

Mandatory requirement for card/cash responses

All taxis including private hire should over both

Don't agree. Card terminals charge too many fees on each transaction unless the meter price was increased to combat these charges.

More and more people are requesting card payments so it's definitely needed

I already accept both payments and with so many companies after the card business charges are very low I pay 1% on card transactions and no other fees

As far as I'm concerned all taxis should accept card payments,

I have drivers that just do schools so would have to get the payment system for no reason in the vehicle that they use

Easier for customers

It should be voluntary and not forced on drivers.

Take card already

I use cashless for my shopping so why can't they

Signal can be bad in area's.

People go to pay with a card and the card's declined. After we have done the journey.

There's no support network for non payers!

Don't think taxis should be made to have electronic means our customers have not asked about card payments

This should be a decision, for the individual. I have been able to provide this service, for some years and some customers are appreciative of it. But the percentage, of customers, who use it, is still small.

Customers should have a choice to pay by Cash or Card as not everyone carries cash especially tourists and these bookings are often taken off the street and not pre-booked. However, this could prove expensive as all taxi vehicles would need a facility to take payments. They could also be in a bad signal area when trying to take payment.

that makes people life much easier

The charges by the the card companies, banks, etc would hit our profits. I'm totally against it.

Card isn't an option for all drivers, and the charges mean drivers wouldn't be getting the full fare

A lot of people now have more card on them than cash so paying would be easier..

I'm sure some drivers would disagree as cash is their king but we need to move on card payments forward

I've been accepting card payments for the last 3 years and it gives your customers better freedom as they don't have to worry about having cash and let's be honest it is the 21st century

After being scammed myself cash is king we know where we are and I've had sunup before and they ripped me right off never again

Diminishes the use of cash in society and incurs card charges for the fare which diminishes earnings

Its way of life moving and should be legal .lots of drivers refusing for different reasons

Everyone should have the right to take or not to take card payments etc, shops & other business are not obligated to take card payments, why should we, & what happens when your in an internet dead spot, or you get to the destination & the person's card payment/transfer declines. & A £3.50 fare is not the value by the time the banks etc have taken their share.

It's 2024 not the eighties

I disagree with this as by taking £3.50 on a card payment you have to pay a charge to the bank then you would be doing the journey for less than the meter price the industry struggles enough without the added pressure of paying charges to the bank for accepting card payments

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Card readers are expensive, they take percentages of profits and require signal that is not always available.

I believe that self employed / businesses should have the choice of which payment methods they except.

More convenient for the general public.

Making electronic devices mandatory means more expense for owners with just 1 or 2 cars. 95% of my work is council contracts.

Flexibility for customers. Not everyone carries cash.

Because when there's no signal on your device and you have reached your destination and then driving to try and find signal it can cause a lot of agro with people that are drunk or under influence of drugs and it's just you out there in the middle of nowhere

Keeping up with the times most people carry cards or phones these days just makes it easier

To much trouble overall

More convenient for customers

Lots of people don't carry cash now

So while I do agree

There is also the fact that card readers charge a percentage so if this was to come in to force I think you would also need to look at the tariffs to compensate the charges

Better for customers

There are black spots in many areas of the borough that would make electronic payments difficult. We as drivers could not hold people in the vehicle while payments may take time to clear, especially vulnerable women. There are already several fake apps that appear to show payment has been made but are not genuine. Bank transfers incur charges and when dealing with £3.50 fairs this will mean a significant percentage of our fairs lost. Many shops refuse cash as it their choice how to accept payment, it should be a driver's choice how they accept their fee so long as the customer is fore warned. Customers may also after their journey visit their banking app and cancel payment and only if you continuously monitor your banking app would you know which customer withdrew payment or removed payment.

Majority of customers /passengers are within the age group using card payment as long as cash is still an option, No problem

Easier for people

Most people carry card and not cash these days.

ITS NOW STANDARD IN MOST CITIES WE NEED TO MOVE WITH THE TIMES.

I run private hire vehicles and i already take card payments since covid and basically Hackney carriage shouldnt be any different. I think all taxis should take card payments and cash

Already use a card reader

I myself see things that the way it's going customers usually ask to go to cash point to get their taxi fare but hopefully if you make it mandatory at least the customer can be given a choice on how they would like to pay for their journey. myself have a card reader and each shift I average no fewer than ten customers per day use card machine.

As a company, we already offer both options, and with the shift from cash to card payments, it's essential to keep up with the times and remain accessible to all types of customers.

Yes but up to individual drivers as I don't see why we have to pay for a customer to use the card machine that's why a lot of drivers won't use them

people holding card and at the end of journey, have no money in the bank, card is a third party involvement, and have to pay for their services, the transaction is between the driver and the customer face to face, so no third party should be involved, only the driver should have the final vote to accept cash/card because its his risk/service/time,

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Because it is easier for customers we are moving towards cashless society

People like the some cash and some on card

We live in a 24/7 society and all payment options should be available. Card payments also reduce the amount of cash being carried. In turn this has the potential to reduce potential crime and improved safety for drivers.

I should not be forced as a driver to carry card machines. If the fare is £4.00 and the customer pays by card as a driver i would not retain the £4.00 as i would be paying fees to a third party company. Cash machines are readily available in all towns and can be used by customers. Card machines sometimes encour monthly fees and charges. This is unfair on the driver as again he or she would be loosing out on the money taken.

This would require drivers to incur costs on fares. Companies don't offer the service for free. Also the service needs an Internet connection which isn't guaranteed in the borough. Unless the council are prepared to cover the additional costs and supply the card readers and Internet connection free of charge then this is a cost that most of us cannot afford. Are you proposing this additional cost be passed onto passengers in the form of higher fares?

What i can see is majority of public still want to use cash rather than card payments because when they gather together in a groups specially when they are out eating or drinking it's easier for them to collect the fees and pay their bills to the drivers.

certain areas haven't got enough signal to allow electronic payments.

Card payments have a negative impact on drivers as we are required to pay a significant percentage of fee after taking card payments. This results in loss of money for us, and often we do not have signal to accept payments, so time and fuel is wasted with no payment for our work. I believe it should be a choice whether drivers accept such payments. This is all being said from experience, and this is why I refuse to accept card payment any longer.

We experience great loss of profit as fees are taken during card payment. We experience greater loss in the situation of no signal or accessibility to use the card devices, resulting in no payment for our effort, time, and fuel usage. Additionally, card devices require having a phone available for its function, which may be against certain preferences such as maybe not having a smartphone, phone not being charged, or simply not desiring to bring a phone to work.

Helps the public

There are plenty of cash machines around and some licence holders only do schools so have no need for a card machine

Some people only use cash, some only use cards

Customers should be able to pay in which ever form they prefer.

makes it easier for people

Fleet drivers should not have to pay for their own machines and then pay fees for using said machines and then splitting money between driver and company. Also people who get in my taxi prefer to pay cash as "the banks can't make up their own charges"

The use of card machines should be optional for all drivers

tariff would need to rise in order to cover cost of card machine

If it's just for Hackney carriage vehicles I disagree this is because if there's a cash flow most likely will be undocumented ence no taxed and I believe it's unfair for the prive hire ones that have to declare every single penny.

Allow faster transactions for fares and trying to seek working cashpoints

First off mandatory is a made up word

So if you don't believe this then the council shd be able to supply Hackney and private hire taxis with sum up machines so we take both payments and also the council shd pay the percentage charge on the sum up machines as we work to make a living

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Although I think that's fair, I do not agree that it should be mandatory.

No signal in places and the card machine charges

As a small company we have always excepted card payments in our vehicles and this came with a positive response from our customers. This saves time for drivers and passengers as customers will no longer require a stoppage at cash machines during their journeys. Since Covid many people no longer use cash so card payments are easier for most. Also safety precautions for drivers that will no longer feel threatened by carrying large amounts of cash while working

many customers do not carry cash or even card these days and rely on making payments from their phone

As a private hire we prefer to receive cash

Already provide this service

Yes payment should be cash and card payments

Im on the fence with this at the minute but with more and more people using cards I think it's going to be the future only problem is and that's the charges that is put on anything that's earned as the taxi trade is not the best earner time you take the overheads out and 20% of takings on tax that's without the bank charges

we need to move forward with time. plus its more beneficial for driver and customer.

Not everyone carries money