

Cardiff Council – Taxi Licensing



Frequently Asked Questions

How many drivers, vehicles and operators are licensed by Cardiff Council?

- Hackney carriage/private hire driver's licence – 2,300
- Hackney carriage vehicles - 901
- Private hire vehicles – 1,173
- Private hire operators – 81

(Information correct November 2017)

What is the difference between a taxi (hackney carriage) and a private hire vehicle?

- **Taxi**

A taxi (also known as a hackney carriage) can be hailed from the street, can operate from taxi ranks and can also be pre-booked if required. It must have a fitted taximeter, roof light and a fare table displayed in the vehicle.

Taxis licensed by Cardiff have to be black with a white bonnet (except for London style taxis), will have a roof light to indicate when the vehicle is available for hire and a white plate on the rear that contains the licence number.

- **Private Hire Vehicle**

Private hire vehicles licensed by Cardiff can be any colour (except black and white) and have a yellow plate on the rear that contains the licence number. They cannot be hailed from the roadside and must be booked through an operator. Private hire vehicles can operate anywhere in the country and the fare is unregulated and therefore a matter for agreement between the operator and the hirer.

Why can't a private hire vehicle pick me up from the street?

A private hire vehicle is not licensed to ply for hire on the street, it must be booked through a licensed operator in advance of the journey who is obliged to keep records so that in the event of a problem the driver can be traced. Where the driver picks up illegally this would, in most cases, invalidate the vehicle insurance and therefore put the public at risk.

Does a taxi driver have to take me?

For journeys that start and end within Cardiff, a taxi driver commits an offence if they refuse a fare without a 'reasonable excuse'. There is no legal definition of what constitutes a reasonable excuse but it is not acceptable to refuse a fare on the basis that a journey is too short.

Does a taxi driver have to use the meter?

For journeys that start and end within Cardiff, a taxi driver must use the taximeter and cannot charge more than the metered fare. Be aware that the metered fare only applies within the city boundaries of Cardiff – for a journey ending outside of Cardiff, the driver does not have to use the meter and can negotiate a fare upfront. If no fare is negotiated, the driver is required to use the meter.

Why does the meter show an extra charge?

Some extras can be charged in accordance with the current tariff of fares set by the council as indicated on the tariff sheet (that should be displayed in the vehicle). An additional charge is permitted for journeys after midnight or on public holidays, carrying luggage or when there are over 4 passengers.

What should I do if I wish to make a complaint?

If you wish to complain about a journey or the behaviour of a driver, make a note of the registration or licence plate number of the vehicle and the time that the incident occurred. It will also be helpful to include the driver details that should be displayed in the windscreen of the vehicle.

You can then report the matter to the Licensing department on (029) 2087 1651 or licensing@cardiff.gov.uk

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg