

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 a 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 are appalling and taxi drivers wear practically their pjamas to work. Bridgend taxi driver wear 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.
Tends 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 slobs!</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 too 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 unroadworthy
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 inappropriate questions about your marital 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.