

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

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

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

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

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

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

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

1.How are you responding to this survey?

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

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

2.Which of the following best describes you?

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

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

- Daily
- Weekly
- Monthly
- Infrequently
- Never

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

- Yes
- No

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

- Yes
- No

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

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

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

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

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

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

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

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

- Yes
- No
- Unsure

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

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

- Yes
- No

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

- Yes
- No
- Maybe

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

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

- Yes
- No
- Not sure

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

- Yes
- No

17. If no, please explain.

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

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

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

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

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

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

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