could direct people to legal licenced taxis be they 7 seaters or saloons. With regards to wheelchair vehicles if it is given an extra fee for the fare then people will gladly invest in wheelchair accessible vehicles. Hackney plates need to be abolished and all taxis need to be treated the same with financial incentives for 7 seats and wheelchair vehicles.</p>
<p>I don't want to issuing new taxi licence because not enough taxi rank and our job has been reduced by more than 70% because of cross boarding Uber .</p>
<p>Enough taxis and phd in Cardiff. Let's not forget that cardiff council has not done anything about non cardiff licenced cars, our city is gridlocked with out of town cars and your priorities are else where</p>
<p>Many cars are very expensive so it should be what an individual can afford</p>
<p>If Cardiff Council issued a new license will be no work for us</p>
<p>Not enough business Not enough income Not enough rank We will loose our livelihood</p>
<p>No more enough place on the taxi rank .since covid taxi business in very hard condition. No enough crowd every after event day .if more taxi work in cardiff council is it difficult to livelihood every taxi driver.</p>
<p>The Nissan Dynamo all electric wheelchair car costs about £48,000, with a range of less than 100 miles at night in winter, not fit for purpose.</p>
<p>No they shouldn't put restrictions on it. But there are well too many hackney's and not.enough ranks in the city</p>
<p>There are already so many taxi drivers. As a private hire taxi driver we are struggling to pay our bills. There are so many out goings in this business. We request Cardiff council to stop taxi drivers from from other council's operating in Cardiff like from Newport. Cardiff council has strict procedures & people getting badge from other councils & operating in Cardiff which is not fair for Cardiff council taxi drivers.</p>
<p>Certain types of vehicle are very expensive</p>
<p>While there are so many different vehicles on the the road, why should there be double standards.</p>
<p>I think all vehicular are required currently and the driver should have the freedom to choose which vehicle</p>
<p>Any kind of vehicle should come to the trade anytime. Other or specific/electric or hybrid/ cars are expensive to own or rent them as well as charging facilities are not in place. Less charging points.</p>
<p>Lots of black and white cars / wheelchair cars on retention because the cost to replace is outrageous.. new or second hand car prices is outrageous. Cars that are about (some not all) are well past there sell by date .. drivers just can't afford at mo</p>
<p>Costly</p>
<p>Should be allowed to use any brand new car</p>
<p>Abolish Hackney taxi's and just standardise Cardiff licenced and plated vehicles and taxi badge holders then you will have enough taxis in the Cardiff area to meet demand therefore negating the need for out of town taxis to come into the city and work illegally. Cardiff plated vehicles and</p>

Cardiff licenced drivers will go a long way to resolving the US and them issues between Hackney and private hire.
Council should not issue anymore licenses. Council has failed to provide adequate rank spaces and as a result of this drivers are being penalised with parking tickets.
Too many cars hackney Carriage already and many private hire..
TOO Many TAXIS ON THE ROAD NOT ENOUGH RANK
I need to know more about what this might mean but 4, 5 or 7 seaters should not be restricted in numbers
Saloon cars
It's Already over crowded
They shouldn't be restricted they worked hard to earn the licences so they
It's a loaded question you have lost control of what or shouldn't be used.i used to take 5 to 8 rides a week in my original Granada taxi you delimited using the disabled narrative very rarely took them after made no sense
I m clearly against issuing new plate we struggle enough
Because it doesn't make sense issuing more licences
Already oversubscribed, Hackney Carriage. Not enough business. Not enough ranks. Will totally decimate your livelihood. Have a direct impact in your daily INCOME you will not be able to maintain your financial commitments.
I believe all taxis should be wheelchair friendly .
There's no enough taxis rank not enough business and that will totally decimate our livelihood and will have a direct impact to our daily income which the taxi trades already down and we can't make enough money to run our daily live.
We are in crisis. Cost off livings going higher and. We can't pay for expenses or. Expensive car Come Saturday night and you see. The mess. In town.
No too many taxi in Cardiff, we don't need any more, where are they going to park. Having issue now getting pcn for dropping customers off.
I think drivers can not afford a new cars.
Because every one can afford
Most people they can't afford new car
We are already overcrowded there is no taxi ranks
Because already taxi drivers are struggling, no work they can't not make a for living, no taxi rank at all space for tax rank for 5 taxi or 3 taxi like Mill Lane is 6 taxi and no space to park and work as a taxi driver can park anywhere Cardiff cancel, give us a ticket straight away. I am myself I have two tickets well I'm ranking for working the ticket is 35 and some days cannot make 35, a day and thousands of taxis in Cardiff already all over the Wales. They were in Cardiff yet no one can come on about it. Where is the car. The taxi driver okay fighting asking for the cross-border and no one cares what they need to bring more plate. In Cardiff , Cardiff cancel the shoot look after their drivers.
Any types of vehicle
Already to many taxi in cardiff. There is not enough rank to park most of the driver got parking ticket for using bus lane.
We got to may taxi on road
Because we are in recovery periot after Cvid 19 so we can't afford to by new vehicles
Affordability to expensive

Costs
Vehicles under five years old is sufficient
No more taxi licence needed in Cardiff.
Too expensive
It will be too expensive to buy new car
Because price of cars at this time is very high
No demand for taxis
There's enough taxis on the road already don't need more !! There is not enough work as it is, so I can imagine how bad it will get. The crossbordering issue should be the main focus not more hackney's on road.
Already we have too many taxis
Certain types vehicles can cost more and Hackney businesses are not running well ,drivers can not afford
Too many taxi's around Cardiff not enough work for taxi and we waiting on rank for more than an hour for work not enough rank spaces
They're expensive
No it cost more
in Cardiff there is a taxi more than enough and there is not enough rank for a 70 taxis so how about 1000 of them around the city

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Appendix G – Public and Trade Comments on Wheelchair Accessibility (Other responses)

Question - Please indicate which vehicles you think new licences should be issued to in terms of wheelchair accessibility should the Council decide to issue more licences?

Below are the comments made by those who provided their own response ([link to trade comments within this document](#))

Public Comments

A mix and also an incentive for electric cars for environmental reasons
Better standard of wheelchair accessible vehicles
Better quality black cabs
Clean air
There just are too many taxis
Low emission vehicles
Electric vehicles
Road worthy vehicles only
Ones that card payments are also an option, all vehicles should be inspected also
Electric ones!
All licensed taxis should meet a minimum standard of size, type and cleanliness
Electric cars
This isn't the best way to research this. Most people aren't wheelchair users and so would have no idea if there are enough wheelchair friendly vehicles. Taxis with a car seat in the boot would be great! We don't use taxis now as a family because we can't take our one year old safely
Eco friendly vehicles - electric/hybrid
Modern GREEN/BEV vehicles only ... enough of the 10 years old diesel spewers
Electric
Electric and hybrid
Clean vehicles with card payment facilities
Electrical cars or hybrid
Electric vehicles
Able to take folding wheelchairs.
Hybrid & electric vehicles
Electric vehicles
Fold up mobility scooters are 20 k and drivers complain
Hybrid only
Too many taxis on the streets already
Electric or hybrid only.
Black Taxi London Types only
Vehicles less than the years old.
Electric cars
Vehicles with a high safety rating only.
Black Cab style
Electric or hybrid vehicles
Non petrol only
A mix of both, but also prioritising more environmentally friendly cars

Maybe the criteria for type of cars should be reviewed so that smaller cars can be considered eligible in order to cater for 1 or 2 passengers. A large people carrier for a single person seems crazy.
All taxis need portable ramps and steps if the access is high. Vehicles with a flat boot for a vehicle with a boot large enough wheelchair frame a large enough boot where wheelchair frames and wheelchairs can be folded up flat if needed.. Low steps or folding down steps. and wheelchairs can be folded up flat if needed.
Cars that are fit for purpose.
Clean ones that feel safe
Cars with a boot to fit a folded wheelchair and an unfolded large medical wheelchair are needed.
None
All vehicles to be less than 5 years old.
100% electric fleet
No cars should be allowed on the road over the age of 10 years old
I have seen an influx of Newport taxis operating in Cardiff. Apparently they pay less for their licence than Cardiff drivers? I have found they often have no geographical knowledge of Cardiff. Same could be said for certain drivers of Somali and Eastern European drivers in Cardiff.
Newer cars that aren't wrecks
Electric cars
No more
Newer cars that have better emissions to make them better for the environment and so they don't look as beaten up
none
no more than 3 years old or electric
There's enough taxis for me to choose from
Salons
Drivers who understand neurodiversity. It's not just people in wheelchairs!

Trade Comments

There are already enough taxis licensed in Cardiff with no rank space. The total length of currently licensed vehicles would stretch 2.1 miles should they be parked bumper to bumper
Don't need any more taxis
Don't want new licences being issued
They should have been stopped crossed border taxis before issuing any new licence taxi.
None
Any vehicle with incentives for extra seats and wheelchair use.
None at all
None
Electric only
Abolish Hackney altogether and standardise both Hackney and private hire.
Hybrid
EV only.
NONE
Not at all
None should not
The vehicle should be able to stow a folding wheel chair in the boot and the driver should help the cost about is uneconomically viable

None.
No vehicles
All vehicles
No new license should be issued.
There are enough Hackney Carriages
No one
Don't more taxis on the road
Private hire
No
There's no enough space for business we are struggling with cost of living
None
none

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Appendix H – Public and trade comments on emission standards

Question - Please indicate the type of vehicles you think any new licences should be issued to in terms of emission standards should the Council decide to issue new licences:-

[\(link to trade comments within this document\)](#)

Public Comments

I think both should be ok, Electric and low emission but the driver should be able to decides what he can by and effort
Any
Any vehicle
I don't think the council should stipulate anything to taxi firms other than around safety. Electric vehicles have a HUGE footprint and the sourcing of materials linked to horrendous working conditions. Theyre unreliable and access to charging points msy not be reafily available to all. No way should the council be forcing taxi drivers to buy EVs.
Don't apply emissions standards
What drivers and public are happy with
Any car
Don't matter
Think the co2 emissions of build and lifetime should be taken in to concentrate. Currently there is evidence to suggest an ev produces more co2 than a fossil fuel vehicle and it would take 400,000 miles for an ev to brake even with a gas vehicle on co2. Hybrids are probably the best balance for now in my opinion
I am more concerned with being clearly badged as a hackney carriage, being a shape that I can get in and out of easily with my luggage and being safe to drive around the city in that what emissions standards the vehicle meets.
Let taxi drivers decide what they want to drive. Why is government/ Council getting involved?
Can't hear a car it is very dangerous and they drive like in a fayreground on a dogem. Too many idiots whizzing around in silent cars who have lost-the-plot. Also problems charging cars now, let alone in the future, so for disabled could be left writing or stranded!!
None
All
Any type of fuel
All vehicles
this is not the time in the economy to be making earning a living more difficult
I don't think there should be more licences issues due to the amount of taxis already in the city
Shouldn't be issued
None

Trade Comments

None
No others needed if you amalgamate Cardiff licenced Hackney and private hire because that would be more than enough to meet demand.

None at all
None
No new licences are needed if we have standardisation for Cardiff plated taxis.
NONE
None at all there is too many taxi on the road
None
None
All vehicles
Euro 6 should be made mandatory for all existing licenses
N/a
Don't need more taxis on the road

Appendix I – Public and trade comments about Cardiff taxis

Question - Please provide any further comments about Cardiff taxis that you would like to make. ([link to trade comments within this document](#))

Public Comments

some kind of city test. I have got in cars on countless occasions where the driver does not know his way around the city. It's quite alarming. It makes you wonder whether they are licenses. Drivers should display their license also
Uber drivers are head and shoulders above any of the black cab drivers I have experienced in Cardiff. Their cars are clean, more likely to be electric, a lot seem newer and you have an idea of the fare.
Drivers should be fluent English speakers and have customer service training
Generally spoken the taxi drivers are really really nice people i have to say that. I quite often travel alone too. When I go to a dinner alone, I prefer to take a taxi. They try to leave me or to pick me up where it is save for me. I appreciate that.
They should allow dogs to travel, I keep getting told it is up to the driver, but that's too uncertain. Have a fee for dogs
They should stop being treated in the same manner as 'public transport'. More emphasis should be made on responsible, and legal, driving and parking behaviour for example the Mermaid Quay rank regularly sees taxis parked on the pavement with their engines idling.
On the whole they provide a good service though in last couple of months prices have risen on the journey I regularly make
Drivers to learn English
Should be accessible for all, affordable, safe and green
Electric vehicles are a con. The lithium and cobalt needed for the batteries comes from poor countries and ruins water supplies and land as well as the lives of small children.
Therr should be a simple way to complain about poor service.
Should be a maximum age of a taxi
Why so many Newport taxis in Cardiff? Sort out the licensing
They should be allowed to use the roads.
I use Cardiff taxi for decade. Most of the driver are very polite and friendly. They know every place in Cardiff. I feel safe with them.
No matter how short the journey the taxi should never reject a request for taxi ride.
They always take the long way to your destination unless you tell them the way you want to go. This is bad enough if you know your route but total rip off for visitors
Educate them on better road manners as the are a law to them selves
They need to be better regulated- especially spot check late at night to ensure driver is indeed the licence holder
I find Cardiff taxis to be very reliable and had the not positive experience experiences with the drivers. I find it annoying that you cannot catch a taxi from train station and they have to park so far from the entrance.
Hear too many stories of up front fairs or picky cabbies so I've only used Uber for a while now - I live in Cardiff Bay and don't feel comfortable walking it but taxis regularly refuse to take people on short journeys so that's why I've stuck with Uber. Also I never have cash on me so if black cabs started to accept card I'd be inclined to go with them as sometimes Uber surcharge
the tests need to be harder.
The majority can hardly speak english and have difficulty with understanding where you wish to go.

They need to be cleaner, all accept card payments and be safe drivers.
All drivers should also be able to speak basic English.
Taxi drivers should stop picking and choosing who they take. If they are in the queue and are next they take the person wherever they want to go regardless of distance.
I hope there will be a taxi rank at the new bus station
There should be higher penalties and loss/suspension of licence for those breaking the rules. Council should employ 'secret shoppers' who do spot checks trying to take taxi journeys on weekend nights/early hours and event days. This is when these problems occur. There should be spot checks on the condition of taxis Sometimes the driver is not the person in the photo ID.
N/A
As an elderly pensioner I need taxis for certain journeys and I really find them VERY expensive.
It's the drivers that are the problem not the actual vehicles.
I have significantly reduced my taxi use due to issues with taxis (Hackney & private hire). I am not sure if more licenses are needed as I see lots of taxis but regularly have challenges getting one or have issues with the taxis when I do get one. It would take a lot to rebuild my trust in Cardiff taxis
Taxis should not be able to use bus lanes. More sanctions against taxis that stop in cycle lanes, speed or drive dangerously in other ways
You need to have taxi marshals at ranks on Friday and Saturday evenings as no driver will take you to slot or Grangetown cash up front and that can be anything from £10 to £20 before you can get in the car .
Easier to report bad drivers and drivers who are not offering fair pricing with repercussions for such behaviour. I very rarely use taxis because I do not trust the drivers or the non meter price they give. I'd rather use Uber with fixed pricing and I can report any issues about a drive, vehicle and trip in their app and they provide the full support I need in such situations. Which Cardiff Council do not!
Taxi rank assistants should ensure that all fares are accepted and IDs should be checked against driver.
Please read my previous entries early in this document. Get more inspectors on the job, give them the powers to take taxis unfit off the road as well as drivers. Set up an app for all taxis to use and get paid through for every fare they take which the city can check on use of all taxis it has given licences to and keeps track of the hours used by the licenced driver of that taxi plus it should allow for feedback from the passengers so the council can keep a check on those as well. In many ways a bit like the Uber app but with extra security for the passenger and driver alike, Only allow taxis to be of a certain age and must be in good top order inside as well as out all new ones must be electric only and renewed every five years minimum, prices agreed for trips are upfront and no extra charges can be applied after it's agreed by the passenger via the app, the council takes into account any fees for accessing areas with any charges into account when the fare is set for each trip, also they will take a small handling fee for providing the service to the taxi driver owner for each fare they have taken. This should add up to an amount which covers completely the cost of running the whole taxi licencing and running scheme including the pay for all staff needed.
Big logos on cars rather than small discs making it obvious to see what should be a regulated service that is safe for lone woman traveller
Give notice of sunsetting existing vehicles not meeting the new standard within 2 years.
Good service
A higher standard of vehicle. Designated and well signposted taxi ranks. Confirmed Taxi tariffs.
The best are Uber. The cars are tidy and the drivers polite.

Make road safety to drive
Cardiff taxis are generally readily available during the week don't see why you need more
Cardiff should concentrate on stopping all the unlicensed taxis in Cardiff, we see non cardiff plates and driver always complaining and am surprised the council hasn't done a survey regarding this
Taxi drivers work long hours to provide an essential service to the cities business, leisure and tourism trade and from what I have heard, the council do their best to make it as difficult as possible for them
I feel it is right to get input from current drivers and see how they feel about any changes that are made, as it will affect them more.
Stop crossing boarding taxis.
Too many taxis in Cardiff, they don't speak English, and you have to show them which way to go.
Always when I get in a taxi I asked the drivers how long do you waiting for a trip? Most of drivers they saying above 30 minutes.
They don't always appear very roadworthy and vehicles with licences from other authorities like from Newport Council should not be permitted to operate in Cardiff except on match days.
Offer the same protection Uber does
Card payments and more cars, also because of the Newport licences being cheaper a lot of drivers dont know the city
Would be good if there were more actually regulated by Cardiff rather than Newport. I'd say a good half of all of the taxis in the centre are from newport
For a major city taxis continue to refuse short fares and policing and making complaint is complicated. Needs a clear simplified process to log complaint and more policing of taxis to stop refusal of fares!
There seem to be large numbers of taxis registered in Newport now working in Cardiff in a regular basis. This reduces the work available to Cardiff taxi drivers. Taxis should be required to take customers on the cheapest route available or at least ask customers which route they want when there are alternatives. On a number of occasions taxi drivers have taken me home on a longer route ie more expensive without asking my preference
More taxi ranks
To many None Cardiff Registered Taxis
Further training for drivers... they constantly speed and take no notice of Highway Code.
A lot of drivers have not got a clue of directions, cabs are in poor condition & smelly. Driving standards are unprofessional
I think by issuing more licenses the competition might stop the current drivers from being so greedy!
I would like to say that my gripe is purely for taxi ranks, not the local company I phone!
Focus on the needs of the customer for the service.
Taxi drivers should at least be able to speak English and have a good understanding of Cardiff. They should also be clean and smartly dressed. Cars should be regularly cleaned out and spot inspections made.
I haven't used a taxi in years after several experiences of taxi drivers deliberately taking longer routes to up the fare. I have also been refused taxis in the past as fare wasn't high enough (central station to Fairwater) As a result if I go out I get the bus back early or drive or have a friend drive. These experiences put me off using taxis
The majority of black cabs are on the fiddle.
They are extremely expensive for me now and I can only go out of the house in one. From here into Cardiff centre is over £21 each way.
Drop off zones disappearing from St Mary street castle street - why!?! If you need to be dropped in town it's pouring with rain taxi not allowed to now stop on St Mary Street , Castle street , Wood

Street. Council making it impossible to be dropped close to amenities in town , why? Everyone cant always use public transport so don't make it difficult for taxi drivers like you are !
You should be improving the fleet of black & whites NOT adding to it by issuing new licenses
Could they all not be black, maybe all a single distinctive colour suitable for a capital city White, red?
Too many Newport registered taxis are operating in Cardiff
Would prefer the style of Hackney cabs - you can distance yourself from driver.
Licenses should be vigorously checked and the whole system regulated more closely to ensure a high standard of service. If complaints are received from public they should be investigated and dealt with more effectively.
Getting a car suitable for a wheelchair in Cardiff around school time is an impossibility, due to all of them being prebooked on a regular basis and making daytime plans is impossible
Cardiff Council must do more, especially at peak times, to monitor and enforce standards for license holders and remove licences from those who refuse fares.
Have car seats and boots big enough for buggies please!
More needs to be done by licensing to ensure taxis adhere to the terms of their license (particularly around accepting fares)
It seriously needs policing and unauthorised taxi ranks need to be monitored.
Low numbers of Wheelchair accessible taxis is a problem in Cardiff. I have friends who are unable to get to work due to the unavailability of accessible taxis.
Cardiff Council - get talking to LEVC and sign a deal to lease a few hundred LEVC taxis that you can provide Cardiff drivers with for a monthly fee. We need to desperately modernise the taxi fleet it's an embarrassment.
Pet friendly even with a premium charge
More effective enforcement on cleanliness and remove vehicles from the road which are not up to a clean standard, including drivers who do not understand English or how to dress appropriately.
Why are there so many Newport taxis in the city
Ensure that Taxis are required to take dogs that passengers tell them are assistance or therapy dogs and not cancel FIVE times and leave a disabled person on the pavement at night for several hours with no transport and no access to pain meds. The therapy dog was a TINY chihuahua but the drivers didn't even check it out,, just cancelled the booking.
Many fares are ridiculous my Mother went from a Taxi at Howell St Mary St to Harelequin Court off Newport Road and was charged £18.00. Absolutely disgraceful took advantage of an Octogenarian. I have also contested prices and have had my fare reduced because I use so often I know the cost. I also question the drivers that drive really badly if they have a licence?
Deaf awareness is important!
I cycle around the city, the most common perpetrators of close passes and dangerous manoeuvres I experience that put me in danger are carried out by taxi drivers. Licensing should include specific cycle training.
We should remove the taxi parking at the side of Central station and all parking should be from the rear entrance
It's ridiculous the amount of taxi drivers who want fares up front or to avoid using their meter. It's not on and happens all the time. It's also poor when a taxi driver says the journey isn't long enough for them.
I find taxis a very helpful resource to get home when I have a lot of shopping. I feel that they need to be regulated properly but it would be prudent to allow more licenses and more investment to improve stock especially lower emission vehicles.
I use them only when I have to, but would like to use them more often

Newport registered taxis should not be allowed to operate in Cardiff. Most Cardiff taxis these days have a Newport licence - it's probably the main reason I can't get a taxi to take me home (sports village) from a night out. They all want longer trips- I've been kicked out of a taxi by a driver refusing my trip because it wasn't far enough.
I and my family have had bad experiences with Cardiff taxi drivers. They need more scrutiny.
Customer service courses for the drivers. It would be nice if the driver knew the route to places.
Mix of women and men drivers.
Too expensive
My son is a wheelchair user but I never ever contemplate using a taxi with him, as I just wouldn't be confident that the provision is there, or if I could get a wheelchair accessible vehicle form a rank/without booking in advance. I think you'd need to do some promotional work as to what taxi services are available for wheelchair users and how it actually works! I'd then feel more confident using a taxi with him.
Limiting to electric taxis would be a big mistake as the cost is far too high and recharging takes too long. The correct solution is to get the buses running properly and regularly, place serious restrictions on the use of cars, reduce taxis and force everyone onto the new electric buses. The alternative is to slowly choke ourselves on noxious vehicle fumes.
Electric is better now as less polluted. Some diesel taxi I go into stinks. I have 2 small kids and it's bad. We should have all public transport go green.
We need more taxis. More drivers will hopefully improve the possibility of going home safe in a taxi. New drivers are getting licenses from Newport though aren't they because it's easier?
Can we have a distinctive colour scheme that is not permitted for other vehicles such as private hire.
Wheelchair taxis are a MUST all other types are readily available in the city - stop excluding wheelchair users because of cost.
Ultra low emissions no brainer to improve air quality
Taxi drivers need to know the Cardiff area and know the best routes and not have to be redirected
Worst Taxi in any city I've been too Sort it out asap
Improved service for the customers
The number of taxis in Cardiff is not the issue. The quality of taxis in Cardiff is the problem. They're embarrassing.
Taxis provide an essential backup to ambulances and helped tremendously in recent times. However the cost is becoming prohibitive although it is not the taxis drivers fault
Would always much prefer a taxi that has experience of roads.
They should all take cards
They do not abide by the speed limits especially in the 20mph roads , only once have I seen one taxi doing this.... Probably as had passenger in car.
Spot checks need to be carried out too many rogue drivers
Only wheelchair accessible vehicles should be allowed to be low emission. Electric vehicles for anything else
I'm glad you've this survey out, the current taxis and payments options let Cardiff down.
The licence should be to an appropriate mix/ quota of taxi companies and also individual taxi drivers - within an overall max appropriate to the population of the city such that taxi drivers can make a reasonable living. When a licence is not renewed annually, then it is available to others to move into the business.
Agree with additional taxi licenses provided there is no drop in standards on drivers and vehicles which are accepted
Also would be nice if they could be less confrontational drivers

Driving standards and customer service is very poor in comparison to cities such as London or when using Uber (Premier are pretty good though).
Taxi drivers have little understanding of local streets or the correct route to take. This often concerns me when using a taxi.
Enforcement of standards during the night time economy is non existent - Taxis are left to their own devices to carry out fraudulent practices. I don't really have anything positive to say about their service.
All taxi drivers should be required to speak and understand good English and Welsh.
Cardiff council needs to make an investigation into taxi's in Cardiff. It would be handy to have officers from the council at night try and get cabs to different areas etc undercover and see the results for themselves.
It is a false cartel that needs to be investigated properly.
There are many instances of drivers harrasing and intimidating young women and nothing is ever done about it because authorities are afraid of being called racist.
Ridiculous that Uber appears to be unregulated - not a level playing field
They need to stop hyping fares and make us pay extra while showing low wages and claiming benefits not fair on us
Fare too high Cars old and unroadworthy Many drivers do not speak English Many drivers have no idea about Cardiff geography and have to be directed every step of the journey
I know that licences are shared between family members and this should stop.
Bad practice needs to be stamped out.
I have mobility issues and the amount of walking to get to a taxi rank in Cardiff is prohibitive especially when big events are on in Cardiff that I may not be aware of. Similarly the bus stops move and is it Greyfriars now or further up Kingsway by the kaw courts for the bus? Why doesn't it say on the bus stop? I can't walk miles around town to find a taxi or a bus. Nightmare.
Taxis should not be allowed to obtain a licence in Newport then operate in Cardiff. I've had experience several occasions where licences holders get tested in Newport "because its easier". I don't want a driver that cuts corners, I want a safe journey.
I have had a few arguments with drivers about fares, where they want to only drive for a set fee, rather than using the meter.
Too many taxis as it is. Most of them are unfriendly, maybe they should take a personality test first.
Drivers need to be better vetted/trained. I have had numerous rides where the driver has been speeding. I understand the need to complete the job so that the driver can get to another pick up but my safety and comfort should not be compromised. More taxi inspections should be made. I have heard of people sitting on the scarves rather than sit directly on dirty seats. I dread to think about what visitors to Cardiff think when they get into some taxis from Cardiff central.
Regular spot checks on drivers
Can you remove licenses?
Taxis should be inspected regularly to ensure they are providing the public service they are licensed for
Are taxi meters monitored as prices for the same journey are very erratic

Electric vehicle is good too. I find most drivers don't work at similar times. They hang about in gangs and don't give me option to pick a driver. Not approachable as they all smoke in a gang.
I've heard many stories from regular taxi users, where driver are refusing fares on the amount of money they would make, I know that this has been highlighted before but it is still happening though I've never encountered it myself but I do live a fair way from the city center. Maybe put a few later buses on the weekend would stop the need for more taxi and more eco friendly.
Larger taxis for bigger families . Also would be lovely to have more female drivers , even if it's only in daylight hours. Also there was a taxi rank situated in Llanederyn cardiff (at David's) which had to move . This gave work to residents of Llanederyn . Which I always used because I felt it was helping the area with Job growth. Would be good if areas could have their own ranks which resident would use and then clients who use regular taxi would get to know and trust their driver
The limitation on the number of vehicles available also makes it an open market to those who are willing to pick up from the street without a licence as there are not sufficient quality licenced vehicles to meet the demand. Limits make the service worse not better by removing any attempt at competition within this marketplace, not helped by the cross-border issues with Newport licenced vehicles being able to work across Cardiff. Q5 was compulsory with no "other" option. I have not strictly had difficulty in flagging down a hackney carriage in the past 12 months as service has been so bad previously that I have given up trying to use them from anything other than the big ranks in town when I really have to and most of the time arrange to do my journey in a less efficient way so that I know I can complete it safely without having to engage what should be a simple, on demand, service as it is in other UK cities. Q13, All newly licenced vehicles MUST be wheelchair accessible so that the maximum accessible service is offered across the city. These shape of vehicles are also easier for the hop-in hop-out nature of the short journeys that I would expect to be doing in a Hackney Carriage.
Uniform. Stay tidy.
I think all taxis should be wheelchair accessible.
I have little confidence or trust in the industry
On the whole the taxi experience in Cardiff is poor, by far worse than any other major city. The issues have been know for many years with little to no action taken
Pricing. There should be more regulation to ensure the public isn't overcharges
The moratorium on licences has led to a cartel of drivers letting the people of cardiff and visitors down.
Drivers need to be vetted. Do they have a good understanding of the area, can they be trusted to keep vulnerable people safe in their car and not take advantage
The conditions of the vehicles needs to be tightened up.
Affordable taxis are critical to the city, especially with poor late night public transport. Make it safe and affordable and thats all you need to do.
Make sure control staff pass a comprehension test
Cardiff need to monitor all taxis more rigorously, condition, drivers, speeding, illegally parking (in bus lanes, double yellow lines)

i think wheelchair accessible vehicles could be at a lower emission standard for example ULEV but any non wheelchair vehicle should be electric if it is to granted a licence. CCTV should also be in all taxis for both passenger and driver safety, too many horror stories of incidents involving driver or passengers.
Far too many drivers have little or no knowledge of the location of / routes to destinations identified by names (hotels , sports venues , hall of residence etc.)
drivers and taxis must be regularly vetted and monitored , weekly checks for cleanliness etc. and should display on websites and inside taxis where and how to complain if not satisfactory.
Scrap all those in current use. and have new ones in the same livery.
There should be constant checks on drivers as around half the ones I get in the driver doesn't match the photo card. Very few can speak English, very few know where to go so constantly directing them. Its scary when you know its not the driver it should be. It could be anyone and its obvious its not a person who has sat any test.
Outside of London must be most expensive in uk.
Ensure taxi licences not shared. Better safety measures for customers. Improve quality of cars in taxi fleet
Enforce vehicle age restriction. No exemptions.
Licensing more drivers would mean more competition for trade and better availability. But it wouldn't necessarily stop flimping i.e. taxis from other places plying for trade in Cardiff.
Card payments should be universally accepted and all should use the meter
They are horrible smelly lot .
Taxis should be all electric. There seems little reason that they should not be as green as possible
N/A
There are very sincere drivers around, but I always come across one or two drivers that either refuse to use the meter or suggests a very high fare. I believe there should be some sort of mystery shopper program in place to flush out the drivers giving others a bad name.
A more stringent test to obtain a licence similar to getting a licence in London for all new drivers and there should be a maximum age for a vehicle and maximum mileage to ensure vehicles are safe and for fe purpose
Start policing them properly & if caught ripping people off which happens EVERY WEEKEND they should be banned for 3yrs from driving taxi's . Hackney & private hire .
See point on using Uber far better vehicles.
Needs a robust complaints procedure,, people constantly being ripped off
I believe that for a Capital City Cardiff taxis are a disgrace. Lots of good drivers but they get outnumbered by the greedy rip off merchants out there. I tend to use Uber more now.
The taxi drivers regularly make inappropriate comments to loan women, once I got in a dragon taxi and asked to go to a location and he answered no i'm taking you somewhere else. That was very scary and totally wrong. You need to train taxi drivers on how vulnerable loan women feel in a taxi.
Funding to be sought to support taxi drivers to purchase wheelchair accessible vehicles for Cardiff. Unless all taxis are accessible the customer dependent on a wheelchair will never know when they go out whether they can get back home. Also, a wheelchair user cannot tell from afar whether a taxi is accessible. Marking it as such is probably against the law ?
They have gone to the dogs considering we are a capital city it's shameful
The Council really needs to get its act together and do RANDOM CHECKS on taxis to ensure taxi drivers are taking good care of their vehicles and, more importantly, that they are clean. Taxi drivers failing to do this should have their licences revoked if warnings are ignored.

