

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 fairs and policing and making complaint is complicated. Needs a clear simplified process to log complaint and more policing of taxis to stop refusal of fairs!
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 meny 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 abs 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 can't 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 rouge 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.
Too 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 Trefallan as well as Barry. it's 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 45 mins 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 plating 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 taxes 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 plating 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 puplic 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!

I think minimum standards of cleanliness should be enforced for all taxis. Spotchecks reveal the minimum standards are met then the operators should be fined!
If this is already the case, then more random spot checks should be utilised, as I often get into dirty taxis.

I think drivers refusing fares should incur a fine for the operator they work for. This seems to become in common practice in Cardiff.

As PH driver I am concerned about the cross boarding issue. Companies such as Dragon and Uber should be monitored and admonished about this practice. The operators 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 algorithm decide the price and we are often offered fares of less than 1£ per miles.

Where are these new hackney cabs going to find work, too many cabs on few ranks. You need to do 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 too many hackney cabs working on 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 achieved 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 tachometer. A tragedy waiting to happen

It's way too many taxis in Cardiff there is not enough rank and also too many out of town taxis

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

As a taxi driver it is very frustrating that we don't have enough taxi rank. On top of that many drivers have been fined for stopping in some places...Council should be providing more rank in my opinion.

If new plates come in the road it will affect driver income. Already they are suffering their living life. No busy outside. Waiting 2 hours 3 hours get one fare. So I will suggest not to issue new plates.

Council must help the drivers

It's too many taxis on the road. Not enough taxi rank. No business at all.

No need we have more taxis as city

There are plenty of taxis in Cardiff, so many that there aren't 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.

This cost high price

Far too many licensed Hackney carriage taxis already in the city of Cardiff per population. There are 3 to 4 taxis in waiting for 1 customer. And there isn't enough taxi rank for the taxis, when you go to work you get a parking ticket. You are continually have to look over the shoulder.

Already oversubscribed across plates,
Council not providing adequate facilities for the current plate holders

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.

There is not enough work to support the fleet the size it is at 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.

There is not enough rank space to support the Hackney fleet at the moment never mind any increase of numbers of fleet.

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