



**Glasgow City Council**

**Licensing and Regulatory Committee**

**Report by Executive Director of Legal and Administration**

**Contact: C Cain Ext: 74546**

**Item 2**

**3rd December 2025**

**CIVIC GOVERNMENT (SCOTLAND) ACT 1982  
MANDATORY CARD PAYMENTS IN TAXIS**

**Purpose of Report:**

For Members to consider undertaking a public consultation on whether it should be mandatory for Taxi Drivers to accept payment of fares by credit/debit cards.

**Recommendations:**

Members are asked to:-

- (i) Note the terms of this report; and
- (ii) Instruct the Director of Legal and Administration to undertake a public consultation to consider whether it should be mandatory for Taxis Drivers to accept payment of fares by credit/debit card and seek views on how this should be implemented and report back on the findings.

Ward No(s):

Citywide: ☒

Local member(s) advised: Yes ☐ No ☐

consulted: Yes ☐ No

## **1 Background**

- 1.1** The Licensing Authority regulates the licensing of Taxis and separately Private Hire Cars under the Civic Government (Scotland) Act 1982. As part of this, the Licensing Authority can adopt policies in respect of licensing regimes and impose conditions on Taxi and Private Hire Car licences for drivers and vehicles.
- 1.2** Currently there are no policies or conditions in place that mandate the use of payment card readers in taxis within the City of Glasgow albeit some operators have voluntarily installed devices to allow for this payment provision for passengers. Within Scotland, no local authority has yet introduced licence conditions or adopted a policy mandating the use of card payment devices within Taxis. Notwithstanding this, several English authorities have mandated the use of card payment readers in Taxis by conditioning both and separately Taxi operator and Taxi driver licences to require a card payment device to be installed. The number of European cities also introducing a mandatory requirement for card payment facilities to be available for passengers in Taxis is ever-increasing.
- 1.3** There are currently 1217 Taxis licensed by Glasgow City Council. Historically, cash payments were the preferred payment method for customers, however, in recent years with technological developments, the landscape has changed and it is commonplace for members of the public not to carry cash, relying solely on card payments or preferring to use payment methods via a wallet on a smartphone.
- 1.4** The Licensing Section has received several queries from members of the public regarding card payments in Taxis and some have requested this matter is looked into by the Licensing Authority. In addition to this, as a result of passengers directly asking operators about this issue and the increasing number of members of the public who ask Taxi drivers to pay by card, the Licensing Section has also been approached by operators within the trade requesting for the requirement to provide mandatory card payment facilities to be explored.

## **2 Consultation Next Steps**

- 2.1** Against this background, Members are asked to consider instructing the Director of Legal and Administration to carry out a full public consultation seeking views on whether it should be mandatory for Taxi Drivers to accept payment of fares by credit/debit card and also seek views on how such a requirement should be implemented. Findings should be reported back to Committee for consideration.

- 2.2** It is proposed that the consultation will be hosted on the council's consultation hub. As well as a full public consultation, views should also be invited from various interested parties including members of the Taxi and Private Hire Car Trade Group, Police Scotland and Glasgow Chamber of Commerce.

### **3 Policy and Resource Implications**

#### **Resource Implications:**

*Financial:* There are no financial implications for the Council if there was to be an introduction of mandatory card payment facilities in taxis. There would however be a financial implication on the Taxi operators/drivers to purchase a card payment device.

*Legal:* The Licensing Authority can determine conditions for Taxi driver and vehicle licences under the Civic Government (Scotland) Act 1982.

The carrying out of the consultation exercise would enable the Committee to make an informed decision in relation to the potential addition of condition and/or adoption of a policy.

*Personnel:* None

**Council Strategic Plan:** Not Applicable

#### **Equality and SocioEconomic Impacts:**

*Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.* No significant impact.

An EQIA will be carried out as part of any work on a policy resulting from the consultation process.

*What are the potential equality impacts as a result of this report?* None at this stage.

*Please highlight if the policy/proposal will help address socioeconomic disadvantage.*

None at this stage.

**Climate Impacts:**

Not Applicable

*Does the proposal support any Climate Plan actions? Please specify:*

*What are the potential climate impacts as a result of this proposal?*

*Will the proposal contribute to Glasgow's net zero carbon target?*

**Privacy and Data Protection Impacts:**

Are there any potential data protection impacts as a result of this report

None

## **4 Recommendations**

Members are asked to:-

- 1) Note the terms of this report; and
- 2) Instruct the Director of Legal and Administration to undertake a public consultation to consider whether it should be mandatory for Taxis Drivers to accept payment of fares by credit/debit card and seek views on how this should be implemented and report back on findings.