When visitors arrive in Cardiff they should be greeted by friendly taxi drivers (they often look miserable!) who make them feel welcome.
I don't think there should be any more taxis issued as there's already too many
There are plenty of taxis available in Cardiff at the moment, every time I've needed a taxi, I have not had any issues with finding a taxi as plenty available, I do not think there is a need for more taxis
Ran poorly by council
Taxis should not be considered as public transport
Their MOTs need looking at with the smoky old black and white heaps
There definitely needs to be a stricter process for black and white taxis. I don't feel safe getting them, they seem to charge their own rates and generally I use a book only firm
If licences were person not vehicle specific and time bound. They would revert back to the council at the end of a period and remove the resale market.
infrastructure is key, driving into the bay is a nightmare as the corner near Tesco metro is also always full of taxis, the rank is built for 5-6 but there is also always twice as many as the rank holds.
Because there are too many licences the poor drivers cannot make a good living
Compliance /licencing need to do more late night checks on fares charged it's really unsafe and greedy at present
Ensure that they can be identified when overcharging or failing to take a fare on the basis of the short distance and if proved remove licence
Get rid of them
We need to relocate the Saunders rd taxi rank....its an embarrassment for the city and confusing for visitors, its poorly managed and will in future compromise reliability of bus operations at the new bus station. Move station taxis south side. Too many taxis are speeding and parking in cycle lanes....
Prefer to get an uber
Question 11 is unhelpful and terrible survey design. What are the current restrictions? Which ones do you propose lifting? How many more licences are you proposing? Why isn't there a comment box after that key question when there are for so many others? Confidence in this council's public consultation processes is really low and it's not hard to see why!
Need more taxi rank
Because the bus service is so poor in Cardiff many people resort to taxis. They have become so expensive.@
There are already more than enough black and white taxis in Cardiff
Black and white cabs need further security protection for passengers. Still also too many stories of people being rejected for smaller rides causing people to walk home alone
Access to wheelchair users is beyond poor and limited my access to social and medical appointments to none as simply cannot get one
The taxi system in Cardiff is a shambles. Uber is the future.
I would use taxis more frequently if they took cards and did not refuse journeys
The drivers tend to think that they own the road.
To many taxis in Cardiff & the black & white drivers are very rude,if your only going a short distance they refuse to take you & they wait for bigger fares.
Are there flat fares for travel between different parts of the city? if so, can they be publicised and shown in the taxi.
Taxis are one of the worst vehicles for engine idling. Many also drive very poorly. Breaking speed limits and not giving cyclists enough space.
I would have concerns if not all new taxis were wheelchair accessible as this seems to be the shortage most complained about

Constant beeping of horns at very, very early hours of the morning around 3.00am - 4.00am
Training is required to ensure that drivers are helpful and courteous, especially to women
Low emission taxis would be perfect due to the rotten diesel smells i get from the taxi ranks as they sit and wait
Drivers often smoke or vape. Use mobile phones whilst driving.
A lot of them seem to be some of the most polluting vehicles on the road and don't seem to be maintained very well. Are they tested and checked properly ?
I see on a daily basis how taxi drivers refuse to take people unless they agree to an inflated set price which often can leave people vulnerable. An example would be someone getting charged £40 from the city centre to city road.
Often get refused if you work in a bar as you finish late so a lot of drivers assume you're drunk and refuse service
Needs to be monitored more you must no the problem areas please sort
Rates should be lowered. £18 to go 4 miles is ridiculous. Uber is £12 maximum.
More help for visual impaired users cannot see the payment clock or the route taken!
need to improve their service, be more affordable, do a better job in the night time taxi ranks which are chaos and encourage better people to join the profession by removing obstacles
I think they should start using a bit of solar power.
The drivers i have managed to get a taxi with have always been lovely, the call handlers not so much
They are in general good drivers but there are too many abusing city goers late on weekends
they are a disgrace to the City. there is no other major city in the UK or Europe with such poor conditioned vehicles
Make taxi drivers understand there cardiff ambassadors .to look after people .and stop parking where they like . and look at highway codes don't double park and stop at red lights .
If the Council fails to meet the accessibility needs of the city on this matter I will likely look to bring a court injunction in failing to meet the equality act. This is a vital service for the community and must be met by the council. If you continue to only serve those that can access the limited type of taxis currently available it will show a disregard for the Cardiff community. Accessible works for all
Just need wheelchair. I worry about whether one will be available when going to and from
Every new licence should only be issued for wheelchair accessible vehicles
Stop being a disgrace to the city
There appears to be a shortage of taxi's at busy times and I am concerned that so many taxi drivers have little knowledge about the city and its districts. They rely on sat nav far too much and cannot take short cuts to avoid road works or excessive traffic, and therefore are unable to offer the customer a lower fare and a good service. I would not issue any licences unless they pass a basic knowledge test as to the area which should include the ability to speak English fluently. Their inability to do so can cause considerable difficulties in their understanding the customer and vice versa.
Sometimes taxis ordered over the phone or via an app do not arrive on time which is unreliable if you are going to a meeting or concert or have a booking at a restaurant. A way of performance monitoring would be good
I use taxis that are parked by Howells regularly in day times, there is always a que of taxis available and the taxi drivers are very polite,
Take action against the driver who refused fare and overcharged.
I don't believe any more taxi's are needed however I think the trade would benefit with more saloons for passenger comfort reason as most taxis seem to be purpose built taxis
There are not enough ranks in the city and driver saying they are getting tickets which is not right
See answers above

We have plenty of taxis in Cardiff at the moment maybe consider bigger cities like London!?
No need for more vehicles on the road it will just increase traffic
If you were to issue new licenses it wouldn't be for normal standard taxi's as we have plenty, if you were to issue more, then you should allocate for disability as they could do both but you do not need more taxi's on the road! Town is to much on a night and people do not want to spend more than they have to which is why taxi's are dying out and people use Uber or bolt etc, we see the metre and it goes up even when we are static and when taxi drivers don't want to go by the metre, half the time they want to charge to much! As someone who has lived in Cardiff all my life and used taxis for 9 years we need more of a system which allocates to customers and even drivers who don't want to rip people off!
Be more polite on the road.
More of a clampdown on drivers only accepting long-distance passengers on Friday and Saturday nights.
I only ever use Uber - i wouldn't even attempt to flag a black cab due to the overpricing, refusal of fayres in the past due to me living in Cardiff Bay, they usually refuse because it is too close for them. Uber drivers seem happy to accept £6 knowing they'll be back in town in 10 mins.
It's not about the Cardiff taxis it's about the Cross boarding which they come in from different cities to work in Cardiff, And it makes it so difficult for these taxi drivers to earn money. These days as inflation is sky high.
There are to many taxis in Cardiff, I have noticed the whole city is a mess when you want to go home unless you use a designated taxi rank.
I've Private Hire drives asking do you want a taxi which I know this is illegal as they dont have insurance to take me and a small amount taxis trying to change off the meter which a illegal so enforcement is the a big issue in Cardiff not the number of taxis.
There are already an excessive number of taxis an private hire cars in Cardiff. The operation of this trade needs to be organized and kept under control.
Taxis are blocking some roads in Cardiff town, like in Castle Street at weekend nights. Especially when stopping and waiting on zigzag crossing lines.

Trade Comments

The hackneys are fighting against apps that work as a E Hail to customers already, reducing the amount of people that walk to one of the few ranks or stand and flag a Hackney.
Already two many taxis In Cardiff. It's take 2 hours to get a fare except Game day or Other big gigs. Stop cross border taxis before issuing new licenses. There is not enough rank to work. Driver are forced to park on the road, which is dangerous for public and driver as well.
We need to move with the times. Younger people and many visitors to our great city dont carry cash, we should cater for everyone with wheelchair users and vulnerable people top of the list. A high student population needs to feel safe, therefore our responsibility to these young people needs monitoring by the introduction of cameras in the vehicles.
Too many taxies not enough work
The council can't provide ranks for the number of Hackneys that are at the moment
Funding provided to drivers to upgrade to euro 6
I have been a taxi driver in Cardiff for a few decades and I truly believe Cardiff DO NOT need any more hackney carriage veichels.
Cardiff licensed cars are terrible condition and some cars I've been in have been so rough I was shocked that they have even passed the plating
Stop cross border taxis in Cardiff

I've been a taxi driver for 33 years council has no control on taxis ,it's a crazy industry now seriously someone should take control.
More Cleaner and environmental taxis and encouraged new vehicle without white bonnet just black cabs with taxi sign on top as hackney carriage
I Think Cardiff Already Has Lots Of Taxis To Cover The Whole City So There For No Need To Release More Plates As Cardiff Drivers Already Struggling To Make A Living And Also Out Of Town Taxis Are Killing Our Trade
No enough fare and ranks in the city right now we wait more than 2 hours to get a fare how you need to put more taxis on the road plus cross border taxis it's too much vehicles on the road ,,,
Lifting the restrictions on the taxi licenses will be detrimental to the trade as there are already too many taxis occupying the city centre trying to get into ranks, waiting time for a fare is prolonged on a normal busy night, adding more taxis will add to that, affecting the income of existing drivers. More taxis means more chaos and traffic build up in the city centre, adding to hazardous situations for the public aswell.
Fuel prices
Theres not enough taxi rank space for the current taxis. So any more taxis would cause chaos
Need more taxi ranks
I think need more space for taxi rank. So deficult to get the job ,
There's too many taxis already and not enough work with cross border taxis taking our business. This will effectively be the final nail in a struggling trade
passivity ranks space
Need more taxi ranks
Not enough business. *Not enough ranks Too Hackney taxis in cardiff
Kindly could you please take action against cross border taxis before do issue cardiff Hackney taxi because the business already struggled due to uber and cross border taxis. Furthermore, there's no enough rank.
The real issue is stopping Newport licensed vehicles destroying the trade in Cardiff
Too many taxi's in Cardiff the trade is dead on top how can Cardiff Council think about further taxi in Cardiff
The restrictions on new licences are ridiculous given the restrictions on trade for new licences. The vehicles on the road are inefficient and shoddy. The restrictions need to be lifted so that fair competition can be done. The numerous complaints re. Overcharging or refusing fares within the cardiff licenced area are ridiculous. Drivers have abused the position of having a Hackney licence in cardiff for too long. And forgotten that is both an entrustment and a privilege.
To many taxis not enough rank
We don't have enough ranks already and have to work more hours to earn minimum wage
As a taxi driver for over 35 years i think there is far to many taxis on the road in Cardiff already especially with the amount of Newport licensed vehicles already operating in Cardiff. Another reason is there is not enough working space on ranks in the City anymore.i think the Council should certainly put more taxi ranks back in the City and stop the cross bordering of taxis not licensed in Cardiff
I think there's already too many H/C and P/H out of town cars working in the city now! there's Newport plated vehicles parked in most streets in Cardiff living here and working here 24/7 there's no where near enough ranks in Cardiff to accommodate the Hackney's now even private hire parks on them this could've never happened years ago but now no one cares
Please work towards only cardiff licensed drivers and vehicles working in Cardiff.

A Cardiff licenced private hire or Hackney is more than sufficient to sustain demand other taxis from out of the area are not up to Standard as are the people driving them.
Cardiff city Council need to stop the Cross border taxis coming into the city . possible solution would be to only allow Cardiff plated taxis to use bus lanes .
Many wheelchair accessible taxi drivers get a doctors note stating they can't do WAV work so they should be made to hand back their plate back, that they only got because WAV plates were available due to the cap and they should wait for standard plate to become available.
No more issuing taxi licence: Reasons * No enough taxi rank as we struggling now * Too many taxis and private hires such as Uber. * Too many cross boarding Uber * Our trade has been reduced after the COVID pedantic. * Cost of living are so high and very less customers. * And many more
We live in a time where money is hard to make, passengers are not spending as much but your planning to put this on the drivers, force us to buy cars we can't afford and buy a car most customers will treat like crap.
Not enough rank spaces provided for current taxi drivers for the council to being new taxi licences
Adding more plates to cardiff taxis will make it even more difficult for us. As a taxi driver myself it is already difficult enough to earn after covid. There are not enough rank's available, and adding more taxis would make it more overcrowding. It will totally decimate livelihood, also leaving a direct impact on my daily income as I will not be able to maintain my financial commitments.
Stop crossing bordering taxis
There are not enough rank spaces around the city and already too many taxis clogging up the roads across the whole city- regular road closures for events make it worse
My comment is the Council must be more advise with taxi drivers because they know well how is the situation gone U
Too many taxis in town. Not enough rank to work.
Stop border control
Cross bordering has to stop. Drivers of out of town cars have not passed the very strict requirements of Cardiff Council, and they are allowed to get away with it. Transport for London stopped the cross bordering very soon after Uber were granted an Operators License. This should have happened in Cardiff a long time ago.
Too many taxis no need for any more
Cardiff council need to address the one problem where facing is the cross boarder issue these newport cars are starting to annoy us.
There's not enough taxi ranks for the number of taxis that are at the moment and there isn't enough work cardiff is not London
Please increase tariff - everything has gone up & we are struggling to pay our bills. Also, stop drivers from other councils to operate in Cardiff which is unfair for Cardiff council drivers. Specially people get badge from Newport & operating in Cardiff. Please stop them & increase a tariff. Thank you
Taxi trade in Cardiff is in great suffering due the large number of taxis and no enough ranks. And more importantly because of the thousands of private hire vehicles that work in Cardiff, plus the problem of 'Cross-border hiring', those private hire vehicles licensed by other districts such as New Port, which all permanently work in Cardiff!

<p>There is too many taxis in Cardiff, we are hardly surviving on the trade. Main problem is there is not enough ranks where drivers can wait for the fare. Secondly out of the towns taxis are everywhere mainly Newport license taxis. It no need for further increase of licences.</p>
<p>Please stop a cross-border taxi as we struggling to make living wages</p>
<p>In Cardiff city we don't have enough spaces on a ranks. First off we need more ranks and business. In town centre shops are closing down every year. That's why need to sort out those things first then road infrastructure then we might need more taxis. And sort out cross border taxis who work in Cardiff illegally.</p>
<p>I have been a private hire driver for two years, I enjoy the job but their are a few major issues, dropping off in the city is a nightmare, there are few legal drop off places , is it possible to create drop off/pick up areas, with maybe a waiting/drop off of no longer than two minutes, this would be a huge help, as it is near impossible to find a legal drop off point</p>
<p>Again people pushing for electric cars To expensive for most drivers And a new purpose built electric wheelchair chair car is close to 80 k ! Not going to happen for most Again back to all the Newport / Brigend , cars soaking up all the work Until that stops how can the trade move forward and invest in the driver's futures (I been a taxi driver 30 years)</p>
<p>Stop cross boarder taxis operating in cardiff</p>
<p>Cardiff is over run with Taxis and Private Hire Vehicles. There is not enough work. Due to cross boarder working It doesn't matter where you are registered. New drivers are being advised to train and get their licence in Newport. They can still work in Cardiff. Standards are lower in respect of both drivers and cars. Increasing the Taxi fleet will finish off the trade.</p>
<p>In the 20 years i have been a taxi driver in Cardiff and i have filled in many surveys nothing changes your stuck in the dark ages . Can't even bring myself to write a list of issues</p>
<p>Standardise Cardiff plated private hire and Hackney taxi's with Cardiff badge holders and you will have enough taxis to meet demand.</p>
<p>There is enough taxi's in Cardiff, not enough trade for existing drivers. There's not enough taxi ranks for us to work in. We don't need anymore taxi's. Taxi's from other council are allowed to operate in Cardiff which are with Uber and Dragon which has affected the Hackney trade. I am unable to to maintain my financial commitments because my income has dramatically been affected from other taxi's operating in Cardiff.</p>
<p>Think cardiff council we have far too many taxis in Cardiff already use your common sense please.</p>
<p>AVAILABLE TOILETS AND WAIT SPOTS FOR PRIVATE HIRE CARS!</p>
<p>Taxi drivers are being unfairly targeted by being penalised with parking tickets. There are about 75 - 80 rank spaces in the entire city and about 750 hackney vehicles, how does the council expect to faciliate more vehicles!</p>
<p>Cardiff taxis that are based on very old diesel commercial vehicles should not be permitted to be used as taxis. EV use should be encouraged - they should be allowed to have tinted windows for example. All taxis should have cctv as well as dash cams.</p>
<p>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</p>
<p>None</p>
<p>MAKE MORE RANK ARGENTLY NEED TO STOP CROSSBODER TAXIS</p>

THEY TOOK OUR JOB AND WE LOST OUR EARNINGS.AND Cardiff COUNCIL LOST THEIR Licensing FEE
There are more than enough taxi plates for Cardiff city center as there is no space on the taxi ranks to stand most of the time we stand on the double yellow lines. there are more private taxis from different councils working in Cardiff because of that there is less work. If you want to increase the number of plates then you should stop cross bordering
I think Cardiff has got far too many Hackney carriage taxis already. The drivers are struggling to earn a living as you have already got user taxis from Gwent Rhondda Cynhan Talyfer and Barry.its a mess in Cardiff.there is not even enough room to park anywhere.i think it will be a disaster if the council issued any more licenses.
Stop taxis blocking the road by burger king/kingsway (old Lloyds bank) causing chaos almost every day/evening.
No more plates, We have too many taxis already waiting 45mins to 1hr. We don't have enough rank space to accommodate. We as drivers are getting penalty tickets just trying to get into ranks. More licenses will have an impact on my earnings and livelihood.
Taxi licensing tests should be taken back to Cardiff city council
There are already too many Hackney Carriage taxis saturating the taxi trade in Cardiff and we already experience much difficulty as there are no spaces to queue in the taxi ranks due to the number of taxis. Lifting the cap on hackney carriage licenses will increase this problem further and serves no benefit.
I would ensure that licenses are only obtained from those residing in the Local Authority boundary in order to manage numbers and ensure that there isn't the opportunity for an over supply and numbers can be managed. I would wish to see more Licensing Officers patrolling at night at ranks ensuring high standards and punishing those drivers who do not comply with their licensing terms and conditions. I would create a 'traffic light' points system for those drivers who do wrong with suspension and bans for persistent offenders - there will be good examples implemented in other areas of the country which will help improve the roadworthiness of vehicles, behaviour and compliance with the Highway Code and Licensing conditions placed on them
Cardiff council not to lift restrictions and issue more new taxis because all ready to many taxis trade is very very slow some times you have to wait 2 hours for a fare
Cardiff council should or not think about new licensing at all
Drivers are continually getting penalised for dropping customers in certain areas of the city centre, it is much safer for both customer and driver to drop on areas such as bus stops than it is to stop in the middle of the road. Also, the 20mph blanket zone in the North of the city is not working, around schools it is totally justifiable but not everywhere. There is no need to increase HCV licenses in Cardiff, there are more than enough. If more are allowed to enter the trade it will be extremely difficult to make a living driving a taxi. What needs to be a priority is cross border hiring, the only vehicles that should be able to work in Cardiff are those that are licensed in Cardiff
We need to stop cross border cars in Cardiff Newport cars have messed up the trade
I think it's difficult time for everyone about the increasing living costs, so the taxis became very slow, and there is no money cars on the road, the council need give priorities Cardiff council taxes and stop cars coming outside borders, like users and dragon, it's not fair some one doesn't give the council licensing and badges taking all the business.
You know electric vehicles don't work because you bought a load, and they don't work. people who talk electric cars are the main people who don't need a car. I have a Hybrid auto best efficiency for a combustion engine vehicle quiet smooth 50 mpg for a 2.0 petrol engine taxiing, would be better

were it not for eight speed ramps a mile on average , around Cardiff really is damaging my car .it average about 75 % on ev .I didn't buy it because it was Hybrid I bought it was a pretty car, sports touring and was auto manuals you only use two gears out of six kills the clutch at 2k too change on a modern car uneconomically viable
Not enough ranks we keep driving around waisting diesel othan waiting hours .i going yo leave
I see this exercise as another example of Cardiff Council running before it can walk. Before you start with Cardiff taxis and issuing more licences, how about you sort out the current issue with cross bordering, I'm seeing as many out of town taxis as Cardiff licenced vehicles in the capital. It's truly scandalous that taxis who are not licenced in Cardiff are allowed to work here. The irony is if I was caught picking up in say Newport, I'd be prosecuted.
If Cardiff council have more inspectors on taxis late evenings this problems not going be a issue
There is enough Hackney taxis in Cardiff Before you release new taxis make more ranks
Already oversubscribed, Hackney Carriage. Not enough business. Not enough ranks. Will totally decimate your livelihood. Have a direct impact in your daily INCOME you will not be able to maintain your financial commitments.
Uniformity of cars
The cap should not be uncapped as our trade already down and every taxi drivers in our trade struggling to their daily live and there's no enough ranks not good business.
Investigate drivers sharing their badges.
At present there is too many taxis in Cardiff. As driver I find it very difficult to find a space in the ranks. Also there is no other option for the drivers where they wait to get in the queue.
I can't afford to bay electric car. Is expensive. And. Is not job. No job. All night Saturday you don't get paid 80£.
it's getting ridiculous uber comes and works in cardiff with a Newport plate, so can cardiff drivers go Newport and work there too? why the double standard.
Your killing our trade, this is people livly hood.
All taxi has to be same rates because public has been confused . There is too many different price rates . We need one universal fee.
Advice taxi drivers to assist pulpic when town is busy as the time games rugby take place in Cardiff.
If the council lifts restrictions it would have an devastated impact in our business and it would put us out of business, as we are already struggling to make ends meet Too many taxis, not enough business, not enough ranks. Im even surprised the council would even consider after coved now the cost of living crisis
More ranks and well trained taxi Marshalls.
The shoddy practice and dreadful vehicles driven need to be examined. People neither want to barter about a price or get driven to their destination in a shoddy death trap. And have to negotiate the price even within the boundaries of cardiff.
The most appalling service of any city or town I have been in and I believe the license authority is exceptionally weak.
More ranks lees camara
I think the hackneys should be held more accountable for rejecting fares and trying to rip customers off! I have used cans at a rank and even when told i'm a driver they still try to charge me £30 for an £8 fare from town to penylan!

<p>I think minimum standards of cleanliness should be enforced for all taxis. Spotchecks reveal the minimum standards are met then the operators should be find!</p> <p>f this is already the case, then more random spot checks should be utilised, as I often get into dirty taxis.</p> <p>I think drivers refusing fares should incur a fine for the operator they work for. This seems to become in common practice in Cardiff.</p>
<p>As PH driver I am concerned about the cross boarding issue. Company as Dragon and Uber should be monitored and amonished about this practice. The operator are using the situation to their advantage. E.G. Uber doesn't pay his drivers a fee anymore, taking advantage of the numbers of drivers they let an algorithn decides the price and we are often offered fees of less than 1£ per miles.</p>
<p>Where are these new hackney cabs going to find work, to many cabs on few ranks. You need Todo your research and investigate as a licencing authority where you will find a number of hackney licenced cabs are forced to park illegally in popular pickup zones hoping to find work at most times of the day as to many hackney cabs working to few ranks and what with private hire and out of town Uber taxis working Cardiff city zones your licenced hackney Cardiff cab driver will struggle to make a meager living which is only acheaved by working long endless hours which must be considered unsafe if you compare to a hgv driver who has to account for the hours worked by working a taco meter. A tragedy waiting to happen</p>
<p>It's way too many taxi in cardiff there is not enough rank and also too many out of town taxi</p>
<p>I drive a taxi, because I don't have any alternatives. But Cardiff taxi business is so bad. 1) no spaces in town and ranks 2) to do one fare I have to wait 1-1.5 hours. Cardiff council say they want to issue more taxis but what I'm thinking is where do they have the space for the vehicles, I work so hard in the week and don't even earn my basic wage. Plus, there's no toilet facilities for us taxi drivers</p>
<p>As a taxi driver it is very frustrating that we don't have enough taxi rank.on top of that many driver have been fine for stopping in some places...Council should be providing more rank in my opinion.</p>
<p>If new plate come in the road it will affect driver income. Already they suffering theirs living life. No busy outside. Waiting 2 hours 3 hours get one fare. So I will suggest not to issue new plate.</p>
<p>Council must help the drivers</p>
<p>It's too many taxi on the road.not enough taxi rank.no business at all.</p>
<p>No need we have more taxis as city</p>
<p>There are plenty of taxis in cardiff, so many that there arent enough ranks or parking available for taxis when at work. Drivers have been receiving parking tickets for stopping in bus lanes as there is no place available for taxis to stop. New licenses will have a significant impact on the income of existing taxi drivers and will hugely impact our livelihood.</p>
<p>This cost high price</p>
<p>Fur too many licensed Hackney carriage taxi's al al-redy in the city of cardiff per population.there are 3 to 4 taxi's in waiting for 1 customer.And there isn't enough taxi rank for the taxi's, when you go to work you get Parking Ticket.you are continually have to look over the shoulder.</p>
<p>Already oversubscribed acne plates, Council not providing adequate facilities for the current plate holders</p>
<p>The city has more than enough taxis to provide, with pollution and congestion on the rise removing the cap would only increase an already over populated city with cars.</p>
<p>There is not enough work to support the fleet the size it is a the moment during normal operating times any increase of fleet would decimate the daily operating trade making it not financially viable to own or hire any vehicle.</p> <p>There is not enough rank space to support the Hackney fleet at the moment never mind any increase of numbers of fleet.</p>

Week day trade is so slow forcing driver's to take second jobs and any increase of vehicles will accelerate this to the point there will only be part time Hackney driver's
Taxis cars are crossing the capacity of the city so drivers are struggling to maintain their financial commitments so I asked Cardiff Council to stop issuing Taxis licences.
Not enough ranks too many taxis hard to make a living so please no more new licences also cant afford brand new electric or euro 6 as they are very expensive
There are some taxi driver parking by Howell rank in st Mary street .Asking customers to pay more and not using meter.They are the drivers which come to rip up people and give us bad name and reputation we request the taxi inspectors many time but they have done nothing to stop them.we think this is very important issue to be dealt immediately.Thanks
Not enough taxi ranks
cross border should be stop because is affecting our business newport Barry and rhonda council driver most of them working in Cardiff make traffic worse on weekend . Some of hackney and private hire drivers on weekend by front of howel rank mil Lane and by Castle Street do cherry picking need to be stop. I think need more marshal on every rank on weekend
N/A
Council don't care
Stop cross border
Neighbouring council taxi should not be allowed to operate in cardiff.
Cross bordering must Stop
There is plenty of taxis, in the ranks
There's hardly any rank space for taxis in the city. We are getting tickets trying to earn a living, if more taxis are allowed my financial situation will become unbearable where I can't can't pay my mortgage and the other financial obligations.
The questions are being asked about fuel efficiency clean air etc. why are there cars on the road more than 20 years old ?? There should be a maximum of 5 years only for extensions.
N/A
Plenty of taxis are always available and the ranks are always busy. There's more taxis than customers so there's no point in having more taxis around as it will only increase traffic and make having a decent income more difficult for current drivers like myself.
No
There are too many Taxes on the Road.
Hybride cars
Need more rank
I personally think that there is enough Hackney taxi in Cardiff at the moment. If the council were to add more Hackney on the road, the actual holders of the Hackney vehicle would very much struggle to make ends meet, hence feed their families and pay the bills. Therefore, i think this move if it was to be implemented by the council, it would have a huge impact in terms of income for the current Hackney drivers in Cardiff. I simply don't agree with the idea of issuing new Hackney plates.
With regards ,I need to tell in Hackney taxis trading is not enough jobs really quite and is long waiting on ranks to get the job
We already have more than enough taxis in Cardiff as a taxi driver I come out to work I do round and round in town. I don't get a space in the rank after half an hour drive in disappointingly I am going home with nothing the only time I get fares at Saturday night, that's all I can't work during the day because I have four children to look after take them to school take me to mosque take them to park and give them a time Thank you
No more new taxis should be in this city

Stop cross boarding, taxis
Not enough work in cardiff unless it's the weekend and then if there's more taxis it's going to be harder
If the council issues more license then all taxi drivers will be affected and less work as a result
Should provide some grants for this
Too many taxis already Queues all night
making more taxi rank in besy area like albany Road, city Road.
Keep the number capped on Hackney carriages
There are already an overwhelming number of taxis in Cardiff, let alone the excessive number of private hire cars

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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 distrupcion
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 fares 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 bodering
More taxi ranks
Grants for new low emission taxis
build more taxi ranks and do not allow cross bordering

Daniel Cook | Team Manager,
Licensing (Cardiff)

Dear Daniel,

Please accept this document as our response to the proposal to be put to committee in regard to lifting the moratorium on Hackney Vehicle Licenses & the introduction of card payment requirements to Hackney Vehicles.

We do not agree with the wording on the survey that was released in regards to this matter or that a person could supply multiple responses as the survey suggested upon completion, Both the wording and ability to supply multiple responses, compromises the integrity this process.

The introduction of the survey that was also echoed by local media suggested that there had not been a new license issued for a Hackney vehicle since 2010 which is not true because several new vehicles have been added to the fleet during this time. The statement is misleading in that it makes the public believe that all the Hackney fleet are older than 13 years of age because it does not explain the workings of renewing a Hackney plate sufficiently to gain an educated response.

We agree that an Unmet Demand Survey must be undertaken before a cap on licenses may be introduced and good practice is that this survey must be undertaken every three years, however, although the Transport Act 1985 does not state that a survey must be undertaken before the cap is lifted, we believe it would be good practice to undertake such a task before any decision is made to get factual information in which a decision can be based. The license fees for Hackney Vehicles incorporates the cost of an unmet demand survey and does not cost the public any money we therefore insist that this survey be undertaken from monies taken from the trade in order to satisfy the person who makes the decision (which is this committee) that there is *no significant* demand that are unmet.

S16 Transport Act 1985 sets out that the number of HCVs can only be limited where there is clear evidence to show that there is no significant demand for HCVs which is unmet:

"...the grant of a license may be refused, for the purpose of limiting the number of hackney carriages in respect of which licenses are granted, if, but only if, the person authorized to grant licenses is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the license would apply) which is unmet."

While the report that we have read states at 1.5 that the licensing department have received a number of complaints regarding passengers unable to get Hackney Carriages it fails to state how many complaints, a comparison to complaints against Private Hire Operators (for the same issue of waiting for a service) what times of the day or week these complaints relate to and the comparison of any complaints of the same nature before the Hackney Meter increase a few months ago. Because this decision only effects the Hackney trade, we believe that any complaints received should be filtered to the Hackney trade only.

The trade has a real-world view of what occurs in the Hackney industry and do not believe that there is an unmet demand issue in Cardiff and we have supplied images of what the waiting lines of Hackneys looks like both night and day in a further email to accompany this response.

We also witness the inability to drive off a rank with passengers due to the grid lock caused by the ever-increasing number of Private Hire Vehicles from many areas that have flooded Cardiff which in turn slows down the service that the Hackney trade supplies. This issue, and that of very limited ranks for Hackneys was supported by the police when a cap was placed on licenses, and we are positive that the police will have not changed their stance on this matter.

While the report states that there is a second market grown from the sale of Licensed Hackneys there is no legal basis for this statement due to vehicle licenses for both Hackney Carriage and Private Hire are transferable by law and the price agreed by the seller and the buyer is irrelevant to this discussion.

The same could be said for buildings who have previously been granted planning permission for use as Public Houses, Restaurants or Take Aways where the premises can demand a higher value, yet this is not an issue raised by Cardiff Officers.

We do however agree that cherry picking is still happening but on a less frequent occurrence, but we are of the opinion that releasing the cap on Hackneys would not resolve this matter but possibly contribute to it and that this can only be resolved by CCC undertaking test purchases to enable licensing to deal with the individuals involved, this is something that the trade would support.

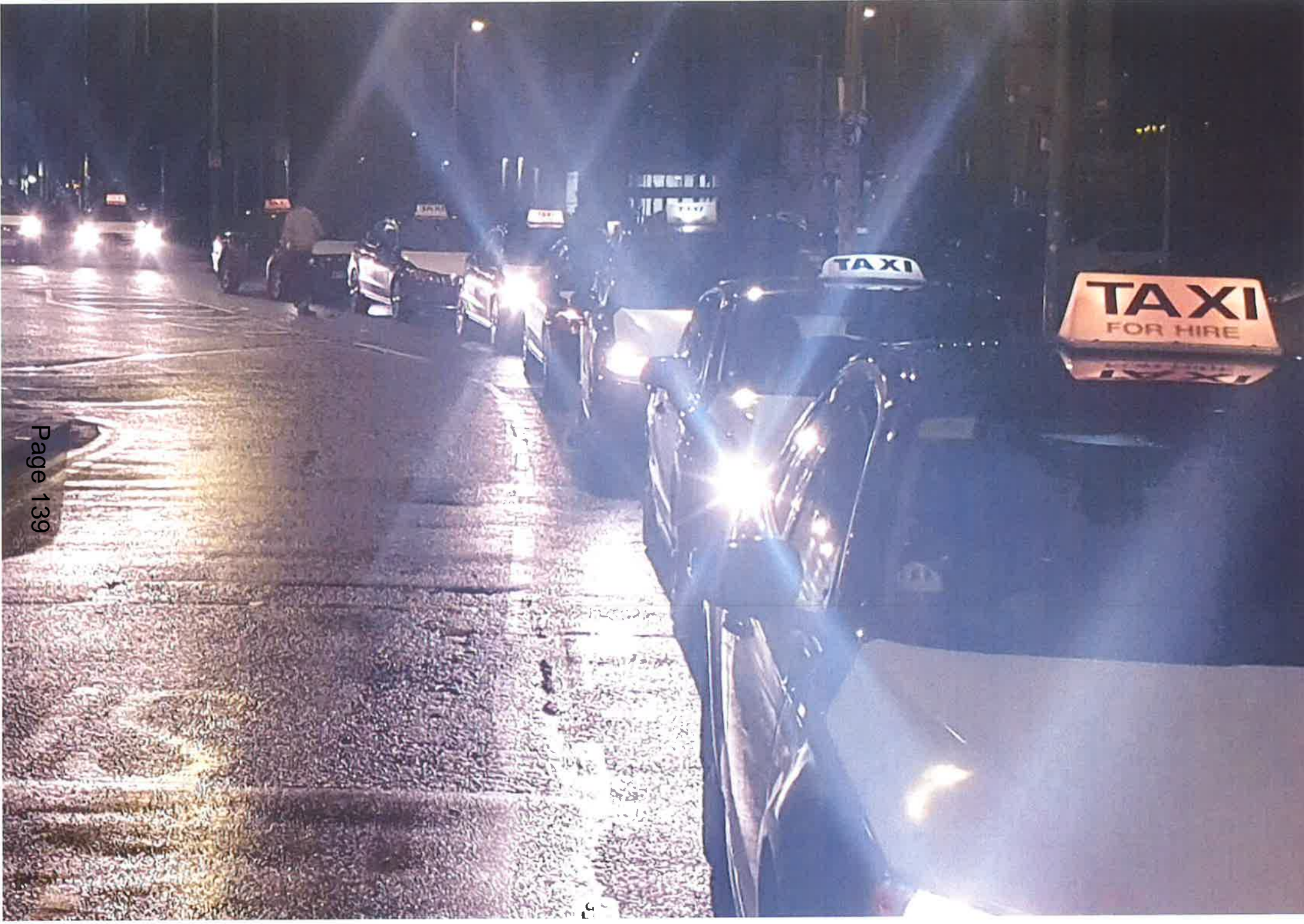
The current level of working licensed vehicles (726) have only 35 spaces for them to park on a rank. The current 726 vehicles parked bumper to bumper can stretch to over 2 miles and the current cap of Hackneys (946) would stretch a staggering 2.5 miles, how much more road does Cardiff have to fit even more vehicles on if the cap was indeed lifted, and how would this effect air quality. These are questions you must ask yourself today.

