Card Payment Facilities in Taxi Vehicles

2. Page 2

1. Are you completing this consultation as:				
Answer Choices			**Response Percent**	**Response Total**
1	Member of public		72.39%	1198
2	Community council		0.12%	2
3	Taxi driver licence holder		15.23%	252
4	Taxi vehicle licence holder		8.04%	133
5	Please provide details		4.23%	70
			answered	1655
			skipped	11

Please provide details (70)

1	04/02/2026 4:16 PM ID: 290171843	Elected Member
2	04/02/2026 4:26 PM ID: 290173076	Owner operator
3	04/02/2026 4:40 PM ID: 290174065	Plate [redacted]
4	04/02/2026 4:51 PM ID: 290174736	[redacted]
5	04/02/2026 4:54 PM ID: 290173951	Councillor
6	04/02/2026 5:27 PM ID: 290177583	elected member
7	04/02/2026 5:41 PM ID: 290178745	And taxi driver
8	04/02/2026 6:10 PM ID: 290180691	Taxi user
9	04/02/2026 7:01 PM ID: 290178499	Both taxi driver and vehicle license holder
10	04/02/2026 8:26 PM ID: 290188321	License holder Plate [redacted]
11	04/02/2026 10:24 PM ID: 290193269	[redacted]
12	04/02/2026 11:45 PM ID: 290195157	Glasgow Hackney Driver
13	05/02/2026 7:20 AM ID: 290200576	Taxi Driver License Holder

1. Are you completing this consultation as:		
14	05/02/2026 11:46 AM ID: 290223698	[redacted]
15	05/02/2026 7:08 PM ID: 290268356	[redacted]
16	05/02/2026 7:15 PM ID: 290268363	Plate [redacted]
17	05/02/2026 7:16 PM ID: 290268582	[redacted]
18	05/02/2026 7:34 PM ID: 290269449	[redacted]
19	05/02/2026 7:41 PM ID: 290270260	Taxi drivers
20	06/02/2026 12:30 PM ID: 290307455	Taxi enforcement officer
21	06/02/2026 7:46 PM ID: 290343948	Plate [redacted] black taxi.
22	07/02/2026 11:14 PM ID: 290379213	councillor
23	10/02/2026 4:13 PM ID: 290569207	Plate [redacted]
24	17/02/2026 6:41 PM ID: 291022028	[redacted]
25	18/02/2026 12:17 AM ID: 291031782	Me
26	18/02/2026 6:00 AM ID: 291033958	[redacted]
27	18/02/2026 11:13 AM ID: 291052354	Booking Office
28	18/02/2026 11:46 AM ID: 291056120	Local retailer
29	18/02/2026 11:50 AM ID: 291056371	City centre business
30	18/02/2026 12:39 PM ID: 291060570	[redacted]
31	18/02/2026 12:42 PM ID: 291060862	Owner Operator of Hackney Taxi
32	18/02/2026 12:52 PM ID: 291061485	Glasgow taxi driver
33	18/02/2026 1:01 PM ID: 291062116	[redacted]
34	18/02/2026 1:17 PM ID: 291063866	[redacted]
35	18/02/2026 2:13 PM ID: 291066302	Taxi driver
36	18/02/2026 2:28 PM ID: 291069048	Owner driver

1. Are you completing this consultation as:		
37	18/02/2026 3:50 PM ID: 291076842	[redacted]
38	18/02/2026 4:06 PM ID: 291061963	Researcher at the University of Glasgow, specialised in payment systems regulations
39	18/02/2026 8:09 PM ID: 291093822	A member of the Glasgow Bid Steering Committee
40	19/02/2026 7:31 AM ID: 291106031	[redacted]
41	19/02/2026 9:07 AM ID: 291115956	City centre retailer
42	19/02/2026 9:22 AM ID: 291114049	[redacted]
43	19/02/2026 5:06 PM ID: 291161625	PLATE [redacted]
44	19/02/2026 5:31 PM ID: 291162623	[redacted]
45	21/02/2026 8:57 AM ID: 291252437	Taxi driver as well
46	21/02/2026 6:50 PM ID: 291296989	I own my vehicle and drive it single shift
47	25/02/2026 3:59 PM ID: 291589061	Taxi No[redacted] Owner-driver
48	17/03/2026 6:51 PM ID: 292963240	member of the public
49	30/03/2026 10:41 AM ID: 293879451	Plate number [redacted]
50	30/03/2026 10:50 AM ID: 293880141	[redacted]
51	30/03/2026 11:11 AM ID: 293879969	[redacted]
52	30/03/2026 11:25 AM ID: 293883784	[redacted]
53	30/03/2026 1:08 PM ID: 293892173	Driver and also license holder
54	30/03/2026 1:08 PM ID: 293892869	[redacted]
55	30/03/2026 6:35 PM ID: 293924387	[redacted]
56	31/03/2026 7:05 AM ID: 293955326	Ex Glasgow resident who now lives abroad
57	02/04/2026 12:04 AM ID: 294139701	Taxi driver +Taxi Operator
58	06/04/2026 2:56 PM ID: 294312516	Been a black cab driver/ owner for 40 years
59	29/05/2026 10:40 AM ID: 297820375	Plate No [redacted]

1. Are you completing this consultation as:		
60	29/05/2026 10:42 AM ID: 297820137	Owner/driver
61	29/05/2026 10:54 AM ID: 297820059	I'm both Taxi Operator and Taxi Driver
62	29/05/2026 11:50 AM ID: 297824724	PLATE [redacted]
63	29/05/2026 12:00 PM ID: 297825591	Yes
64	29/05/2026 12:00 PM ID: 297825645	Hackney driver
65	29/05/2026 1:03 PM ID: 297829606	[redacted]
66	29/05/2026 1:47 PM ID: 297832258	[redacted]
67	29/05/2026 5:44 PM ID: 297851503	[redacted]
68	29/05/2026 8:43 PM ID: 297859349	[redacted]
69	31/05/2026 4:29 AM ID: 297899278	Hankney driver
70	31/05/2026 6:23 PM ID: 297919814	Hi I'm taxi driver and should every driver take card payment

3. Page 3

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?				
Answer Choices			**Response Percent**	**Response Total**
1	Strongly agree		77.95%	1287
2	Tend to agree		5.21%	86
3	Neither agree or disagree		2.06%	34
4	Tend to disagree		3.63%	60
5	Strongly disagree		10.90%	180
6	Don't know/No opinion		0.24%	4
			answered	1651
			skipped	15

Please provide more details: (895)

1	04/02/2026 3:48 PM ID: 290169108	I regularly avoid using black cabs because so many refuse to take card and I do not carry cash any more. This restricts options, forces me onto ride sharing apps, or forces me to use cash machines at night or in otherwise unsafe places.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
2	04/02/2026 4:16 PM ID: 290171843	There have been multiple occasions in Glasgow City Centre where a taxi ride home has been refused due to lack of card facilities. This generally happens late at night as other forms of public transport are unavailable. I think it is unacceptable that people could be left stranded and in a vulnerable position late at night by such continued action. As a result, I think twice about socialising in Glasgow City Centre and I am sure I am not the only one.
3	04/02/2026 4:24 PM ID: 290173000	Why should I have to pay bank charge for the customer
4	04/02/2026 4:26 PM ID: 290173076	It’s easier to use a
5	04/02/2026 4:29 PM ID: 290173518	Non radios need to get with the times. Modern society has shifted to cards so they should too.
6	04/02/2026 4:29 PM ID: 290173016	It is the drive who should choose if he accepts card payments as it's his business and livelihood and not that of Glasgow City Council
7	04/02/2026 4:30 PM ID: 290172911	If a taxi driver was to have a licence condition starting they must accept card payments, it would reduce the amount who use this as a method to refuse short hires within the boundary. Further to this it would allow a trace to where vehicle details are not taken and an issue arrives later on such as lost property etc.
8	04/02/2026 4:38 PM ID: 290173968	There are many different faces to this including the Road Traffic Act regarding hand held mobile devices, the ability to identify drivers personal details if not part of a company and the associated charges by accepting card payments effectively reducing a fare below the approved metered rate.
9	04/02/2026 4:38 PM ID: 290174086	It's a way of life now most people want to use a card , I personally have a card reader in my cab and have had for 6years , but it's down to the individual Taxi drivers weather they want to have one
10	04/02/2026 4:39 PM ID: 290174078	Who’s responsible for the Fair when the systems go down
11	04/02/2026 4:40 PM ID: 290174065	I dont mind taking card payments but we have to suffer making less money than the meter price,also HMRC state that it's not law not take card payments
12	04/02/2026 4:42 PM ID: 290174080	Drivers should be made compulsory to accept card as it is causing a lot of anger and frustration both from customers and fellow colleagues when a driver doesn’t accept card and insists on cash payments
13	04/02/2026 4:43 PM ID: 290174597	Why would a taxi driver want to lose money on every hire they do! They're job is precarious enough without losing more money, also what happens when they get to a destination and their passengers have no funds to pay! Or their phone is out of charge and can't pay???
14	04/02/2026 4:45 PM ID: 290175060	I have taken card payment for a while now and think everyone should take them now
15	04/02/2026 4:45 PM ID: 290174953	Cash is king
16	04/02/2026 4:47 PM ID: 290175140	It could cause a lot of fraud
17	04/02/2026 4:47 PM ID: 290175249	95% of today’s society do not carry cash, leading to more non payers as people jump out to the cash machine to run away
18	04/02/2026 4:48 PM ID: 290175269	It should be upto each individual.
19	04/02/2026 4:51 PM ID: 290174736	I have a machine but as a sole trader i should be the one to run my own business.
20	04/02/2026 4:52 PM ID: 290175426	Let the drivers decide what payment they take

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
21	04/02/2026 4:52 PM ID: 290174864	Card payments come at a cost to driver which I consider an unfair tax
22	04/02/2026 4:54 PM ID: 290173951	During the Covid pandemic, it became standard practice for many service providers - including taxis - to move to non-cash payments only. At the same time, new electronic payment methods have emerged and cashless rideshare apps (such as Uber) have become more popular. Large numbers of consumers now expect the ability to make a non-cash payment to be a basic requirement for taxis as for other services and more and more people do not have the habit of carrying cash. In comparable cities to Glasgow - such as London and Edinburgh - a non-cash payment method in taxis isn't even in question. This is not just a matter of convenience: many consumers also feel safer and more secure in a situation where they do not have to undertake a cash transaction, especially late at night or in a place they are unfamiliar with. Hailing a cab in the street or approaching a rank and discovering that non-cash payments aren't accepted or are discouraged by taxi drivers is still an all-too-common experience in Glasgow. It makes the city appear out-of-date and not focused on providing the best possible experience for residents and visitors. It leaves a particularly poor impression on visitors who have just arrived in the city and have experience of a higher standard of service elsewhere. Mandating the availability of non-cash payment methods does not mean that all taxis have to be cash-free: both systems can continue to operate in parallel.
23	04/02/2026 4:56 PM ID: 290175835	I run my business the way I see fit I'm SELF EMPLOYED
24	04/02/2026 4:56 PM ID: 290175972	Being able to pay by card more accurately reflects the way most people pay/access services in the city and makes taxis more accessible, particularly where people may have no other recourse to transport.
25	04/02/2026 4:59 PM ID: 290176135	Taxi drivers are self employed it should be their choice if they accept card or not. There's other shops/establishments that operate cash only, so why force it on anyone.
26	04/02/2026 5:01 PM ID: 290176334	I don't think it should be forced upon drivers. It isn't forced on other businesses that are licensed by the council
27	04/02/2026 5:12 PM ID: 290177084	Fed up with non radio Taxis on Central station or Queen st station not accepting card after asking the customer where are you going
28	04/02/2026 5:25 PM ID: 290177267	I accept payment by card but I believe it is up to the individual how he or she chooses to run their business. There are other professions that only accept cash so why should it be forced onto the taxi trade with the extra cost it entails for the operator?
29	04/02/2026 5:27 PM ID: 290177583	I have had many customers, particularly women, who claim foreign drivers refuse to accept card payments and claim their machines are broken, so take them to a cash machine for them to provide cash payment. This is inconvenient to all but the driver and some females have felt really intimidated by the drivers tone when they claim to have no cash on them at that time, so it needs to be regulated to the point where if the machine doesn't work, the drivers don't either to protect the customers
30	04/02/2026 5:30 PM ID: 290178164	Like to pay with money
31	04/02/2026 5:35 PM ID: 290178860	People have the choice as to whether they carry cash or not. Technology is not always reliable, so this should not be made compulsory
32	04/02/2026 5:39 PM ID: 290179007	Any other response would be harmful to the trade.
33	04/02/2026 5:41 PM ID: 290178745	Taxis have always until recently been a cash buisness and so long as SOME vehicles have card machines there is NO need for all to have them Especially as all radio vehicles (the majority) have this facility there is no need to

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		foist the additional cost of around £450 to have a reader ,back up machine and spare paper rolls on the small number of non radio drivers
34	04/02/2026 5:47 PM ID: 290179133	It should be the drivers decision to take card payments and not the council's, the driver is self employed and not a employee of Glasgow council so it should be his decision.
35	04/02/2026 5:50 PM ID: 290179591	It should be an option and not mandatory. Drivers experience issues with dropping off customers who do not have money on their card. Where does that leave the driver?
36	04/02/2026 5:59 PM ID: 290180418	It should be the taxi driver discretion
37	04/02/2026 6:00 PM ID: 290179815	I agree with mandatory card payments in Glasgow taxis as it gives both drivers and passengers more payment options, removes the uncertainty and embarrassment of having to ask if cards are accepted, improves safety for vulnerable passengers at night, and prevents disputes over short journeys or card refusals. It also modernises the service and reflects how most people now pay.
38	04/02/2026 6:08 PM ID: 290180381	Should be down to individual driver how they accept payment.
39	04/02/2026 6:10 PM ID: 290180691	People's rights to make their own decisions
40	04/02/2026 6:31 PM ID: 290181991	All businesses should have the right to choose
41	04/02/2026 6:53 PM ID: 290182776	It is 2026 and card payments are endemic in society and it is also a hindrance to the public having to have an interview with drivers as to "do you take card" driver should be part of operators license to provide a card payment capability for the customer
42	04/02/2026 6:59 PM ID: 290183712	Been taking card payments for years but get frustrated when taxis at front of ranks refuse hires by saying it Cash only and the passenger has to walk up rank looking for a taxi that takes card not a gd look for the taxi trade.
43	04/02/2026 7:01 PM ID: 290178499	I tend to agree as I feel whilst working some drivers are using their option to turn away short journeys. Particularly at weekend nights this majorly slows ranks down. The negative side is commissions to payment merchants
44	04/02/2026 7:05 PM ID: 290177616	The council dictate as what I charge ie. Meter - I am not prepared to take a deduction on my metered fare
45	04/02/2026 7:24 PM ID: 290185186	Taking away an individuals choice ,will the council be doing this to all licences it holds i.e take aways a nc pubs
46	04/02/2026 7:33 PM ID: 290185833	It should be the drivers choice. Hackney drivers have a business, the choice should be the drivers
47	04/02/2026 7:56 PM ID: 290187029	I have been refused journeys as I've had no cash and the driver states they have no card machine.
48	04/02/2026 7:57 PM ID: 290186943	It provides better service to the public. Speeds up customers getting in to taxis on ranks at busy times. Stops drivers having an excuse to refuse hires because they say that they only take cash
49	04/02/2026 8:02 PM ID: 290187001	Legislation U will need a good lawyer for this one As one of us will lose their house and everything you have worked for.
50	04/02/2026 8:13 PM ID: 290187777	Extra charge for already high repair and cost to buy a taxi at £71,500 . This will cripple the trade , struggling as it is .
51	04/02/2026 8:26 PM ID: 290188321	Payment by card is accepted in every aspect of day to day living in the 21st century. It's ridiculous that some operators are permitted to refuse card

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		payments or refuse card payments for local hires while happily accepting them for more lucrative hires.
52	04/02/2026 8:28 PM ID: 290188619	As well as cash where available, cards have to be accepted
53	04/02/2026 8:29 PM ID: 290188631	Very few people carry cash now.
54	04/02/2026 9:01 PM ID: 290190145	Think they should accept gingy bottles
55	04/02/2026 9:16 PM ID: 290190685	HMRC now able to see digital transactions
56	04/02/2026 9:42 PM ID: 290191354	If taxi drivers are made to take cards as a condition of their licence i hope the same applys all premises who the council licence if it dosent it is discrimination against the taxi trade and would leave the council open to court action as a result of this .we all know this is a GTL and union driven agenda and as a result of this drivers are now seeking legal advice as to prepare a challenge in court .
57	04/02/2026 10:04 PM ID: 290192459	Like the vast majority of other self-employed businesses in the city, taxi drivers should have the option to choose if they accept card payments. Many take-away businesses and shops across the city are cash-only establishments and as such, taxi drivers must not be forced to accept this method of payment.
58	04/02/2026 10:08 PM ID: 290192705	People are increasingly being left stranded simply because they no longer carry cash.
59	04/02/2026 10:15 PM ID: 290192930	As a haxkney drivers we are losing jobs to other taxi companies for not accepting card payments
60	04/02/2026 10:24 PM ID: 290193269	Too many drivers refusing card payments to suit their own agendas
61	04/02/2026 10:33 PM ID: 290193513	Individual businesses should decide how business operate not local authorities.
62	04/02/2026 11:09 PM ID: 290194448	Self employed should not be forced to accept card payments. There are a few black spots even in the city centre where the signal fails one being outside the AC hotel opposite the side of the city chambers.
63	04/02/2026 11:15 PM ID: 290194537	Card payments are now a normal part of everyday life. Many passengers do not carry cash and rely on cards or mobile payments for safety and convenience. Refusing card payments can cause unnecessary stress, delays, and disputes at the end of a journey. Taxi services are part of the public transport system, and they should be accessible to everyone. Making card payment mandatory ensures consistency, professionalism, and a better experience for passengers while bringing the taxi trade in line with modern expectations. Overall, mandatory card payment acceptance is reasonable, practical, and necessary in today's society.
64	04/02/2026 11:45 PM ID: 290195157	Over 70% of the public want to pay by card.
65	04/02/2026 11:52 PM ID: 290195301	If my bank goes down usually after midnight to update then my card won't work and I pay cash
66	05/02/2026 12:00 AM ID: 290195395	All taxis should take cash or card. As I don't always have a card with me
67	05/02/2026 1:07 AM ID: 290196102	I'm Glasgow taxi driver we already taking payments in taxi but the non radio cars they abusing the system . Non radio cars do pick and choose Any passengers came to non radio cars first question they asked the passenger where they going if they said Motherwell or any outside the Glasgow boundary they picked them up.if the passenger said going to local some where they refused them .we as GTL drivers don't have any option to refuse card payment otherwise we get

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		penalty of 75 pounds.we can't wait to anymore that card payment must be taken and also implemented by Gcc Every drivers hold card machine but they refused the passenger who's only going local this must be stopped by Glasgow city council
68	05/02/2026 1:54 AM ID: 290196778	Cards can be stolen espically cardit card
69	05/02/2026 7:20 AM ID: 290200576	I strongly agree that all cabs in Glasgow should take card. I want people to come out a Hospital or Restaurant wave down a cab knowing that the vehicle will take card. I am also the Chairman leader of Unite Union Cab Division. GCC Enforcement Unit officers are also wanting this through and it will be an excellent platform fir them to track back on any overcharging issues that crop up. Well done to your department for putting this u [redacted]
70	05/02/2026 8:08 AM ID: 290201845	I strongly disagree with this proposal for the following reasons I believe that by making this compulsory the council will de criminalise non payment of a taxi fare. Now let me explain why i believe this. At the moment the criminal charge under the law is based on the fact that a person KNOWINGLY ENTERED A CAB WITHOUT A MEANS TO PAY. That is where I believe that making this compulsory will leave taxi drivers without protection under the law to get paid . Let me give you an example, A person enters a taxi and wants to pay with card , knowing that the card or payment method doesn't have funds to cover the fare . The driver gets to the destination and can't get paid ,the passenger has no funds in the account and no cash to pay. The driver then gets the police, when the police arrive the passenger then says they thought there was money in the account but their partner an he/she have a joint account and the other person must have taken the last of the money from that account, now they have a case of Plausible Denyabilty, at which point the police are powerless to act as the passenger did not KNOWINGLY ENTER A TAXI WITHOUT A MEANS TO PAY. This then leaves the drivers WITHOUT PROTECTION UNDER THE LAW. This should not be acceptable under any circumstances that anyone has no legal protection to earn their living. I would ask you to investigate this before any decisions are taken. Secondly if this is about choice then the drivers should be given the choice as to wether they want to accept these payments and the costs and risks involved. Can I also point out that there are plenty of cabs already accepting card payments so there is already adequate provision for the customer. GTL have a full fleet of cars who take card payments.
71	05/02/2026 9:00 AM ID: 290205766	Taking a selfemployed persons choice of payment away
72	05/02/2026 11:46 AM ID: 290223698	It should be up to the driver if he wants to take card payments just like any other business . Then you have problems not getting a phone signal Peoples mobile phone going flat and what happens when they have no money in their bank accounts. Also i loose money taking card payments
73	05/02/2026 12:20 PM ID: 290228991	All the drivers have card reader wich they only use it for bigger jobs. Or pick and chose their hire. Wich is no good for trade.
74	05/02/2026 12:38 PM ID: 290231261	Much easy never carry cash
75	05/02/2026 12:50 PM ID: 290231870	I have limited mobility and frequently use taxis. I seldom carry money and fortunately the company I use accepts cards. If I need to use a different taxi company I wish to be confident that I can pay by card.
76	05/02/2026 1:16 PM ID: 290234195	Stops tourists having to go along ranks to get a taxi plus certain drivers use it as an excuse to reject short journeys
77	05/02/2026 2:14 PM ID: 290240267	Personally I do still like to pay with cash.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
78	05/02/2026 3:46 PM ID: 290251897	As a card provider I have had numerous drivers in front of me refuse to take short hires and use the excuse of cash only to try to get a better hire.
79	05/02/2026 7:10 PM ID: 290268391	Cost to drivers
80	05/02/2026 7:10 PM ID: 290268362	It should be the drivers choice theyre self employed as to having a card machine or not
81	05/02/2026 7:10 PM ID: 290268502	Have to get paid sooner
82	05/02/2026 7:12 PM ID: 290268404	I have had this facility in the past and on several occasions the card didn't work or there were insufficient funds to pay for the fare. So I now accept cash only
83	05/02/2026 7:12 PM ID: 290268646	No other business is forced to take card payments.
84	05/02/2026 7:13 PM ID: 290268389	Cash needs to be kept alive for very good reasons mainly vulnerable people.
85	05/02/2026 7:15 PM ID: 290268363	We MUST all be on same page re:- payments of fares. Most have digital facilities, others must follow suit to be able to provide full service to the public.
86	05/02/2026 7:16 PM ID: 290268582	Every body should get card payment Its should compulsory to every one thanks
87	05/02/2026 7:16 PM ID: 290268479	Would offer a more consistent service across the taxi fleet But the terms & conditions have to be fair, credit cards are managed by banks which can't always be trusted.
88	05/02/2026 7:17 PM ID: 290268417	I'm a older generation taxi driver and owner I'm not very good with technology and there is a few older drivers with the same problem
89	05/02/2026 7:18 PM ID: 290268452	Should be up to the driver
90	05/02/2026 7:18 PM ID: 290268644	It's embarrassing that customers have to go to 5th or 6th taxi on the rank for a taxi that accepts cards or they're forced to go to a cash machine. Totally unprofessional.
91	05/02/2026 7:21 PM ID: 290268741	It's up to the individual if he wants card or cash.. but the taxi should have visable signs saying " cash only " so customers know this. Also it takes away the element of picking and choosing by driver.
92	05/02/2026 7:25 PM ID: 290269254	Loss of Business to other operators who provide card service.
93	05/02/2026 7:34 PM ID: 290269449	Card is used highly freq3now and its causing disharmony, if all can accept card this will be void, but it can only be applicable if added to licence conditions for everyine at the same time, if not its as well the status quo
94	05/02/2026 7:41 PM ID: 290270260	Freedom of choice
95	05/02/2026 7:42 PM ID: 290269981	In a mordern world cards need to be acceptable. Not only for local people but visitors from other countries trusting not going to get over charged . Also tax reason why should taxi drivers get away from paying the correct tax along paye payers
96	05/02/2026 7:46 PM ID: 290268887	Taxi drivers are SELF employed and not employed by GCC WHY should GCC Dictate to them. So why can't they do the same in your local shop that has CASH ONLY SIGNS.
97	05/02/2026 7:47 PM ID: 290270593	In today's world most people don't carry cash
98	05/02/2026 8:19 PM ID: 290270157	I as a driver have lost 3 x fares which have resulted in non payment & total financial loss of £53.40.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		Example 1 My card payment reader failed to connect failing network connection. Customer very irate about the time i was taking trying to connect to the network. Customer im going to be late for my work . Im sorry dear customer however this is not my fault. Asked customer to transfer the money £27.40 to my bank account which customer replied i don't have any mobile data left in my phone. I lost £27.40 & the loss of fuel & time.
99	05/02/2026 8:21 PM ID: 290272132	Passengers should have the opportunity to pay with whatever method they prefer rather than what the driver wants.
100	05/02/2026 8:37 PM ID: 290272587	We could find ourselves in an area where the credit card machine either doesn't work or doesn't have a signal, & if there's an unreasonable passenger on board thing's could become very difficult.
101	05/02/2026 8:38 PM ID: 290272729	Processing card payments comes at a cost to the driver, which means the actual fare is not realised.
102	05/02/2026 8:49 PM ID: 290273268	Freedom of choice.
103	05/02/2026 8:59 PM ID: 290273921	Must accept card payment
104	05/02/2026 9:09 PM ID: 290274145	Drivers do not need anymore unnecessary expense.
105	05/02/2026 9:25 PM ID: 290274569	As being self employed we should be able to decide what's best for our business.
106	05/02/2026 9:26 PM ID: 290274869	In my opinion the banks are making more than enough money from working people without taking a percentage of their profits
107	05/02/2026 9:52 PM ID: 290275890	If public think they can't use card they will use ph
108	06/02/2026 12:16 AM ID: 290279148	Card payments are now a normal part of daily life. Many passengers do not carry cash, and refusing card payments can cause inconvenience, delays, or even safety issues late at night. Accepting cards also makes fares more transparent, reduces disputes, and helps with proper record keeping and tax compliance.
109	06/02/2026 12:02 PM ID: 290304540	Why?
110	06/02/2026 12:30 PM ID: 290307455	The current world we live in is moving towards contactless payments globally. This should now be mandatory for taxi drivers and it will be more convenient for the public.
111	06/02/2026 4:34 PM ID: 290332187	Cash is dying - it is no longer a reasonable expectation that the general public carry cash.
112	06/02/2026 6:50 PM ID: 290340852	It is good for the public, good for the city, and good for the trade
113	06/02/2026 11:13 PM ID: 290349877	Yes they should be in all taxis. If we dont have a card machines the public will go to private hire
114	07/02/2026 4:11 AM ID: 290353548	If there is no signal at the destination or if the card is not working or there is not enough funds in the account at the destination point or the driver card machine doesn’t work. So what can a driver do in this situation.
115	07/02/2026 6:24 AM ID: 290354507	I am a taxi driver and this decision is an absolute must, should have been made mandatory well before now.
116	07/02/2026 9:27 AM ID: 290357537	Most times I don’t have cash on me
117	07/02/2026 5:44 PM ID: 290372020	Easier

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
118	07/02/2026 6:36 PM ID: 290373563	In this modern society very few use cash now,any driver declining this payment is obviously a tax dodge.
119	07/02/2026 11:14 PM ID: 290379213	we don't make any other business have to accept card payments so why would we force this cost on to taxi drivers. It will make those taxi drivers who work part time less likely to remain in the job because it is another cost that then needs to be absorbed or passed on to the customer in terms of the charge. There are already not enough black cabs in the city which is the type of taxi that many want to be able to rely on. so long as it is clear to people before they accept the ride that it is cash then I woudl be very wary of adding another burden on taxi drivers who are often sole traders.
120	08/02/2026 7:07 PM ID: 290425073	No other business is told that it must take cards. Taxi drivers are self employed not employees of the council.
121	09/02/2026 5:03 PM ID: 290488840	I do not carry cash and the lack of card payments deters me from using black cabs
122	10/02/2026 4:13 PM ID: 290569207	Customer's choice.
123	10/02/2026 4:16 PM ID: 290569291	I have been refused on numerous occasions because taxi drivers do not want to accept card payments. In this day and age, when people rarely carry cash, it's a nonsense that they are refusing hires as people want o pay by card.
124	10/02/2026 4:24 PM ID: 290570451	There is no excuse for taxi drivers not accepting card payment. I have all of my cards stored on my phone, and use contactless payment whenever I pay for anything. I have been refused access to taxis as I wanted to pay using card. I have submitted a complaint over this matter in the past, as was told that no action could be taken as there was no requirement that a taxi driver accepts card payment!
125	10/02/2026 4:30 PM ID: 290571269	I can pay using card payment for everything in Glasgow, except taxis. I submitted a complaint to taxi enforcement and was advised that they could take no action against the driver, as there was no requirement on the driver to accept card payment! Absolute nonsense
126	10/02/2026 4:35 PM ID: 290571865	I agree wholeheartedly that taxi drivers must accept payment of fares by credit/debit card
127	10/02/2026 9:27 PM ID: 290588063	My 18 year old daughter recently booked a taxi through GlasGO and the driver turned up and demanded £40 cash up front to take them home from the city centre to the Chryston area. They didn't have cash but thankfully they had the sense to tell him they wouldn't be paying that upfront and then order another taxi which was only £29 but not all 18 year olds would be as confident to say this and vulnerable people or lone females might feel obliged to pay it! Turned out he wasn't even a Glasgow taxi driver and he was based in South Lanarkshire. Quite scary that people from other areas can just turn up in Glasgow and demand cash upfront like this.
128	10/02/2026 9:41 PM ID: 290588686	Yes, so they have to pay the correct amount of tax.
129	10/02/2026 9:52 PM ID: 290589121	Safety and paper trail of what taxi I've used
130	10/02/2026 11:33 PM ID: 290591250	Saves driving around looking for an ATM
131	11/02/2026 7:20 AM ID: 290596731	Card payment companies take a percentage of the cost for every transaction and that cost mounts ups and its out the drivers pocket not the customers and due to the amount of drivers getting granted licences and the lack of people going out/ prices of alcohol/meals out, taxis driver are already not making enough money as it is and we have to put in so many more hours to try and make a living its ridiculous

