

Have your say on proposals for paying by credit / debit card in taxis

Consultation period 20 January 2020 to the 14 February 2020

Harlow Council is currently consulting on whether passengers should be able to pay for journeys in all licensed hackney carriage (London style) taxis by debit or credit card.

Electronic payment for everyday purchases is increasingly common, and many travellers clearly find it more convenient than cash. Furthermore, it might be supposed that some potential customers of hackney carriage, happening to be without cash at a time when they wished to make a journey, possibly returning home late at night, might perceive that they could not pay electronically, and might choose to walk or use some other option that might be less safe than a licensed vehicle. There is a case that this could make such potential customers more vulnerable than they need be.

It is important to note that we are not proposing that taxis stop accepting cash payments or become 'cashless'. If it was decided that passengers should be able to pay by card in all licensed taxis then this would be in addition to being able to pay by cash and not a replacement for cash payments.

Please tick as appropriate;

1. Are you:

- A member of the hackney carriage (taxi) trade
- A member of the private hire trade
- A member of the public

Someone else (please specify)

2. Please indicate your age category:

- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-70
- 71+

3. Do you think that all licensed taxis (London style cabs) in Harlow should have to offer passengers the option of paying by credit or debit card?

- Yes
- No

4. When do you think any potential new requirement should be introduced?

- With immediate effect
- 3 month period before taking effect
- 6 month period before taking effect
- During 2021
- During 2022
- 2023 or later

Please note: it takes 12 months to fully implement a new condition due to licences renewing throughout the calendar year.

5. Should all taxis accept contactless payments in addition to chip and pin?

- Yes
- No
- No opinion

6. Should other methods, in addition to Chip and PIN and contactless, of accepting card payments be available in taxis?

- Yes
- No
- No opinion

6a. If yes, please specify:

7. Should the card payment devices in taxis be fixed in one position in the vehicle?

- Yes
- No
- No opinion

7a. If you answered yes to question 7, please specify using the options below:

- Passenger compartment
- Driver compartment
- Either compartment
- No opinion

8. Should other cards, in addition to MasterCard and Visa, be accepted?

- Yes
- No
- No opinion

8a. If yes, please specify examples:

9. Do you think signs should be displayed on the vehicle that identify that card payments are accepted?

- Yes
- No
- No opinion

10. Do you think that electronic printed receipts should be provided?

- Yes
- No
- No opinion

11. Should other methods of providing a receipt be made available? Such as e-mail receipts or hand written receipts?

- Yes
- No
- No opinion

12. Do you think there should be any exemptions from any potential card payment mandate?

- Yes
- No
- No opinion

12a. If yes, please specify:

13. Please indicate how often you use taxis (London style hackney carriages)

- More than once a day
- Daily
- Weekly
- Monthly
- Less often than monthly

14. If you are a licensed driver then it would be useful to know what equipment you currently use? (please specify make and model)

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15. Please use the box below to make any relevant comments regarding the proposal.

Personal details (these will not be published)

Name

Address

Email

Telephone

Please return the questionnaire to licensing@harlow.gov.uk or post to:

Licensing Department
Harlow Council
Civic Centre
The Water Gardens
Harlow
Essex
CM20 1WG