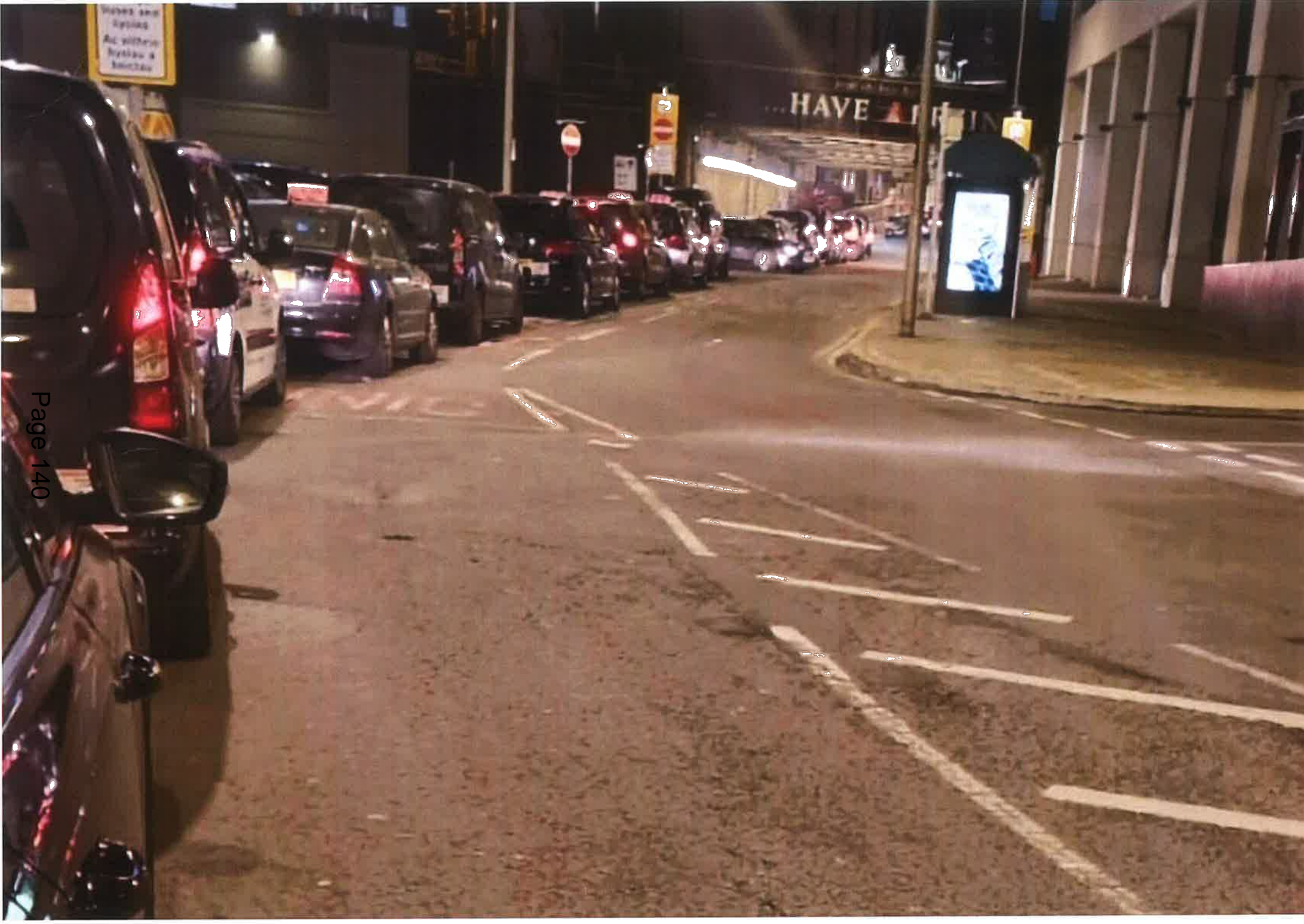
Card Payment Machines.

We agree in principle for these machines to be added to the Hackney conditions, however, we do not agree that a vehicle should be taken off the road if these third-party machines are not working due to signal issues, breakdown or the supplier having technical issues and this must be reflected within the conditions if and when they are written.

Yours sincerely,

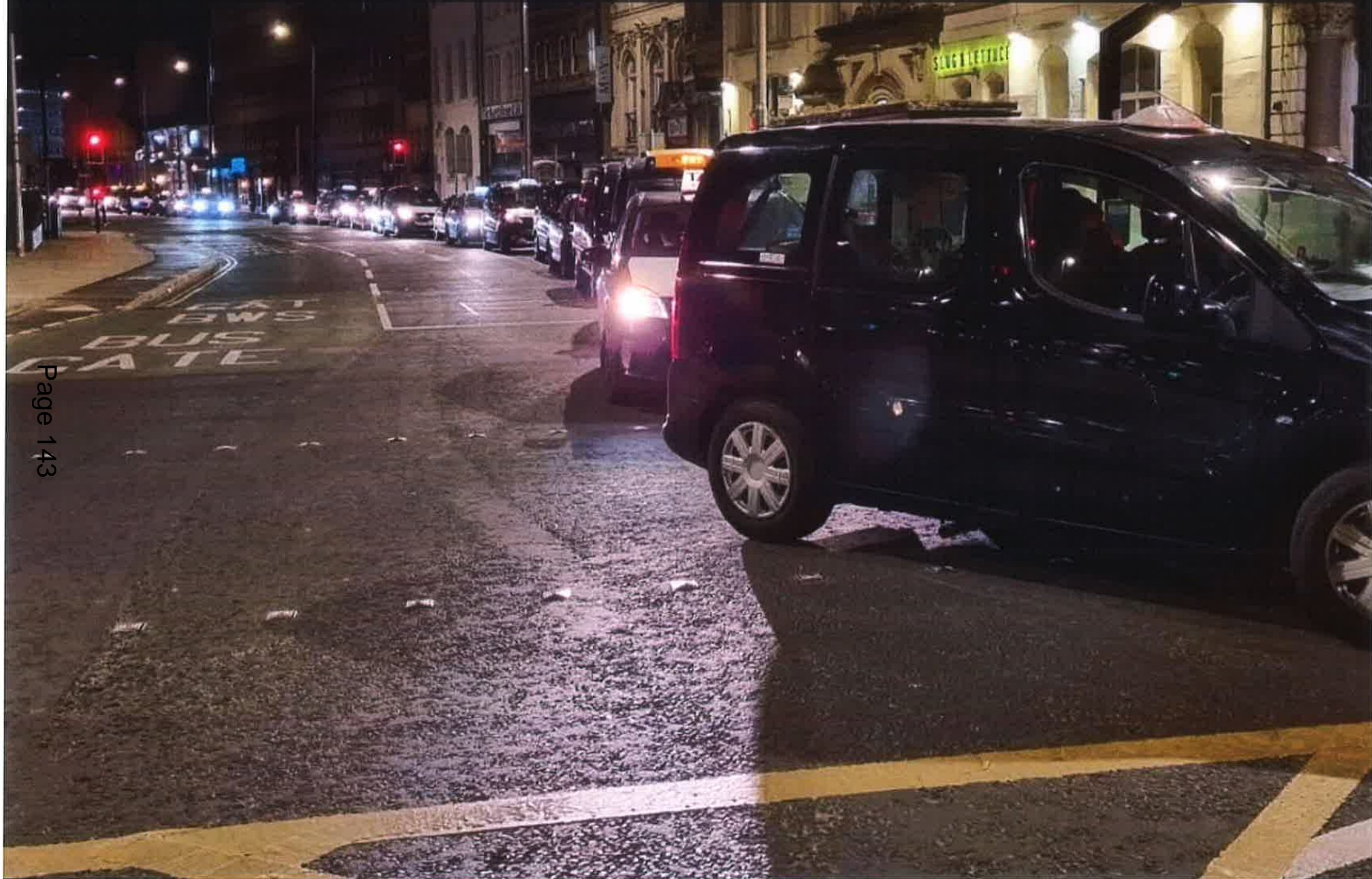
Sanwar Ahmed
Unite Wales







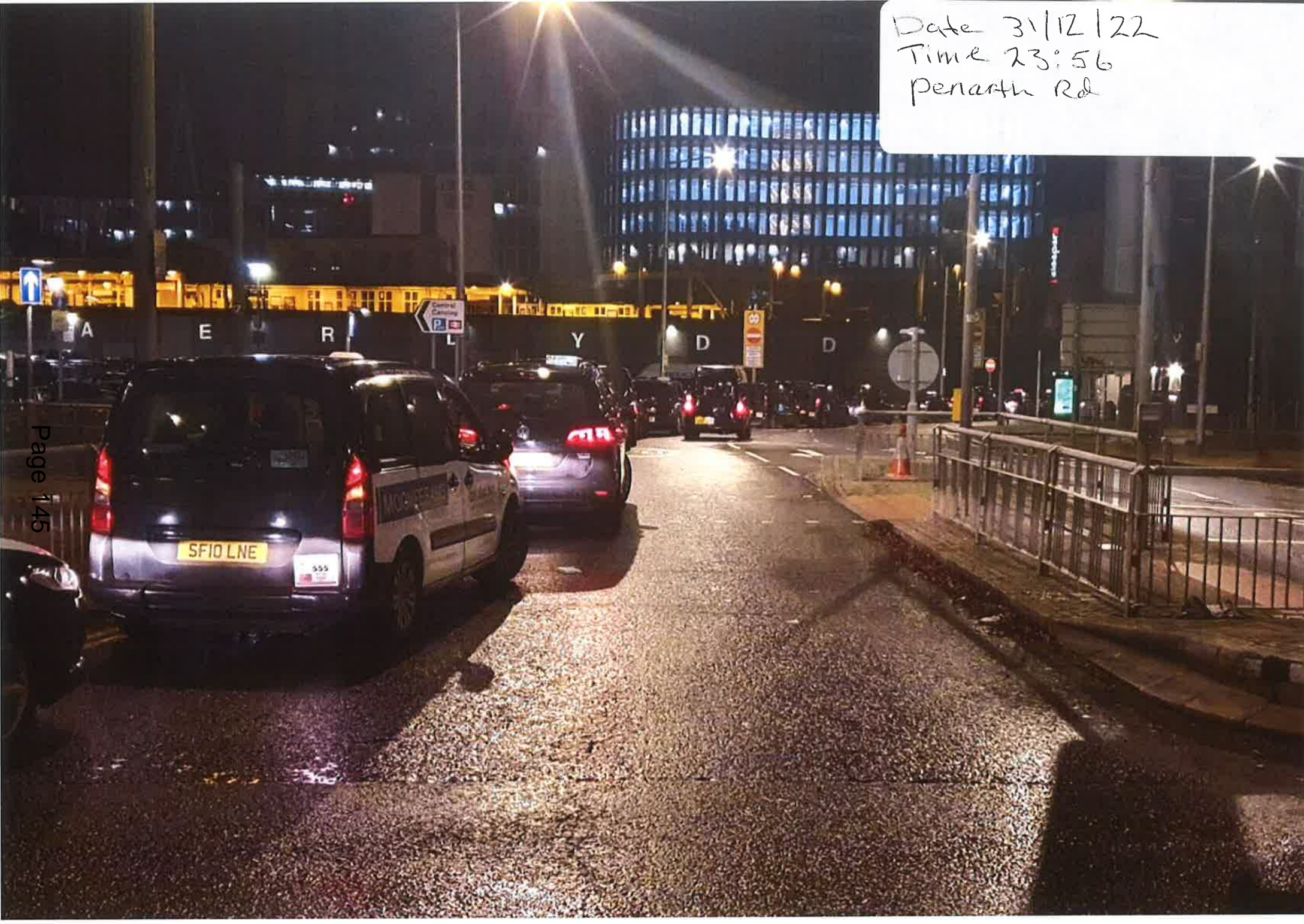




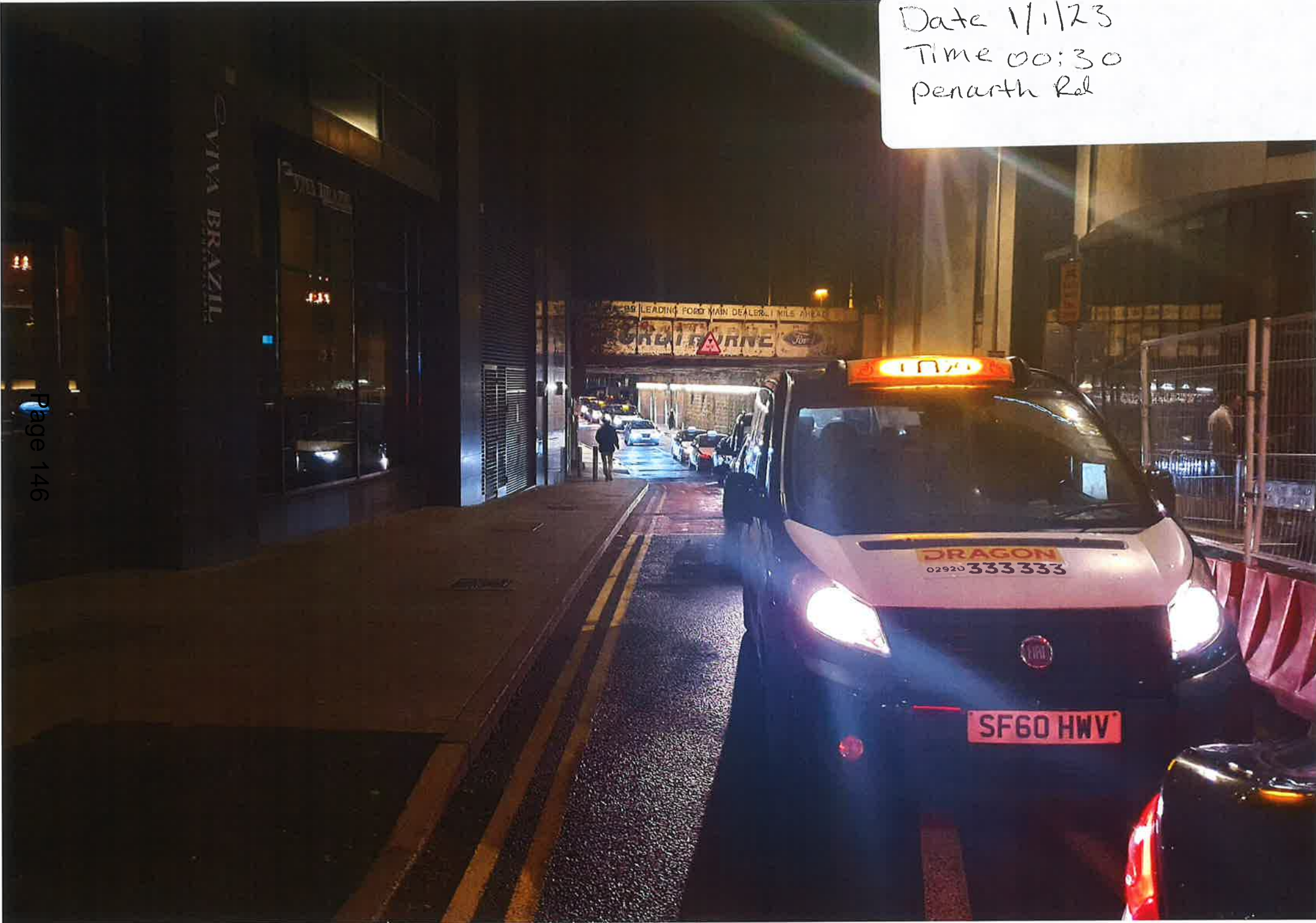
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penarth Rd
Back of train St



Date 31/12/22
Time 23:56
Penarth Rd



Date 1/1/23
Time 00:30
Penarth Rd

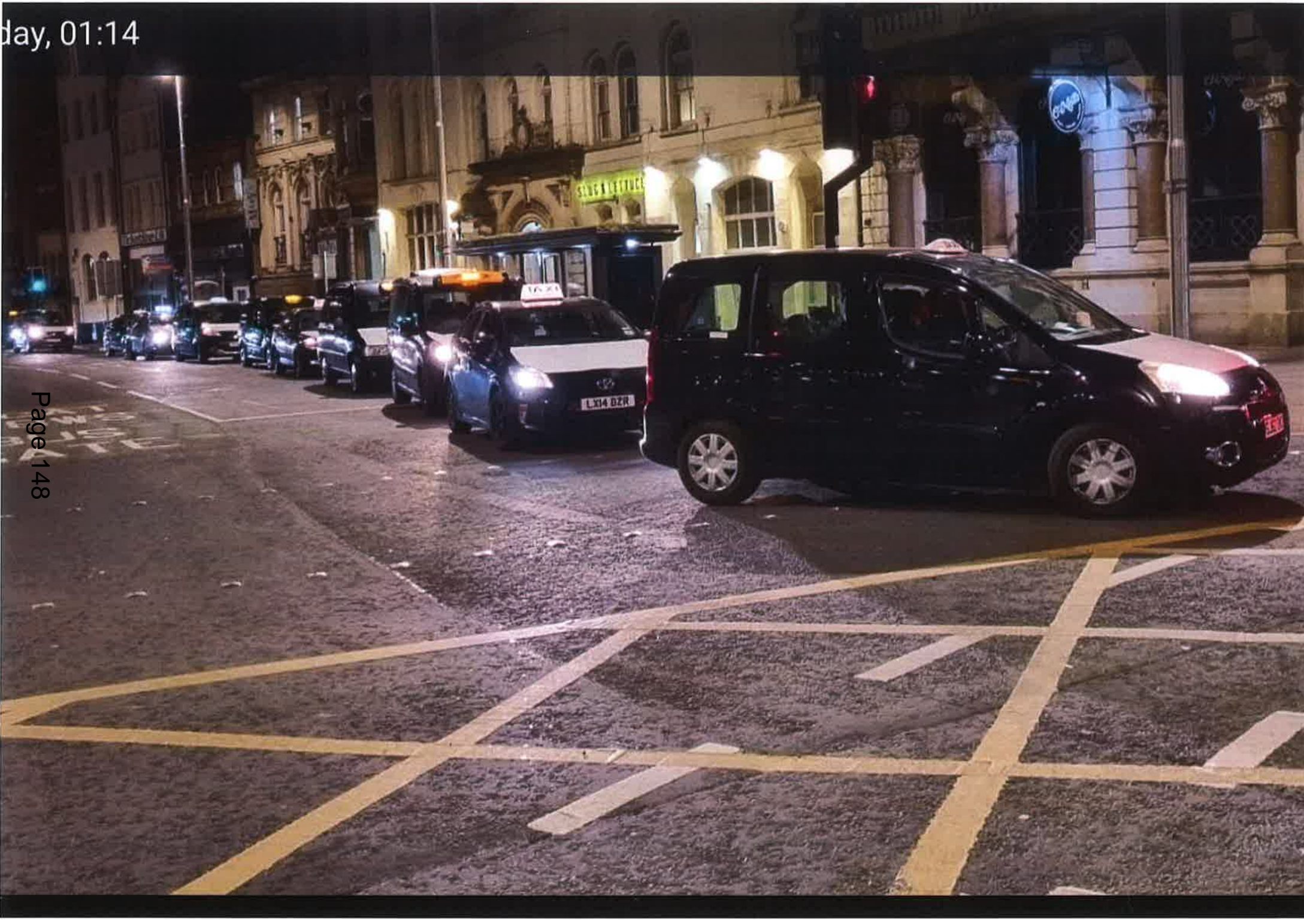


1712 of the 1712 No.
HAVE A BRAIN

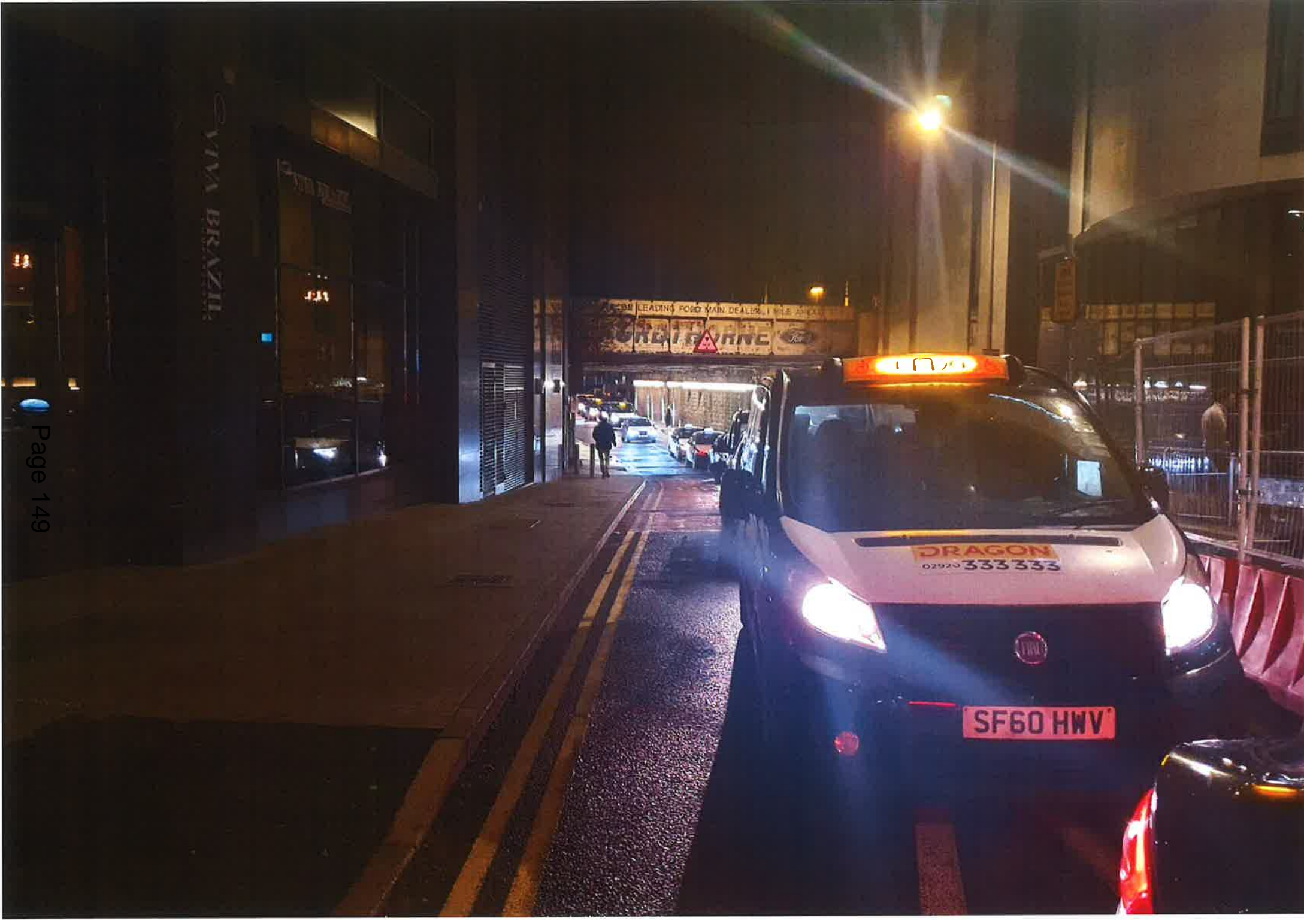
**CITY OF CARDIFF
No. 15**

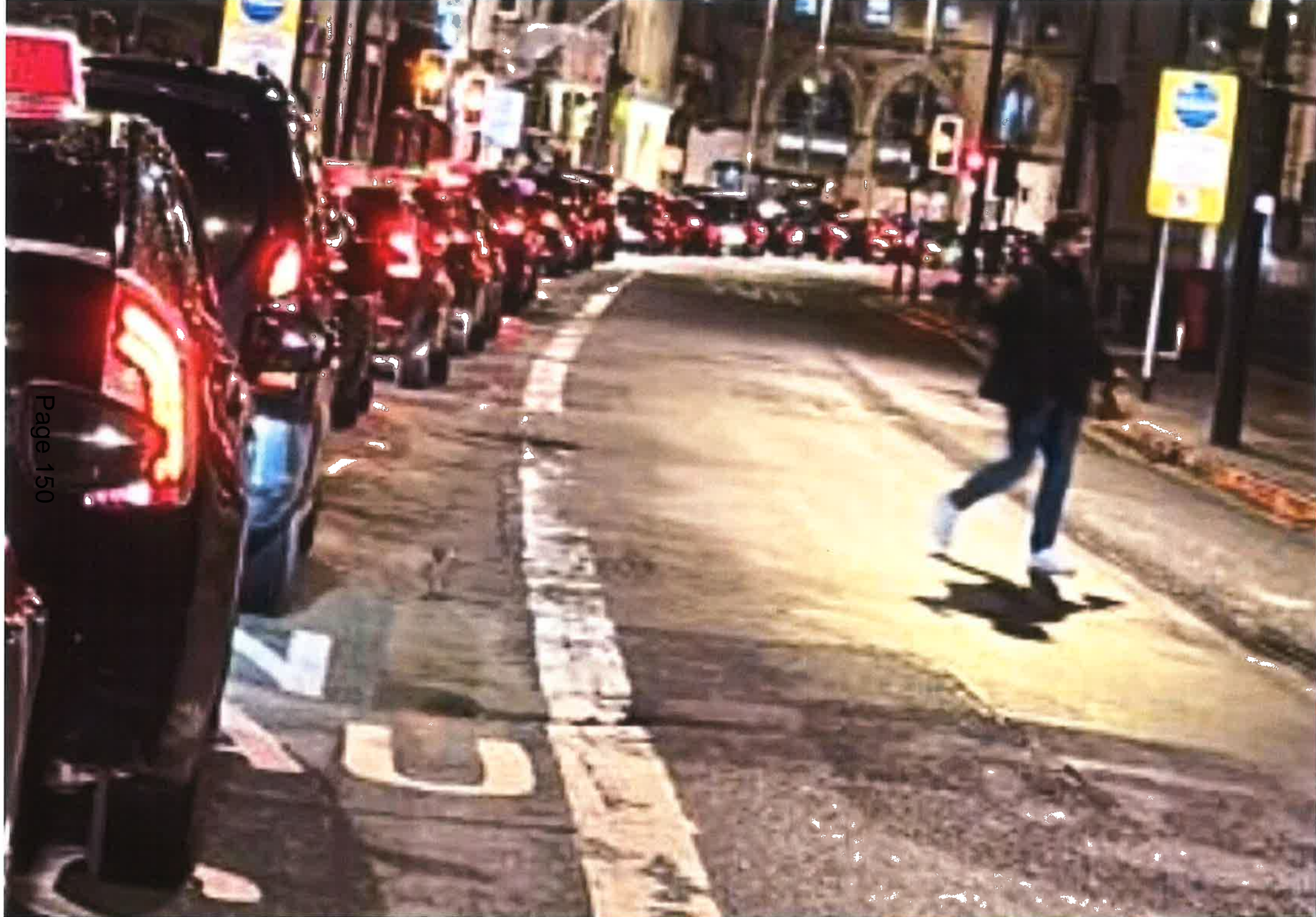


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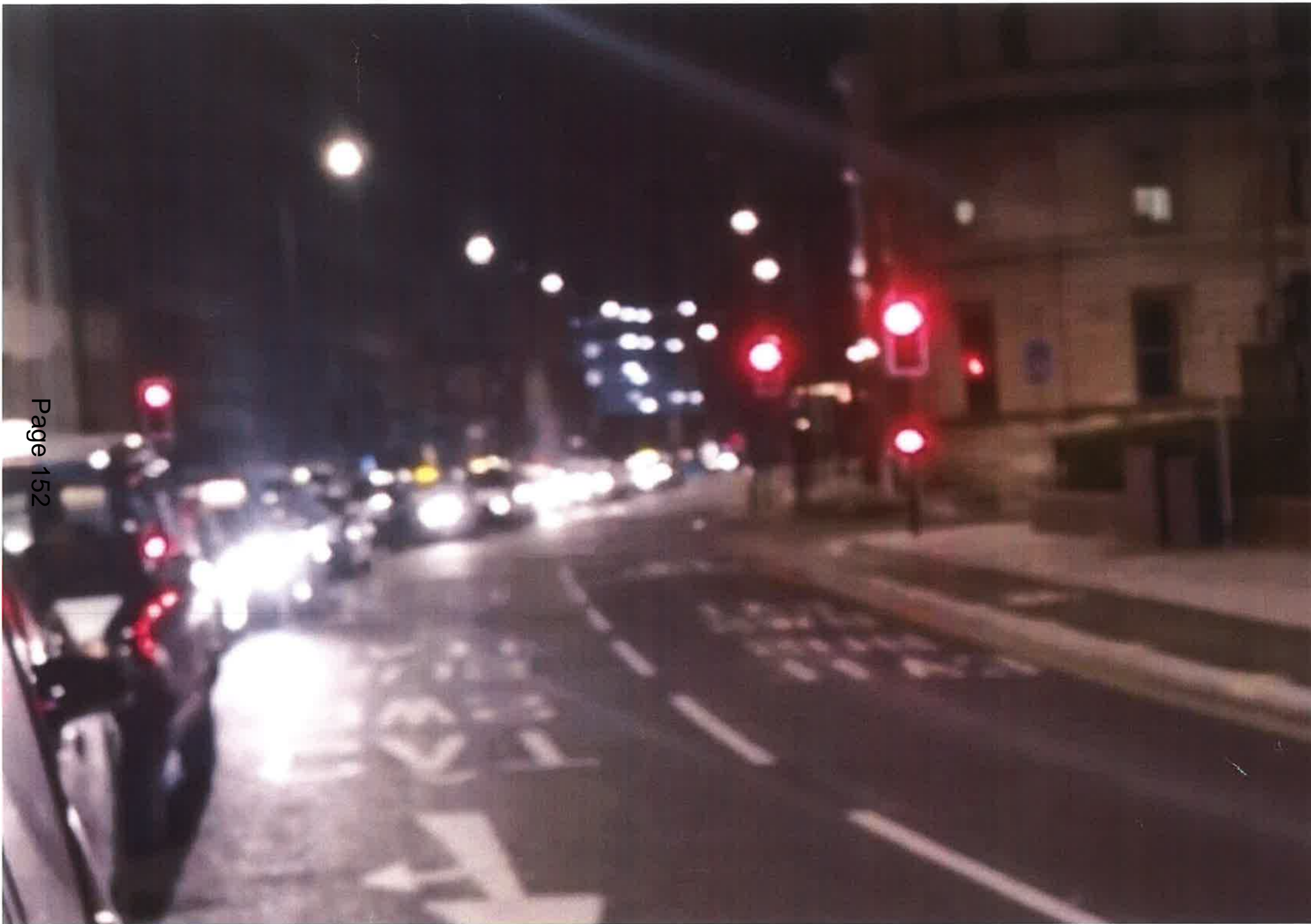


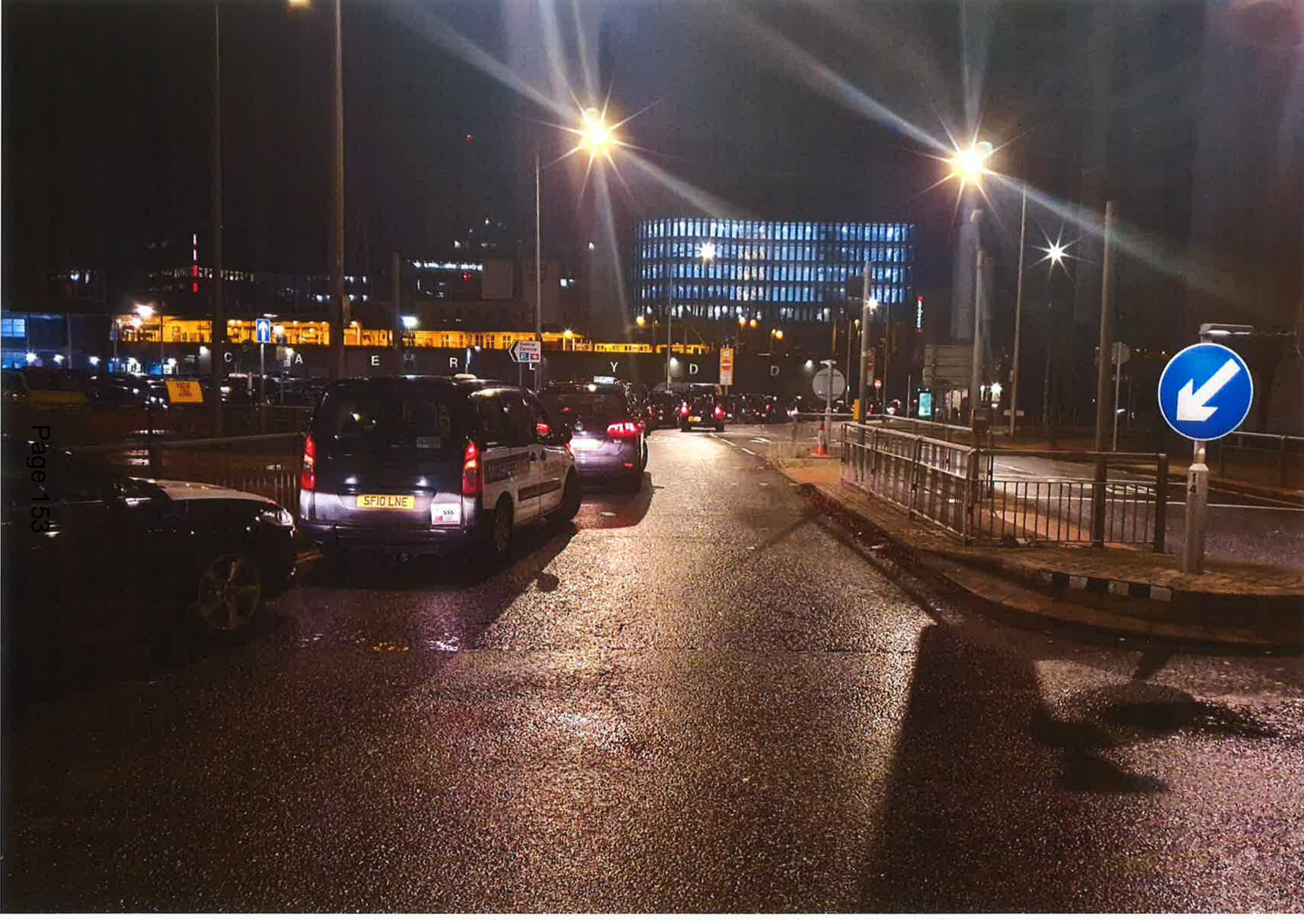
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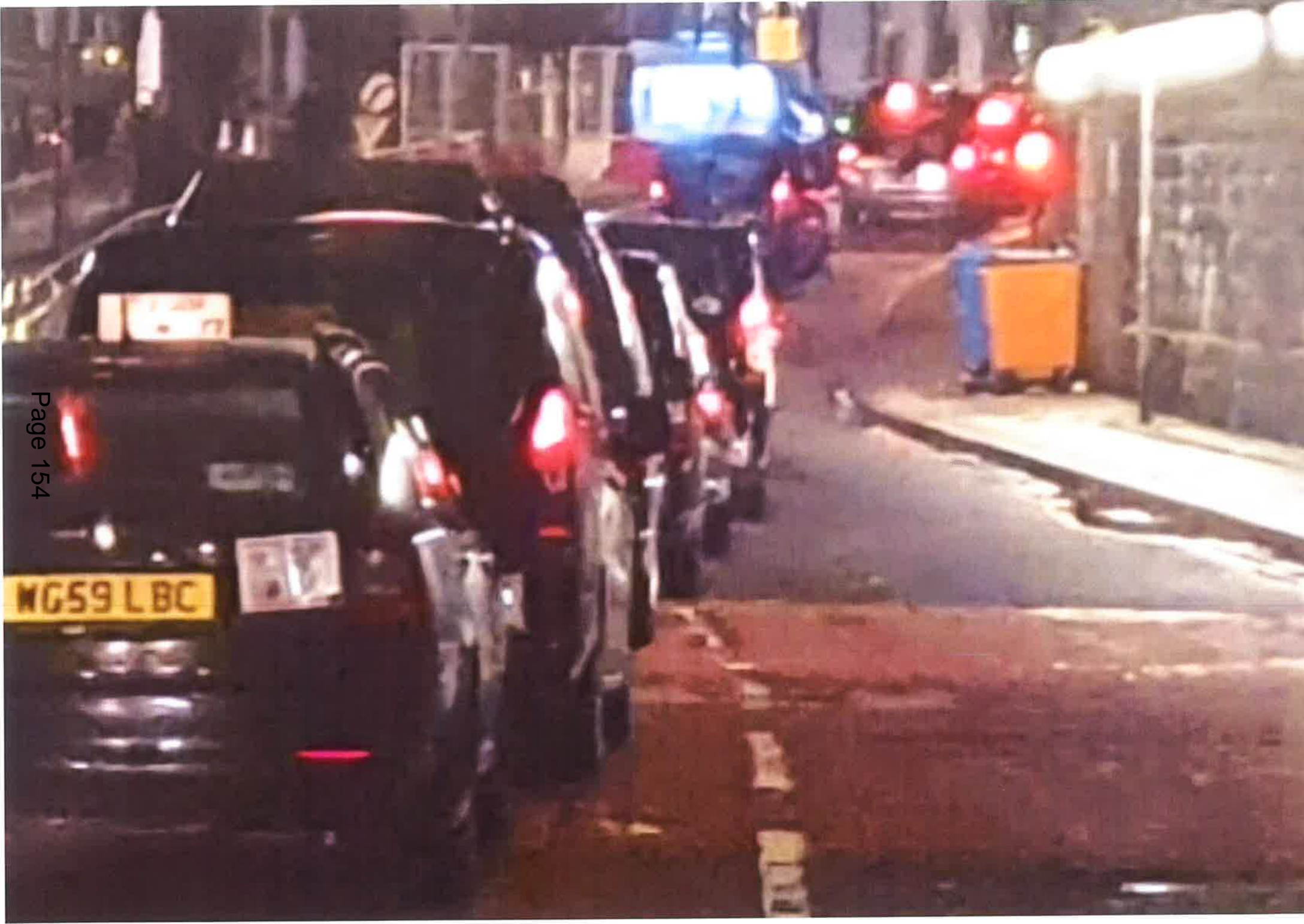






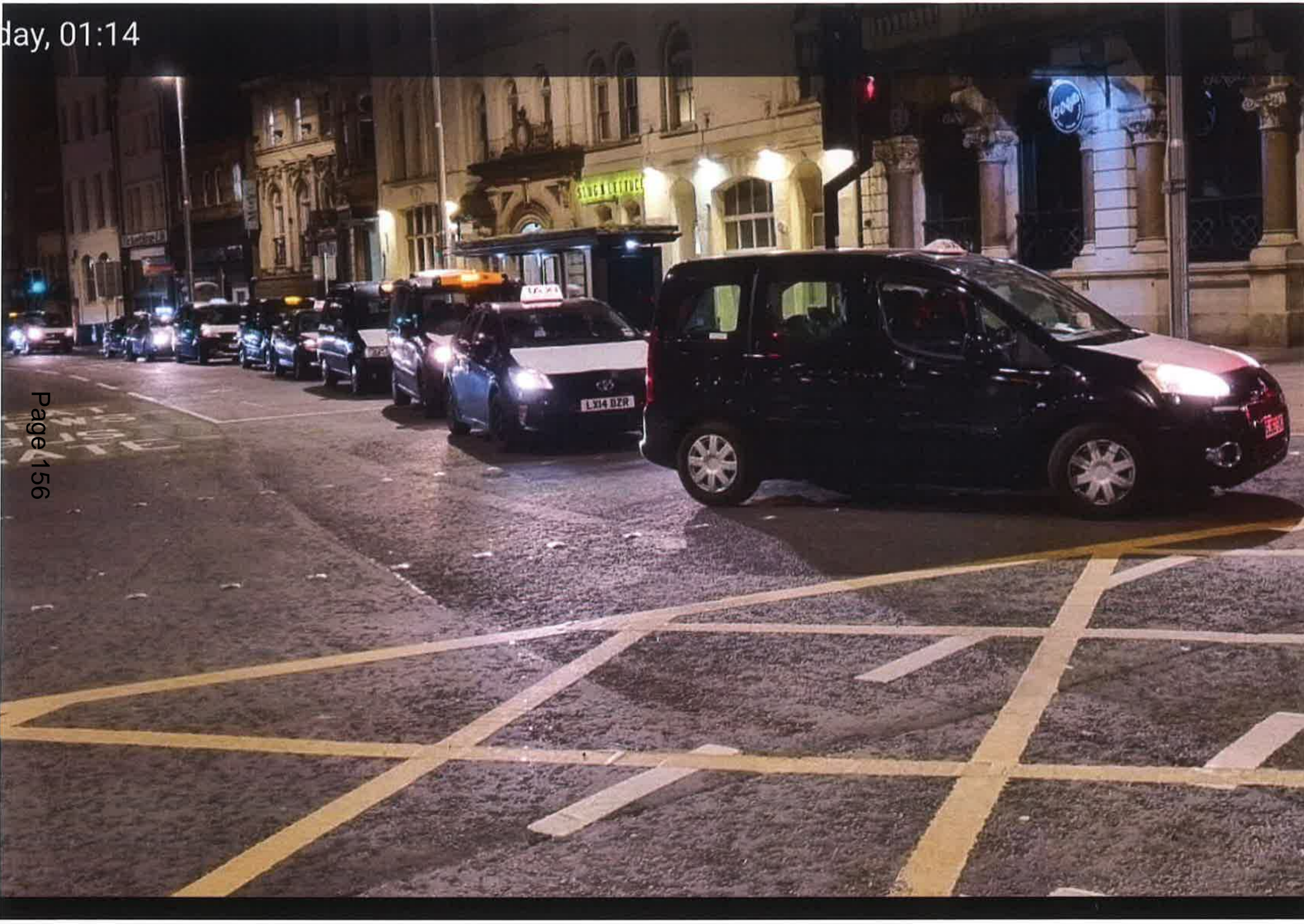




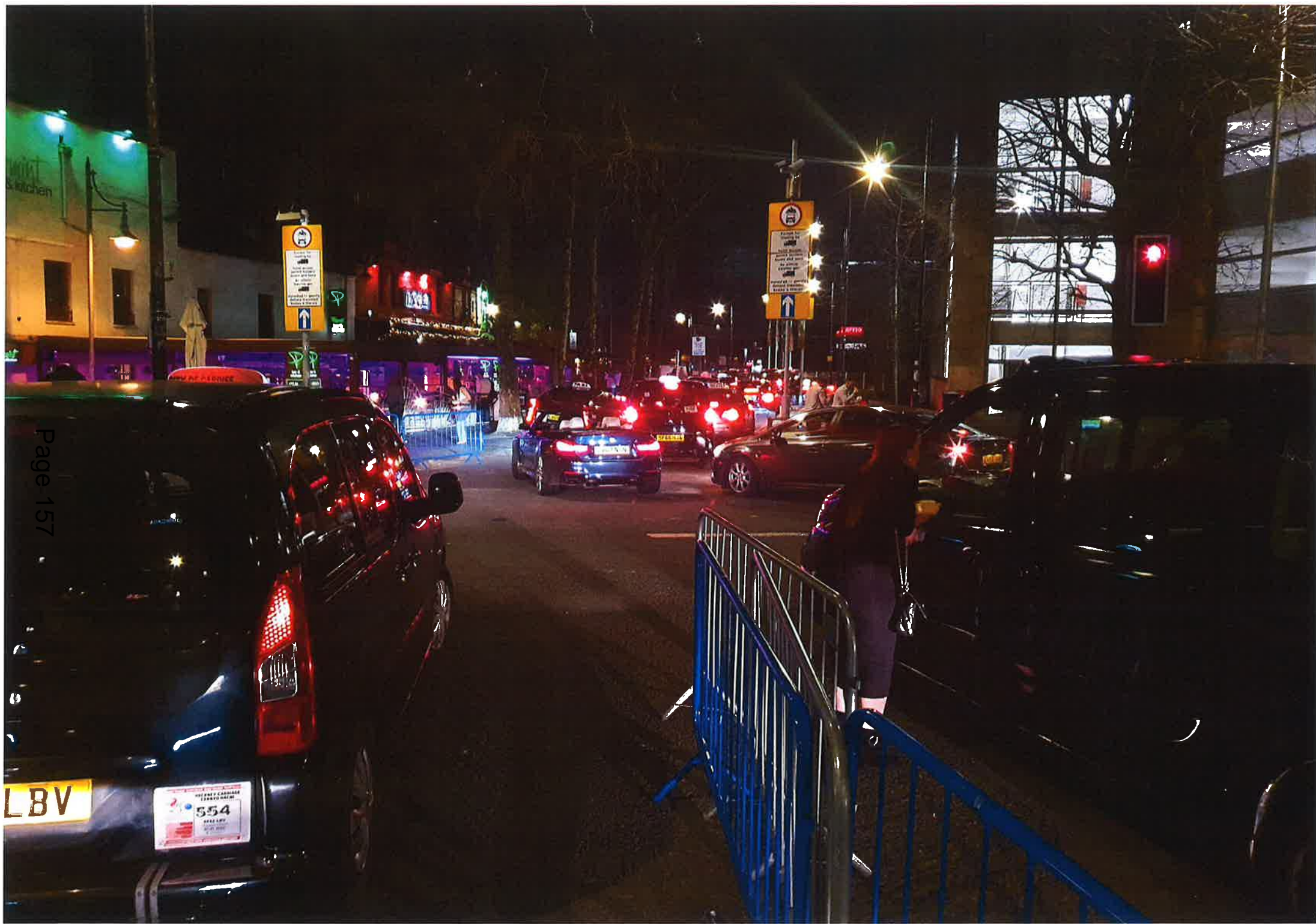




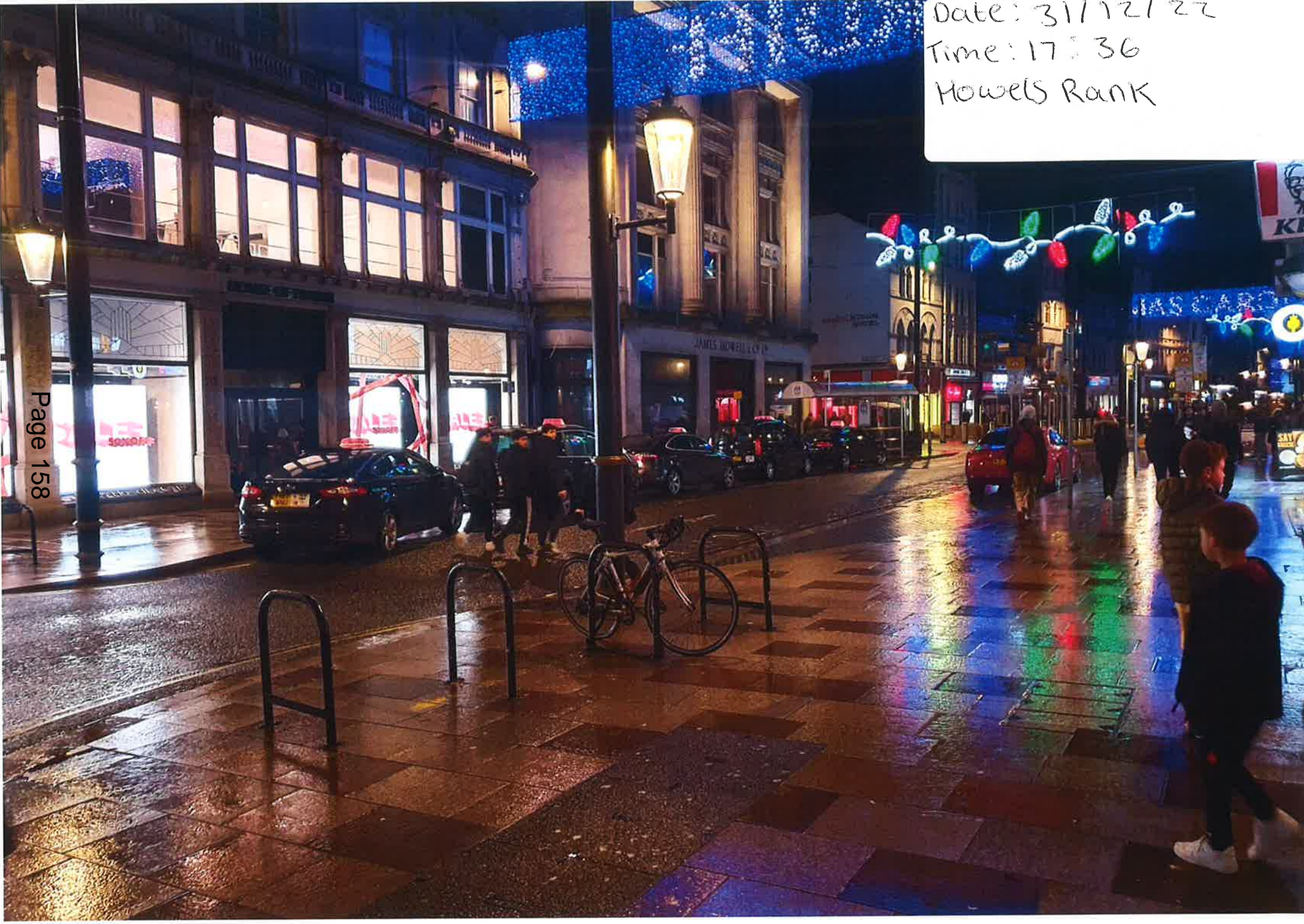
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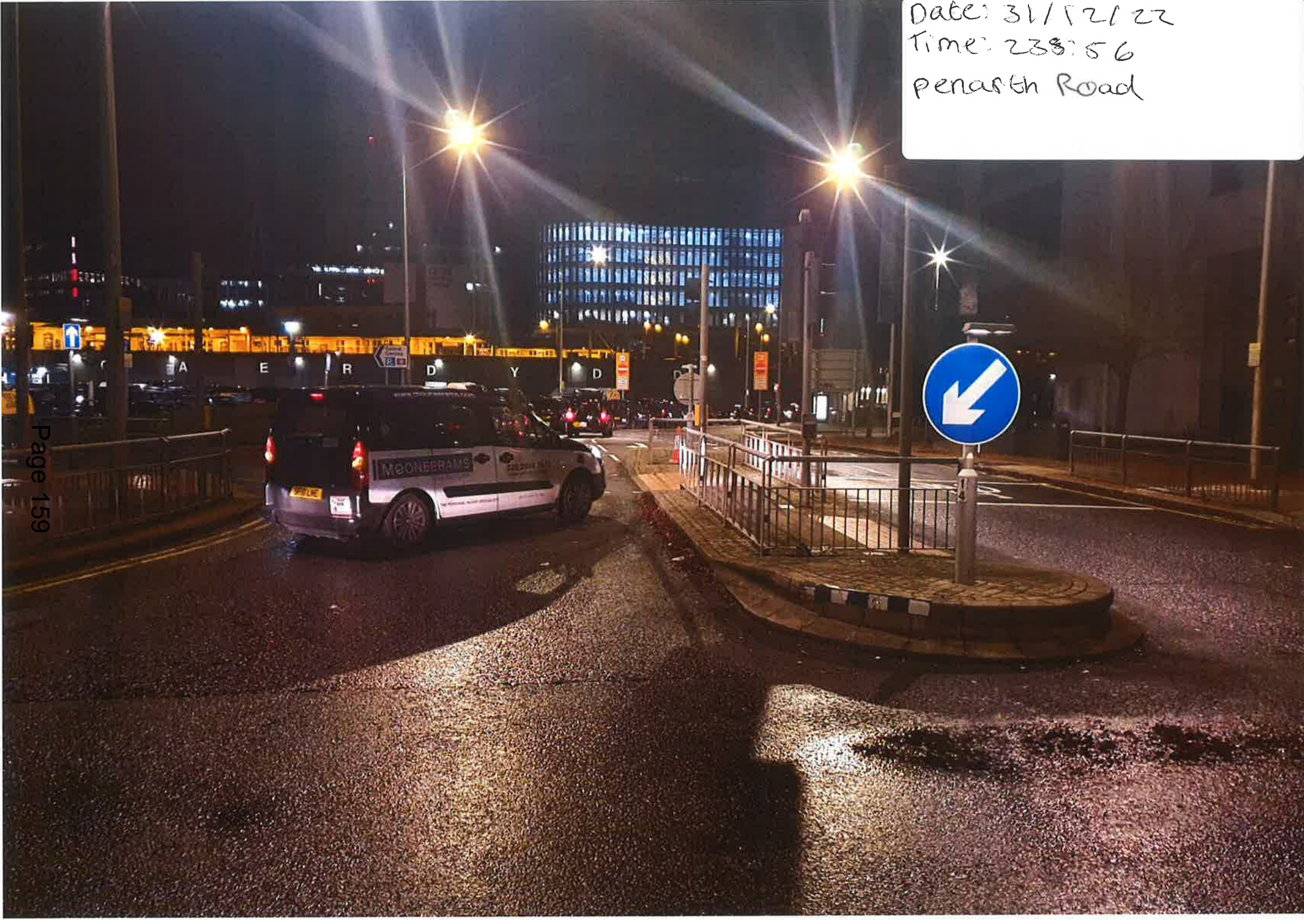
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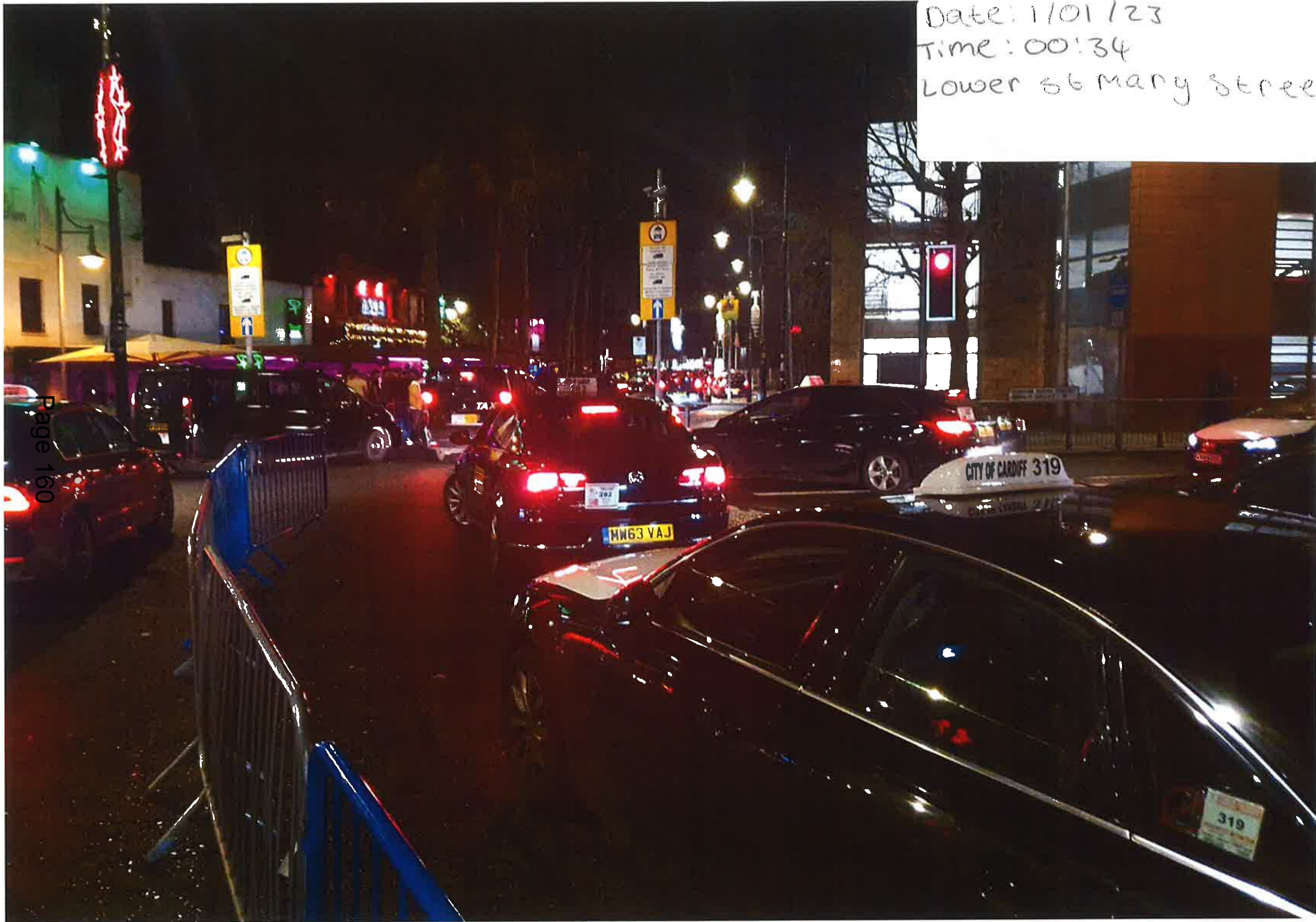
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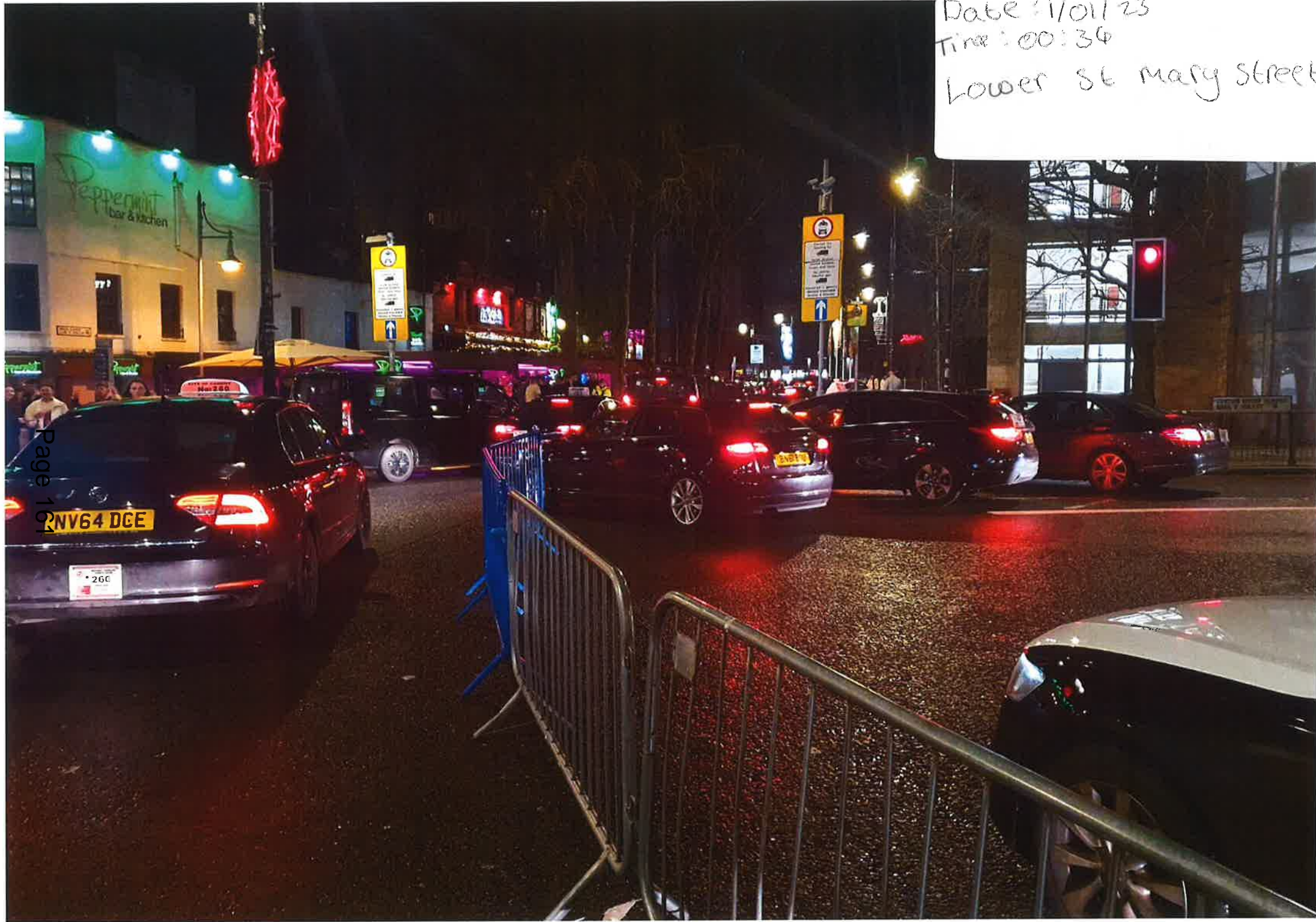
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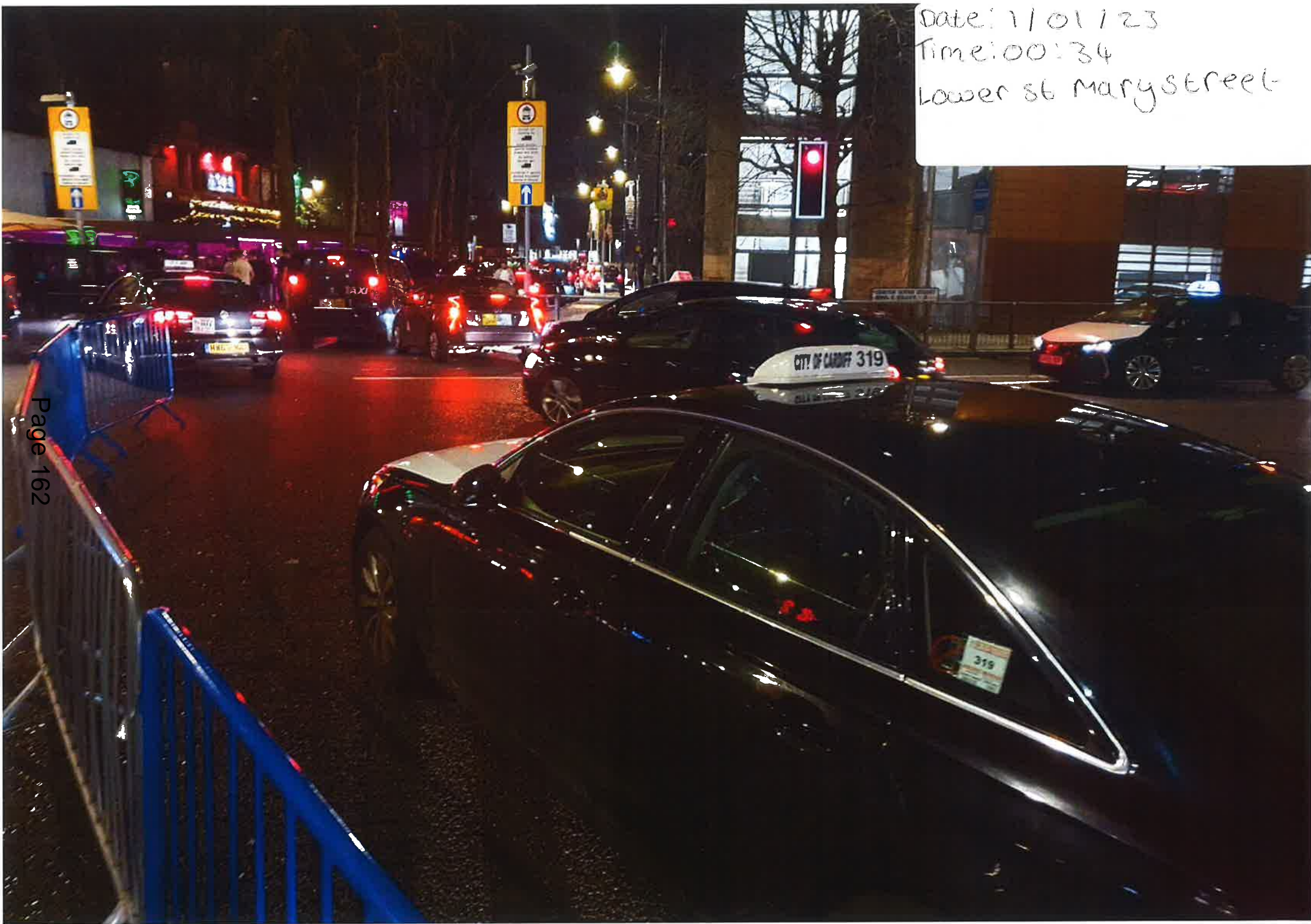
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Date: 1/01/23
Time: 00:34
Lower St Mary Street