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
132	11/02/2026 7:31 AM ID: 290595844	Is every other licensed shop or vendor compelled to accept card? If not then I fail to see how this can be fair. Other vendors can reclaim goods in the event of card payment failure, what does a cab driver do?
133	11/02/2026 7:38 AM ID: 290597330	Does all licensed premises have to do this? If not then I believe in the interests of fairness in not forcing it on just one group.
134	15/02/2026 9:20 PM ID: 290895310	As banks charge a fee when customers pay by card, this can range from 2.5% to 4.5% depending on what card is used. Also if going to an area where the Internet connection is not working how can a taxi driver take payment via card? Is the driver allowed to add on the bank fees to customers? Is the driver allowed to take card payment before starting the journey ? What if the customer doesn't have enough funds in the bank to pay the fare?
135	17/02/2026 4:00 PM ID: 291013090	Safety and security of both user and driver are improvement.
136	17/02/2026 4:03 PM ID: 291013230	Means they have no cash on their possession and won't be a target of theft.
137	17/02/2026 4:45 PM ID: 291016352	Debit and card transactions come with better protections to myself if I then have to dispute something, its also traceable, and easier to track for the cabby when it comes to reporting income
138	17/02/2026 4:51 PM ID: 291016548	A requirement to pay in cash requires either an additional stop, increasing cost and emissions, or to withdraw cash ahead of time. Late night taxi users may then need to use bank machines in a higher-risk environment. Offering the option allows for a safer and faster ride, particularly for marginalised demographics.
139	17/02/2026 4:56 PM ID: 291016640	Offers the public convenience and lessens risk of robbery as drivers carrying less cash
140	17/02/2026 5:02 PM ID: 291017205	I very rarely carry cash. When your shattered grab a quick black & He asks if you have cash!! .. So annoying ! What's wrong with card?
141	17/02/2026 5:10 PM ID: 291017698	Like many people now, I don't usually carry cash.
142	17/02/2026 5:27 PM ID: 291018398	I rarely carry cash much like many others these days, and I certainly don't really want to deal with a bunch of change if I'm forced to deal with cash.
143	17/02/2026 5:28 PM ID: 291018755	People carry less cash nowadays, card accepted most places so why not taxi
144	17/02/2026 5:39 PM ID: 291019246	Most people now no longer carry cash and pay by credit or debit card. More and more people have no concept of carrying cash and use their electronic wallet in their smartphone.
145	17/02/2026 6:00 PM ID: 291020301	There is a general move towards digital payments am communication for most things now and it's actually encouraged by GCC eg paperless council tax bills. The younger generation are now so used to digital payment that they very rarely have cash on them. In a taxi you should have the choice.
146	17/02/2026 6:02 PM ID: 291020509	In most cities around the U.K. (and the world) taxi cabs allow card payment. I've experienced instances, when arriving in Glasgow late at night, the cabs in the rank adjacent to Central Station will stipulate cash-only prior to allowing access.
147	17/02/2026 6:05 PM ID: 291020748	It's 2026- we are moving towards a cash lite society.
148	17/02/2026 6:07 PM ID: 291020910	If drivers don't want to they shouldn't have to take card payments.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
149	17/02/2026 6:08 PM ID: 291020454	It seems to be only Asian drivers who only accept cash ...and they tell you that the meter was broken...scottish drivers accepts anything. It also gives the passengers safely that a card payment put the passenger in that cab
150	17/02/2026 6:09 PM ID: 291020561	Most people rarely carry cash nowadays as it's easier to pay by card. I never carry myself and I find it frustrating when I go to get a taxi and ask the driver if they take card and they say no. It's now got to the point. I don't even bother trying to get a taxi, instead I just book a private hire and wait however long that'll takes.
151	17/02/2026 6:17 PM ID: 291021390	It's the drivers choice,I drive a Taxi and take card or cash with no problem,drivers shouldn't be forced to do so when other businesses in the City don't either….
152	17/02/2026 6:30 PM ID: 291022004	Card payments are everywhere in the world now but you get in a black hack and it's cash only, it's not the 90s anymore.
153	17/02/2026 6:34 PM ID: 291021826	I think it's up to the individual person there is still a lot of people who still use cash what gives GCC the right to tell the public it's card payment only cash is king
154	17/02/2026 6:40 PM ID: 291022009	After being robbed at Knifepoint (on Scott Street, Garnethhill) I was always terrified of carrying cash (they only got a tiny amount but the experience was traumatic). I haven't used cash if I can avoid it for a very long time. Travel extensively in Europe and always amazed that every other cities licenced companies have to take card except my home city of Glasgow.
155	17/02/2026 6:41 PM ID: 291022028	Mostly customers do used card payment secondly mostly taxi drivers do have card readers but they do pick and choose
156	17/02/2026 6:48 PM ID: 291022708	Taxi drivers should accept both cash and card payments.
157	17/02/2026 6:50 PM ID: 291022861	These cunts are dodging tax by asking for cash
158	17/02/2026 6:53 PM ID: 291022937	Very seldom carry cash
159	17/02/2026 6:56 PM ID: 291023039	Most people (myself included) rarely carry cash, this limits my use of these taxis and results in me taking my business to other providers including UBER & Glasgo
160	17/02/2026 7:00 PM ID: 291023163	They should as they always want cash and sometimes you don't have cash and if you say I can pay by card, they refuse the fair or their card machine is t working. One taxi driver openly said, cash is better as I don't get taxed as I don't need to declare it
161	17/02/2026 7:13 PM ID: 291023755	I don't use cash. I use uber now because I can pay with card online. Black cabs are dinosaurs. They died out too.
162	17/02/2026 7:22 PM ID: 291023518	Glasgow City Council has increased taxi fares to unacceptable levels in the last five years, and particularly since 2023. For example, a 2.5 mile journey in a booked Glasgow Taxis Ltd. taxi from the Royal Conservatoire of Scotland to my home cost £11 in 2021, and it is now over £17. After 9 pm, it is over £20. The 'night-time' fare used to be applied at midnight, but then went to 11pm and it's now at 9pm, well before events in concert halls and theatres finish! Returning from the Hydro, a venue with no bus services, incurs a fare of over £25, and it's a lottery trying to find a taxi which takes card payments (and a driver who knows the meaning of the word 'honesty'). Your avenues nonsense is adding even more to the basic cost of hiring a taxi, due to the multitude of roadworks and diversions, but how else is an elderly and/or disabled person meant to have a life and return home safely? Are we meant to pay £200 for a hotel 2-3 miles from home, all for a concert costing under £20?
163	17/02/2026 7:34 PM ID: 291023712	The majority of people are not carrying cash now especially young people. Drivers refusing passengers who don't have cash especially late at night could be putting them in danger.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
164	17/02/2026 7:36 PM ID: 291024444	Many people no longer carry cash with them. Card payments are available for all other types of purchases so no reason for taxis to be exempt.
165	17/02/2026 7:36 PM ID: 291024746	I've been declined taxis before late at night when it's cold, this must feel unsettling for girls.
166	17/02/2026 7:38 PM ID: 291024733	All of the black cabs at Central station refuse to accept card payments - visitors to the city must think we're in the stone ages. Absolutely ridiculous behaviour.
167	17/02/2026 7:39 PM ID: 291024723	Not safe to carry cash these days due to muggings, I prefer to use my card everywhere I can , there is far too many people out there that are struggling day to day wither through cost of living or addiction they spot people with cash they want it
168	17/02/2026 7:52 PM ID: 291025380	I rarely carry cash these days and prefer using cards/phone payment whenever possible.
169	17/02/2026 8:05 PM ID: 291025833	Why shouldn't they take card payment?
170	17/02/2026 8:05 PM ID: 291025807	Personally, I prefer to make a card payment but always carry cash when taking a taxi as I appreciate that not all drivers accept card. In today's society more and more people don't carry cash and so, I think that card payments should be accommodated by all drivers.
171	17/02/2026 8:05 PM ID: 291025791	They should accept cards and also cash
172	17/02/2026 8:09 PM ID: 291025968	They need to get with the times. Many people dont carry cash, and to jump in a black taxi in an emergency to be told to get out if you cant pay by cash is appalling. They need to take both card and cash, just like buses and trains.
173	17/02/2026 8:22 PM ID: 291026238	I got in to Taxi at rank Central Station was told cash payment only i dad not have cash Driver said there is a cash line near. He expected me to get back out taxi walk to use cash machine my mobility is poor so i refused said i would get taxi behind him he then had a change of mind said he would take card .Totally unaceptable .
174	17/02/2026 8:23 PM ID: 291026503	This is fundamental to staying relevant to both residents and especially visitors who will use cards instead of cash. Some countries don't use cash now so those visitors will find it odd that Glasgow insists on it.
175	17/02/2026 8:25 PM ID: 291026731	It should be upto the driver, we must force cash out of the system
176	17/02/2026 8:26 PM ID: 291026770	I've got 2 kids prefer.cash to my cares
177	17/02/2026 8:43 PM ID: 291027257	Since COVID it has become more common for credit/debit cards to be used, and the number of banks are becoming less and less.
178	17/02/2026 8:50 PM ID: 291027528	Nowadays this is expected from all retailers. Taxis in other parts of the UK accept card payments as standard.
179	17/02/2026 8:50 PM ID: 291027420	I regularly travel on business to towns and cities across the United Kingdom. Sometimes, the site I am visiting has no effective public transport and so a taxi is required. Even in 2025/2026 I find taxi drivers reluctant to accept credit cards, with cash the preferred method of payment. This is frustrating as I use a corporate credit card and don't generally carry a lot of cash. Glasgow would be so much more welcoming to business travellers and leisure travellers by giving them confidence that the traveller can pay for a taxi using their own preferred payment method.
180	17/02/2026 9:32 PM ID: 291028749	Cabs should always have option to just accept cash as long as they straight up front Wen enter cab
181	17/02/2026 9:33 PM ID: 291028586	I have entered black cabs at Glasgow Central and frequently turned away if I was unwilling to pay cash. Also, some drivers will not take a fare with the meter

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?

		on, and insist on a fixed, cash payment, even within the city boundary. This is a widespread issue
182	17/02/2026 9:35 PM ID: 291028843	Customers can get to they're destination knowing they have no means of paying
183	17/02/2026 9:42 PM ID: 291029006	The world has changed, if we like it or not. Provide card payment facilities and a mileage receipt.
184	17/02/2026 9:47 PM ID: 291029177	I very rarely carry cash
185	17/02/2026 9:47 PM ID: 291028807	What happens when a card is declined, is the taxi driver to be out of pocket. What happens when the Internet connection is down, is the taxi driver to be out of pocket. I believe that yesterday 16/02/26 Glasgow taxi inspection center where only taking cash due to issues with the card payment machine , they could refuse service unless you paid cash, has a taxi driver to provide a service then not get paid?
186	17/02/2026 10:00 PM ID: 291029475	definitely think it should b an option for the customer for so many reasons
187	17/02/2026 10:11 PM ID: 291029767	As someone who works in cities all over the world, Glasgow stands out as regressive which makes me stick with Uber.
188	17/02/2026 10:22 PM ID: 291030038	Less people carrying cash. Most businesses now have card facilities to pay with
189	17/02/2026 11:06 PM ID: 291030911	Cash for me
190	18/02/2026 12:17 AM ID: 291031782	Cash only as no tip withcard
191	18/02/2026 12:29 AM ID: 291031881	Pretty obvious.....customers should have the choice how they pay for services. Taxi drivers prefer cash as it makes it easier for them to be ' less accountable' to hmrc for tips they may receive.
192	18/02/2026 12:35 AM ID: 291031941	Some taxis do accept card but others pick and choose and it makes it difficult and can leave lone women vulnerable when card is rejected.
193	18/02/2026 12:53 AM ID: 291032066	Cha bhi airgead orm uair sam bith sna làithean seo agus bidh mi a' pàigheadh airson a h-uile rud le cairt. Tha e mì-ghoireasach gu bheil agam ri airgead a chleachdadh airson tagsaidhean.
194	18/02/2026 1:10 AM ID: 291032122	Paying by card is more convenient for most customers. It can also reduce tax dodging and associated issues with cash payments. However, forcing Taxi drivers to add this to their cars could be seen as restricted their autonomy over their business, but this argument could also have been made about having wheelchair access to Taxis which is something that I believe should be mandatory so I don't really think it holds much weight.
195	18/02/2026 1:12 AM ID: 291032181	I always pay with my phone wallet. When I was told by taxi drivers that they accepted cash only I switched to Uber.
196	18/02/2026 2:02 AM ID: 291032492	These days my kids and me don’t carry cash, I feel safer if I know my kids can safely get home and not lose money by mistake if on a night out at least they’d have their phone to pay or credit card
197	18/02/2026 3:01 AM ID: 291032837	The choice should be the drivers
198	18/02/2026 3:38 AM ID: 291032972	Very few people carry cash it’s the new way of life we all have to change with the time
199	18/02/2026 4:30 AM ID: 291033257	Personally I prefer CASH

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
200	18/02/2026 5:37 AM ID: 291033702	I do not carry any cash and only use credit/debit. Have been refused a taxi at night as a lone female, because of no cash.
201	18/02/2026 6:00 AM ID: 291033958	I wouldn't want to be a taxi driver now a days , with the violence that's out there, getting a hire with 6 men / woman to the outskirts of Glasgow and there card declines or no wifi signal, and trying to explain that to the cust, then Glasgow City Council are putting the drivers life and lively hood in danger, or having to stop at a cash point because card doesn't work , there is a big chance the customer could run off ,
202	18/02/2026 6:09 AM ID: 291034205	Putting driver life in danger
203	18/02/2026 6:22 AM ID: 291034506	I dont carry cash
204	18/02/2026 6:27 AM ID: 291034046	As changes take place so must our trade and an acceptance that the old ways are gone.
205	18/02/2026 6:59 AM ID: 291035573	More convenient and hassle free on all accounts for passengers and drivers
206	18/02/2026 7:04 AM ID: 291035874	I think times have changed and we should move on, i have been in the situation before where a taxi has branding saying it accepts card but the driver refused tis payment insisting on cash only
207	18/02/2026 7:18 AM ID: 291036432	countless times i have been stood in the cold and rain while trying to get a taxi only to be refused because they wouldnt accept card. most young people these days dont carry cash or a wallet and use google or apple pay on their phones to pay things. taxis either advance with the times or die off while everyone else moves on.
208	18/02/2026 7:20 AM ID: 291036293	I believe it’s a safety issue, especially for the public at night. This would eliminate the need for people, especially those of us who are on our own, to stand alone at ATMs to withdraw cash.
209	18/02/2026 7:25 AM ID: 291036633	Improves accessibility Safer late at night if no cash available More consistency with all other transport systems
210	18/02/2026 7:30 AM ID: 291036595	I thought this was actually mandatory since Covid when we were all meant to pay by contactless. It’s good that they still also take cash, but most people don’t carry cash these days, and if you flag down a taxi only to find they don’t take card, you have to either wait for a different taxi to come along, or divert your trip to a cash machine along the way, with fewer of these around anymore. Taxis are used for speed and safety and having taxi drivers that don’t take card slows down the trip and may have you hanging about at a cash machine late at night. There are free and very cheap apps for taking card payments now, so it’s not a prohibitive cost anymore. On the other hand, drivers who don’t take card payments will be passed by at taxi ranks and lose business. It’s in everyone’s interest for all taxi drivers to take card payments.
211	18/02/2026 7:37 AM ID: 291037105	Sceptical of card being cloned
212	18/02/2026 7:49 AM ID: 291037744	It is not easy to find a cash machine in the city centre these days and I rarely carry cash. Frequently I've been left waiting in the city centre, as a solo female, late at night waiting for a taxi that will accept card, or I've had to go looking for a cash machine, or I've had to use an app to book a taxi from a different company.
213	18/02/2026 7:54 AM ID: 291038022	Prefer to pay with card than carrying cash
214	18/02/2026 7:58 AM ID: 291038047	It is increasingly rare to find any form of purchase that accepts cash only, as a result it's increasingly rare for people to carry cash on them when out and about. If people want to use a service, then card payments are the default.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?

		A taxi is often the only route home late at night and the denial of this service due to 'cash only' terms has the potential to put people in high risk situations, having to walk home or be stranded for the evening. Particularly for women, needing to wander the streets looking for a cash machine or being forced to walk home puts them in danger of potential assault or harm. There is no reason taxi drivers don't accept card, other than they want to dodge paying their fair share of tax.
215	18/02/2026 7:59 AM ID: 291038298	I would like to support taxis over uber where possible, but sometimes I've been forced to get an uber because the taxi at the front of the rank doesn't take card. This is also a matter of safety - as very few people carry cash anymore. Lone people late at night deserve a safe way to get home.
216	18/02/2026 8:08 AM ID: 291038663	I currently prefer to use Uber over Taxi's due to the ease of payment. I'd be more inclined to use taxi's in Glasgow if I knew I could pay by card
217	18/02/2026 8:16 AM ID: 291039105	There is no justification for not accepting card payments
218	18/02/2026 8:21 AM ID: 291039033	Glasgow needs to modernise and become a city not stuck in the past with technology. With banks and atms disappearing I can't believe this survey is even needed. Young people especially use digital- stop making it a disadvantage to use cards in what is a council licensed service. What if you didn't take card payments at other council run services?
219	18/02/2026 8:28 AM ID: 291039769	I as a young woman have been out without my purse before and only phone and have found it hard to get home as taxis have insisted on cash.
220	18/02/2026 8:29 AM ID: 291039589	It is highly inconvenient to not accept and getting to a cashless society I feel the reason not accepting card payments is for tax avoidance purposes.
221	18/02/2026 8:34 AM ID: 291039711	I have previously written to the TOA and contacted the licensing authority regarding this matter . Recently my daughter who had flown from Canada, arrived at Central Station around 11 pm and tried to get a taxi home. She had no UK currency and no taxi driver in the line would take a card for payment .. It was suggested she cross the road to the ATM but as a young woman alone WS reluctand to do this .. Luckily she has the Uber app on her phone and was able to take one of these cabs home . My wife and I have several times seen customers being turned away from the queue as they only had credit cards for payment.
222	18/02/2026 8:46 AM ID: 291040844	People carry cash less and in Glasgow city centre particularly George square there are no cash machines. Also sometimes you can be taking a taxi because you need to get somewhere as alternative transport let you down so there isn't time to get cash. Buses trains and the subway all take card
223	18/02/2026 8:59 AM ID: 291041306	If they aren't required to take cards, they should be required to have a sign that says cash only. The public should also have the right to decline their services at a taxi queue if they don't have cash only them.
224	18/02/2026 9:09 AM ID: 291043043	its easier not to carry cash
225	18/02/2026 9:15 AM ID: 291043264	The option should always be available to passengers… often you go to an ATM an it's either not working or has no cash in it… an you can't be walking around Glasgow looking for an ATM…so Taxi's should be made to accept cash or card
226	18/02/2026 9:20 AM ID: 291043926	Stopping undeclared tax free illegal money laundering.
227	18/02/2026 9:32 AM ID: 291044772	There are hardly any cash points in town, and often there is anti-social behaviour concentrated in their vicinity, which makes standing to withdraw cash not feel safe- especially at night, when you're more likely to need a taxi. Also, many people do not carry cash.
228	18/02/2026 9:43 AM ID: 291045979	They should offer as many payment details as possible.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
229	18/02/2026 9:51 AM ID: 291046522	It is unacceptable with today's financial technology that a taxi should not take both cash and card. Frankly any taxi refusing to take card is a cover for dodgy tax reporting or drug dealing.
230	18/02/2026 10:09 AM ID: 291047629	Being guaranteed to be able to pay by card givees peace of mind for unexpected situations. It is increasingly harder to find cashpoints in Glasgow - the last time I needed cash, I had a situation where I went to 2 ATMs that were both out of service! I had to move further and further away from my destination and go out of my way to find a third machine. If I knew I had to take a taxi, I would get money out just in case, but I try to use public transport as much as possible and actually only take taxis when it's an unanticipated rush situation or unplanned.
231	18/02/2026 10:17 AM ID: 291048242	Small business must have options to take cash to make living
232	18/02/2026 10:21 AM ID: 291048925	Now most people dont have cash and also fir tax purposes cash only should never be allowed
233	18/02/2026 10:22 AM ID: 291048847	The drivers need to provide a card machine at there own cost..pay charges to take payment. If theres a no cost to anyside alternative then i would consider agreeing.
234	18/02/2026 10:24 AM ID: 291048648	If for some reason it isn't made clear that they dont accept card, and you get to the destination, then need taken to an ATM, that is incredibly awkward. IF that happens, you should not be charged for the journey to and from the ATM, and who can guarantee your safety stood at an ATM at any given time of day/night? They should simply accept card. Maybe say 'cash preferred' if they want.
235	18/02/2026 10:31 AM ID: 291049094	It is important for the taxi trade to move forward with the ability to match customer needs and preferences. In this era, people should have the choice to pay in a way which suits them. They are paying for a service and it should always be their choice, how they pay.
236	18/02/2026 10:46 AM ID: 291050792	The vast majority of people prefer card payments these days meaning less people carrying cash. Taxi drivers refusing fares due to card payment can leave people stranded and in vulnerable situations
237	18/02/2026 11:13 AM ID: 291052354	We now live in an age of convenience, with an expectation of the ability to pay by any means. Customers buy a service which they often do not know the price of until they reach their destination. In order to reduce the 'Meter Anxiety' caused by that, it should be a given that all journeys offer the option to pay by card/phone.
238	18/02/2026 11:18 AM ID: 291053432	Apart from the overall reduction in the number of people carrying cash, there is a safety issue, particularly for young people, especially young women, travelling home late at night who may not have cash on them and where an ATM is not available, or not known to be available. Those arriving late at night at Queen Street or Central Station may be particularly vulnerable.
239	18/02/2026 11:18 AM ID: 291053625	It is less and less common for people to be carrying cash, and nearly all other establishments will accept card payment. As a woman who may end up travelling by taxi alone and/or late at night, having to find a cash machine or not being able to get into a taxi/pay for it because I have no cash is a stressful experience.
240	18/02/2026 11:18 AM ID: 291053689	I very rarely carry cash and in order to show due diligence to the public and to get me home safely, all payment methods should be accepted by taxis.
241	18/02/2026 11:26 AM ID: 291054281	Most people don't carry cas now. It also could stop them overcharging people as this is happening a lot just now, demanding cash upfront at extortionate prices. This has happened to me and I refused and got another taxi. At least this way if people think they were overcharged there isa way of checking the transaction.
242	18/02/2026 11:43 AM ID: 291055876	I do not carry cash.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
243	18/02/2026 11:44 AM ID: 291055961	People rarely carry cash (or even cards) nowadays, most people working in town pay using their phone (Google Pay or Apple Pay).
244	18/02/2026 11:46 AM ID: 291056002	Many members of the public do not carry cash on them anymore - the majority of businesses these days accept debit/credit cards and taxis should be no different. There is now also a severe shortage of accessible bank machines in Glasgow city to even take cash out. It would be a danger to the public to refuse a taxi fare on the grounds of having only a debit card rather than cash. Cash is on its way out.
245	18/02/2026 11:46 AM ID: 291056120	convenience to the customer, and less ATMs available in the city centre for those to get cash
246	18/02/2026 11:49 AM ID: 291056272	Needs to be an option
247	18/02/2026 11:52 AM ID: 291056307	I tend not to carry cash, plus frankly I'm concerned that cash payments can potentially mean that tax is not being paid. To me accepting card payments speaks of there being a legitimacy to the company / individuals involved.
248	18/02/2026 11:52 AM ID: 291055657	Should be a business decision for the taxi operator.
249	18/02/2026 12:03 PM ID: 291056870	People are tending towards a cashless society.
250	18/02/2026 12:06 PM ID: 291057981	This is simply the most common form of payment method in all retail and service environments.
251	18/02/2026 12:06 PM ID: 291058044	It is about choice both for the passenger and the Taxi Driver
252	18/02/2026 12:15 PM ID: 291058676	I think that card payment options reduce the risk of passengers being unable to pay if they only have cash - also reduces the risk of a shortfall in the fare if it is more than the passenger expected. Vulnerable passengers may expose themselves to danger if they require to find a cash dispenser before boarding a taxi, especially late at night.
253	18/02/2026 12:25 PM ID: 291059357	Most people under the age of 40 no longer carry cash. Forcing people to pay with cash is ridiculous. What if you don't have a debit card on you? Are people meant to walk home in the dark?
254	18/02/2026 12:29 PM ID: 291059828	Should have option to pay via cash or card payment.
255	18/02/2026 12:34 PM ID: 291060315	It is becoming the norm for people to be cash free
256	18/02/2026 12:36 PM ID: 291060260	I usually keep some cash on me, but I don't always have enough due to the increasing cost of taxis. We don't know in advance how much it will cost. It is much more convenient to pay by card. It's also a safety issue where taxis shouldn't be able to refuse passengers late at night who don't have cash.
257	18/02/2026 12:38 PM ID: 291060404	Strongly agree but feel thst there should be a minimum price as the present system means we can complete a fare and not even receive a flag fall 4:50 hire 4:37 payment
258	18/02/2026 12:41 PM ID: 291060808	Self employed taxi drivers should have the right to decide the means of payment
259	18/02/2026 12:42 PM ID: 291060862	Most people wish to pay using card or by phone
260	18/02/2026 12:44 PM ID: 291060437	As taxi drivers are self employed they should have the choice of payment and if they don't want to pay a percentage for card payment it shouldn't be compulsory
261	18/02/2026 12:48 PM ID: 291061319	Leave the public to decide to pay.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
262	18/02/2026 12:51 PM ID: 291061198	I have been in a situation where I only had Apple Pay with no bank card, late at night in city centre. 7 taxis in a row at Gordon Street rank said their card machines ‘weren’t working’ . I was able to arrange someone to collect me however had this been a younger, or drunk female their safety could have been at risk. Also it is common for young people to not carry bank cards at all so would be unable to access cash to get home.
263	18/02/2026 12:52 PM ID: 291061485	This should be an optional choice by the driver,i completed a hire on Monday 22nd December 2025 by card which was declined twice we are now on Wednesday 18th of February 2026 and I have still not been paid for this job.Do you honestly think this is acceptable.
264	18/02/2026 12:52 PM ID: 291061762	Rarely carry cash anymore.
265	18/02/2026 12:57 PM ID: 291061495	I have been a private hire driver for 27 years do now a taxi driver for past few months and I strongly agree that all taxis/ private hire should be able to take card payment as well as cash . When working in city centre on ranks I have noticed multiple drivers refusing fares and I end up having to take fare as these drivers are “cherry picking” jobs ,now I’m sure if these fares were going a distant location the drivers would suddenly have the capability to take payment via SumUp/go curb etc . So us legit drivers feel punished for being legit ,now this is the opportunity for Glasgow city council to put a stop to this at last ,if we want to a welcoming city hosting people from all over the world especially with commonwealth games coming back to our city should we have drivers not taking fares as they “don’t take card payments” this prehistoric attitude has to change ,it is purely a dodge so they don’t need to declare revenue.
266	18/02/2026 12:58 PM ID: 291061727	As long as the general public understand that card machines don’t always work.Consideration should also be given to owners when GCC’s payment system is inoperable.
267	18/02/2026 12:59 PM ID: 291062322	I seldom/rarely carry any cash. Everywhere accepts card payments. Cards are more secure for both passengers and drivers.
268	18/02/2026 1:00 PM ID: 291062375	I have been a taxi driver since 1981.You must move with the times,I have.
269	18/02/2026 1:01 PM ID: 291062116	Competition. We need to compete with Uber and private hire Public know 100 percent that our competitors will all take cards
270	18/02/2026 1:03 PM ID: 291062720	I think all taxis should have card readers in all taxis not just Glasgow taxi company
271	18/02/2026 1:17 PM ID: 291063866	Everyone has a card reader but say they don't if it's not a good hire
272	18/02/2026 1:20 PM ID: 291064276	Public hire should place the payment preference with the customer. At present it depends on the driver, even where such facilitates are advertised as available.
273	18/02/2026 1:20 PM ID: 291063611	I recently waited at Central Station Gordon Street rank with my daughter and was refused by 3 taxis who said "cash only." We were running late for an event at Strathclyde Uni and eventually had to leave the front of the queue and walk. These cabs are supposedly public hire but don't service the full public - only those with cash.
274	18/02/2026 1:23 PM ID: 291064512	USE BUSINESS ACCOUNT TO TRAVEL FOR JOB
275	18/02/2026 1:23 PM ID: 291064261	A taxi driver refusing to take card resulted in my blacked out friend being tossed out of the taxi along the Clyde river towards Anderson and forced to walk home (top end of byres road). This needs to change today. As a citizen I understand the frustration at VAT on card payments for business owners, however times are

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		changing and services need to be flexible in order to be able to serve the greater public in their times of need.
276	18/02/2026 1:23 PM ID: 291064403	It's really the up to the driver like every other business owner
277	18/02/2026 1:26 PM ID: 291064399	A think the driver should have the option if he wants to take card or not.
278	18/02/2026 1:26 PM ID: 291061633	Some drivers might simply say their card machine doesn't work at the moment
279	18/02/2026 1:30 PM ID: 291064510	its annoying taxis saying they dont take card, there is absolutely no reason for a taxi not to accept card payments in this day and age , unless theyre trying to hide something
280	18/02/2026 1:33 PM ID: 291065116	He is then liable for card charges
281	18/02/2026 1:34 PM ID: 291064906	The non Radio Taxi drivers take the advantage of not declaring to the tax man of their income. We as TOA we have no option as its mandatory from the company
282	18/02/2026 1:36 PM ID: 291065641	This is the 21st century. We are not far from a cash less society. Having less or no cash in the taxi would surely curtail any prospective robbers.
283	18/02/2026 1:40 PM ID: 291065019	I think all taxi drivers should accept card payments
284	18/02/2026 1:45 PM ID: 291066376	I never really carry cash anymore.
285	18/02/2026 1:47 PM ID: 291066650	People don't carry cash anymore, people from outside the city who need to travel further by taxi would not be carrying large amounts of cash to pay
286	18/02/2026 1:48 PM ID: 291066616	I'm fed up being told cash only when I only have card
287	18/02/2026 1:55 PM ID: 291066233	I know too many drivers who use not having a card machine as an excuse not to do short hires.
288	18/02/2026 2:02 PM ID: 291067724	na
289	18/02/2026 2:09 PM ID: 291067700	If you allow non compliant taxi display cash only signs on front wind screens would stop most of the confusion.Make it optional and allow correct signage on taxi. CASH. ONLY
290	18/02/2026 2:13 PM ID: 291066302	This should be a personal choice we are self employed individuals capable of running our affairs &should have the choice how we opera
291	18/02/2026 2:18 PM ID: 291068589	Most people don’t carry cash. The likes of Uber and GlasGo except credit card for taxis. Glasgow taxis seem to be the only company that don’t regularly accept credit card. Some Glasgow taxis Will will accept them and some don’t. This is particularly frustrating when queueing for a taxi in the city at a designated taxi rank and having a number of taxis not being able to take you because they don’t accept credit card. This causes delays and frustration in the taxi queue particularly at Night when busy when people looking to get a taxi home after a night out.There is no reason why Taxi drivers shouldn’t accept credit cards. For Glasgow taxis, it seems to be very selective who does and who doesn’t and it’s not policed
292	18/02/2026 2:18 PM ID: 291067804	When a taxi driver accepts a card transaction he or she has to pay a transaction fee therefore does not receive the full fare. This is part of a worldwide scandal driven by the banks in an effort to cut their own costs, reduce employee numbers, handle less cash and close branches. As far as i know banks are still making a fortune. I believe they could easily absorb the transaction fee. A taxi driver is unlike a standard business who can raise their prices to accomodate card charges. They are subject to price tariffs implemented by the local authority and must adhere to them

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
293	18/02/2026 2:22 PM ID: 291069390	Most taxis don't take card and want cash only when most people don't carry cash
294	18/02/2026 2:23 PM ID: 291069405	Many customers (e.g. my daughter's generation don't carry cash) and you put them at risk by making them take cash out of an ATM likely to be at a time late at night. Everywhere else in Europe is cashless. Is this related to tax?
295	18/02/2026 2:28 PM ID: 291069048	Young people are turning to other taxi companies. We are losing work. Young people can't get home at night this is a serious issue re their safety.
296	18/02/2026 2:34 PM ID: 291070349	there is a cost to taxi drivers to have card machines. if they choose not to have one then they potentially loose business. The passenger must ask "do you accept cards" if they answer is no then the passenger goes to the next taxi
297	18/02/2026 2:39 PM ID: 291070919	They dont pay their taxes the way most other working people do that's why they insists on cash only
298	18/02/2026 2:48 PM ID: 291070849	In the past most customers would offer cash now its principally Card first.
299	18/02/2026 2:57 PM ID: 291071498	Fed up doing other peoples jobs because they allegedly don't have card facilities especially when the hire is only going a short distance
300	18/02/2026 2:57 PM ID: 291071133	Taxi drivers should all have to take credit card payments . It's not fare on the customer . And it's not fare on the drivers who do accept card. Because the ones that don't can easily suit themselves with which hire they take. Some of them pretend not to have a credit card machine and will ask the customer where they're going first . If it's a short hire and the don't have cash they'll say to the customer they don't have a card machine and pass it on to a driver who does. The only way round it is to make it compulsory that all taxis have to have signs on their windows to say they accept card. And if they don't they get struck off.
301	18/02/2026 2:58 PM ID: 291072398	should be personal choices this will add costs to drivers abd that will be passed on to passengers
302	18/02/2026 3:01 PM ID: 291072602	Each driver should be able to make up his own mind whether he accepts card payment
303	18/02/2026 3:02 PM ID: 291072336	The card machines are not relible getting a signal at times is hard e.g secc /parts of airport and the like also network is also probe to going down
304	18/02/2026 3:04 PM ID: 291072384	over 75% or consumer spend is done via cards, as a first world country also for visitors we should be supporting these option. I'd go as far as if not accepting card, for this to be clearly large signage over the taxi so the client has the choice before entering.
305	18/02/2026 3:09 PM ID: 291072869	Taxis are not the only business that is licensed by the council so if you make mandatory for all Taxis and private hire to accept credit cards you must implement this on all licensed businesses. The reason that there are no banks on the high street is due to councils forcing businesses to accept card payment. The people who will make money from this is the banks ad they charge for each transaction on average 2% this is a cost the businesses have to cover and also the initial cost the machine.
306	18/02/2026 3:22 PM ID: 291074718	Every service charging money, be it taxi or shop, should have to accept card payments.
307	18/02/2026 3:42 PM ID: 291075788	Classic example was a couple of days ago at the test centre there card machines weren't working its card only payment normally changed it to cash if you didn't have any cash with you they would not test the vehicle in a taxi we do the job 1st then take payment if machine doesn't work then we are out of pocket doesn't seem fair I think it should be choice of operator me personally would have a card machine in cab because its the of society now
308	18/02/2026 3:50 PM ID: 291076842	Putting taxi drivers in a predicament, when getting to there destination, and customer card declines , having to go to cash put giving the opportunity for the customer to run without paying.

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309	18/02/2026 3:53 PM ID: 291072063	Sterling is the current coin of the realm. Not credit cards
310	18/02/2026 3:58 PM ID: 291077409	The driver must have an option on which payment method he prefers, I don't believe anyone should be forced into card payments only.
311	18/02/2026 4:04 PM ID: 291077757	Young people (and increasingly 'older' folks) simply don't carry cash and it leaves them in a vulnerable position late at night.
312	18/02/2026 4:05 PM ID: 291078108	It would mean putting fares up to combat the charge for the machine and the public might not like this IE fare 10 pounds but I need to charge you 10.50 to cover my cost of having a machine
313	18/02/2026 4:06 PM ID: 291061963	In my comments, I am not simply going to state whether I am in favour or against the proposal on mandatory payment by debit/credit cards, as this proposed transition toward mandatory card payment facilities in Glasgow's taxi fleet represents a critical intersection of local licensing policy, national payment services regulation and broader socio-economic shifts toward a cashless society. My analysis, conducted from the perspective of payment services regulation through academic lenses, examines the multidimensional implications of this consultation. The evidence that I will show, indicates that mandating card acceptance is a necessary regulatory evolution that aligns Glasgow with international standards, ensures competitive parity with app-based ride-hailing services (i.e., Uber, GlasgowCars, Gett) and fulfills statutory obligations under equality and financial inclusion frameworks. The governance of taxi and private hire car (PHC) licensing in Scotland is primarily derived from the Civic Government (Scotland) Act 1982. As you know, this statute provides local licensing authorities with the power to impose conditions on both vehicle and driver licenses to ensure public safety and the efficient operation of transport services. Specifically, Section 10 of the 1982 Act empowers authorities to determine the suitability of vehicles and the conditions under which they operate. This consultation leverages these powers to adapt to a landscape where 1,217 licensed taxis currently operate under a voluntary card acceptance model, which is currently under discussion. While the 1982 Act provides the local framework, the actual processing of card payments falls under the jurisdiction of the Payment Services Regulations (PSRs) 2017. These regulations, which implemented the second Payment Services Directive (PSD2) in the UK (pre-Brexit EU legislation), establish the legal requirements for payment service providers (PSPs) and protect the rights of payment service users. For taxi drivers, who act as merchants or payees, the PSRs 2017 ensure that the technology they use, whether mobile Point of Sale (mPOS) or Software Point of Sale (SoftPOS), is secure, transparent and regulated by the Financial Conduct Authority (FCA). Hence, the relationship between local licensing conditions and national financial regulation is symbiotic. A mandate from the Council would require taxi drivers to enter into contracts with FCA-authorised or registered PSPs. The proposed Glasgow mandate follows the successful implementation of similar requirements by Transport for London (TfL). In 2016, TfL mandated that all licensed London taxis must accept card and contactless payments and be fitted with an approved fixed card payment device in the passenger compartment. The London model provides a valuable roadmap for Glasgow, particularly regarding the specification of "approved devices" and the prohibition of unapproved handheld solutions that do not meet rigorous security or receipt-printing standards. Unlike the London model, which requires fixed devices, the Glasgow context may allow for more flexible solutions, such as SoftPOS (mobile-based applications). This distinction is vital for minimising the financial burden on self-employed drivers while maintaining the integrity of the payment ecosystem. The London experience demonstrated that while initial trade resistance was significant, the shift ultimately helped black cabs remain competitive against platforms like Uber. The transition to a cashless taxi fleet is driven by shifting consumer behavior and the broader digitization of the UK economy. Evidence suggests that it has become commonplace for the public to rely solely on digital wallets (i.e., Apple Pay, Google Pay) or contactless cards for everyday transactions. Historically, cash payments were the preferred payment method for customers; however, technological developments have changed the landscape significantly, with the

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		COVID-19 pandemic accellerating this trend. In the modern urban environment, the "hail and ride" model of traditional taxis is increasingly threatened by the seamless payment experiences offered by app-based competitors. Uber and similar private hire operators handle payments in-app, removing the friction of cash handling at the journey's end and lowering risks linked to handling cash both for taxis and their clients. For traditional taxis to survive this technological shift, they must offer equivalent convenience. In this respect, the technological evolution of payment terminals has significantly lowered the entry barrier for drivers. Modern mPOS systems (such as those provided by SumUp or Zettle) offer low upfront costs and transparent transaction fees. Furthermore, the emergence of SoftPOS technology, which allows a standard smartphone to function as a contactless terminal, negates the need for dedicated hardware entirely or a separate network to support the payment. This trend indicates that the technological advancement argument is not just about the passenger's ease of use but about the operational sustainability of the taxi trade itself. As anticipated, mandatory card payments enhance security for both drivers and passengers. For drivers, reducing the amount of physical cash held in the vehicle lowers the risk of robbery and disputes over change. For passengers, digital transactions provide a transparent, auditable record of the journey, which is essential for resolving complaints or overcharging issues. From a regulatory perspective, the PSRs 2017 and the FCA Consumer Duty require that payment systems be robust and secure. Digital payments facilitate compliance with these standards by utilising encrypted tokens instead of raw card data. Furthermore, the introduction of Strong Customer Authentication (SCA) under PSD2 has significantly reduced the likelihood of fraudulent card use in "card-present" environments like that of a taxi.
314	18/02/2026 4:08 PM ID: 291078560	It is unsafe to not accept card. Most young people only carry cards. The bank machines in town are a dangerous , with homeless always around them putting people in a vulnerable situation.
315	18/02/2026 4:09 PM ID: 291077796	It happens far too often, especially on a Friday and Saturday night where drivers refuse to accept card payments and demand cash. If you have no cash, you're forced to wait until you get a taxi that's willing to accept card payment. This can take up to an hour because one after one, they all refuse card.
316	18/02/2026 4:24 PM ID: 291080016	I dont carry cash and it's simple to pay by card or my smartphone.
317	18/02/2026 4:29 PM ID: 291080255	Because card machine operators charge you to use the machine so drivers don't use them because they're running at a loss
318	18/02/2026 4:29 PM ID: 291080542	As a society we less likely to carry cash
319	18/02/2026 4:35 PM ID: 291078542	The public want it , to an extent they need it , and tourists expect it , hackneys also need it to remain competitive in the marketplace.
320	18/02/2026 4:57 PM ID: 291083101	Vary rarely have enough cash on me, I had to wait 25 mins at Central Station before I got a card payment taxi.
321	18/02/2026 5:00 PM ID: 291082706	I stringly agree that card payment should be accepted as some peopls do not always have access to cash . For a number of reasons for instance Could have lost bank card while out in town . But still could pay with their mobile phone in this instance . Not having the card payment option puts people's safety at risk if they left stranded in town late at night with no cash .
322	18/02/2026 5:03 PM ID: 291083735	Puts individuals safety at risk if they don't have access to cash . A person becomes vulnerable especially late at night in the town
323	18/02/2026 5:04 PM ID: 291083708	Most people pay by card/contactless for most things, most of the time. I can think of no compelling reason why taxis SHOULDN'T accept cards! It is surely just bringing them into the 21st century!

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324	18/02/2026 5:14 PM ID: 291084618	They should not be able to specify cash only, it is slowing down the ranks for all customers
325	18/02/2026 5:19 PM ID: 291083937	Individuals safety is my main concern if taxis do not accept card payments as the drivers tend to refuse your hire and you are left stranded
326	18/02/2026 5:26 PM ID: 291085528	Only accepting cash means not all fairs are declaired to the HMCR
327	18/02/2026 5:37 PM ID: 291086233	It's not always possible to get cash in the city centre at night, and also often not safe
328	18/02/2026 6:03 PM ID: 291087697	It is incredibly backward to not accept card payments. I never carry cash.
329	18/02/2026 6:06 PM ID: 291087937	Cash machine prevalence is reducing. Mobile phone payments are increasing. It’s safer to allow both particularly late at night.
330	18/02/2026 6:19 PM ID: 291088289	Maybe if they tried to get funds into your bank next day drivers would except cards. Example is, if someone uses a card on Monday the driver won’t get payment till Thursday or sometimes Friday Doesn't help that driver has to pay for someone using their card
331	18/02/2026 6:25 PM ID: 291088889	It is outdated now to only accept cash payments.
332	18/02/2026 6:34 PM ID: 291089196	They are self employed and should be able to choose how they wish to be paid! And not everyone wants to pay by card! This is always pushed on people! It should be an individuals choice
333	18/02/2026 6:54 PM ID: 291090321	There is no reason cash cannot be used also card payments incurr further costs
334	18/02/2026 6:58 PM ID: 291090402	These days it is a major inconvenience to have to have cash on you, just in case a taxi refuses to take your card. Most people are using other app based services just because they can pay by card. It would also be safer for the taxi driver by not having to hold so much cash, and for the passenger as there is now a record of their journey.
335	18/02/2026 7:02 PM ID: 291090645	They have to move with the times. It's 2026,this must be mandatory asap.
336	18/02/2026 7:07 PM ID: 291090830	It should be up to drivers wether to accept card payments it's thair on business and should decide
337	18/02/2026 7:16 PM ID: 291091283	I've been told taxi divers have to wait 3 days before they get there money in the bank. It should
338	18/02/2026 7:19 PM ID: 291091223	Rejecting card payment is a means to Tax Fraud Taxi drivers don't disclose their true earnings by refusing card payments That is then easy to recieve Tax Credits By unscrupulous Accountants who lie about their true earnings Glasgow taxis. All drivers accept cards All drivers have radio systems therfore all earnings are easily accessible
339	18/02/2026 7:20 PM ID: 291090336	Freedom of choice. Technology issues can see drivers not being paid.
340	18/02/2026 7:28 PM ID: 291091856	your choice
341	18/02/2026 7:44 PM ID: 291092514	Paying by card is standard for all goods and services in Scotland and cash has become less common, meaning we don't all carry it like we used to. Taxi drivers shouldn't be able to refuse fares by card payment and remain inflexible and against the standard way that people pay for things

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
342	18/02/2026 8:26 PM ID: 291094516	It would stop these night shift drivers overcharging the public at night.
343	18/02/2026 8:49 PM ID: 291094810	If I get to destination and they produce a card to pay and have no funds in their card then I shall not get paid and if I call for the police to come for what I would say is a non payer I will be told sorry can't help you it is a civil matter so that will be one reason I am strongly against card payment.
344	18/02/2026 8:58 PM ID: 291095760	Most weekends I queue at city centre rank and have to wait until a taxi accepts card payment. Usually 6 or 7 taxis say no before a driver says yes
345	18/02/2026 9:25 PM ID: 291096758	with the way the world is changing and card payment being the most common use, i think its imperative that taxis provide this platform to all customers
346	18/02/2026 9:35 PM ID: 291097066	The ones that only take cash are likely dodging tax
347	18/02/2026 9:44 PM ID: 291097322	They are self employed and it should be up to them, unless you add a fee to the layer not the cab
348	18/02/2026 10:03 PM ID: 291097823	Card payment is a normal way to pay for decades. Taxi drivers licensed by local government should be mandated to accept this type of payment.
349	18/02/2026 10:39 PM ID: 291098779	Most people pay by card nowadays
350	18/02/2026 10:58 PM ID: 291099186	It is becoming impossible to get a black cab driver who will accept card payment. More and more are cash only, even when there are no nearby cash machines, taking you out of your way to go to a machine, meaning you end up paying more.
351	18/02/2026 11:54 PM ID: 291100050	Driver/owner should have a choice
352	19/02/2026 1:18 AM ID: 291100985	I rarely have cash in my wallet
353	19/02/2026 4:40 AM ID: 291102506	This proposal should have been passed straight after the pandemic.
354	19/02/2026 4:41 AM ID: 291102495	Nearly all cities , UK and abroad, that I have visited have accepted cards. Makes it much easier if you have no local currency.
355	19/02/2026 5:25 AM ID: 291102851	For many carrying and counting cash is a barrier - I'd add this includes conditions such as blindness and dyscalcula.
356	19/02/2026 6:01 AM ID: 291103142	We now live in a cashless society and it makes perfect sense for all taxis to take card payments for the convenience to the paying customer
357	19/02/2026 7:01 AM ID: 291104549	People don't often carry cash and if the taxi driver refuses to take card then you either have to walk or be driven to a cash machine which can incur further costs. This can also put women travelling alone in further danger if they are trying to get home at night.
358	19/02/2026 7:10 AM ID: 291104743	I haven't used cash for several years. Occasiobally I've been unable to book/stop a taxi becuase they wont accept cards.
359	19/02/2026 7:16 AM ID: 291105391	In an increasingly cashless society it is ridiculous cabs don't take cards. I recently tried to get a cab at the rank at Glasgow Central Station and six cabs in a row refused to take me as they said they were cash only so I ended up ordering an Uber.
360	19/02/2026 7:22 AM ID: 291105611	Many people no longer carry cash and there is a customer expectation that taxis will accept cards. Given that taxis are chosen at times for being the safest way to travel then it also follows that it is safer at certain times not to carry cash. It is not easy to predict what a journey may cost and card machines remove this uncertainty.
361	19/02/2026 7:23 AM ID: 291105982	Easier for passengers and would help HMRC collect the correct tax .

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
362	19/02/2026 7:23 AM ID: 291105928	I've been turned away from black cans at central as a lone woman. They say no to cards until they realise I am a good distance. I believe it's a tax avoidance move and no one carries cash these days
363	19/02/2026 7:31 AM ID: 291106031	In this modern day almost every business takes card including my competitors which is the private hire industry ' so in order to compete competitively and stay in the modern Times this is a must for my business.
364	19/02/2026 7:37 AM ID: 291107050	Travelling public should have the option
365	19/02/2026 7:39 AM ID: 291107036	I rarely carry cash and use my phone to pay for most things. Contactless payment is safer than carrying cash .
366	19/02/2026 7:45 AM ID: 291107870	People don't carry cash these days.
367	19/02/2026 7:49 AM ID: 291108225	Almost never carry cash
368	19/02/2026 8:15 AM ID: 291110789	Cash machines are hard to find these days outside the city centre.
369	19/02/2026 8:23 AM ID: 291111466	Very rarely carry cash and have had numerous black cab taxis refuse card in Glasgow, most other UK cities I travel to I never have a problem with paying by card. I now mostly use Glasgow black cabs app to avoid physically having to find a taxi that takes cash.
370	19/02/2026 8:35 AM ID: 291112783	I don't tend to carry cash so it is more convenient for me to pay by card and would encourage me to use taxis more than Uber
371	19/02/2026 8:40 AM ID: 291113195	Taxi drivers will go to cash points out of ghe way to add to the journey.
372	19/02/2026 8:43 AM ID: 291113393	Hard enough to get a taxi, and as most people don't carry cash it will make it easier
373	19/02/2026 8:52 AM ID: 291114275	It's regularly impossible to get a black cab without cash. And I just don't carry it. I rely only on Uber and GlasGo Cabs as a result. Total pain, and puts Glasgow behind all other major cities. Taxi driver must be made to accept card.
374	19/02/2026 8:54 AM ID: 291114057	Convenience
375	19/02/2026 8:58 AM ID: 291114519	It is not only a matter of convenience but of safety, especially for women. On multiple occasions I've either had to let several taxis go late at night in the city centre because they didn't take cards, or have had to get out at a cash machine along the way, often in the middle of nowhere. It should be unacceptable.
376	19/02/2026 8:58 AM ID: 291114184	I feel every driver has to do what's best for themselves as we all have different financial difficulties
377	19/02/2026 9:01 AM ID: 291115360	Covid forced us to be largely cashless
378	19/02/2026 9:01 AM ID: 291115216	Card payments are now standard, taxi drivers are limiting their own business by refusing to accept card. I'd immediately assume that those refusing card payments are attempting to minimise their tax liability by taking un traceable cash payments.
379	19/02/2026 9:02 AM ID: 291115101	I carry both cash and card but want to have the option of which to use.
380	19/02/2026 9:03 AM ID: 291114088	I think this is a very positive development. I have had taxi drivers demand cash payment and claim their card machine is not working, despite me explicitly requesting card payment when booking. I am a wheelchair user so it can be very challenging to try to source cash when this issue arises.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
381	19/02/2026 9:08 AM ID: 291115792	In the past ten years, I've never carried more than £5 in cash and that's not enough to pay for a taxi.
382	19/02/2026 9:10 AM ID: 291116199	This is mainly a tax avoidance habit in my experience.
383	19/02/2026 9:10 AM ID: 291116283	Frequently no cash available
384	19/02/2026 9:10 AM ID: 291116274	Carrying cash is a thing of the past!
385	19/02/2026 9:11 AM ID: 291116154	The only reason they don’t is to not pay tax. The number of drivers round here with bmw that have never taken a fare in their lives but somehow make a living is a sure sign they’re all either money laundering or tax dodging or both
386	19/02/2026 9:14 AM ID: 291116656	Never had a black Hackney in Glasgow accept cash. They’re usually vehemently against it and claim the machine doesn’t work. Total con artists and the reason everyone I know use Uber
387	19/02/2026 9:17 AM ID: 291116904	The fact of having to withdraw an approximate amount to cover a taxi journey does not align with every other goods/service offering.
388	19/02/2026 9:19 AM ID: 291116876	There’s been numerous times where I’ve taken a taxi to Glasgow Airport, where upon arrival, the taxi driver claims they don’t take card payment or there’s no signal for the card machine to work, when I know for a fact its functioning. Forcing them to take card payments will skip them having to a) take me to a cash machine to get cash or b) argue with me because they say they accept card upon entering the taxi but flip that when I arrive at my destination.
389	19/02/2026 9:21 AM ID: 291116701	I don't carry cash and I mostly use taxis to support my vulnerable disabled wife. I have been told "Are you sure you don't have cash" after we were picked up from A&E at 5am. It's why we have switched to private hires as they never complain about the card plus the app gives us an estimate on what it'll cost us.
390	19/02/2026 9:21 AM ID: 291117310	Taxi drivers are genuinely endangering their passengers by essentially taking them hostage after waiting until after the journey has started to say they only take cash. It is unsafe to be driven to unfamiliar places at any hour of day or night and forced to withdraw cash from a machine. I only Uber and private hires now as a result of this behaviour and would like it changed so I can safely use a taxi.
391	19/02/2026 9:22 AM ID: 291114049	If theirs no funds on their card when I charge them at the completion of the journey . Council policy let them go you can't keep them in the taxi or take them to the police . Will the council guarantee the payment if this happens . Next point if I take card I do not get the money I'm entitled to on the meter as the card company charges between 2 and 3% and can take from the same day or a week to get paid . The council should allow a minimum charge to be added to the fare which they refused . Should the the driver pro form the fare to be paid upfront to guarantee their is funds to pay the fare . I don't believe in a proper outcome from the council they will do what they want and fuck the taxi drivers .remember since taxi drivers had a horse drawn carriage it is a cash based system .
392	19/02/2026 9:22 AM ID: 291115920	I use Google wallet to pay for almost everything outside the house using my phone. I always have my phone with me and don't need to worry about having cards. The one thing in the city centre I can't pay online is taxis. I try to avoid using them because of this, but occasionally (especially at night time) it is a safe option to get home. I have gotten into cabs only to have to get out again because they only accept cash and I don't carry or cards, so going to a cash machine is not an option. I have had to wait on dark streets for ubers instead. The only other places I have encountered this are when travelling in some African countries where contactless payments are not the norm. Scotland is a modern country where almost every city centre business accepts contactless payments, why should taxis be exempt, it makes no sense, is old fashioned and does set a god image tone for a modern safe city.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
393	19/02/2026 9:22 AM ID: 291117548	I rarely carry cash and when I do it is not in large quantities. It is not appropriate to ask a woman on her own to stand at a cashpoint in the middle of the night, mid-journey, to get cash out when there could be a simple alternative.
394	19/02/2026 9:22 AM ID: 291117439	Meters are kept running to go to an ATM, which can also cost extra to withdraw from
395	19/02/2026 9:23 AM ID: 291117489	Cash is difficult if not impossible to get at the times required for a taxi. I have to travel a large detour in the taxi to go past a cash machine. I cannot keep cash out of my account on the off chance I needed a taxi
396	19/02/2026 9:24 AM ID: 291117486	It makes sense. Most places now accept card, or are completely cashless. Plus I don't think there are as many cash machines around anymore, so if you need a taxi and don't have any cash, then it could add a significant amount on to the fare by detouring to get cash.
397	19/02/2026 9:29 AM ID: 291118318	The number of times I've been pressured or bullied into taking money out so they don't have to pay tax is ridiculous
398	19/02/2026 9:30 AM ID: 291118173	I think it is ridiculous that drivers are not required to have the ability to take card payments. It just drives people to their competitors Uber when drivers are cash only.
399	19/02/2026 9:31 AM ID: 291118503	Taxis that advertise that they take card should be legally required to do so.
400	19/02/2026 9:32 AM ID: 291118345	It should be up to the driver wether to or not and not made compulsory. I got a taxi only had card sent to luss had no signal and thr driver couldn't take payment I took his details and paid afterwards but if you've no power source and or Internet then payments are hard to do .
401	19/02/2026 9:33 AM ID: 291118929	Strongly agree
402	19/02/2026 9:35 AM ID: 291119328	It's 2026
403	19/02/2026 9:35 AM ID: 291118774	I carry a little bit of cash on me most days but if my trains are cancelled I have no choice but to get a taxi, and finding an atm that doesn't charge a fee to get the extra cash for the fare is not easy. Given that the council are happy to have licenced bars in the city that only take card payments it feels anachronistic to have another licenced service in the city refusing to take the same form of payment.
404	19/02/2026 9:36 AM ID: 291119415	Few people carry cash, every other business accepts card, and the only reason not to accept card is to avoid declaring income and thereby reduce tax liabilities.
405	19/02/2026 9:40 AM ID: 291119203	We've essentially migrated to a cashless society. The venues we're travelling to don't insist on cash. In fact many are card only. Even busses take card. Why should someone have to withdraw cash for a journey home, when every other part of their day or evening is cashless. Further complicated by the unpredictable cost of taxi fares. Traffic, routes, time of day all impact the price meaning the customer doesn't know if they should withdraw £10 or £20. Many cash machines now have a fee for withdrawing cash which adds to the cost. And it's far higher than the 1.4% the card transaction would cost. Finally withdrawing cash attracts attention and makes a person vulnerable - especially at night or early in the morning.
406	19/02/2026 9:40 AM ID: 291120109	They are providing a service to the public and they should take card as part of their licensing conditions
407	19/02/2026 9:41 AM ID: 291119669	Card payments make me feel safer as a customer, ensuring no payment dispute. They also make me feel safer as there's a link to the cab/driver should any

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?

		crime/safety concern arise. They make me more able to make a cab as I rarely carry cash. Currently, I will always use Uber instead of a city cab.
408	19/02/2026 9:41 AM ID: 291120042	We are increasingly becoming a cashless society so not accepting card payment in this day and ages is nonsense.
409	19/02/2026 9:45 AM ID: 291120905	This is common in all countries and makes it easier for vulnerable people
410	19/02/2026 9:47 AM ID: 291120661	Cashless payments are safer for customer and driver
411	19/02/2026 9:48 AM ID: 291120651	It should be mandatory as it can be the difference between getting home safely or not being in the city centre. It is an embarrassment that you cannot pay by card in most taxis outside of Central Station never mind completely unwelcoming and exclusionary to any visitors to the city.
412	19/02/2026 9:48 AM ID: 291121010	Holding cash is dangerous for drivers, inconvenient for the majority of customers and refusal to take cards indicates an intention to misreport cash for tax purposes.
413	19/02/2026 9:49 AM ID: 291121047	Payments with cards and phones are accepted almost everywhere in modern life. Glasgow taxis need to accept this or face losing more customers.
414	19/02/2026 9:52 AM ID: 291121535	There are very few businesses that are cash only. In fact, I'm seeing more smaller businesses with card only signs on the door. Why should taxi drivers be the exception?
415	19/02/2026 9:52 AM ID: 291121979	It makes taxis safer & more accessible while also ensuring we're all paying our taxes.
416	19/02/2026 9:54 AM ID: 291121893	In a post-Covid world where most businesses accept card, it's unreasonable for a passenger transport service not to on a case-by-case basis.
417	19/02/2026 9:55 AM ID: 291122165	I do not carry cash. It's 2026. Chip and pin has been standard technology for more than 20 years.
418	19/02/2026 9:56 AM ID: 291122433	I rarely carry more than £20 in my wallet, which does not cover the cost of taxi rides I take. I used my phone or card to make 99% of payments
419	19/02/2026 10:02 AM ID: 291123414	They're essentially a public service
420	19/02/2026 10:04 AM ID: 291123161	It's 2026, everyone carries a card. We all know the reason they want cash, and it's not because it's a better system. I work in hospitality, don't so for 10 years. Finishing work I just want to get home, usually later in the night or early in the morning. There job does has safety ramifications
421	19/02/2026 10:04 AM ID: 291123347	It is now all too often that, particularly late at night, taxi drivers are refusing fares if paying by card. I have stood at the taxi rank on numerous occasions where not only do I need to wait for a taxi, which there are not enough of late at night, but also wait for one that will accept a card payment. I advise upfront before getting into a taxi that I intend to pay by card due to several negative experiences when a taxi driver has found out mid-journey that I intend to pay by card. We are an increasingly cashless society. There is no reason for taxi drivers to refuse card payment, it leads to lack of trust in their business.
422	19/02/2026 10:08 AM ID: 291124072	We are increasingly becoming a cashless society, expecting people to pay with cash is becoming increasingly more unreasonable as time goes on
423	19/02/2026 10:11 AM ID: 291124519	taxis in other cities (London, Manchester) are expected to take card payments without a five minute argument with drivers
424	19/02/2026 10:13 AM ID: 291124840	Most of the time, I don't even have cash or a physical card on me to withdrawn card. Accepting cash only is absurd at this point. It also reduces my trust in them- are they all tax dodging? What other reason is there for not taking card? Surely having less cash on them is safer for them and reduces need for banking jt, that's why a lot of shops are cars only.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
425	19/02/2026 10:13 AM ID: 291124236	It's a very standard thing now to accept card. Far too often there are drivers lying about their card machines not working or just flat out refusing to accept card payment and in some instances being aggressive about it. This is ridiculous considering there are more and more cashless businesses operating nowadays. It is nothing but an inconvenience to the customer. I end up mostly using services like Uber because it's not worth the hassle dealing with drivers refusing to accept card.
426	19/02/2026 10:15 AM ID: 291125488	It’s rare that people carry cash now and especially in an emergency, having the option to pay with card would help most people.
427	19/02/2026 10:15 AM ID: 291124804	Times have changed and I don't routinely carry cash. I can pay for the bus with my card so it seems completely counterintuitive that I should have to carry cash to pay a taxi fare - especially since the cost of the fare isn't known in advance.
428	19/02/2026 10:18 AM ID: 291125511	It is 2026 and we are able to access internet from satelites that fly through space. There is no reasons taxis should not have to take card. It is an immediate reflection on our city to visitors.
429	19/02/2026 10:18 AM ID: 291125644	No other licenced business is mandated to accept card payments
430	19/02/2026 10:20 AM ID: 291126395	It’s easier to pay by card - whenever they claim they don’t have a working card machine I get an uber instead
431	19/02/2026 10:22 AM ID: 291126826	It’s more convenient, I can’t remember the last time I had cash
432	19/02/2026 10:27 AM ID: 291126808	Drivers should be able to decide type of payment they accept they need cash to pay for fuel before they earn any money for for the household
433	19/02/2026 10:28 AM ID: 291127217	Cash can be hard to locate and as so many other businesses refuse to accept cash, people are less likely to have it on them. In an emergency or critical time, having to find an atm before engaging services of a taxi is unreasonable. It can also leave vulnerable people in an awful predicament.
434	19/02/2026 10:28 AM ID: 291127326	Most people don't carry cash, and the drivers always lie and say their card machine isn't working, or get snippy with you if you don't have cash
435	19/02/2026 10:29 AM ID: 291127562	I don’t live in Glasgow any more but I’m back once a month for a week. Taxis are the ONLY reason I need to get cash. I don’t feel safe at ATMs in the city centre and it’s the 21st century.
436	19/02/2026 10:38 AM ID: 291128358	Have had many bad experiences with taxi drivers in the past not accepting card.
437	19/02/2026 10:40 AM ID: 291128474	It’s 2026. I haven’t carried cash for over a decade.
438	19/02/2026 10:41 AM ID: 291128388	As a woman, I would feel much safer knowing that a) I can jump in a taxi at night without needing to search for a cash machine on foot to withdraw money, and b) that any card transaction could then place me in that taxi at that time in case the worst happened. It's 2026 and we have been able to pay with card everywhere. I don't see why taxis should be exempt.
439	19/02/2026 10:42 AM ID: 291129026	Most shops take card and most people do not carry cash anymore. We should not be punished because a taxi driver accidentally forgets to include a cash payment on a tax form
440	19/02/2026 10:42 AM ID: 291128646	There is over 900 taxis in glasgow that already take card payments. There isnt a need to have rules in place to force all taxis to take card payment
441	19/02/2026 10:43 AM ID: 291129117	In 2026, when cash is not as common or convenient, I’ll always choose the taxi company option that allows card payment. It’s safer and much more convenient for the customer

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442	19/02/2026 10:45 AM ID: 291129171	It's a no brainer. Why shouldn't they accept the most common form of payment? Any insistence on paying cash is an obvious means of avoiding tax. At the very least it should be declared before accepting a fare that payment must be cash - many drivers withhold this info and threaten vulnerable customers at the end of rides. Especially after pub/club closing time. This is one huge reason why nightlife is dying.
443	19/02/2026 10:48 AM ID: 291129139	As a female who works late, I have been turned away by drivers in the City Centre leaving me feel unsafe returning from work. The attitude that comes from asking if card is accepted is also rather vile.
444	19/02/2026 10:50 AM ID: 291129678	The card machine should be linked to the meter. If the card machine isn't working, the meter doesn't work, their light doesn't go on. Taking card payments should be a condition of the licence.
445	19/02/2026 10:51 AM ID: 291129828	The number of drivers, particularly late at night, that insist on cash, or cash up front is staggeringly high. We all know full well that cash earnings are rarely properly declared too.
446	19/02/2026 10:53 AM ID: 291129936	There is no reason in 2026 for them not to have card readers - or rather use them, given that it's highly common for drivers to have readers and pretend they don't, so that they don't have to pay the processing fees/declare the fare. Not offering this option places people, particularly women at considerable risk when travelling at night. Given the increasing scale of sexual violence against women and girls in this city, the council should have no choice but to act here and enforce the provision of card readers.
447	19/02/2026 10:53 AM ID: 291130147	I feel it is a safer transaction for driver and passenger. It also means the driver doesn't have cash on them during their shift.
448	19/02/2026 10:53 AM ID: 291129846	I never use Black Cabs, despite it sometimes being more convenient, due to the fact I never carry cash.
449	19/02/2026 10:54 AM ID: 291130261	Despite claims (ambitions?) to the contrary, this is a cashless society. I don't think they should pay any transaction charges though - it shouldn't cost more for the driver to accept cards over cash.
450	19/02/2026 10:54 AM ID: 291129707	Everywhere else takes card payments so the majority of people don't carry much or any cash. Drivers refuse to take card payments, and say they can stop at a cash machine (with the meter running) which may or may not be on the way, and may not be a free one. They are saving themselves money by putting the cost onto customers.
451	19/02/2026 10:56 AM ID: 291130030	The fact there is even a consultation on this is ridiculous. Everyone knows the reason the drivers want to keep cash, there is no other excuse for it. The 'it costs 1.5%' is not the complete story- banks charge businesses around 0.7% to deposit cash, so the perceived charge is much smaller. Unless of course they are not depositing it because they are not declaring it.
452	19/02/2026 10:57 AM ID: 291130512	It's 2026
453	19/02/2026 10:58 AM ID: 291130297	Very few people take cash on a night out, and are basically held hostage - to drive to ATM first. Carrying large amounts of cash makes taxi drivers a primary target for robberies. Every card transaction creates an automatic digital "paper trail." This makes bookkeeping and tax reporting significantly easier for drivers. Mandatory card acceptance removes a major reason why passengers choose apps over hailed cabs, helping the traditional taxi industry stay relevant in a digital economy. Digital payments are faster than fumbling for change, which reduces the time spent idling at the curb—benefiting city traffic flow. Those who only take cash often refuse to provide a receipt
454	19/02/2026 11:01 AM ID: 291130958	Ridiculous that I cant reliay pay by card in this day and age .I never carry cash. I would rather give the money to private hire drivers not multinational corporations but they make it very hard to do so by not accepting card payments.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
455	19/02/2026 11:04 AM ID: 291131370	Its 2026. The only reason they do it is to dodge tax
456	19/02/2026 11:04 AM ID: 291131420	Not everyone carries cash
457	19/02/2026 11:16 AM ID: 291131739	It's been 20 years since chip and pin was introduced. It's ubiquitous. It's safe. Young people have grown up with card being how you pay for things as a default. For safety, women especially, feel safer with card than carrying large amounts of cash.
458	19/02/2026 11:22 AM ID: 291132551	There should be no reason for taxi drivers not to accept credit/debit cards as it's the most convenient form of payment. It's also getting harder to obtain cash due to bank closures and charges at cash machines.
459	19/02/2026 11:23 AM ID: 291132122	They should be required to accept both cash and card payments. If their card machine isn't working, they shouldn't be allowed to operate. Wardens at taxi ranks should enforce this and it should be part of their licence agreement.
460	19/02/2026 11:23 AM ID: 291133073	Its 2026, I have not carried cash for years. Nearly every other service in the world accepts card payment. I only use Uber in Glasgow due to this as the hassle of getting cash out of the bank is something no-one should be forced to do. Card payment is easy, fast and better for the public. I believe more people would use taxis if they all accepted card. If the card machine is broken, the journey should be free or alternative electronic payment offered.
461	19/02/2026 11:25 AM ID: 291133301	Convenience, I do not know anyone who regularly carries cash
462	19/02/2026 11:27 AM ID: 291133278	I have a disability (a chronic eye condition) which makes it harder to use cash - especially in a poorly lit environment like a taxi at night. With card payments I automatically pay the correct amount.
463	19/02/2026 11:29 AM ID: 291133640	It's ridiculous to expect people to have cash in all circumstances but everyone will undoubtedly have their phone with a payment method to hand. Cash machines are sparse and no one wants to be wandering around in poor weather to lift cash.
464	19/02/2026 11:30 AM ID: 291133901	It is 2026 - it is unacceptable that at late hours you can be refused a taxi because 'you dont carry cash'. No other public service does this.
465	19/02/2026 11:31 AM ID: 291133046	In 2024 the number of cash transactions in the UK dropped below 10%. For the safety and accessibility reasons it should be mandatory that all taxi's are able to accept fares by credit/debit cards. There should also be penalties for drivers who's card machines are permanently out of order. Younger generations are increasing cash avoidant and this also creates issues for the city to grow its tourist population
466	19/02/2026 11:41 AM ID: 291132938	All companies and businesses do, including alternative transport options such as when purchasing a bus or train ticket. There is no reasonable excuse for taxi drivers demanding cash only.
467	19/02/2026 11:45 AM ID: 291134975	I strongly believe that card should ALWAYS be a payment option. If a driver's card payment system (whether a machine, app or webpage) is not functioning they should not be allowed to pick up fares until it is fixed.
468	19/02/2026 11:51 AM ID: 291135733	Cash is a tax dodge.
469	19/02/2026 11:52 AM ID: 291135642	Very few people carry cash these days; taxi drivers would be better off accepting card due to competition with Uber (which already takes card)
470	19/02/2026 11:57 AM ID: 291135796	Not to exclude Cash as an option for payment, but it's unrealistic and unfair to deny somebody a fare if they have a legitimate form of payment in the 21st century the way that so many taxi drivers do. Especially late at night, and especially for young women.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
471	19/02/2026 11:59 AM ID: 291136266	Chip and pin has been around for 20 years A card reader costs £15
472	19/02/2026 12:02 PM ID: 291136667	Credit and debit cards have been the standard across most industries for decades
473	19/02/2026 12:06 PM ID: 291137084	Taxis provide an essential service, one shouldn't have to worry about whether the taxi will accept payment by card when grabbing a taxi
474	19/02/2026 12:08 PM ID: 291137023	It's the most common payment method in retail and hospitality, and the only reason not to have it is to enable fraud, off-meter charging and tax evasion.
475	19/02/2026 12:09 PM ID: 291137074	If a guarantee of being able to pay by card isn't made available, city taxis will continue to lose business to Uber. Card payments should have been implimented in city taxis years ago, it's not a new technology.
476	19/02/2026 12:11 PM ID: 291136820	Its 2026. Its the dominant payment method now, is safer and more secure with additional data available to confirm time and date of transaction as well as who it was paid with.
477	19/02/2026 12:11 PM ID: 291137590	It is ridiculous that in this day and age you have to queue waiting for a taxi that takes card, while cash is prioritised.
478	19/02/2026 12:12 PM ID: 291137497	21st century, hardly anyone uses cash anymore, their constant excuses that their card machine is "broken" is a nonsense so they can dodge paying tax.
479	19/02/2026 12:13 PM ID: 291137764	In 2026 it’s incredible that this is not standard practice. I don’t use anything other than uber after many awkward conversations with drivers about this.
480	19/02/2026 12:13 PM ID: 291137651	Card payments are an everyday standard to the majority of people in 2026, taxi fares should not be excluded
481	19/02/2026 12:14 PM ID: 291137766	Every other major city mandates card payments be available. It’s 2026 - and taxi drivers still claim their card machine is broken or hate you using it.
482	19/02/2026 12:21 PM ID: 291138356	It's convenient, safer for younger people and every other service in the country accepts card, why should a taxi be any different?
483	19/02/2026 12:26 PM ID: 291138650	It’s the 2026. If they don’t want to offer card payments then don’t expect the business. Times have changed.
484	19/02/2026 12:30 PM ID: 291138851	Its an inconvenience to be expected to have cash, especially with drivers wanting to take you to a bank machine - thats unsafe as I may not know the area.
485	19/02/2026 12:30 PM ID: 291139070	Just now some will advertise they do and then say it’s “not working” or they want cash so it’s off books. So making it mandatory would solve both these uncomfortable situations.
486	19/02/2026 12:33 PM ID: 291139166	Yes not many young people walk around with cash these days since Covid and it keeps us safe
487	19/02/2026 12:33 PM ID: 291139291	Mandatory card payments will assist in reducing vulnerable customers being taken advantage of and also assist in reducing tax evasion. Processing card payments is overall cheaper. There is no legitimate reason for taxi drivers to refuse card payments
488	19/02/2026 12:35 PM ID: 291139433	It's 2026. 64% of all transactions are made by card and many people do not carry cash.
489	19/02/2026 12:38 PM ID: 291139508	In the current times we’re living in it’s nearly impossible for someone to be carrying cash on them. And I’ve personally experienced how difficult it is to get a taxi through a booking app late at night. It can sometimes take hours.
490	19/02/2026 12:39 PM ID: 291139678	They really must accept card - this is mandatory in London. There are too many drivers demanding cash only.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
491	19/02/2026 12:40 PM ID: 291139728	It is a farce that i have tried to get taxis before outside Central and 4 declined my journey because they are "cash only". This is 2026
492	19/02/2026 12:41 PM ID: 291139698	I very rarely carry cash. I'm surprised how many taxi drivers either refuse the fair or drive on when I say 'pay by card please'? One driver told me that they don't take cards because HMRC then know how much revenue they are bringing in as being self employed!
493	19/02/2026 12:42 PM ID: 291139898	The pandemic accelerated the move towards a cashless society, it's increasingly difficult to find ATMs these days (and often they are out of money) and Glasgow feels like it's becoming less safe / there is a lot more intimidation on the streets so carrying cash doesn't feel safe
494	19/02/2026 12:43 PM ID: 291139633	Running a taxi in a city is being part of a service provision contract with the city, and by extension its population. It is not a licence to run a business free of regulation or oversight. The service should be as easily accessible as possible for all. In 2026 that means accepting electronic payment by contactless card and electronic device. Anything less is not providing an adequate service.
495	19/02/2026 12:44 PM ID: 291138421	This improves accessibility for all. Fares can only be estimated before a hailed ride - cards allow for exact fares to be paid without requiring excess cash to be carried based on guesswork. Carrying excess quantities of cash on the street poses added security risk for vulnerable customers who can be targeted following ATM use. Many ATMs now charge for withdrawing cash increasing costs for customers. ATMs are frequently unreliable and out of service, meaning customers having to hunt down alternative cash sources just to hail a taxi which should be from the customer's point of convenience.
496	19/02/2026 12:46 PM ID: 291140224	It is easy and convenient and the preferred method of payment for many people.
497	19/02/2026 12:50 PM ID: 291140210	Taxis must accept card. There is no valid excuse not to.
498	19/02/2026 12:52 PM ID: 291140661	Everywhere else does
499	19/02/2026 12:57 PM ID: 291141116	Chip and pin has been around for 20 years and basically everyone uses it now. I never have cash on me as do most people under the age of 70 or so.
500	19/02/2026 12:58 PM ID: 291140880	It's 2026. The only reason for opposing this is that taxi operators would thoroughly enjoy continuing to not declare earnings for tax purposes. Even though it bit then on the arse over covid.
501	19/02/2026 12:59 PM ID: 291141265	It is 2026. Cards have become the main way to pay for everything since the pandemic. Taxi drivers not paying the requisite income tax should not be facilitated by the council.
502	19/02/2026 1:06 PM ID: 291141422	Chip and pin came in over 20 years ago now. It's ridiculous in this day and age where most shops accept card payments, that taxis aren't able to do so. It confuses tourists and potentially leaves people in a vulnerable position from having to get cash out.
503	19/02/2026 1:07 PM ID: 291142021	It's safer as a woman at night not to have to try and find an ATM.
504	19/02/2026 1:09 PM ID: 291142097	Card payments are how most things have been paid for years. I've been left stranded on town on too many occasions by taxi drivers claiming to not except them I don't bother going onto Glasgow city centre at night now unless I have to. Such as someones birthday I can't get out of. They're completely hostile to you as well when you ask them
505	19/02/2026 1:10 PM ID: 291142166	It is more convenient and a lot of people don't carry cash.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
506	19/02/2026 1:12 PM ID: 291142173	Too many drivers claim their machines are broken or that they will accept cash only. The public in general no longer carry cash around in any great quantity and finding a cash machine is becoming ever harder. Every other business has adapted to card payments so it leads one to suspect that the intransigence of taxi drivers when it comes to this is so that they can avoid fees and under-declare their income for tax purposes. Legislation is therefore the only way to force them to come into line on this.
507	19/02/2026 1:15 PM ID: 291141549	Customers must have the option as there could be circumstances when a particular method is not available to the customer, i.e. lost (or forgotten) card or money. Taxi drivers shouldn't be the ones who make the decision on this matter.
508	19/02/2026 1:17 PM ID: 291142290	Card payments are faster and more reliable. Cash is also more unhygienic, which needs considering if another pandemic hits. Since the COVID pandemic people are also less likely to carry cash, which prevents some riders from using taxis if there is no card machine. Cash-only payments also aid tax evasion, which is to the detriment to the council, the services and infrastructure it offers, and the residents of the greater Glasgow area making use of these.
509	19/02/2026 1:17 PM ID: 291142612	Taxi drivers should be required to accept card payments alongside cash payments. It is 2026. I am probably one of the few who does my day to day spending in cash, but usually if i take a taxi it is split with friends (easier to do with card and online banking) or a business expense (easier to do card payment and receipt).
510	19/02/2026 1:23 PM ID: 291143346	I never carry cash and it’s an inconvenience for me to pay taxi fares with cash as I can pay anything else I need with card.
511	19/02/2026 1:25 PM ID: 291143583	Can still accept cash but given many people dont routinely carry cash, this is an obvious modern arrangement
512	19/02/2026 1:27 PM ID: 291143467	It's 2026, every other business (including Uber and other taxi companies) take card. It shouldn't be difficult to pay for a service and yet, taxi drivers who use black cabs insist on a system that just doesn't work in reality (cash in hand only)
513	19/02/2026 1:30 PM ID: 291143996	Taxi Drivers must accept payment of fares by credit/debit card
514	19/02/2026 1:32 PM ID: 291141915	Drivers have repeatedly refused to take cards for years, particularly late into the evening. With no public transport available at these times this has impacted safety.
515	19/02/2026 1:33 PM ID: 291144156	People often have no cash on them.Many drivers only accept cash as part of Tax avoidance.
516	19/02/2026 1:39 PM ID: 291144409	It is 2026, contactless payments are the normal now with cash being used more and more rarely. Not having cash on hand when the “machine is broken” in the taxi then provides a poorer service as the journey takes longer and costs more at no fault to the passenger. This should not happen.
517	19/02/2026 1:42 PM ID: 291144992	Yes - the practive of only accepting cash paying passengers is unacceptable in this day and age and as fares ar often not fully know until drop off.
518	19/02/2026 1:43 PM ID: 291145135	I currently don't use taxis in Glasgow as I've had multiple drivers tell me off for wanting to pay by card. As a result, I just use Uber instead.
519	19/02/2026 1:53 PM ID: 291145491	It's 2026, I rarely carry anything but card and whole denomination notes (for when cards aren't taken). There is simply no reason not to take cards.
520	19/02/2026 1:57 PM ID: 291146095	It’s the year of our lord 2026. We have been using card for about two decades. No one carries cash anymore. Taxi drivers shouldn’t be allowed to only take cash payments so they can dodge taxes. It’s inconvenient for everyone else.
521	19/02/2026 2:00 PM ID: 291146414	I never carry cash, it is outdated and if a taxi driver didn’t accept card I wouldn’t be able to pay for my fare

