

Denbighshire County Council Taxi Forum

Consultation pack for taxi users

What are we doing?

We are setting up a Taxi Forum in Denbighshire.

The Forum will be a meeting or workshop which takes place once every year, ahead of the Council's annual review of its table of fares for hackney carriage (taxi) vehicles.

Why are we doing this?

On 10th September 2025, Denbighshire County Council's Licensing Committee requested that Officers in the licensing team set up a 'working group' to understand how changes to taxi fares might impact both taxi businesses, and their customers.

We anticipate that the Forum will include a membership comprised of:

- Denbighshire County Council's licensing team
- Denbighshire County Councillors
- Hackney Carriage operators Proprietors
- Private Hire Vehicle Operators
- Taxi users

What do we want to know?

In the first meeting we will be looking to establish:

- A terms of reference for the Forum, including:
 - Membership
 - Meeting frequency
 - Power to make recommendations to the Council
- How the cost of living has impacted the taxi trade
- How the cost of living has impacted customer choices
- How the Council can look to strike a balance between allowing taxi businesses to thrive, and representing good value for taxi users
- How we can improve future Forums and future consultations on hackney carriage fares

What difference will it make?

During the last fare review consultation in 2025, we had a number of responses from the trade that the proposed increase to fares was not enough

However, during the previous fare review consultation in 2023, we had responses from the taxi trade that the proposed increase to fares was too much, and taxi operators were concerned that we might be pricing residents out of using taxis altogether.

We hope that by establishing a Forum and allowing taxi operators and taxi users to come together and share their experiences and concerns with us, we can create a table of fares each year which (as best as possible) works for everybody.

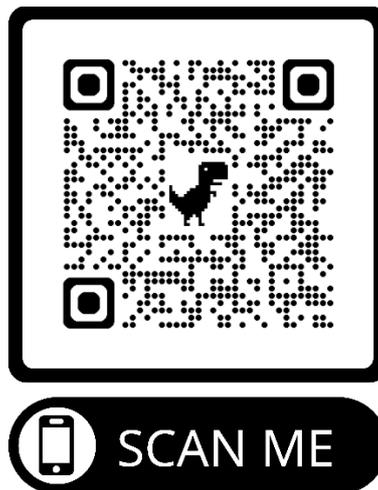
How can you get involved?

Take part in our survey.

How to complete this survey:

Online:

If possible, please complete this survey online by visiting the following website link or scanning the QR code:



www.denbighshire.gov.uk/consultations

In writing:

If you need to fill in this paper copy, please do so and return:

- **Return it to any Denbighshire Library** and/or One Stop Shop (including County Hall in Ruthin) during usual opening hours

The closing deadline for all responses is 1st March 2026

Denbighshire County Council Taxi Forum

Taxi users questionnaire

This questionnaire is for people who travel as a passenger in a taxi.

Where do you live?

Please note: if your city or town is not listed, please either select the nearest one, or write your location if preferred

- Y Rhyl
- Prestatyn
- Dyserth
- Rhuddlan
- Llanelwy (St Asaph)
- Dinbych / Denbigh
- Rhuthun / Ruthin
- Llangollen
- Corwen

I live somewhere else:

Please write your location in this box if preferred

Please tell us your age

Please tick one option only

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> 0-15 years | <input type="checkbox"/> 16-24 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 35-44 years |
| <input type="checkbox"/> 45-54 years | <input type="checkbox"/> 55-64 years |
| <input type="checkbox"/> 65-74 years | <input type="checkbox"/> 75 years or above |
| | <input type="checkbox"/> Prefer not to say |

How often do you typically use a taxi?

- More than once a day
- At least once daily
- At least once a week
- At least once a month
- Less frequently

Is a taxi your main method of transport?

- Yes
- No

Which of the following best describes a typical journey for you?

A typical journey is the type of journey you make the most often. Don't worry about occasional journeys which are different.

- I typically travel wholly within the County of Denbighshire
- I typically travel from another location into Denbighshire
- I typically travel from Denbighshire to another location

Which of the following types of journeys do you make most often in a taxi?

You can select up to three answers. This will help us to under the most frequent types of journey being made

- Getting to or from work or education (school/college)
- Going shopping or carrying out errands such as visiting a hairdressers, library, pharmacy, Post Office, etc
- Health appointments such as visiting a dentist, doctor, or hospital clinic
- Going to or from a night out such as pubs/nightclubs etc
- Getting to or from public transport hubs such as a bus station or railway station
- Longer journeys such as airport transfers or cross-country travel

Other:

What are the main reasons you use a taxi?

You can select up to three answers. This will help us to under the most frequent types of journey being made

- I don't drive or I don't have access to a car (either permanently or temporarily)
- Public transport in my area is unreliable or won't get me where I need to go at the time I need to get there
- I have additional travel needs (e.g. mobility or accessibility needs)
- I prefer travelling by taxi
- Convenience (e.g. not having to find somewhere to park)
- Safety reasons (e.g. if I want to have a drink, or it feels safer to take a taxi than to walk at night)

Other:

Which type of taxi service do you think you use most frequently?

- Hackney carriage taxi
- Private Hire taxi
- Both equally
- Not sure

If you do not use hackney carriage taxis, please proceed to the next page

If you mainly use hackney carriage taxis is this because...?