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Time: ~ 17:20
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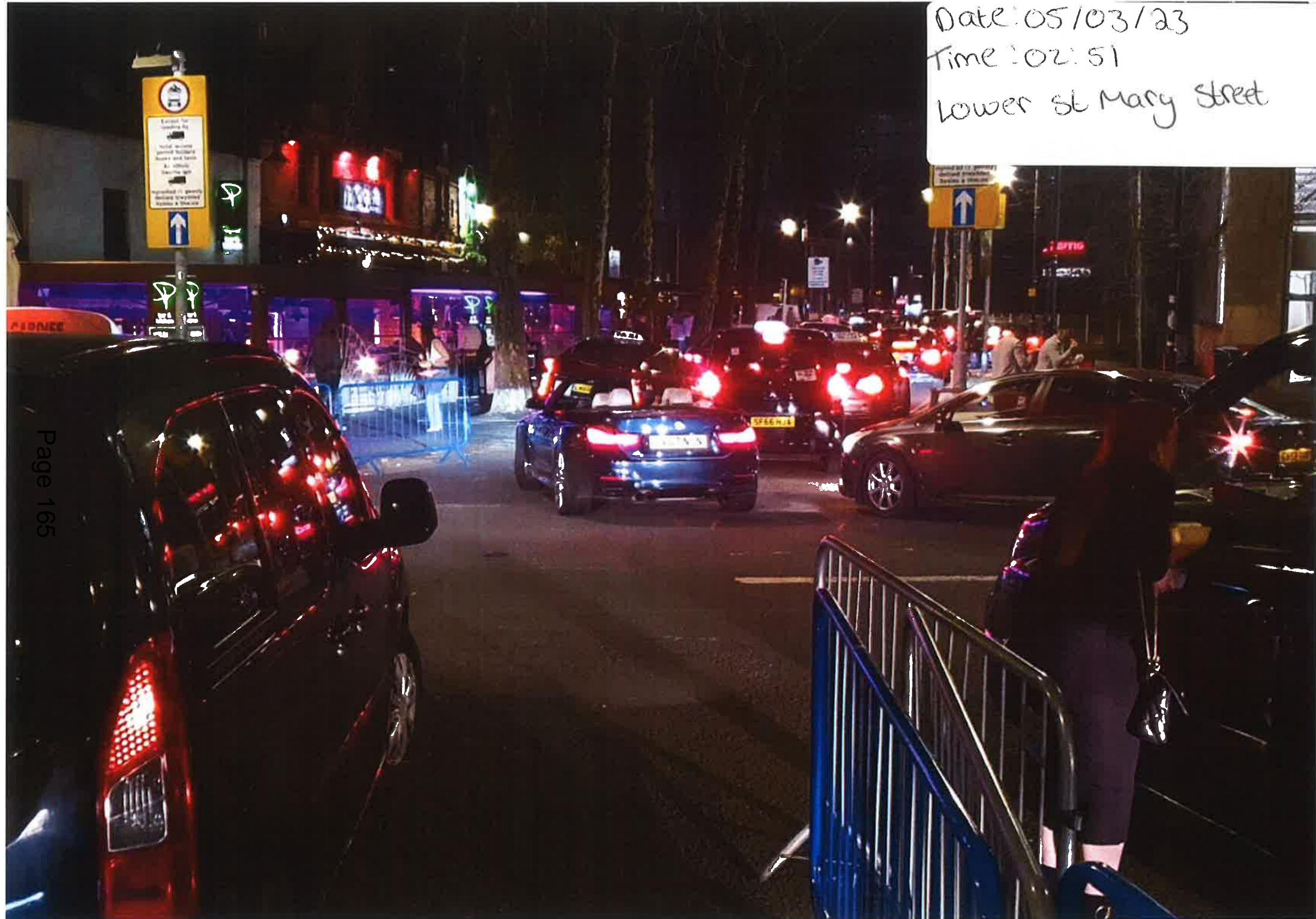


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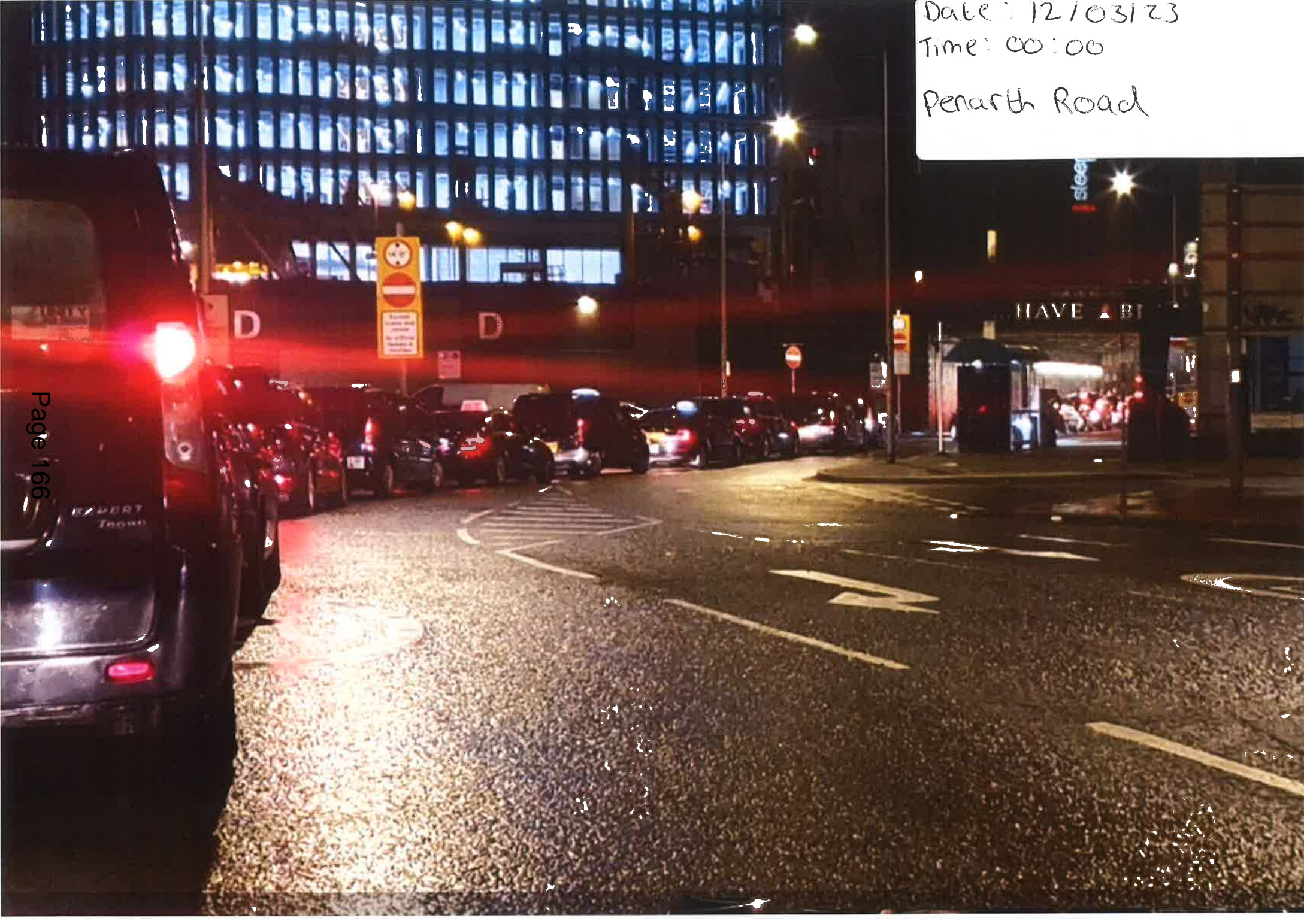


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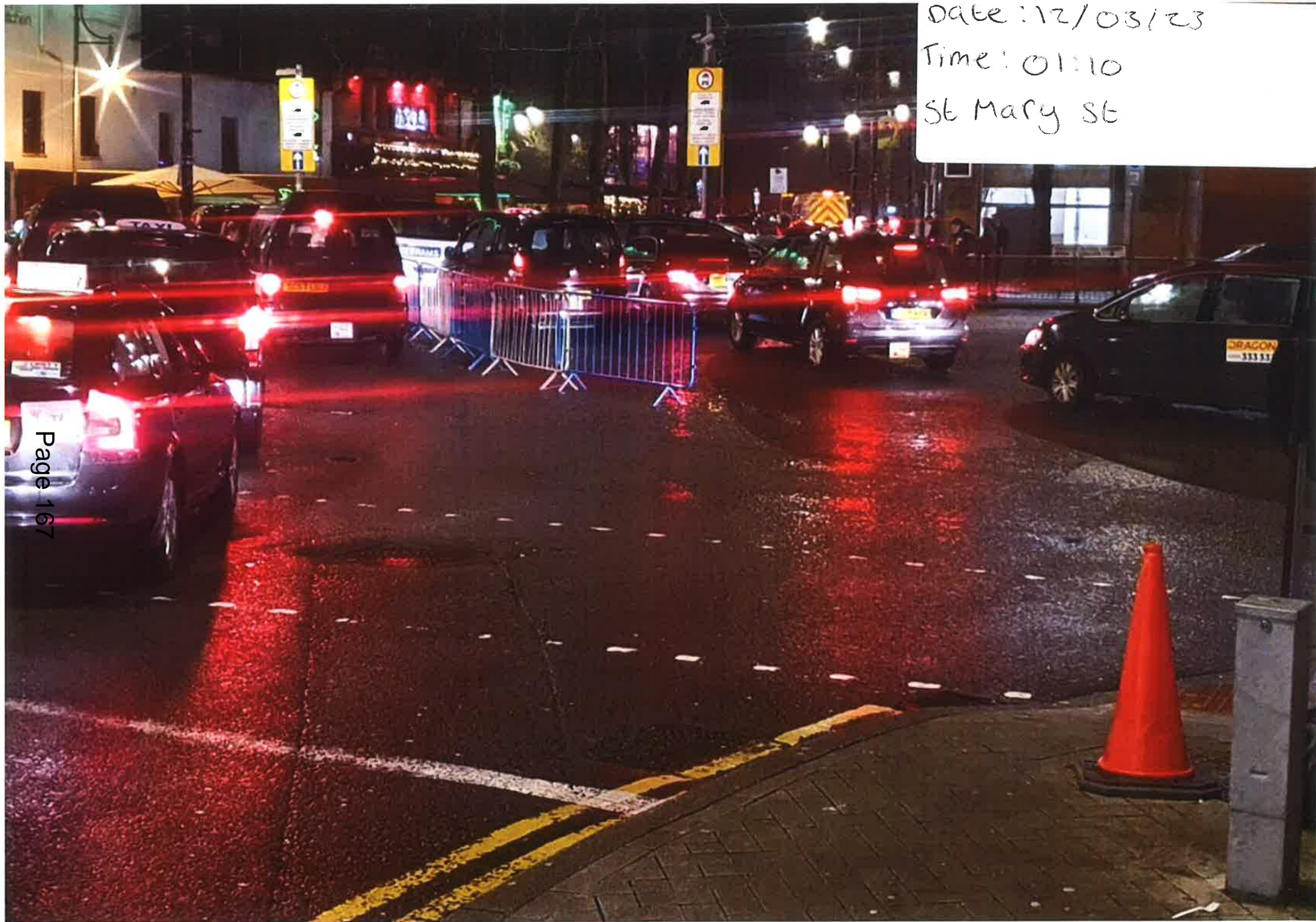


Date: 12/03/23
Time: 00:00
Penarth Road



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Date: 12/03/23
Time: 01:10
St Mary St



Date: 12/03/23

Time: 01:10

Penarth RD



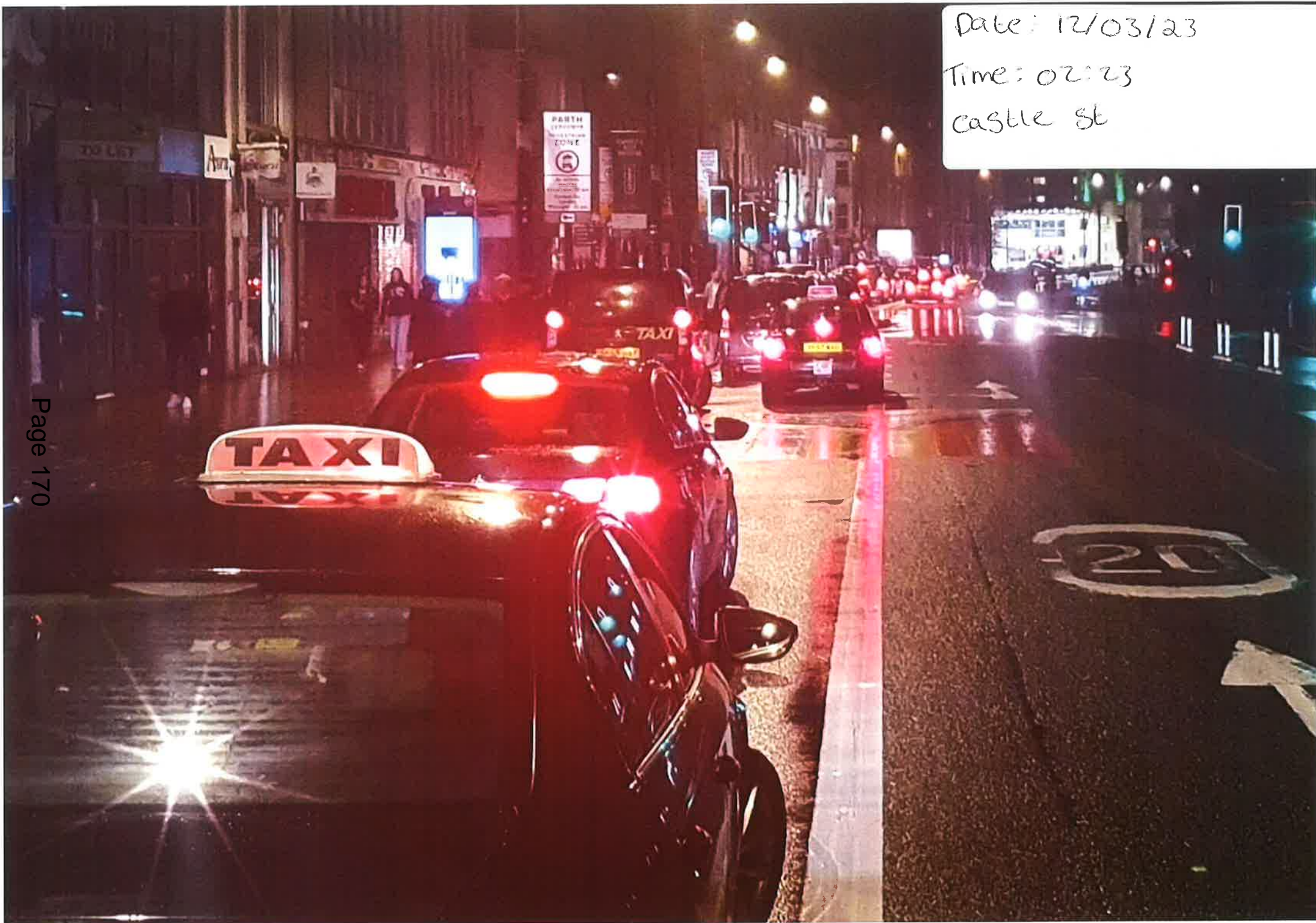
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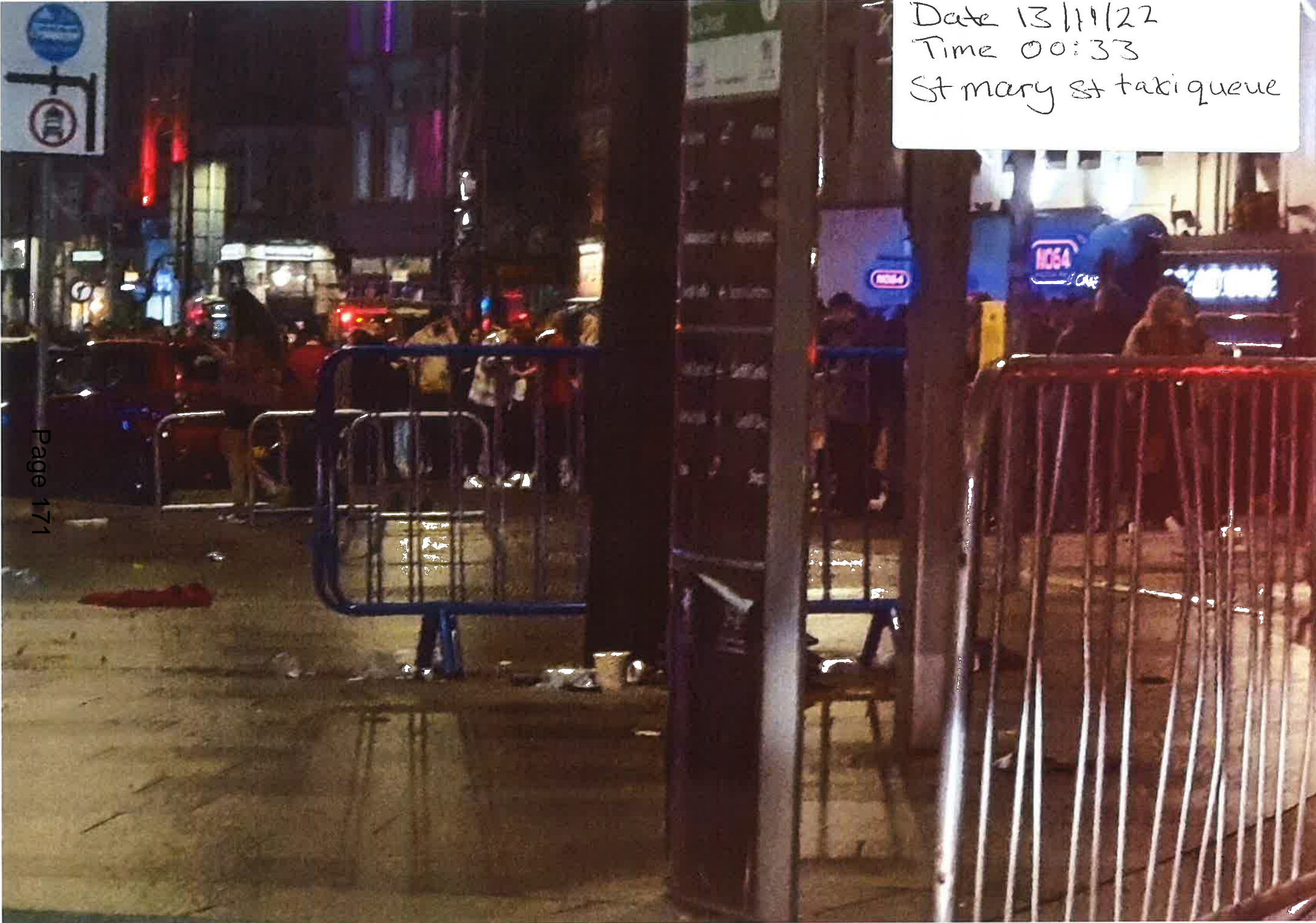
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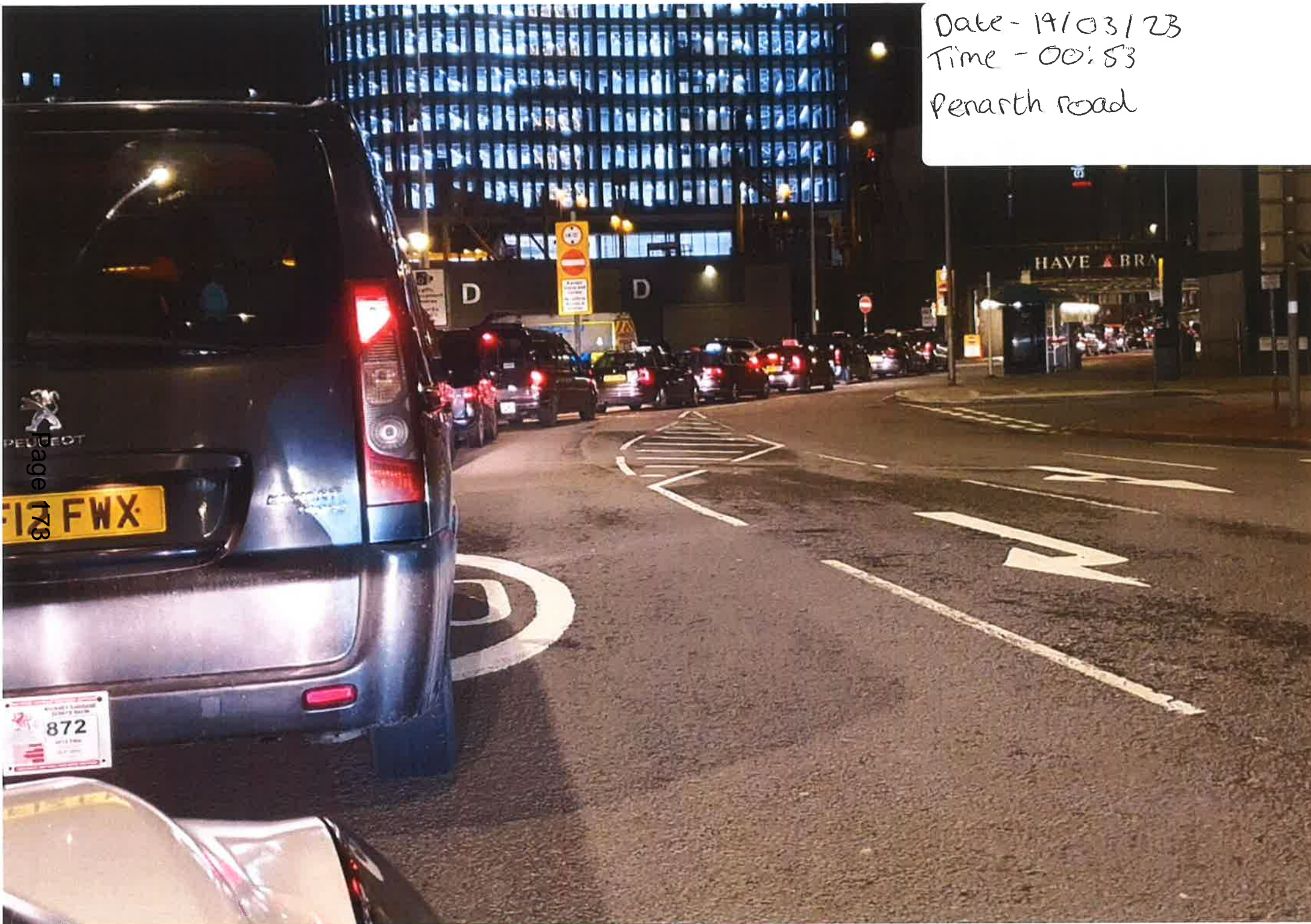


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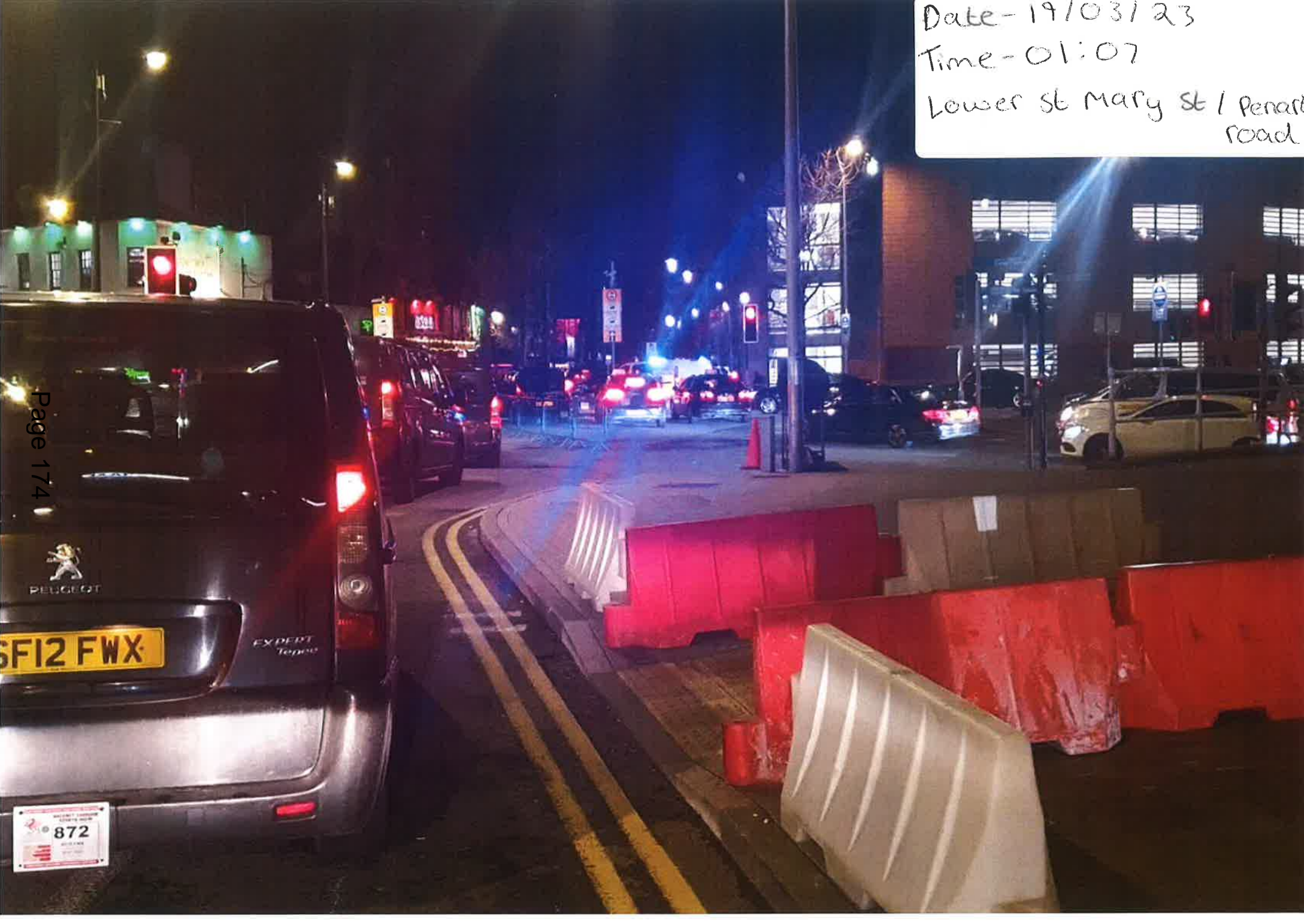


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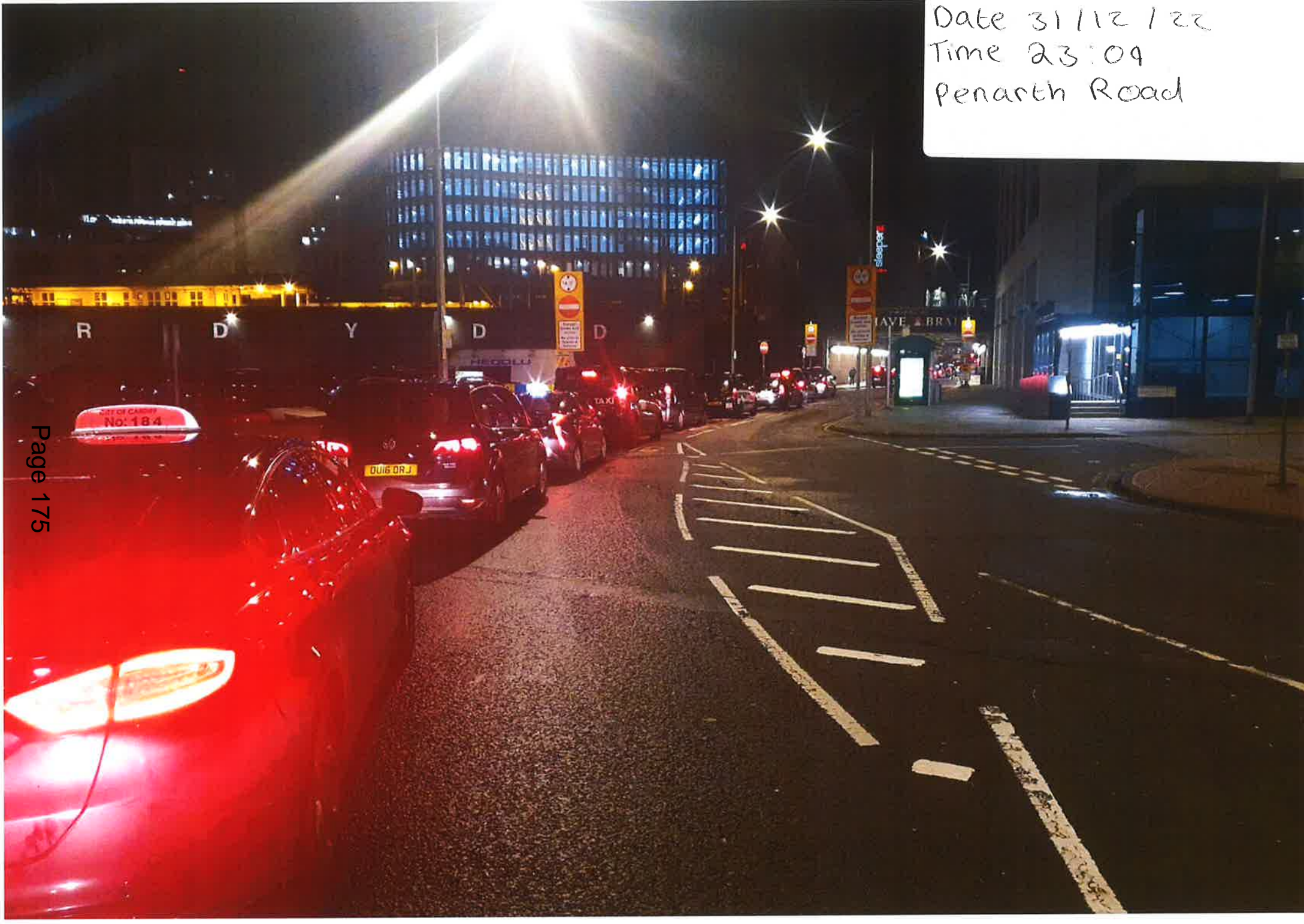
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Date- 19/03/23
Time- 01:07
Lower St Mary St / Penarth road