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
522	19/02/2026 2:06 PM ID: 291146356	I feel taxi drivers should be accepting all valid methods of taking payment with no issue. There would be no discussion if the situation was reversed and this was a survey on whether drivers should accept cash payment.
523	19/02/2026 2:08 PM ID: 291146735	Chip and pin has been around for over 20 years, contactless payment has been about for around 10 years. Most people don't carry cash, so to not be usimng it as standard in 2026 is madness.
524	19/02/2026 2:31 PM ID: 291148431	It’s simple, we all know why taxi drivers don’t want to accept card payments, it is to make tax avoidance easier. The world has moved on, so should taxi drivers, and it seems that an external force like a council mandate is required to do that.
525	19/02/2026 2:33 PM ID: 291149150	They should have to provide multiple options of payment. Card and cash seem the most reasonable.
526	19/02/2026 2:42 PM ID: 291149715	Cash in general is being used less. My daughter's use their phones to pay for everything. In an emergency I can transfer funds to them electronically and they can pay via phone pay or debit card.
527	19/02/2026 2:56 PM ID: 291150924	It’s 2026. I haven’t had to take out cash for 2 years. There’s no reason to not take cash except for tax avoidance. If uber can do it, so can they.
528	19/02/2026 3:06 PM ID: 291151878	Few people carry cash, and taxis who nominally accept card frequently refuse fares or extort passengers who wish to use card.
529	19/02/2026 3:12 PM ID: 291152088	Chip and pin came in more than 20 years ago, yet almost every driver either claims their machine is broken or looks at you in absolute disgust when you tell them you're paying by card.
530	19/02/2026 3:17 PM ID: 291152748	It makes sense given that cash is being carried less and less by people. Also, we can't ignore that it'll often be times when people are desperate or when things are unsafe, that they'll be turned away from a taxi because they don't have cash and it seems silly to put anyone in danger just because they don't have cash. They are able to pay, but just don't have the preferred method.
531	19/02/2026 3:17 PM ID: 291152634	The technology exists, it's more commonplace than cash, and their major competitors do too. I don't understand the reasoning for not accepting payment by card (other than paying less tax).
532	19/02/2026 3:18 PM ID: 291152709	Card payments should be a mandatory basic minimum requirement. Like it or not, card payment isn't going anywhere and it is increasingly hard to get cash as cashpoints are being removed or vandalised. Also sometimes you just need to use a credit card for things, like before payday if you're a bit short on money but need a taxi – it is very expensive to get cash out on a credit card. Uber and similar apps make this easy. Glasgow taxis should be the same.
533	19/02/2026 3:32 PM ID: 291154331	Taxi drivers in Glasgow use cash payments to select fares, undermining the point of a taxi rank and decreasing public safety. It is a practice that should be eliminated.
534	19/02/2026 3:39 PM ID: 291155088	Increasingly people do not carry cash and like to pay directly using a card. It also makes regular cabs more capable of competing with services like uber, that never require you to carry cash.
535	19/02/2026 3:42 PM ID: 291155313	It’s unacceptable to have cash only taxis .
536	19/02/2026 3:46 PM ID: 291155653	It's absurd that drivers would not accept payment of fares by credit/debit card, and it's extremely rare if ever I encounter any other business that doesn't take cards at all. I'd rather get an uber or use a cab company that does have card machines.
537	19/02/2026 3:50 PM ID: 291156151	People don't carry cash as often as they used to. Many people pay exclusively with contactless.
538	19/02/2026 3:59 PM ID: 291157024	I have needed a taxi on many occasions late at night and none of the taxi drivers accepted a card. This is frankly ridiculous and probably a tax dodge scheme.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
539	19/02/2026 4:05 PM ID: 291157238	It's 2026 and everywhere takes card. The fees are little different to any means of processing cash.
540	19/02/2026 4:13 PM ID: 291158360	Not everyone has cash on them now
541	19/02/2026 4:16 PM ID: 291158553	It's very frustrating to get into a black cab, often with a window sticker stating "card payments accepted", only to be told that no, the driver won't accept cash and I have to go to an ATM. Makes me much more likely to get an Uber or minicab.
542	19/02/2026 4:21 PM ID: 291159157	In a cashless society this is very important
543	19/02/2026 4:27 PM ID: 291159657	Debit cards have had chip and pin for 20 years. There is no reason why this should not be accepted in modern life.
544	19/02/2026 4:30 PM ID: 291159793	I don't carry cash so hackney cab drivers being dismissive about card means I usually take an uber despite actually preferring the experience in a hackney.
545	19/02/2026 4:34 PM ID: 291160283	Chip and pin / contactless has been about for many many years at this point, why should taxis be any different from any other business? Especially when many people rely on them to get home safely from nights out but may not carry cash or even a bank card due to the increase in popularity of Apple Pay.
546	19/02/2026 4:34 PM ID: 291160273	We are turning more and more into a cashless society. They need to get with the times. If other modes of transport accept it, so should they.
547	19/02/2026 4:45 PM ID: 291161197	It's 2026, everyone, including the general public has access to cheap card readers. Also no one carries cash.
548	19/02/2026 5:04 PM ID: 291162826	People dont tend to carry cash nowadays.
549	19/02/2026 5:31 PM ID: 291162623	My teenage granddaughter & friends couldn't get any taxi drivers last Friday to accept card payments they eventually had to use an UBER. no Guarantee who the driver was, not a good situation.
550	19/02/2026 5:37 PM ID: 291165178	It's the 21st Century. There's absolutely no cogent reasons why taxis should refuse to accept card payments.
551	19/02/2026 5:38 PM ID: 291165328	100% agree, nobody carries cash.
552	19/02/2026 5:44 PM ID: 291165648	Pretty much everywhere else does. There's no legitimate reason not to.
553	19/02/2026 5:48 PM ID: 291165870	It's 2026, why would they not accept card
554	19/02/2026 5:54 PM ID: 291166199	I feel unsafe attempting to withdraw cash at night
555	19/02/2026 5:55 PM ID: 291166241	Fewer cash machines and people are less likely to carry cash. Often need taxis late at night when public transport not running and when it is unsafe to walk around looking for a card machine. There is also the issue that some taxis do and some don't and you don't know until you are in the taxi.
556	19/02/2026 5:56 PM ID: 291166244	I think they should be able to accept card and cash. For me, I prefer to use card as I dont like carrying money.
557	19/02/2026 6:08 PM ID: 291166961	It's 2026 and the majority of payments are now made by card. I cannot see any valid reason not to accept card payments.
558	19/02/2026 6:09 PM ID: 291166710	Given we live in a mostly cashless society, the fact that the vast majority of black cabs claim to have non-workjng card machines so as to avoid card fees, and actively turn down rides from people not carrying cash, it can at times make it very difficult to get a black cab. This is not so much in my opinion an

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		inconvenience so much as a safety ride for people such as women forced to walk home alone.
559	19/02/2026 6:14 PM ID: 291166484	It should be mandatory for all to accept both card and cash payments, and there should not be a penalty (financial or in terms of queue/wait times) for choosing either option.
560	19/02/2026 6:19 PM ID: 291167628	Cash and card payments must be available it is 2026 it beggars belief this is even still an issue.
561	19/02/2026 6:19 PM ID: 291167640	Nobody carries cash anymore, it is highly inconvenient not to have card payments for taxis in Glasgow. I am more likely to use another mode of rides (uber etc.) than use a taxi, and this is a big reason.
562	19/02/2026 6:27 PM ID: 291168113	I don’t carry cash
563	19/02/2026 6:32 PM ID: 291168301	Are you even serious asking this sort of question? What is it? 19th century? Germany where people don’t accept payment cards? Of course they should fucking accept payment cards.
564	19/02/2026 6:36 PM ID: 291168439	As a foreign business owner who brings wealth, opportunity and employment to Glasgow since over 30 years, I insist that the blight of the cash in hand taxi cowboy comes to an end.
565	19/02/2026 6:41 PM ID: 291168719	It's disgraceful that they don't in this day and age and also puts females at risk who may not have cash on them at the end of the evening who feel they cannot hail a taxi and get the usual "sorry pal my card machines broken" so they end up walking about a range steers late at night looking for a cashpoint
566	19/02/2026 6:44 PM ID: 291168900	I haven't used Glasgow black cabs in years because they don't accept card. It's ridiculous that taxi drivers still get away with not accepting card payments, and I don't want to end up in a situation where I am unable to pay because they try to force you into using cash. I use Uber because I don't carry cash on me 99% of the time.
567	19/02/2026 6:44 PM ID: 291168909	I don't carry cash and my default payment method is by debit/credit card. Accepting only cash payments seems to be a way for some people not declaring all their income.
568	19/02/2026 6:53 PM ID: 291169123	I no longer carry cash, taxi drivers often advertise they accept cards then in fact do not. I often take taxis at night and if i don't have cash I have to go to a machine which makes me feel vulnerable as a woman alone.
569	19/02/2026 6:59 PM ID: 291169653	Its a cashless society now. I dont carry cash.
570	19/02/2026 7:03 PM ID: 291168914	I often do not carry cash. I very rarely have a need to carry cash unless I know I am going to something, such as an antique market for example, where many vendors may be cash only. I have two examples where I have been made to feel unsafe and uncomfortable by taxi drivers in Glasgow because I couldn't pay by card. Example one is I had returned from a long train journey to Central station and decided to get a taxi home. I went to the rank, waited my turn. I asked the taxi driver if he took card. He said no, so I suggested he could take someone else and I'd wait for someone who took card. There were not many people waiting for taxis at the time, so keen for business I guess he told me there was a cash machine behind me and insisted I just get cash out. Wary of not being able to pay because I had no cash at all, I asked how much I should get out. I gave the address and he said '£20 should be plenty'. I took the money out and then when we got to my address the amount was £20.90. initially he didn't want to let me out until I paid the extra 90p, insisting that I must have change in my wallet or in the house. Only after repeated assurance and showing my empty wallet was I

