

## 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 as 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 fair 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"> <li>• continuously rip people off with extortionate prices within the city boundary &amp; out of the city boundaries .</li> <li>• they are a disgrace to our city</li> <li>• &amp; now you've allowed three different tariff charges within increase upto 38- 41%</li> </ul>
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