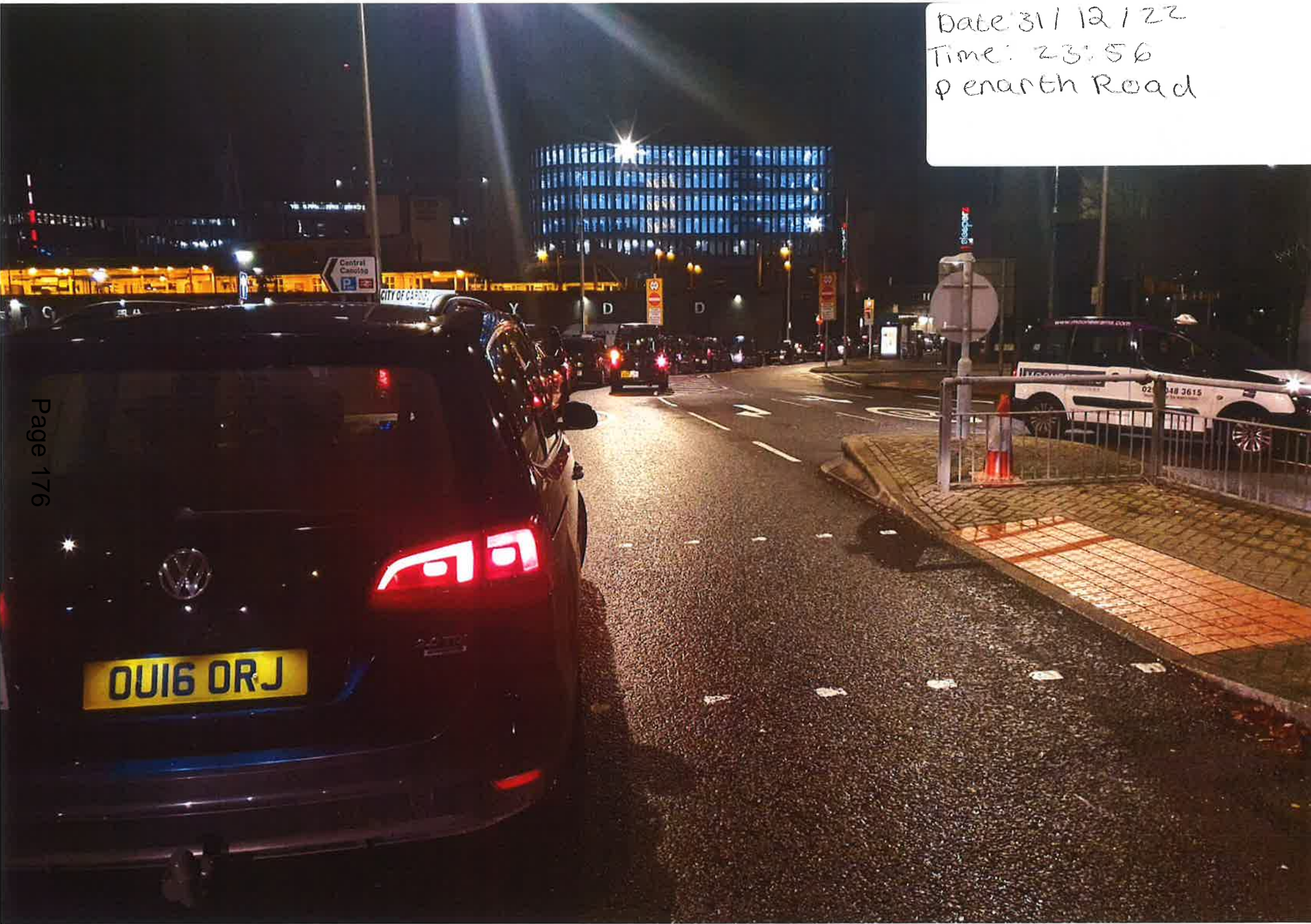


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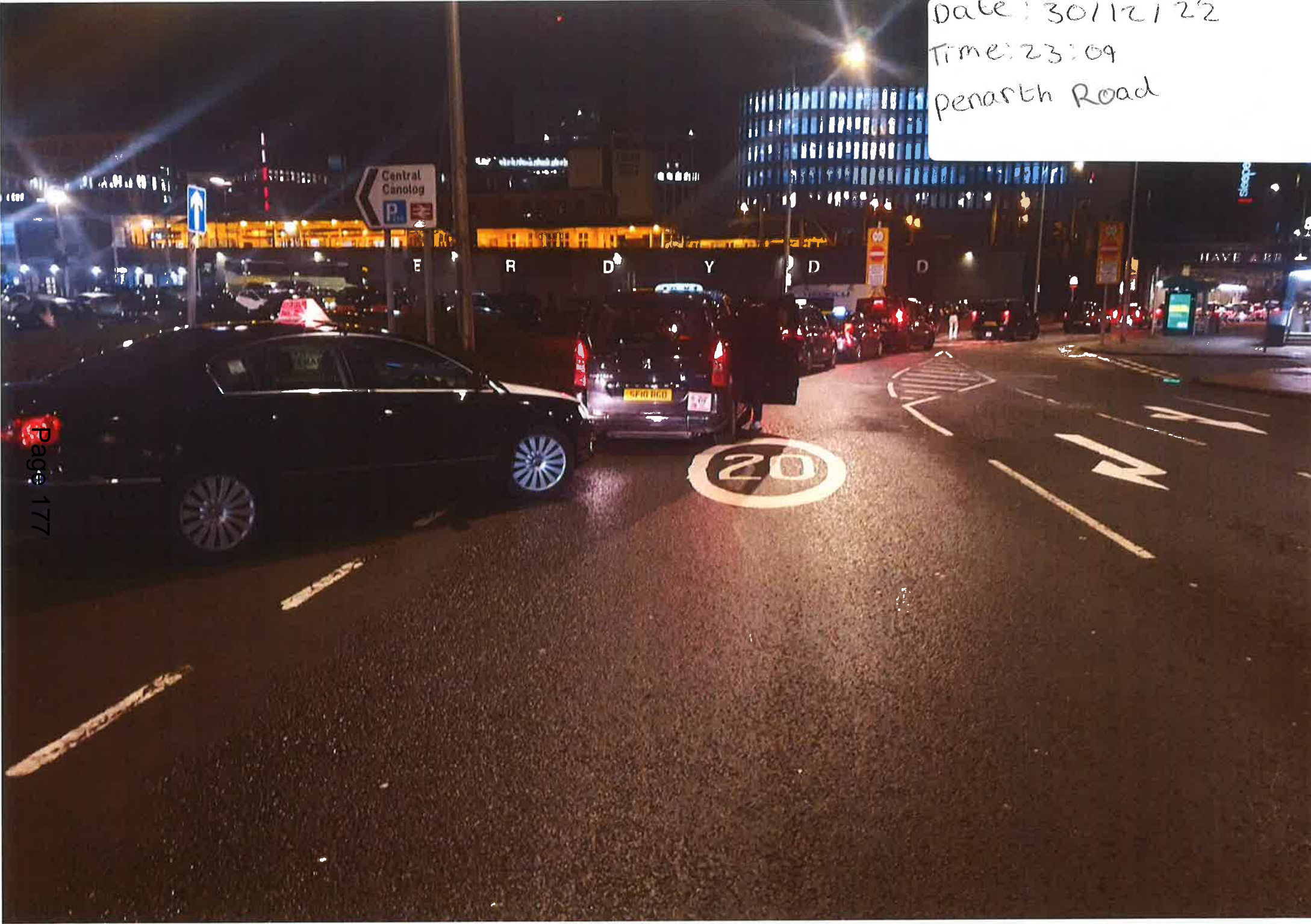
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Time: 23:56
Penarth Road



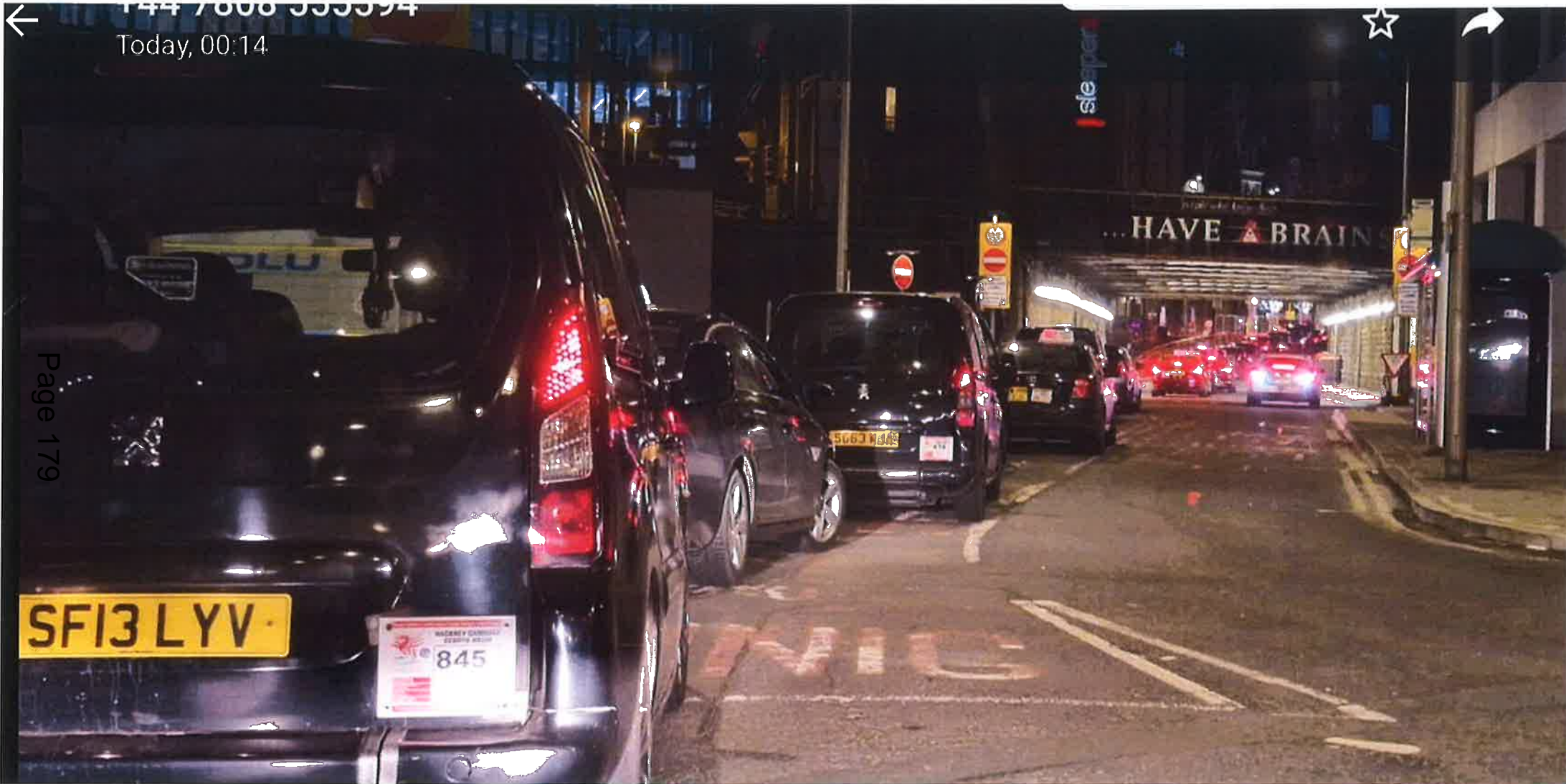
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Date 25/2/23
Time 23:41
Lower St Marys St/mill lane



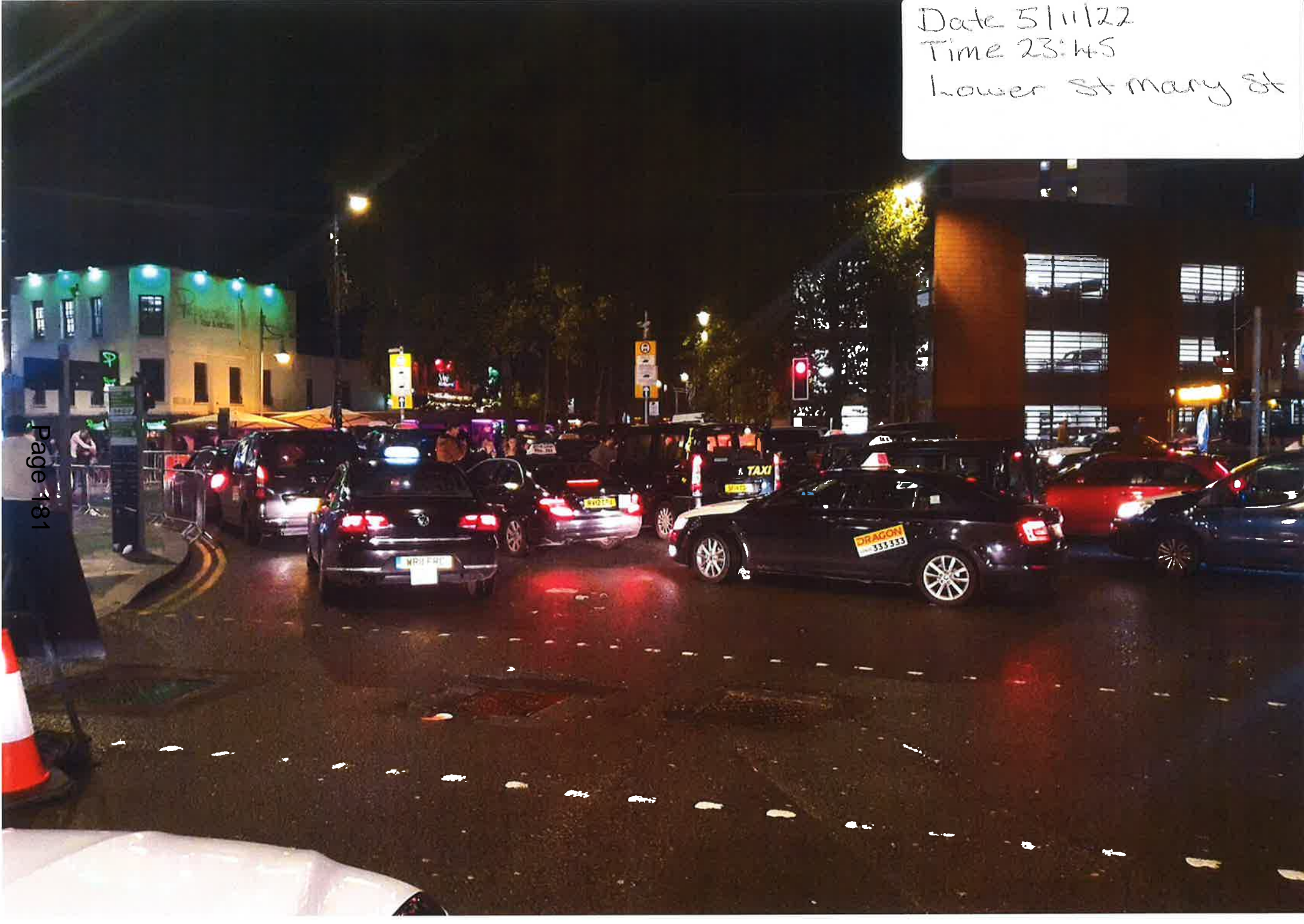
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time 00:16
penarth Rd



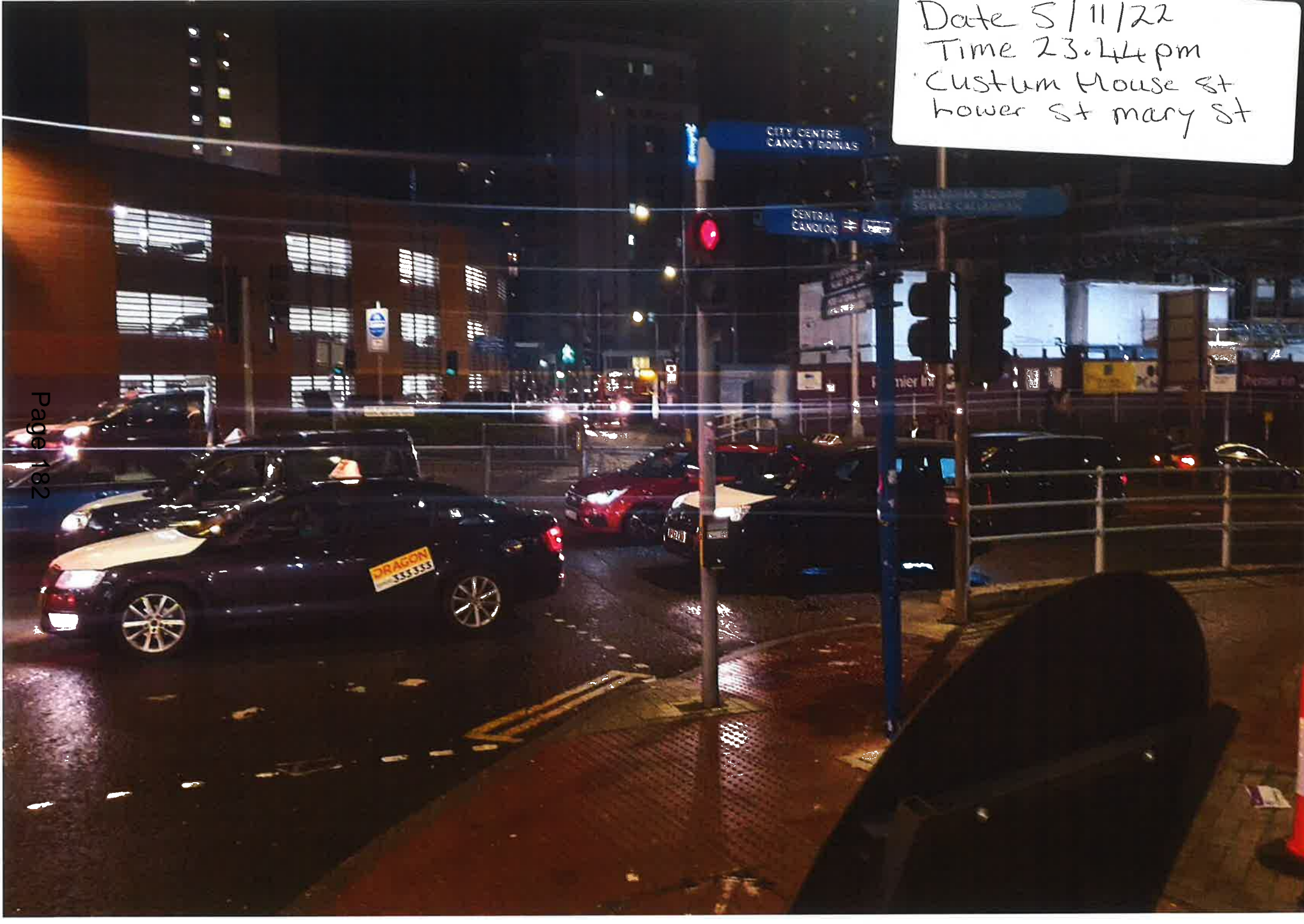
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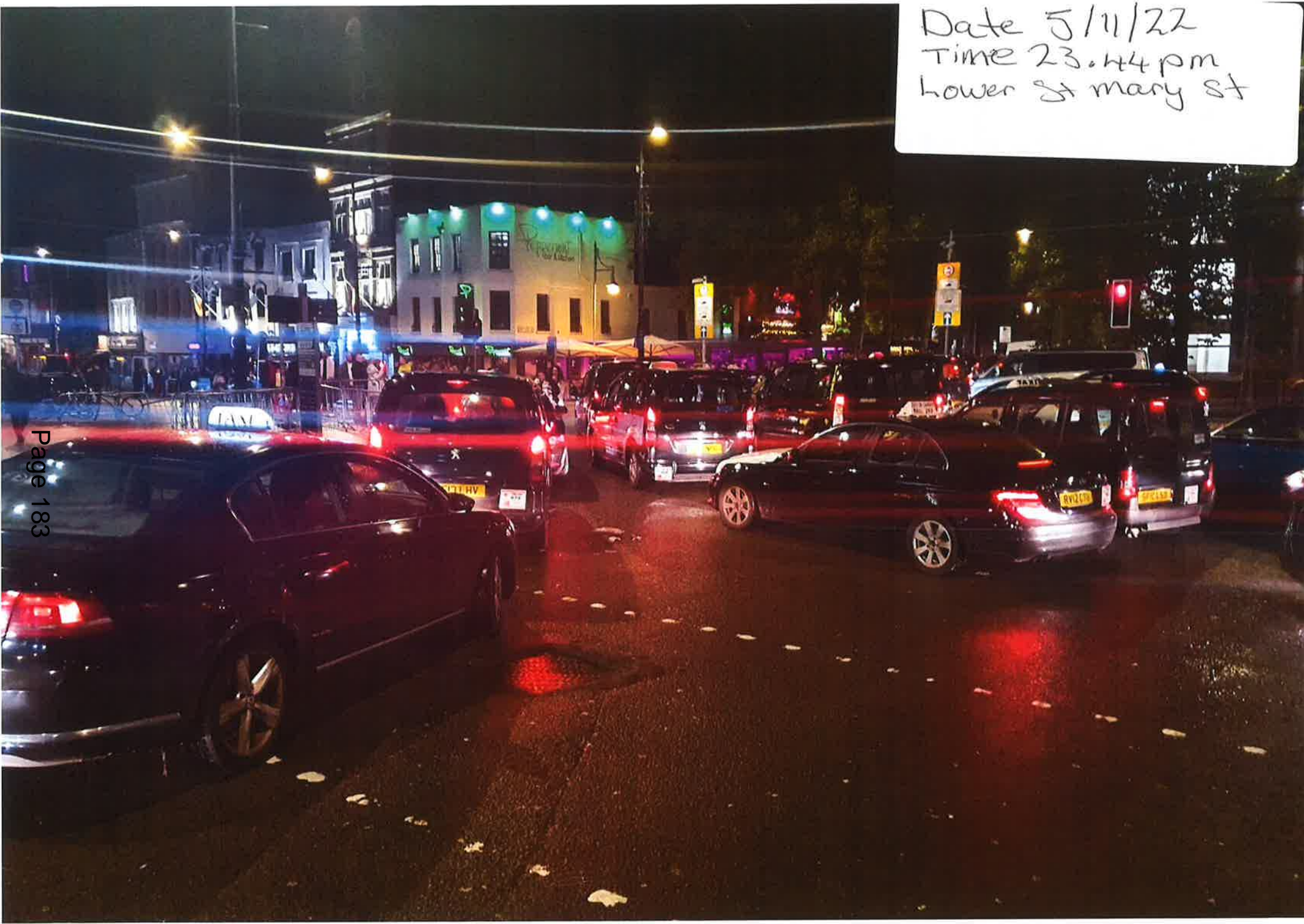
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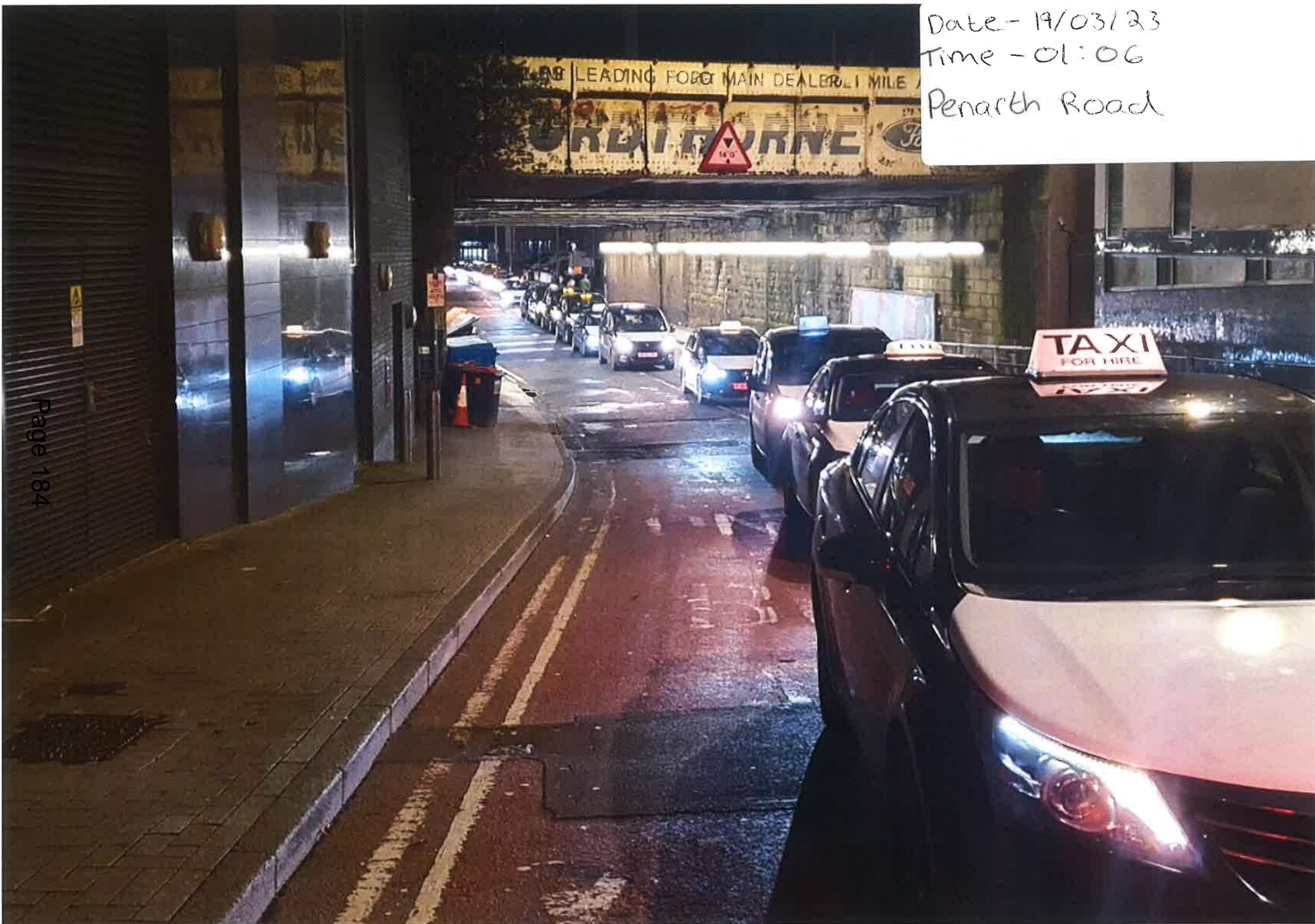
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Custom House St
Lower St Mary St