- They are the only operator in the area
- They are cheaper than private hire taxis

How often do you use a taxi rank?

- Every journey I make in a taxi is to or from a taxi rank
- More than half of journeys I make in a taxi are to or from a taxi rank
- Fewer than half of journeys I make in a taxi are to or from a taxi rank
- None of the journeys I make in a taxi are to or from a taxi rank

How do you feel about taxi ranks in your local area?

- I think they are conveniently located
- I think they are poorly located
- I don't think there are enough taxi ranks
- I don't use taxi ranks

If you do not use private hire taxis, please proceed to the next question

If you mainly use private hire taxis is this because...?

- They are the only operator in the area
- They are cheaper than hackney carriage taxis

Other

Has the cost of living impacted your taxi use?

- I use taxis less often than I used to, and this means I go out less overall
- I use taxis less often than I used to, and I have swapped taxi journeys for other types of travel (such as public transport, lift-sharing etc)
- I am using taxis more often than I used to (e.g. because I had to give up my car)
- The cost of living has had no impact on my taxi use

Overall, do you feel that...?

- Taxis in Denbighshire are too expensive
- Taxis in Denbighshire are reasonably priced, or comparable with taxis in other nearby locations
- Taxis in Denbighshire are cheaper than in other nearby locations
- I'm not sure / I don't have an opinion

If you feel that taxis in Denbighshire are too expensive, is this because...?

Please select up to 3 things which you think contribute to taxis being too expensive. Choosing your 'top 3' will help us to understand where people are struggling.

- The starting fare (the price you pay before you even get in the taxi) is too high
- The price per mile is too high
- The waiting charges are too high
- The late night / holiday rates are too high
- Additional fees (e.g. for luggage, cleaning if travelling with a pet) are too high

Other

How do you think the Council could find a balance between ensuring taxi drivers earn a decent living, and ensuring good value for taxi users?

Note: *the Council already has a statutory duty to run a consultation with taxi drivers and members of the public before setting a table of fares.*

Please let us know if any of the following apply to you...?

| | Yes | No |
|--|--------------------------|--------------------------|
| I need to travel in a Wheelchair Assisted Vehicle (WAV) taxi because I or someone I always travel with uses a wheelchair, powerchair or mobility scooter | <input type="checkbox"/> | <input type="checkbox"/> |
| I or someone I travel with needs a children's booster seat or space for a children's pushchair | <input type="checkbox"/> | <input type="checkbox"/> |
| I or someone I always travel with has a Guide Dog | <input type="checkbox"/> | <input type="checkbox"/> |
| I or someone I always travel with needs to bring a regular pet (e.g. a pet dog or a pet cat) | <input type="checkbox"/> | <input type="checkbox"/> |

If you answered 'no' to all of the above questions, please proceed to the next page

If you have any of the additional needs outlined above, can you usually find or book a taxi which meets your needs?

- Yes
- No

If you can't always find or book a taxi that meets your needs, is this because...?

- There are no operators or there aren't enough operators in the area with a vehicle suitable for my needs
- An operator has said they are unable to accommodate my needs

- Other

Final comments

Overall, are you satisfied with the provision of taxis in your local area?

Yes

No

Would you like to make any other comments or observations?

Your contact details

To take part in the taxi forum or to request a copy of the consultation findings when available, please provide your contact details.

Privacy Statement:

Your personal data will be processed by Denbighshire County Council only for the specific purposes of establishing the taxi forum, and to circulate the findings of the forum.

For more information about how Denbighshire County Council handles your personal data, please visit

www.denbighshire.gov.uk/privacy

The taxi forum will be an in-person meeting which takes place once a year, before the Council reviews the Hackney Carriage fares.

The forum will include:

1. Taxi operators
2. Taxi users (that's you!)
3. Members of the Council's licensing committee
4. The forum will be facilitated by an independent facilitator

Please note:

We cannot guarantee that everyone who expresses an interest will be invited to attend. We will be aiming to select around 5-6 users including:

- People from across the whole of Denbighshire
- People with additional travel needs (e.g. wheelchair users, people travelling with pushchairs and small children)
- People travelling with assistance animals and/or pets

If you aren't selected, please don't worry! Your answers to this survey are a valuable contribution and your data will help us to work with taxi users and taxi operators to hopefully establish a table of fares which balances everybody's needs. We are grateful for your time.

Please let us know your contact preferences:

- I would like to register my interest for the taxi forum and receive a copy of the consultation results when available
- I would only like a copy of the consultation results when available
- I do not wish to be contacted further

If you do not wish to be contact further you do not need to complete the next page

How would you like us to get in touch with you?

Please tick one option only

Email

Letter in the post

Telephone call

WhatsApp / SMS

Other (please tell us)

Please write your preferred contact details in the box below

Note: if you are giving your postal address, please remember to include your postcode

What is your preferred language?

Please tick one option only

Cymraeg (Welsh)

English

Another language (please tell us)

Diolch am eich amser / Thank you for your time

Your views will be vital in helping us understand the issues affecting taxi users in Denbighshire and will help us to ensure we have a fair consultation process in place before we set the hackney carriage fares for 2026-27.