Date 5/11/22
Time 23.44pm
Lower St Mary St

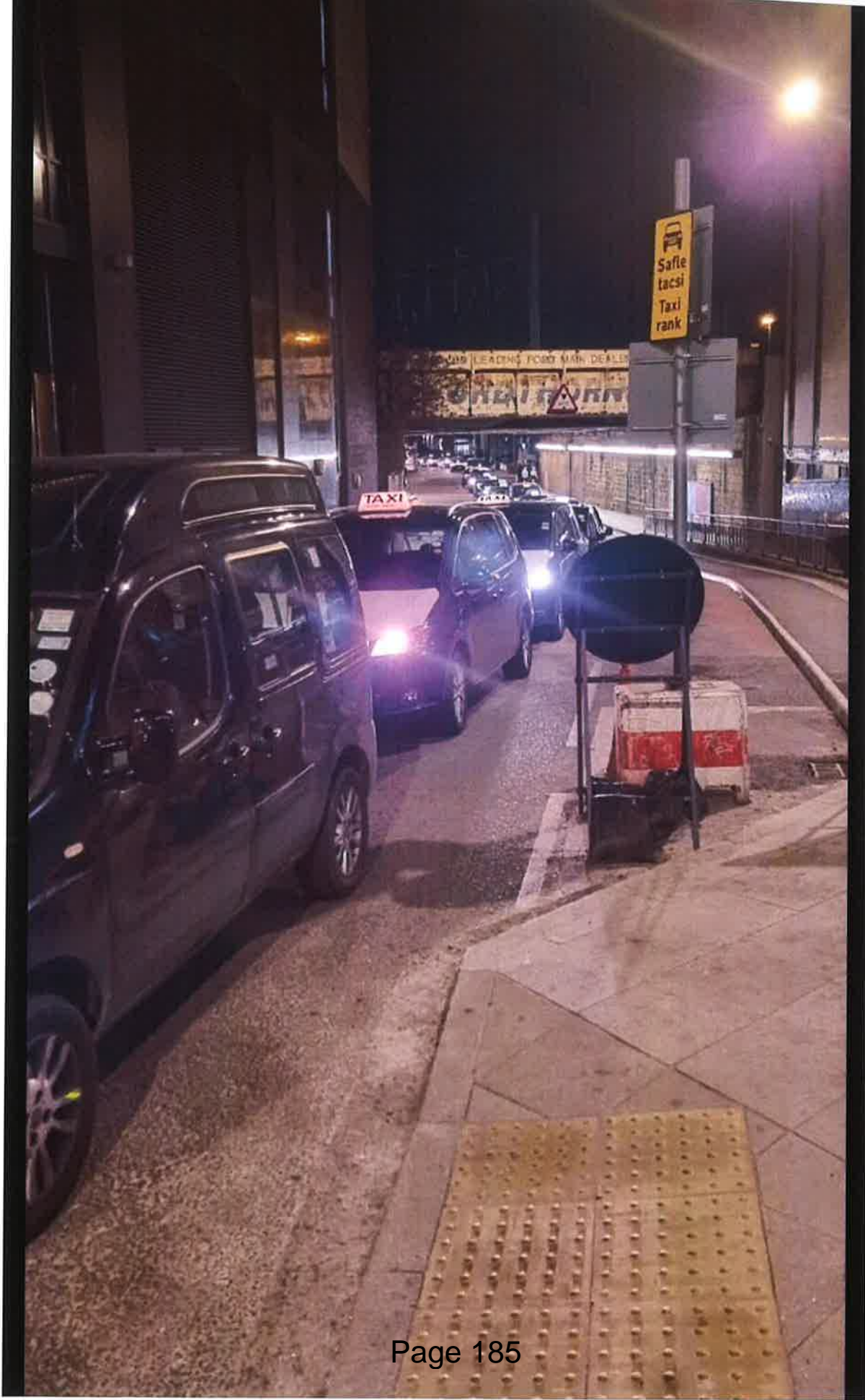


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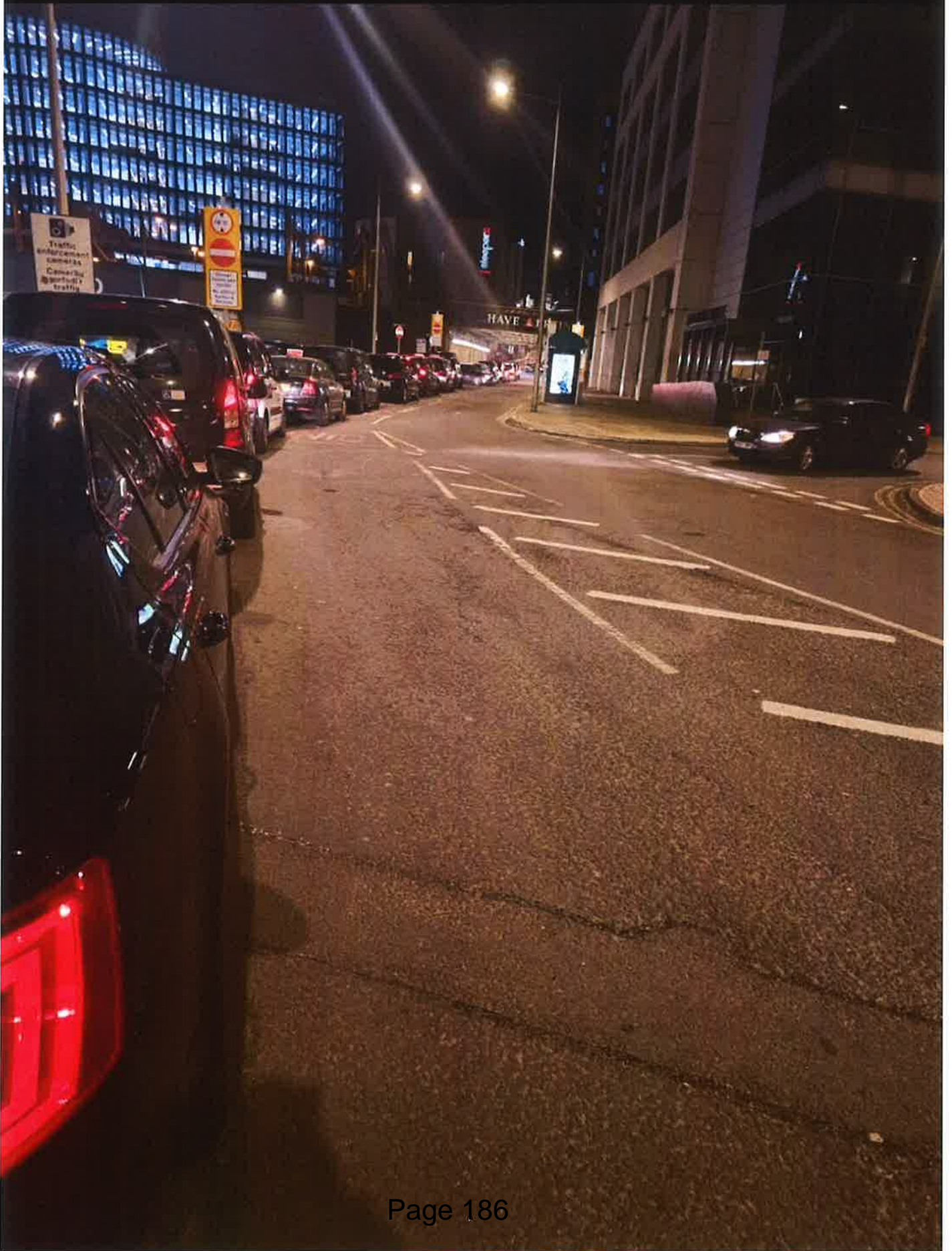
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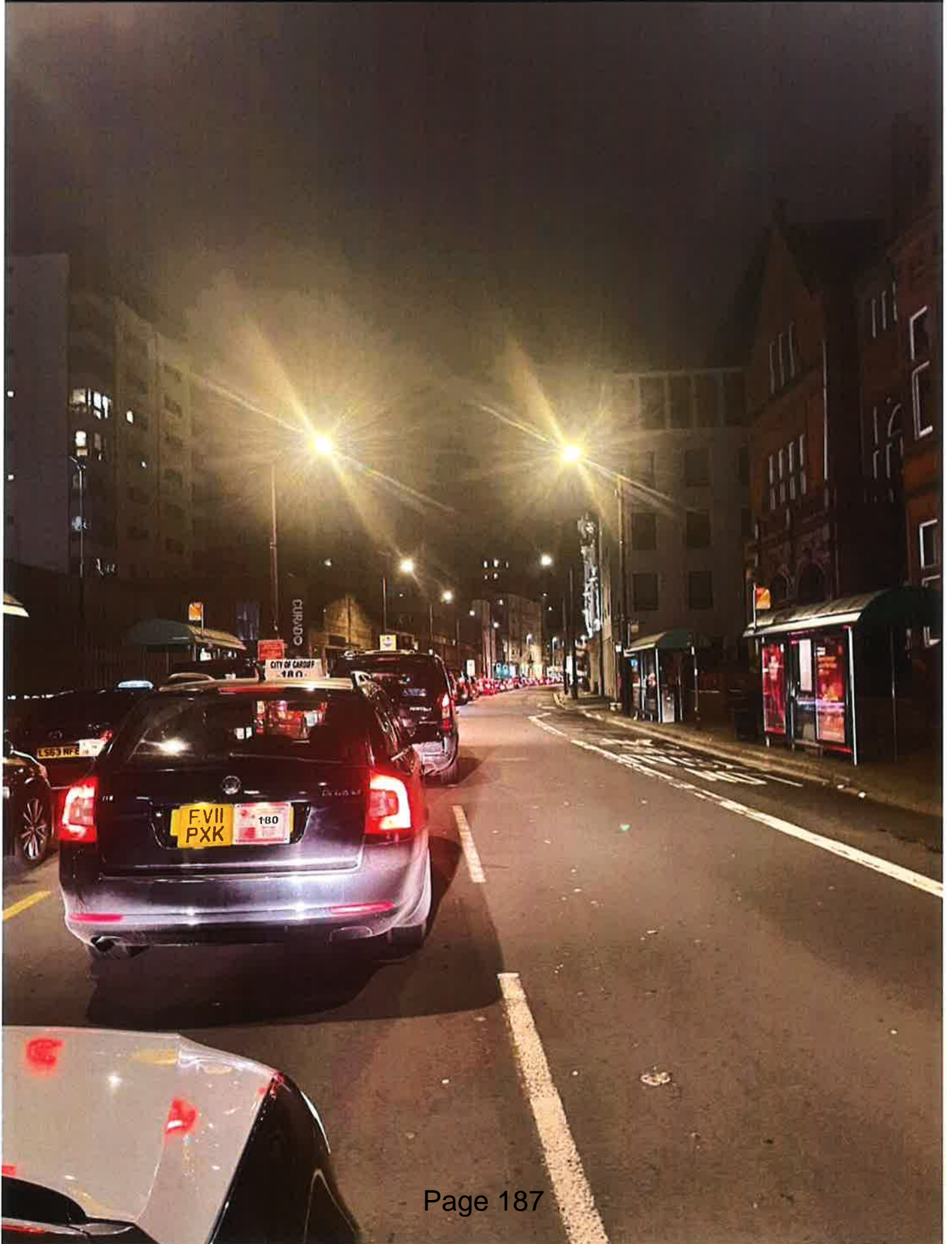
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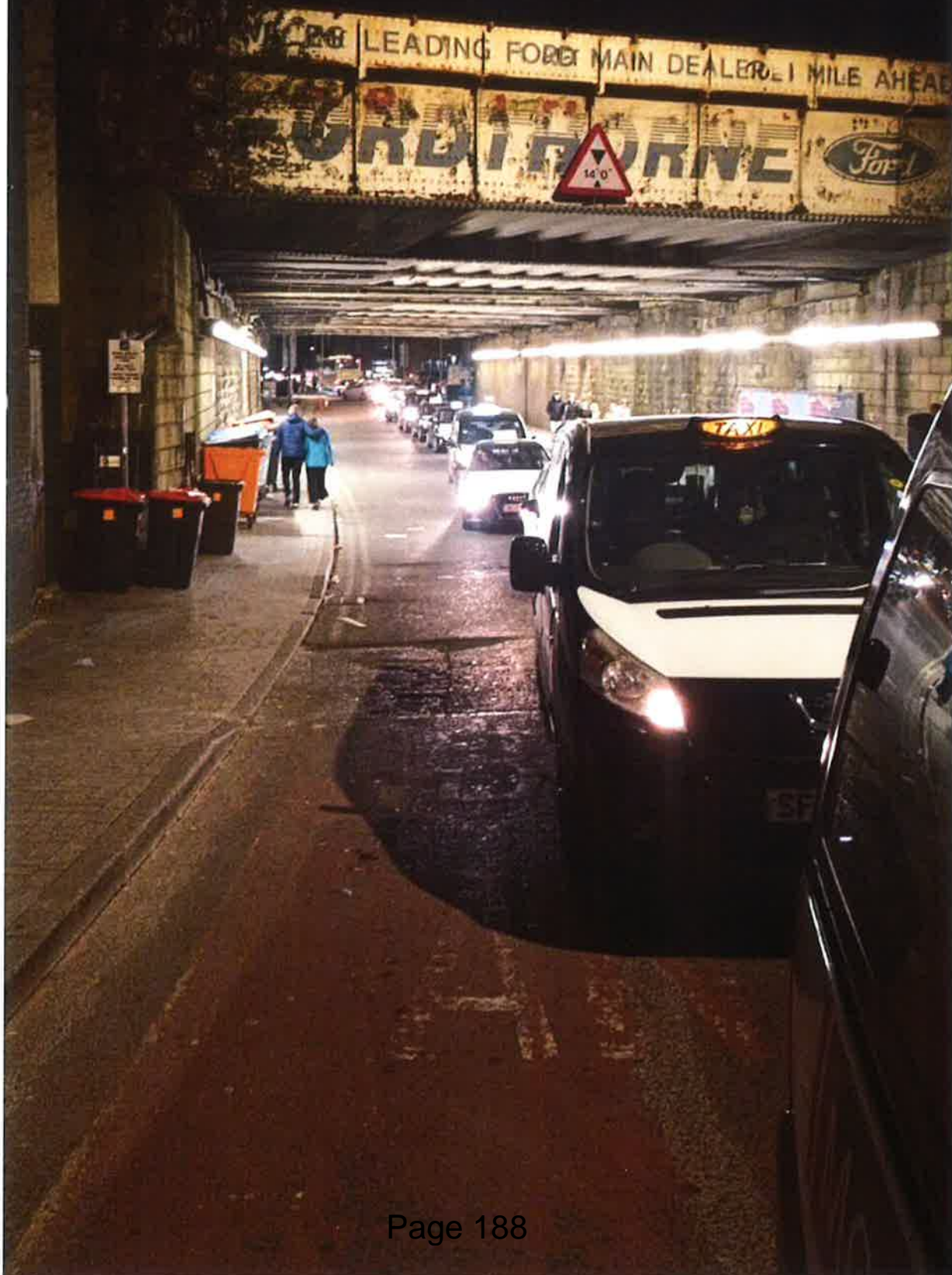
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Date 4/3/23
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Westgate St





Yesterday, 23:07

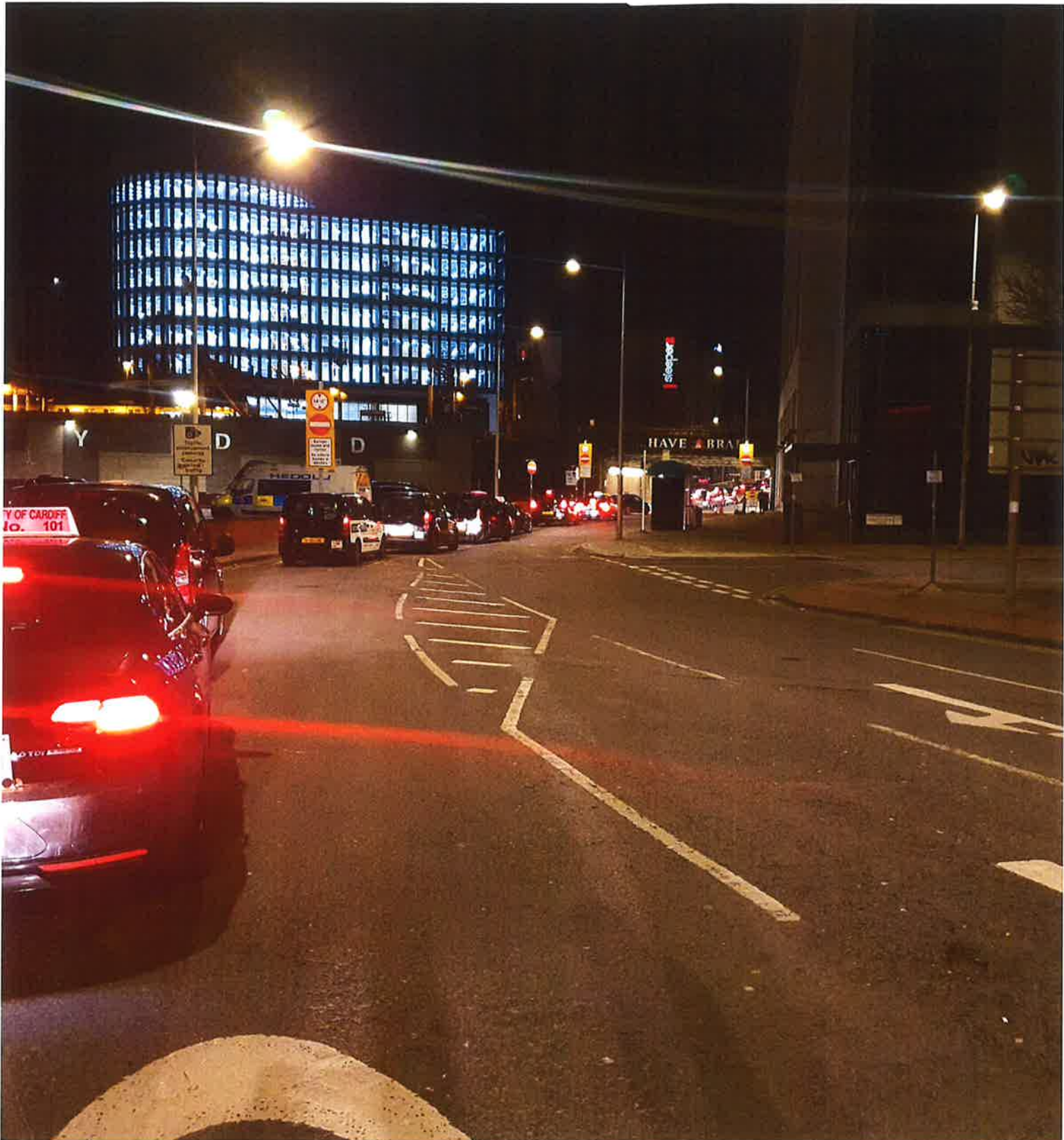


Date: 05/03/23

Time: 02:40

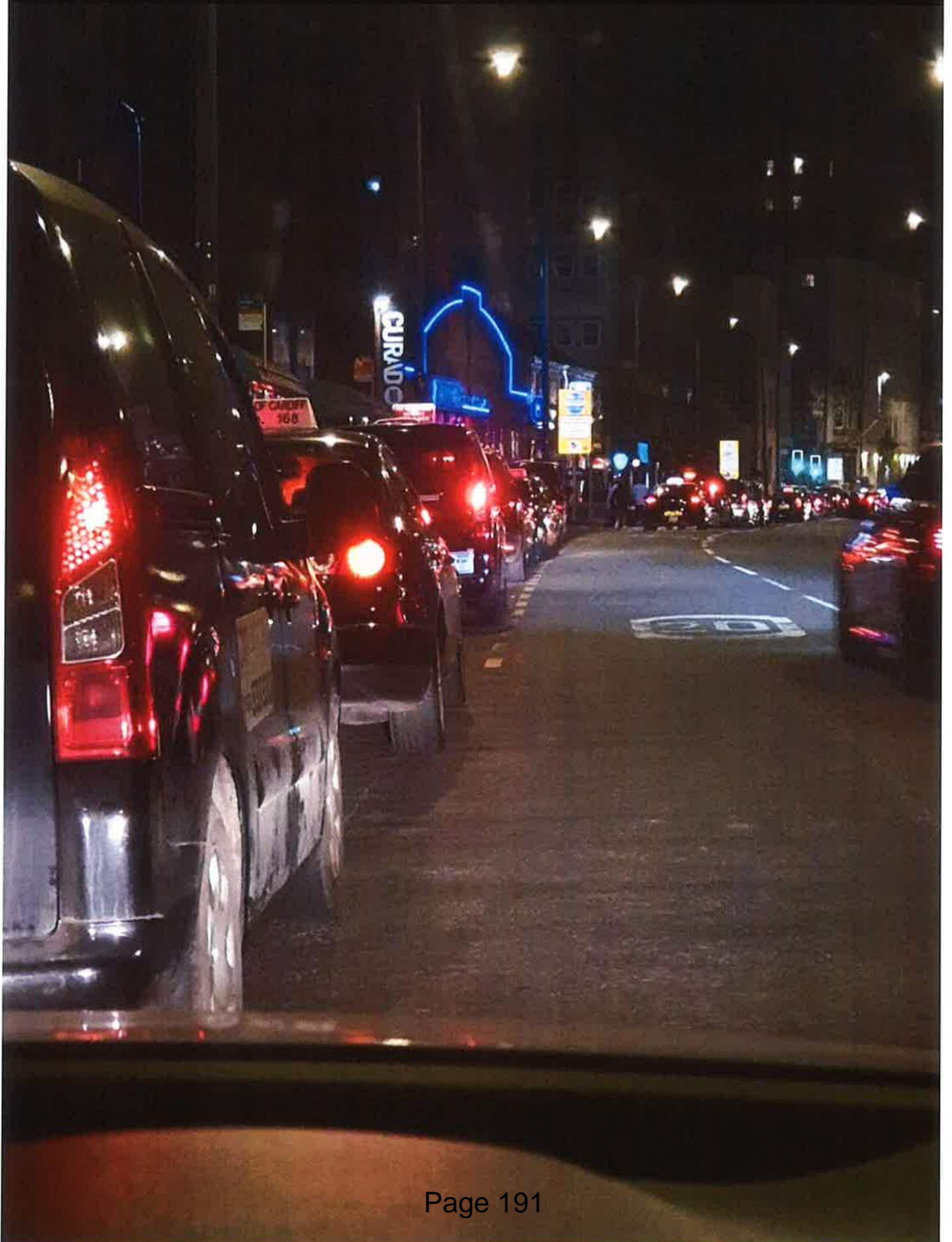
~~London~~

Penarth RD

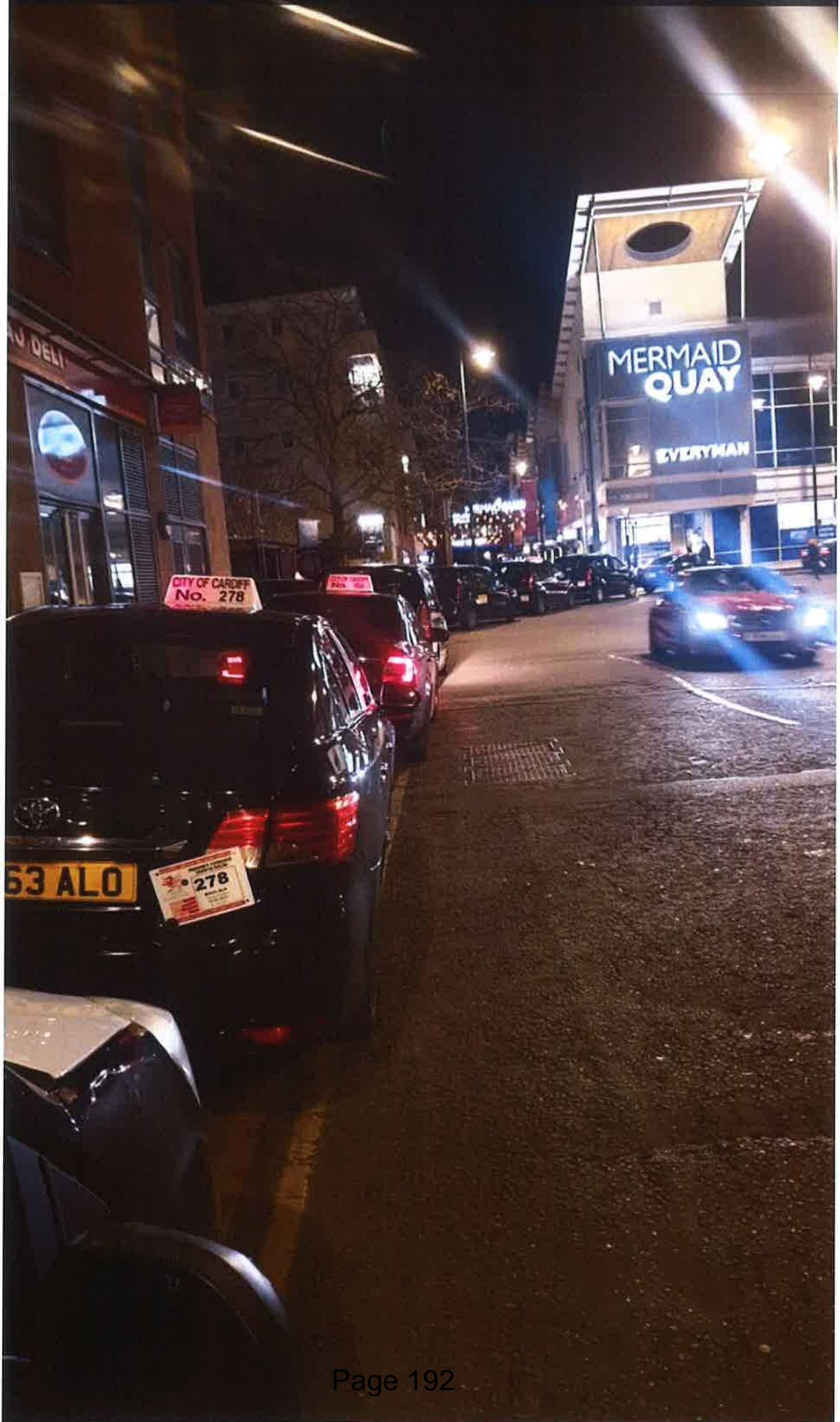


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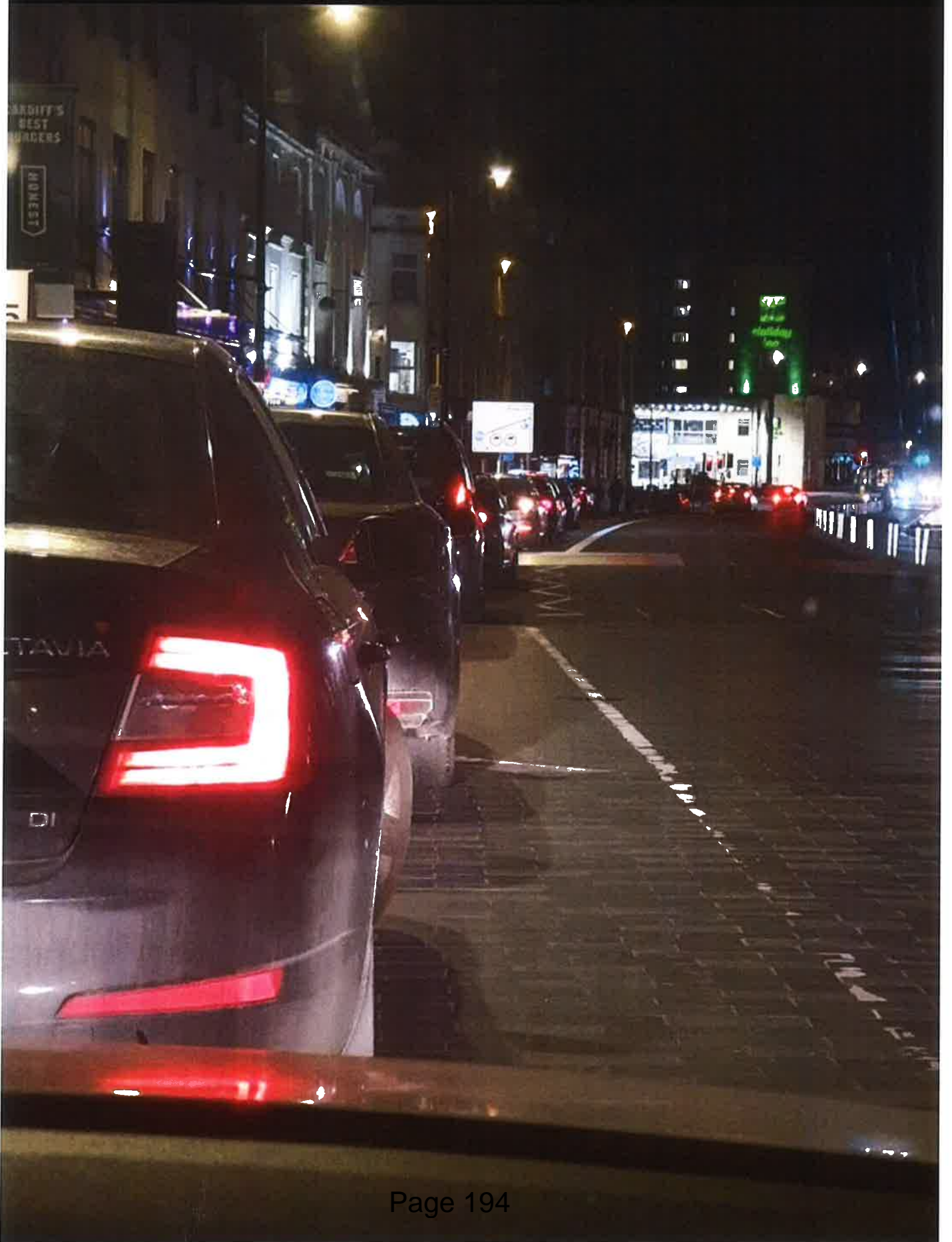
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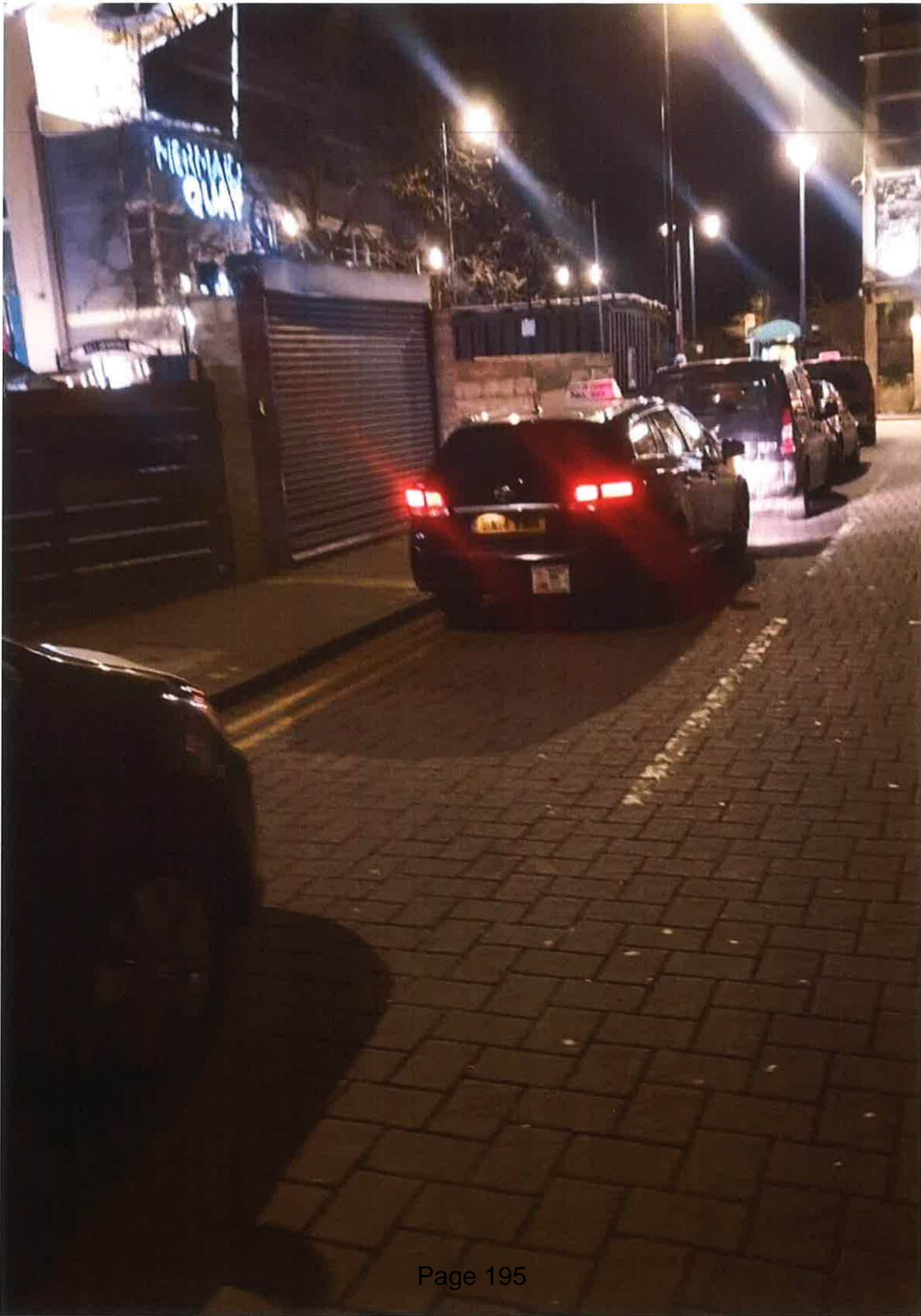


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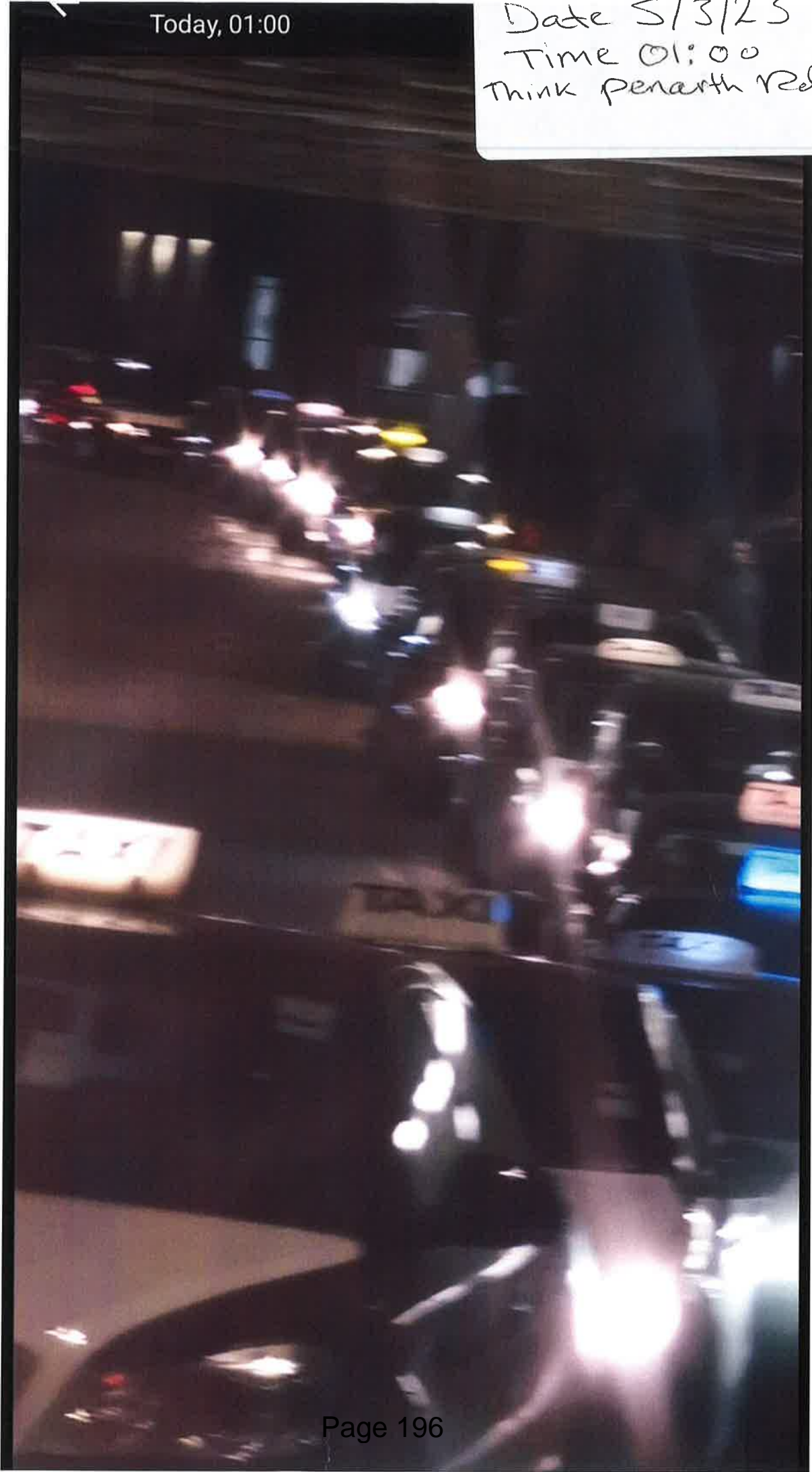
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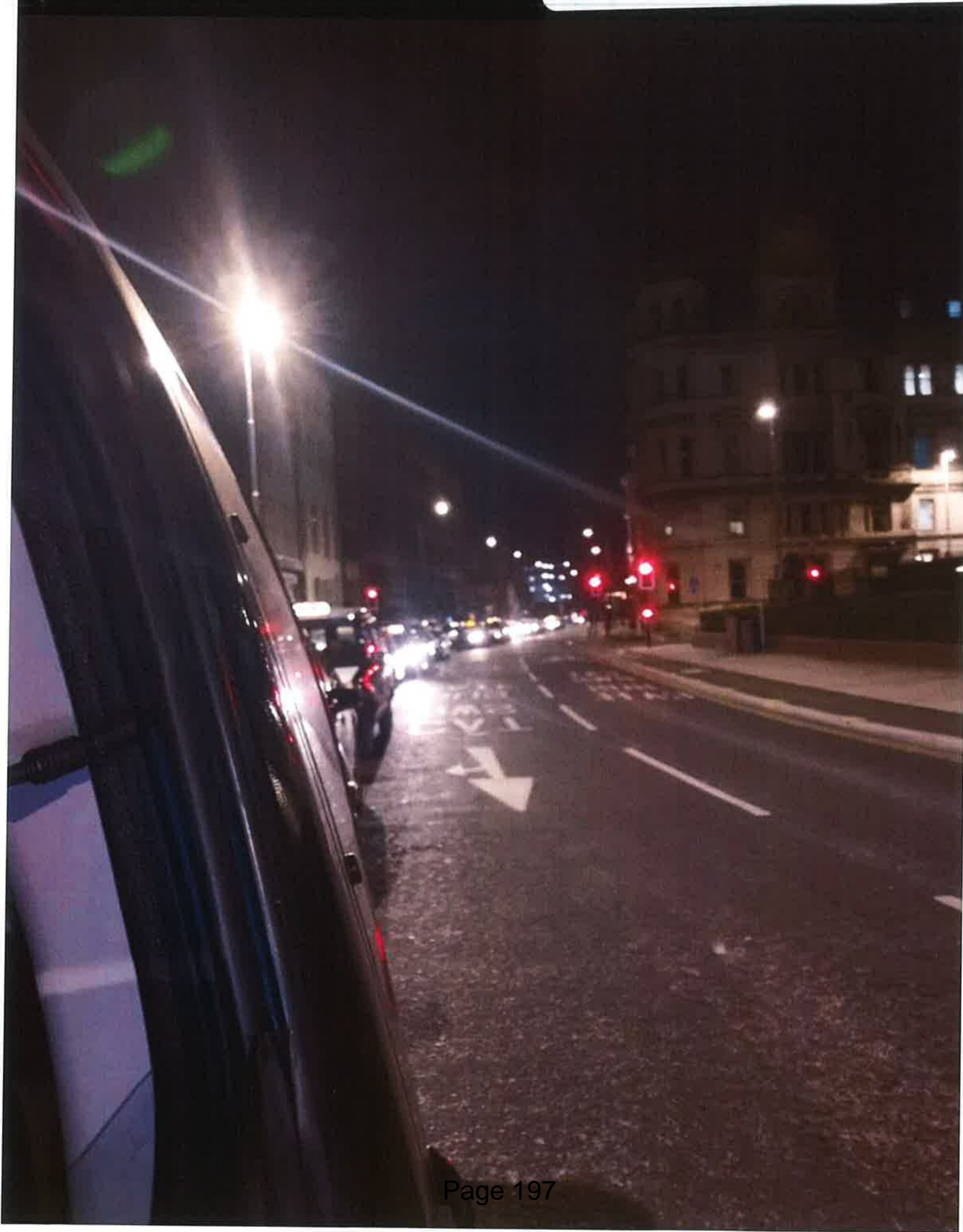


Today, 01:00

Date 5/3/23
Time 01:00
Think Penarth Rd

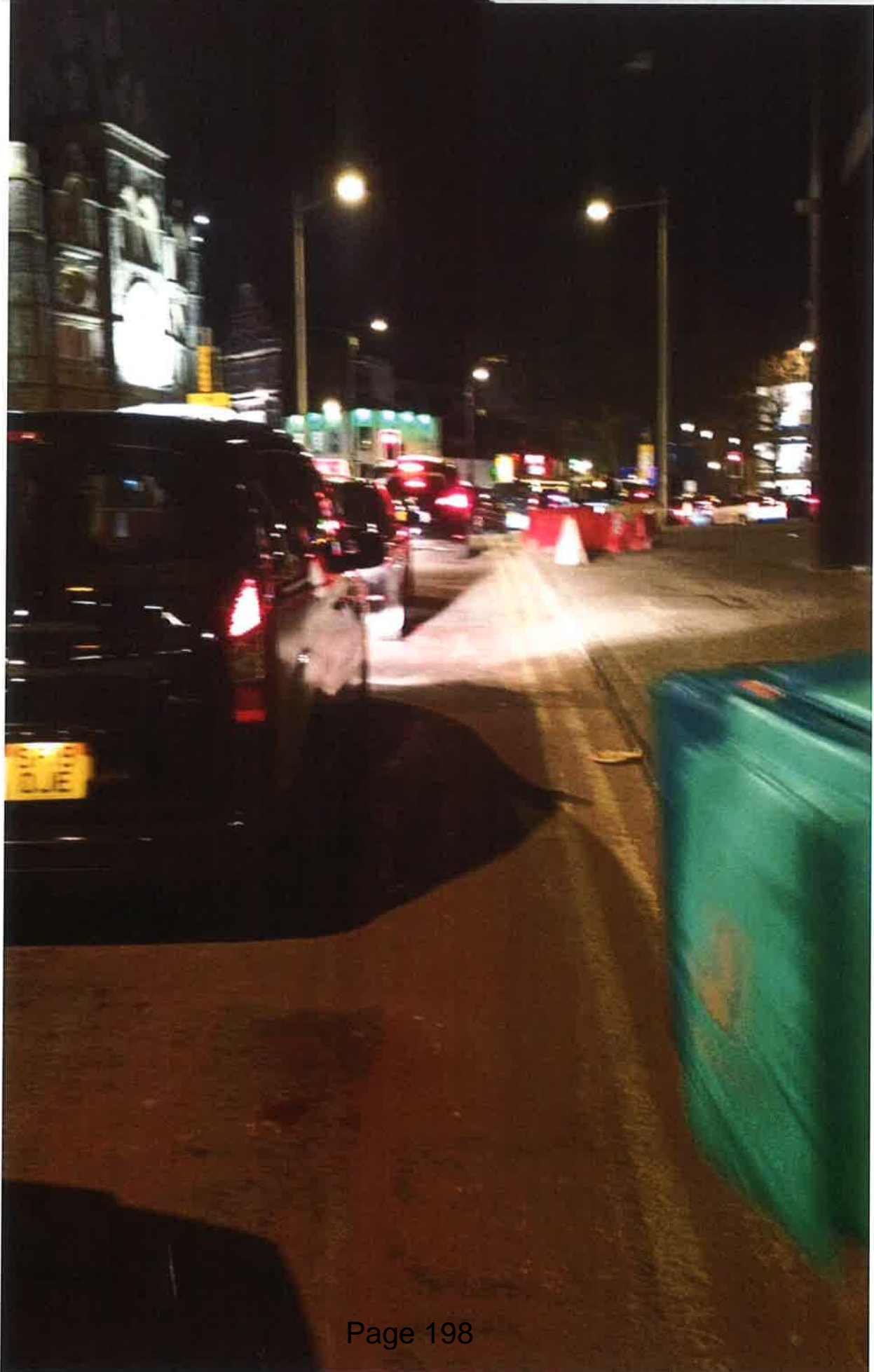


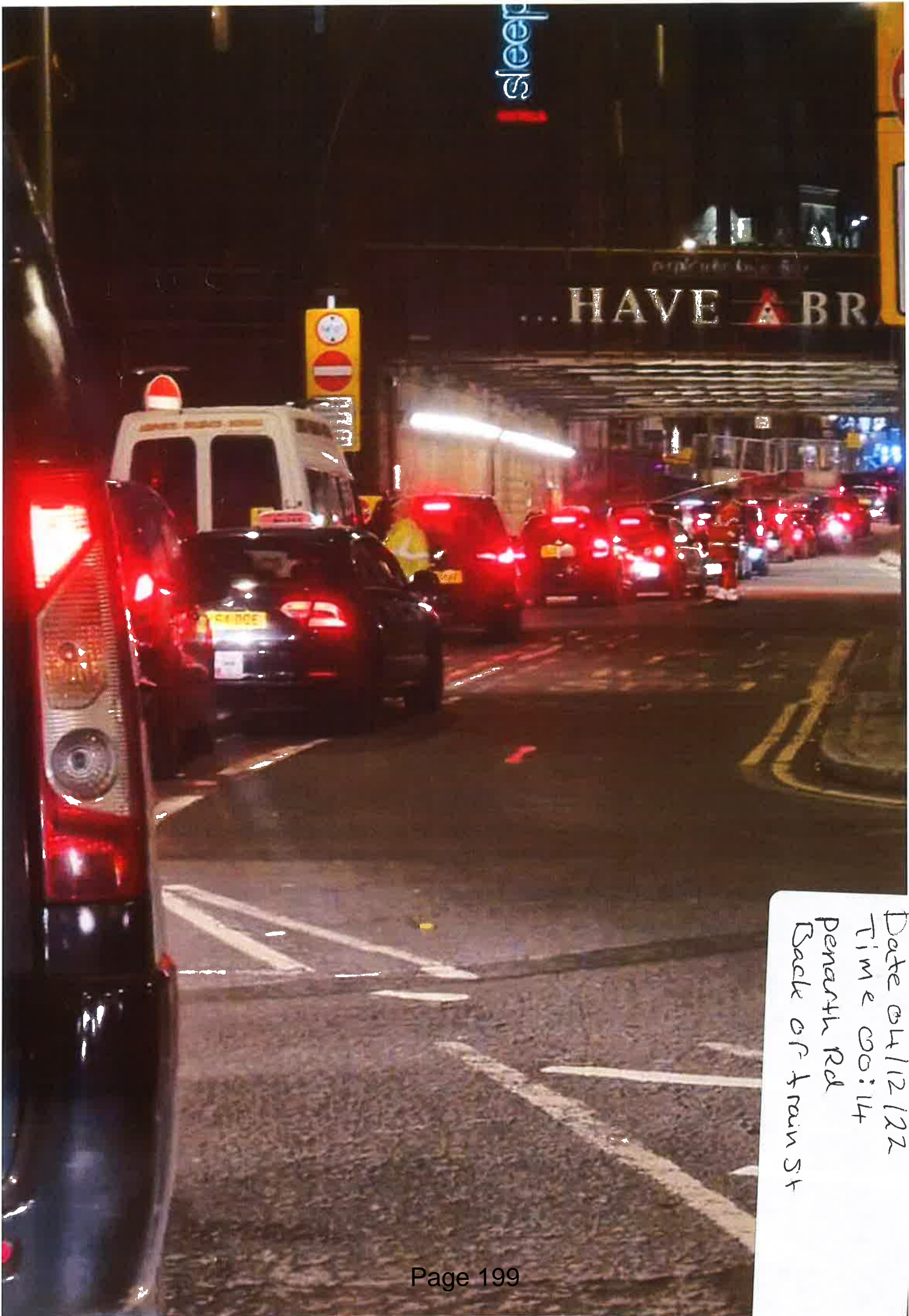
Date 4/3/23
Time 02:20



Yesterday, 23:07

Date 4/3/23
Time 23:07
Penarth Rd





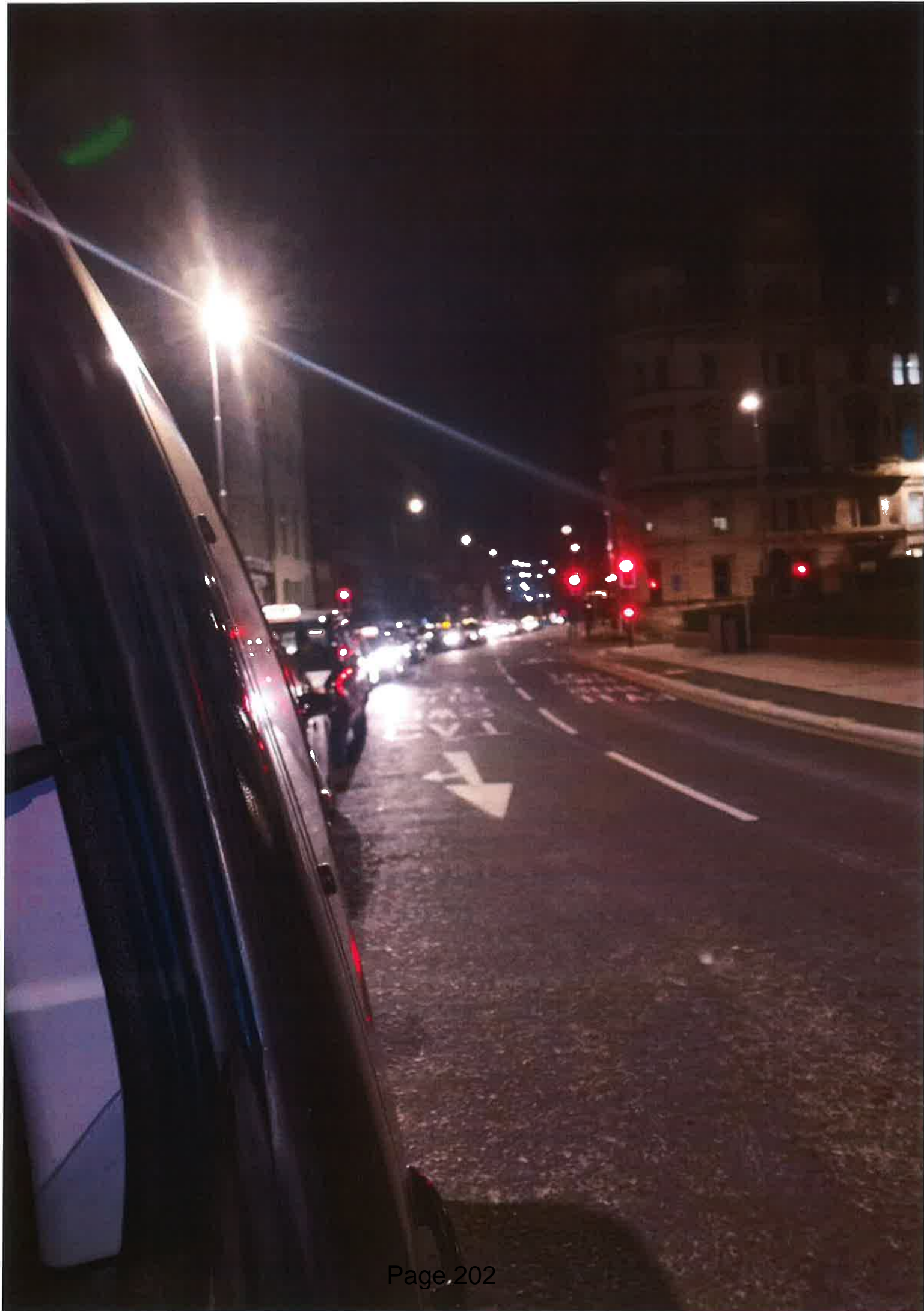
Date 04/12/22
Time 00:14
Penarth Rd
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Date 10/13/23
Time 22:02
Park place lane
Rank waiting for Rank Space



Date 10/3/23
Time 22:02
Park Place
Rank

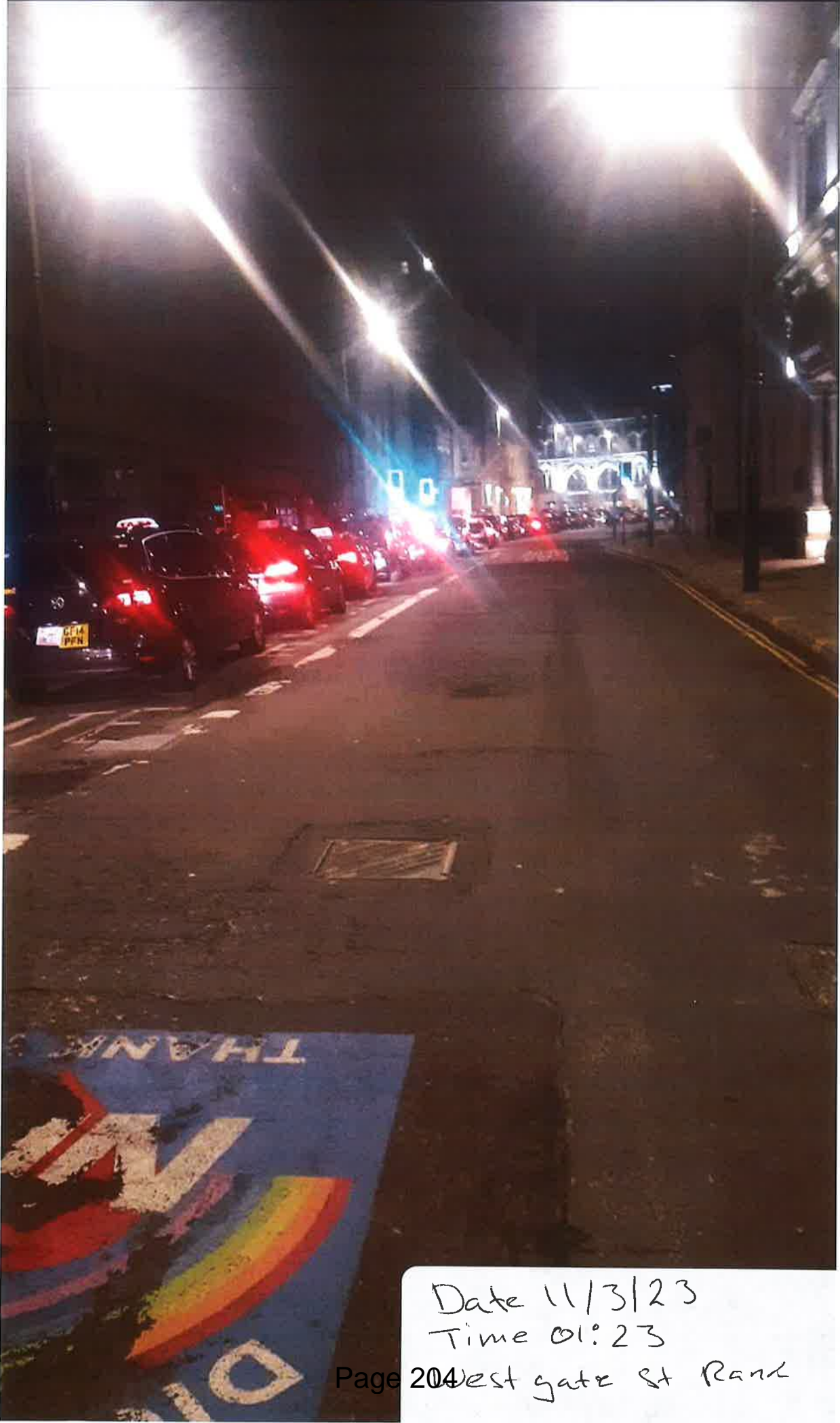


11 March, 01:08



Page 206
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11 March, 01:32

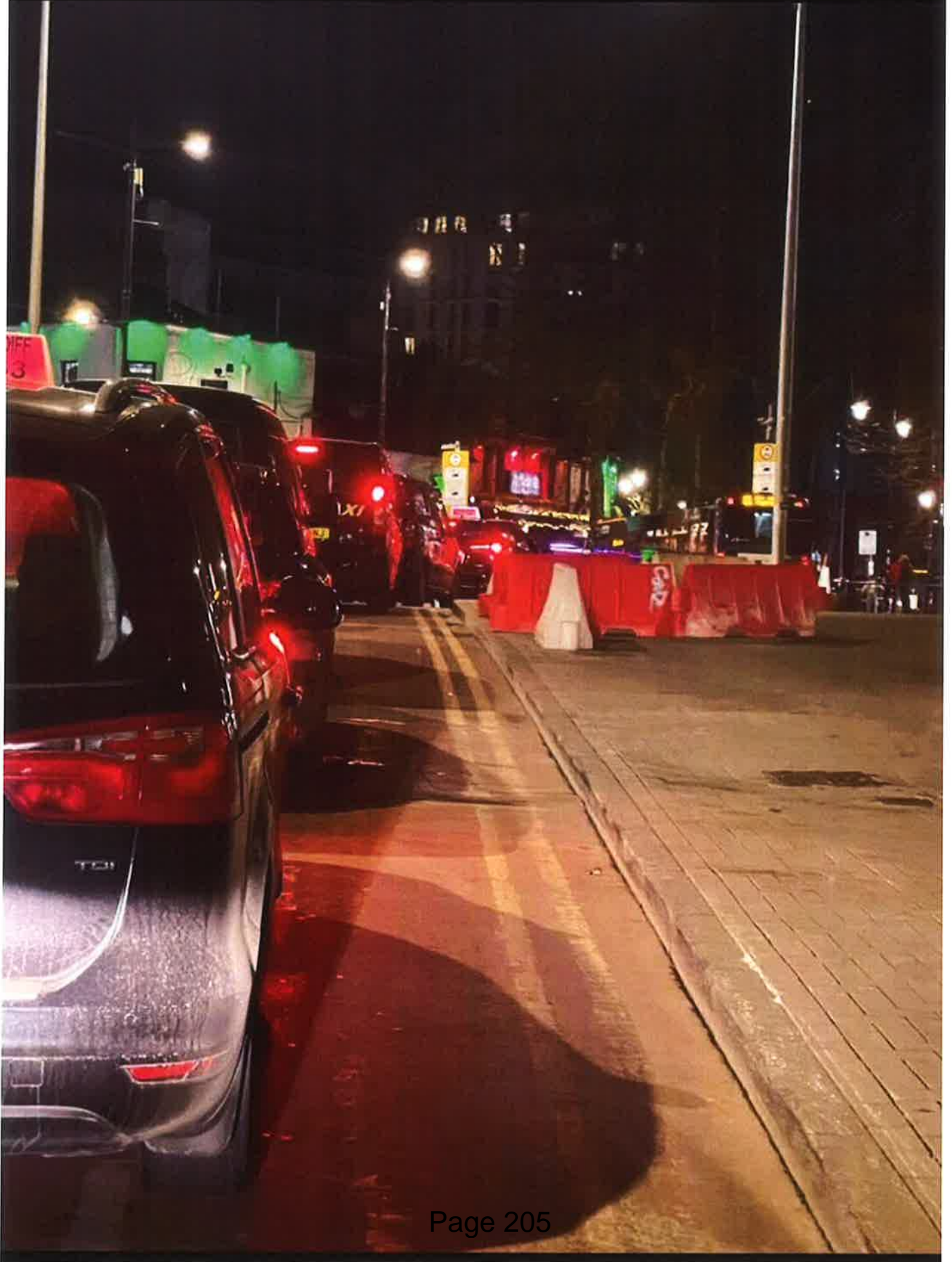


Date 11/3/23

Time 01:23

Page 204 West gate St Rank

Yesterday, 22:52



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Single Impact Assessment

Cardiff Council



1. Details of the Proposal

What is the proposal?

Title: Proposal to relax the moratorium on issuing new hackney carriage licences

Is this a new proposal or are you amending an existing policy, strategy, project, procedure or service?

New

Existing

Directorate/Service Area:

Environment (SRS)

Who is developing the proposal?

Name: Daniel Cook

Job Title: Team Manager (Licensing)

Responsible Lead Officer (Director or Assistant Director):

Andrew Gregory

Cabinet Portfolio:

Transport and Strategic Planning
Climate Change

Authorisation	
Completed By:	Daniel Cook
Job Title:	Team Manager (Licensing)
Date:	10.08.2023
Approved By:	
Job Title:	

Document History – do not edit

The Single Impact Assessment (SIA) can be strengthened as time progresses, helping shape the proposal. Version control will provide a useful audit trail of how the SIA has developed. Draft versions of the assessment should be retained for completeness, however only the final version will be publicly available. Draft versions may be provided to regulators if appropriate.

Version	Author	Job Title	Date
1	Fiona Gibson	Senior Corporate Policy Officer	12/10/2022
2	Fiona Gibson	Senior Corporate Policy Officer	12/04/2023

2. Overview of the Proposal

What action is the Council considering and why?

Please provide a detailed outline of the proposal. This information will support your findings in the impact assessments.

The Council is considering relaxing the moratorium on issuing new hackney carriage (taxi) licences.

A moratorium on new hackney carriage licences in Cardiff has been in place since 2010. As a result, the only way for those wishing to enter the hackney carriage trade in Cardiff is to either rent a licensed hackney carriage from somebody with a licence that was originally issued prior to 2010, or to purchase a licence on the secondary market.

The Licensing Department have received a number of complaints from passengers unable to get taxis in Cardiff, particularly those unable to get a wheelchair accessible vehicle. The Council also regularly receive complaints about the standard and condition of Cardiff hackney carriages. The number of hackney carriage vehicle licences not being actively used has also increased in recent years and as of July 2023 approximately 25% of licences are not being actively used.

In order to gain further information, between 10 February and 4 April 2023, the Licensing Department conducted an online survey to gain the views of the public and the licensed taxi trade in relation to the difficulty they face getting a taxi, their opinion of the condition of Cardiff taxis, and the taxi licence moratorium. The survey results showed 57% of the public had experienced difficulty getting a taxi in Cardiff in the previous 12 months, 46% of public respondents were not satisfied with the condition of Cardiff taxis and were more likely than not to be in favour of removing the moratorium on issuing new licences, with 39% of public respondents preferring to remove the moratorium, 31% did not, and 30% were unsure. The trade was significantly in favour of retaining the moratorium - 83% wanted to retain it, compared to 13% who wanted to remove it.

If the moratorium were relaxed as per the recommendations in the report, this would allow new taxi licences to be issued. However, the new licences would be restricted to fully electric vehicles only, or wheelchair accessible vehicles that are under 5 years old and meet the Euro 6 emission standard at the time the vehicle is first licensed. It is envisaged that this would strike a balance between increasing the availability of taxis to the public, whilst minimising the potential for there to be a significant number of new licences saturating the existing market. Approximately 25% of taxi licences are not being actively used at present on a vehicle, as they're being held on retention. Therefore, it is not anticipated that there will be a negative impact against current licence holders.

It is anticipated that there could be a positive impact on taxi drivers who currently rent a licensed taxi as they are unable obtain their own licence, as the proposals would allow them to purchase their own vehicle which they could license.

The proposals in the report would help improve the overall tailpipe emissions of taxis in Cardiff, supporting the council's commitment to improving air quality in Cardiff and their

One Planet Cardiff goals. It would also help with the availability of wheelchair accessible taxis, which would likely result in a positive impact on disabled people that require the use of a wheelchair accessible taxi. The reason for the lower emission standard for wheelchair taxis is because there are currently no fully electric wheelchair accessible taxis on the market. If the emission standard were not lowered for these vehicles, it could negatively impact wheelchair passengers. As the survey results showed 89% of wheelchair passengers had experienced difficulty getting a taxi in the last 12 months in Cardiff, it was felt important to include measures to ensure this group isn't negatively impacted.

Moratoriums on issuing new taxi licences are rare throughout the UK, and Cardiff is one of only a few local authorities to have one in place. The Department for Transport (DfT) and the Competition and Markets Authority (CMA) both consider them not to be best practice.

What are the costs and/or savings?

What will the proposal cost and how will it be funded?

How might costs be reduced through involvement and collaboration, across Cardiff Council and/or with external stakeholders?

Are there savings and how will these be realised?

If the moratorium were relaxed, this would allow new licences to be issued that would result in an increase in the income received for hackney carriages licences. However, it is not clear how many new hackney carriage licences would be applied for, as there are a considerable number of hackney carriage licences that are not actively being used at present.

Taxi licensing fees and charges must remain broadly cost neutral. Any additional income that is received as a result of the removal of a moratorium would be considered when the licensing fees are next reviewed. When setting fees there is a statutory requirement to consider the income received for a licensing scheme compared to the overall cost of delivering the scheme. The fee level must be set to not generate income in excess of the cost associated with delivery.

3. Impact Assessments

Which impact assessments do you need to complete to support your proposal?

Further information is included about each assessment at the start of the relevant section.

The [Impact Assessment Screening Tool](#) provides advice tailored to your proposed policy, strategy or project regarding which impact assessments may be required and who to contact to find out more.

The screening tool is an online form with mainly multiple-choice questions which should take less than 10 minutes to complete.

Once the answers have been submitted, an automated email will be sent to you with the recommended next steps and details of who to contact for expert advice.

Put Yes or No next to each of the impact assessments listed below to indicate which ones are being carried out. For assessments which are not being carried out, please delete the relevant sections on the subsequent pages.

Impact Assessment	Completed: Y/N
A. Equality Impact Assessment	Y
B. Child Rights Impact Assessment	N
C. Welsh Language Impact Assessment	N
D. Habitats Regulations Assessment	N
E. Strategic Environmental Assessment	N
F. Data Protection Impact Assessment	N
G. Health Impact Assessment	N

For further information on all the above impact assessments including who to contact for advice, please visit the [Policy Portal](#).

A: Equality Impact Assessment

Guidance in completing this assessment can be accessed [here](#). Please consult the Equality Team for any further assistance with completing this assessment EqualityTeam@cardiff.gov.uk

Under the Equality Act 2010, “differential impact” means that people of a particular protected characteristic (e.g. people of a particular age) will be significantly more affected by the change than other groups.

Impact on the Protected Characteristics

Age

Will this proposal have a **differential impact [positive/negative]** on different age groups?

	Yes	No	N/A
Up to 18 years		✓	
18 - 65 years		✓	
Over 65 years		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

We know that people of all ages use taxis, and we are not aware of any one group that use taxis more than others. The potential for new licences should have a positive impact on the ability to obtain a taxi across all age groups.

The proposals in the report potentially improve air quality which has a positive impact for all age groups, but particularly younger/older people.

In relation to taxi drivers, they must be at least 18 years of age to obtain a licence.

What action(s) can you take to address the differential impact?

No actions to date in relation to impact on the differential impact between age groups

Disability

Will this proposal have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment		✓	
Learning Disability		✓	
Long-Standing Illness or Health Condition		✓	
Mental Health		✓	
Neurodiversity		✓	

Physical Impairment	✓		
Substance Misuse		✓	
Visual Impairment		✓	
Other		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

It is envisaged that allowing new taxi licences to be issued, alongside a lower standard for wheelchair accessible vehicles, will have a positive impact on those with a physical impairment as there will be more availability of such vehicles.

The proposals in the report potentially improve air quality which has a positive impact for those with a disability that is exacerbated by air quality.

What action(s) can you take to address the differential impact?

No actions identified. It is anticipated that the proposed changes will have a positive impact on those with a disability.

Gender Reassignment

Will this proposal have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (Transgender people are people whose gender identity or gender expression is different from the gender they were assigned at birth.)		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No differential impact identified.

What action(s) can you take to address the differential impact?

No actions to date.

Marriage and Civil Partnership

Will this proposal have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

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The marital status of a person is not impacted by their use of taxis and all groups use taxis.

What action(s) can you take to address the differential impact?

No actions identified to date.

Pregnancy and Maternity

Will this proposal have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		✓	
Maternity		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Those who are pregnant, and parents are no more or less likely to use taxis.

The proposals in the report potentially improve air quality which has a positive impact for those who are pregnant and their unborn child.

What action(s) can you take to address the differential impact?

No actions identified to date.

Race

Will this proposal have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White		✓	
Mixed / Multiple Ethnic Groups		✓	
Asian / Asian British		✓	
Black / African / Caribbean / Black British		✓	
Other Ethnic Groups		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Cardiff is a diverse city and people from all backgrounds use taxis.

Taxi driver licences are open to all ethnic groups and there is no restriction on race in order to obtain a licence. It is accepted that the majority current taxi drivers in Cardiff are from black, Asian and minority ethnic groups, and therefore the proposals contained in the report have the potential to impact these groups more than others.

What action(s) can you take to address the differential impact?

No actions identified to date.

Religion, Belief or Non-Belief

Will this proposal have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		✓	
Christian		✓	
Hindu		✓	
Humanist		✓	
Jewish		✓	
Muslim		✓	
Sikh		✓	
Other belief		✓	
No belief		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

We are not aware of any evidence that those with a certain religion, belief or non-belief uses taxi services more than others.

What action(s) can you take to address the differential impact?

No action identified to date.

Sex

Will this proposal have a **differential impact [positive/negative]** on male, female or non-binary persons?

	Yes	No	N/A
Male persons		✓	
Female persons		✓	
Non-binary persons		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No one group uses taxis more than others. It is anticipated that the proposals will be beneficial to all groups because of the increased availability of taxis, including for example lone females walking home. It is anticipated that the nighttime economy will benefit as a result.

What action(s) can you take to address the differential impact?

No action identified to date. The increase in availability of taxis will likely result in a positive impact for those wanting to get a taxi.

Sexual Orientation

Will this proposal have a **differential impact [positive/negative]** on people with different sexual orientations?

	Yes	No	N/A
Bi		✓	
Gay		✓	
Lesbian		✓	
Heterosexual		✓	
Other		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Cardiff is a diverse city and it is not anticipated that the sexual orientation of a person will be impacted by the proposals in the report.

What action(s) can you take to address the differential impact?

No action identified to date.

Socio-economic Duty

Is the change anticipated to reduce or contribute to inequality of outcome as a result of socio-economic disadvantage? (e.g. will the change negatively impact on those on low-incomes or those living in deprived areas?)

	Yes	No	N/A
Socio-economic impact	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There is the potential for a negative impact on the current licence holders due to increased competition from the issuing of new licences. However, It is anticipated that there will not be a significant number of new applications for taxi licenses that would adversely impact the current licence holders economically, as 25% of the licences already issued are not being actively used. There may also be a positive impact on current drivers who currently rent their licensed taxi from a 3rd party and cannot currently apply for their own licence. Being able to drive a taxi they own could foster a sense of pride amongst taxi drivers.

It is anticipated that the improved emission standards would improve air quality in Cardiff. The Council's One Planet Climate Change Strategy and the National Transport Delivery Plan have both committed to working with the taxi trade to achieve zero emission at tailpipe by 2027 and 2028 respectively. Currently, there is 1 fully electric taxi in Cardiff that was purchased by a current licence holder, this makes up 0.14% of the fleet. Therefore, there needs to be a steady and progressive transition away from the traditional internal combustion engine over the next 4 years. The moratorium is considered to be one of the barriers to the transition to an electric or ultralow emissions vehicle taxi service as it restricts new entrants wanting to offer an EV service get a licence.

In partnership with Welsh Government and the City Region the Council has supported electric Taxi lease schemes whereby taxi drivers can lease an EV taxi for short of long periods at financially support rates. Due to the moratorium in Cardiff, only those who already hold a hackney carriage licence, or rent a vehicle from a taxi proprietor, are able to use an Electric Taxi lease Scheme. This position is unique to Cardiff in Wales and has led to very low take up of the Electric Taxi Schemes compared to other areas. If the

moratorium were removed, this would enable any licensed hackney carriage driver to take advantage of this or similar schemes.

The Council's Clean Air Strategy identifies that taxis are a source of air pollution emissions, particularly in the city centre. There are currently no minimum emissions standards required by licensing and approximately 75% of taxis do not meet the Euro 6 emission standards.

The proposal to relax the moratorium may have an impact on the value of a hackney carriage licence (as the moratorium has restricted availability which has created a secondary market for them, inflating their price.) Therefore, the value of the licence on the used market is likely to fall if new licences are available from the Council.

It is not clear what impact this will have, and the price paid on the secondary market is outside of the control of the Council. There are also a number of other factors that affect the price of a taxi plate such as the increased use of private hire vehicles in recent years.

What action(s) can you take to address the differential impact?

It is anticipated that the changes will have positive impact on air quality, improving health for everybody.

The Council is continuing to explore a range of options to support the transition to EV Taxis such as charging points, rank locations, lease and vehicle replacement scheme.

The price paid for licences on the secondary market is outside of the control of the Council.

Welsh Language

Will this proposal have a **differential impact [positive/negative]** on the Welsh language?

	Yes	No	N/A
Welsh language		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The online survey was made available in Welsh and English and responses to were invited in both languages. There is no evidence that Welsh speakers use taxis more than other users and it is not envisaged that the proposals in this report have an impact on the Welsh language.

All literature produced to promote these changes will be available in both English and Welsh.

What action(s) can you take to address the differential impact?
No actions identified to date.

Consultation and Engagement

What arrangements have been made to consult/engage with equality/ community organisations, especially those who are representative of those you have identified as being likely to be affected?

An online survey was made available and invited responses from the public and trade. Unite the Union represent a significant number of taxi drivers in Cardiff and have also been consulted on the proposals. They have formally provided a written response which is available as appendix in the report. They will also be invited to speak at the Public Protection Committee meeting when the report is considered.

Summary of Actions (Listed in the sections above)

	Actions
Age	None
Disability	None
Gender Reassignment	None
Marriage & Civil Partnership	None
Pregnancy & Maternity	None
Race	None
Religion/Belief	None
Sex	None
Sexual Orientation	None
Socio-economic Impact	None – actions proposed in report, these are: <ul style="list-style-type: none"> • New hackney carriage licences should only be issued to fully electric vehicles, or wheelchair accessible vehicles that are under 5 years old and meet the Euro 6 emission standard. This is to support the transition to a zero-emissions taxi service whilst recognising the non-availability of fully electric wheelchair accessible taxis on the market.
Welsh Language	None
Generic/ Over-Arching (applicable to all the above groups)	None

Next Steps

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

Where the Equality Impact Assessment shows negative impacts, you must append the form to the Cabinet or Officer Decision Report.

On completion of this Assessment, please ensure that the whole form is submitted to the Equality Team mailbox so that there is a record of all assessments undertaken in the Council EqualityTeam@cardiff.gov.uk