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		allowed to leave the taxi. Another example is after calling for a taxi and asking that I be able to pay by card, the taxi driver insisted that he could only take cash. He then drove around to find a cash machine so I could pay for the trip, with the added cost of the driving around to find a cash machine. I was late for a work event as a result as well, despite planning ahead with plenty of time for traffic and asking for card payment when booking.
571	19/02/2026 7:03 PM ID: 291169712	For the most part, I no longer carry cash as it's not an essential part of my life anymore. All businesses I frequent take payments with card, and some only take payments that way. As such, I have been caught out a few times when I've been unable to get home late at night as there are no more trains/buses and I don't have cash on me for a taxi. This is manageable in central areas with a cash point, but I have struggled further out in the city to get cash and to find a taxi that would take a card. This left me stranded enough a couple of years ago that I walked 1h30m home by myself at 3am, not an ideal situation for a young woman.
572	19/02/2026 7:14 PM ID: 291170217	I haven't carried cash in years as I feel safer having everything digitally. I know if I were to be robbed that I wouldn't lose anything of value and I also have no way to lose my money. I shouldn't be forced to take cash out for a taxi, or to have to make a diversion potentially costing more to a cash point along the route.
573	19/02/2026 7:16 PM ID: 291170603	Not being able to predict how much it would cost and ensuring enough cash to cover a taxi.
574	19/02/2026 7:17 PM ID: 291170729	I never carry cash any more ATMs are vanishing or becoming charged.
575	19/02/2026 7:20 PM ID: 291170767	We've had chip & pin payments for over two decades, contactless for over a decade, plus various apps. Taxis should have the ability to take electronic payments as well as cash.
576	19/02/2026 7:20 PM ID: 291170824	Convenience, would make me more likely to take a black cab than an Uber, doesn't result in higher fares while being driven to a cash machine that may be out of order or charge the customer
577	19/02/2026 7:21 PM ID: 291170610	I don't always have cash on me
578	19/02/2026 7:24 PM ID: 291171056	There's no reason not to accept cards in 2026. Many like me no longer carry cash at all because literally everywhere takes a card. It also minimises the potential to withhold income from HMRC.
579	19/02/2026 7:25 PM ID: 291171205	Taxis will be accessible to those who do not have cash
580	19/02/2026 7:30 PM ID: 291171267	It's 2026, not 1996. I rarely, if ever, carry cash any more - and often don't even carry the means to withdraw cash. I would be much more likely to use the licensed taxi network if I knew it would be straightforward to pay, and I suspect many tourists to the city would also be encouraged by this fact.
581	19/02/2026 7:32 PM ID: 291171546	Paying by card makes the service more accessible, especially for women and other marginalised groups who may not carry cash. Acceptance of cards promotes safety and accountability
582	19/02/2026 7:42 PM ID: 291171784	Have had incidents where my 86 year old father had a terrible experience with a Taxi driver. My Father who is almost blind did not see a sign saying cash only and when he arrived at his destination he was then driven to a cash machine. My father was unable to use the machine. So I was then phoned and had to get a taxi to my fathers house in order to pay his fare! My father was so distressed and upset. All this could have been avoided if the driver had some way of paying other than cash
583	19/02/2026 7:46 PM ID: 291171728	Cards, whether debit or credit, are used by the majority of the population these days. In stores and for services. I do, however, always carry some cash, mainly for those on the street who, to date, cannot swipe cards.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
584	19/02/2026 8:01 PM ID: 291173123	Particularly at the rank at Central Station.
585	19/02/2026 8:01 PM ID: 291173066	If they have a card machine, they should take card.
586	19/02/2026 8:35 PM ID: 291174904	It is inconvenient to always have cash especially you don't know the price of the fare
587	19/02/2026 8:44 PM ID: 291175274	I've arrived on a late train as a lone female and driver demanded I go to a cash machine and got agggressive when I questioned him (so many are shut and around central station at night is not safe) their behaviour is literally making people j safe. If there were late night hisses I'd get those instead but there are none.
588	19/02/2026 8:47 PM ID: 291175351	Card use is virtually ubiquitous and fewer people carry cash. It is also difficult to predict how much a fare will be and paying by card resolves the concern of not having enough cash, or people having to try and find cash machines late at night.
589	19/02/2026 8:49 PM ID: 291175563	Chip and pin was introduced 20 years ago ago this week. The only reason to refuse card is to avoid declaring income for tax evasion purposes.
590	19/02/2026 8:57 PM ID: 291175828	Card is accepted nearly everywhere around the world. Glasgow taxi drivers seem to be behind the times in accepting card payments. It's not hard to obtain a machine. Payments can even be taken through their own phones.
591	19/02/2026 9:01 PM ID: 291176115	This has to be a fundamental part of the service in 2026 onwards. Chip and pin has been a standard for 20 years and in the past few years card payments have become the default for most. Taxi drivers provide a fundamental service for vulnerable late night users and rejecting or discouraging someone because they want to use card is a horrific practice.
592	19/02/2026 9:01 PM ID: 291175945	It's 2026. No more details needed
593	19/02/2026 9:16 PM ID: 291176651	I don't use taxis because of this problem. I sympathise with tourists who are impacted by this blatant tax evasion. We seen during covid that they felt entitled to special treatment because they were unable to survive on the furlough payments that didn't come close to their true income due to tax evasion and under declaring their income.
594	19/02/2026 9:27 PM ID: 291177101	As nearly all businesses provide this facility and fares increase it is not practical to carry cash solely for use in taxis
595	19/02/2026 9:33 PM ID: 291177466	There is no reason to solely take cash unless you are not devaluing income in my opinion. I personally do not carry cash or a bank card, I exclusively use Apple pay
596	19/02/2026 9:48 PM ID: 291178036	It is essential for safety, efficiency.
597	19/02/2026 9:51 PM ID: 291177763	Many passengers no longer carry cash, especially when returning from abroad or travelling between cities. Even when you do have cash, you often don't know the exact fare in advance and may not have the right amount. Card acceptance removes that uncertainty and reflects how people actually pay for transport in a modern city.
598	19/02/2026 9:55 PM ID: 291178320	When card decline at end of journey
599	19/02/2026 10:12 PM ID: 291178900	We are in the modern age, and taxi drivers operate like it's the 1980s still. They don't want card cause they don't want to pay tax. Cash is now becoming obsolete.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
600	19/02/2026 10:25 PM ID: 291179379	taxi drivers benefit from publicly funded benefits such as specific lanes to drive in. they should be required to take card payment, as this is by far the most popular payment method. (75% of transactions)
601	19/02/2026 10:30 PM ID: 291179637	"The card machine's no workin' mate." "I don't have any cash." "Oh, that's it workin' now." You don't need to be a genius to deduce that this is entirely about tax evasion. 9 times out of 10, the meter miraculously "isn't working" either, so the driver can play "think of a number" when it comes to the fare.
602	19/02/2026 10:45 PM ID: 291180253	I wouldn't use a taxi that didn't take card
603	19/02/2026 10:49 PM ID: 291180312	I strongly agree that taxi drivers should be required to take card payments
604	19/02/2026 10:51 PM ID: 291180362	Not good for tourists if drivers don’t take cash. Irritating as well for locals who don’t regularly carry cash
605	19/02/2026 10:53 PM ID: 291180453	Its essential taxis accept card payments as standard. Cash is not regularly used and it's a safety issue for women to be expected to get to a cash machine when it is dark purely to pay a taxi when every other business would accept card
606	19/02/2026 10:54 PM ID: 291180488	I think it should not be a necessity. If a taxi driver wants to accept cash only that should be their choice knowing that they may lose fares
607	19/02/2026 10:56 PM ID: 291180494	It is becoming less and less common for people to carry cash. Taxis refusing to take card is proving that Glasgow is not the modern city it pretends to be.
608	19/02/2026 11:04 PM ID: 291180797	Taxis should not be accepting rides or on the road if they don’t accept card. It’s 2026 and there’s many card options available, it’s not convenient and most people don’t carry cash
609	19/02/2026 11:08 PM ID: 291180795	Going to a bank machine as a lone woman in the craziness of the city centre at night can be a very daunting experience. I always have my card or phone handy so it should be accepted as a legitimate payment method. I have been refused taxis before on Gordon St as i had no cash and had lost my card they wouldn't allow me in. The taxi queue is often filled with angry people being rejected because the taxi won't take card.
610	19/02/2026 11:22 PM ID: 291181296	Nobody uses cash any more. Taxi drivers need to move with the times and allow people to pay with a tap of their phone.
611	19/02/2026 11:51 PM ID: 291181958	I can't believe this is up for debate. In every European city, card is the default and often only option to pay. Even in Edinburgh card payment is default. I cannot believe in this day and age Glasgow Taxis are still refusing card payments.
612	20/02/2026 12:03 AM ID: 291182068	Card payments are the main method of payment everywhere now. Even as a volunteer on the school's parent council, I can take card payments of £1 for a school bake sale, because people just don't carry cash - there is no reason why taxis should be an exception. This is also safer for women and vulnerable people who wouldn't have to be carrying cash about, particularly if it's late at night or they're travelling alone. Card payments are accepted on buses and trains so taxis shouldn't refuse them.
613	20/02/2026 12:11 AM ID: 291182336	Why shouldn't they? Of course they need to accept card payments - especially as we are living with a government that is pushing for a cashless system…

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
614	20/02/2026 12:14 AM ID: 291182461	It's absurd that they don't. Many times I've been kept hostage by a driver who has taken me to a cash machine because they don't take card. Usually despite signs on the taxi saying they do. Furthermore if the machine doesn't work the fare must be zero. We are in 2026 and a global city. Get with the times and make travel easy.
615	20/02/2026 12:33 AM ID: 291182851	People don't carry cash as much so no card payment makes it difficult to access transport
616	20/02/2026 1:09 AM ID: 291183384	I don't understand why I can use contactless to buy a single can of Irn Bru with no complaint from any corner shop in the land but every third taxi driver acts like I'm punching their mum in the face for wanting to pay by card. I can pay by card for train, bus and subway. I can pay by card at my friends' weird arty pay-what-you-want theatre shows. I can pay by card for every other service in town. But if some guy in a black hack is in a funny mood then we need to drive around for fifteen minutes looking for an undamaged cash machine. It's insane.
617	20/02/2026 3:04 AM ID: 291187641	Cash payments are used to take advantage of passengers and most people do not carry cash anymore
618	20/02/2026 4:17 AM ID: 291189405	Proof of payment
619	20/02/2026 6:19 AM ID: 291190801	It's 2026, literally every other business takes card payments. Often you'll not be told "the machine's broken" till you're pulling up at your destination far from any card machine when the drivers know full well that in this day and age people are less and less likely to just have substantial cash to hand.
620	20/02/2026 7:00 AM ID: 291191483	Cash not always available to hand. Chip and pin been around for over 20 years.
621	20/02/2026 7:10 AM ID: 291191589	It is safer for passengers to pay by card, it's evidence of the price that was paid and safer than having to carry around cash. Taxi drivers should be declaring their income in full along with everyone else.
622	20/02/2026 7:12 AM ID: 291191683	It should be their own choice
623	20/02/2026 7:26 AM ID: 291191874	Every city I visit in Europe has taxis that take cards, it's embarrassing that Glasgow taxis make us look so backward. The drivers will have to bite the bullet and pay their taxes like the rest of us.
624	20/02/2026 8:31 AM ID: 291193254	It isn't always convenient or possible to find an ATM while en route or before accessing a taxi. For me card payments are the most convenient payment method.
625	20/02/2026 8:44 AM ID: 291194600	We are moving away from cash as the main way to pay and it only makes sense to have card payments available. I've been left in difficult situations when taxi drivers didn't tell me they couldn't take card payments.
626	20/02/2026 10:13 AM ID: 291199803	I've ended up having to walk home before late at night because I didn't have cash.
627	20/02/2026 11:37 AM ID: 291206502	Glasgow is the only major city in the UK where most taxis don't accept card. This is embarrassing as well as inconvenient.
628	20/02/2026 11:44 AM ID: 291206662	As we don't set tariffs we then cannot offset card charges which can be as much as 3.5% I wonder how many other professions would accept a wage reduction
629	20/02/2026 12:26 PM ID: 291209462	Most people don't carry much cash any more as card/phone payments are available everywhere. I was recently annoyed to find every taxi at the Central Station rank (at least 8) was refusing to accept cards and suggesting customers used the Sainsburys cash machine to get them cash. This is not a good first impression of Glasgow for visitors coming off the trains, particularly on a cold, rainy night.
630	20/02/2026 12:29 PM ID: 291209315	Each taxi is a business . And as a business should not be told they MUST accept card . It's not done for shops!!

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
631	20/02/2026 1:21 PM ID: 291215273	There is no reason in the modern day to not accept card payments when this is the most common way that people pay these days. I rarely get cash out, and have been inconvenienced by taxis not accepting card after accepting the fair when I have asked upfront before entering.
632	20/02/2026 2:07 PM ID: 291218782	As a lot of other business are cashless, many people do not carry cash and therefore are stuck if taxis do not accept cash. It can be dangerous to be stuck without being able to get a taxi especially at night if not able to get to a cash machine. Sometimes taxi drivers don't mention they are cash only until the lift is completed which means you can get stuck while the driver ferries you to a cash point which adds on fare. Tourists (especially at the end of their stay) don't always have cash and it is not practical for them to take more out. Most other cities across Europe accept card in their vehicles, Glasgow seems very out of touch in this regard.
633	20/02/2026 2:12 PM ID: 291218682	I think it should be up to the individual person wether they take card or not as there are plenty of drivers who do take card
634	20/02/2026 2:39 PM ID: 291221421	For some this will be the difference between getting home safely and not.
635	20/02/2026 4:06 PM ID: 291228726	So few are willing to take card, which leaves passengers vulnerable, especially at night, as carry cash is less and less common - I often am out and can't use an atm because I use my phone for payments.
636	20/02/2026 4:56 PM ID: 291232343	I very rarely have cash on hand or have cause to carry cash as most services and goods are paid by contactless
637	20/02/2026 5:53 PM ID: 291235625	It's 2026. Even independent small businesses can accommodate this. It's embarrassing that taxi's cannot.
638	20/02/2026 5:57 PM ID: 291235842	A lot of people do not carry cash anymore
639	20/02/2026 10:17 PM ID: 291245568	Alot of people use card/ contacless payment amd don't carry cash
640	20/02/2026 10:32 PM ID: 291245954	The only reason any taxi driver would not accept payment by card would be to avoid paying tax on earnings.
641	20/02/2026 11:28 PM ID: 291247051	Cash machines are hard to come by and many charge a fee, thus adding distance to the journey and additional journey cost associated with going to the ATM and the ATM few where applicable; making the actual cost of the journey more expensive than than the cash cost fee paid to driver
642	21/02/2026 8:57 AM ID: 291252437	The option to pay by card should be available but should not be mandatory. I have not been paid for fares when passengers have not had enough money in their accounts or when there has been an outage through the banks or the credit card system. Cash solves all these problems!
643	21/02/2026 9:48 AM ID: 291254084	In 2026, it’s crazy that taxi drivers think it’s okay to not accept card. Glasgow is seriously at risk of falling behind other cities and countries if this doesn’t get fixed. This in between where some claim not to just pushes far more people to use Uber
644	21/02/2026 11:27 AM ID: 291263490	As a woman I often arrive late to a station or want to go home late. Not having cash to hand shouldnt be a reason I am left vulnerable when so many other payment me holds are available. Also all fares should be recorded and taxed accordingly
645	21/02/2026 12:54 PM ID: 291274746	In this day and age taxi should accept card payments
646	21/02/2026 2:13 PM ID: 291281484	My daughter was in town on a Saturday night and she said no taxi would accept cards so she had to order an uber which was a long wait. The policy of not taking

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?

		cards is unsafe for women in the city centre at night if it means they need to hang about waiting for an uber. I do not think ubers are safe.
647	21/02/2026 2:33 PM ID: 291283134	There have been several times when I've been out with my daughter and tried to get a taxi home and been refused due to asking to pay by card. People don't always carry cash these days, I hardly ever even carry cards, everything's on your phone.
648	21/02/2026 3:11 PM ID: 291285621	In this day and age for not all taxi drivers to accept card payments is so detrimental to the trade. Also it will stop any driver breaking rules and ripping off the public with made up fares
649	21/02/2026 4:12 PM ID: 291289761	The taxi driver should be able to decide
650	21/02/2026 4:20 PM ID: 291290084	Unlikely to carry enough cash to pay for taxi . I (female) have been left in a difficult situation late at night outside Central train station when I have been turned away by several taxi drivers who would only accept cash - eventually after sometime a taxi took card payment
651	21/02/2026 5:30 PM ID: 291293769	Taxi drivers are self employed what gives the council the right to dictate to taxi drivers how they take payment for a job they have done as long as they follow council guide lines it should'nt matter how they want paid from they're customer
652	21/02/2026 6:50 PM ID: 291296989	As a self employed person the decision should be up to the individual. Also what recourse does a driver/owner have if the card payment fails. You can't take the hire back unlike in a shop or retail outlet you can take the goods back until payment is made.
653	21/02/2026 10:10 PM ID: 291304510	People often dont carry cash or enough cash to pay for a taxi. This is why people like to use Uber.
654	22/02/2026 7:09 PM ID: 291336383	It's 2026. Almost everyone has a debit card or a smartphone capable of making payments, while there are now fewer ATMs and bank branches across Glasgow since the invention of money. This really is just common sense.
655	23/02/2026 1:41 AM ID: 291343661	It allows anyone the security of knowing they can get a taxi home at any time without being turned down by dozens of drivers who only take cash at inflated non metered fares especially during the evenings at weekends
656	23/02/2026 2:06 PM ID: 291385738	As we progress to a cashless society, taxis need to offer card payments.
657	23/02/2026 3:20 PM ID: 291394746	cash carrying in a taxi opens the fri er up to robbery.
658	23/02/2026 4:47 PM ID: 291406286	Some taxi drivers especially during busy times at Glasgow Central say their card machines re broke and won't turn on the meter to make cash in hand
659	23/02/2026 5:17 PM ID: 291410953	Credit card payments are intrinsically safer than cash and can be made securely via watches and phones.
660	23/02/2026 5:19 PM ID: 291410403	There is no track of payments without this. This is an HMRC problem. Secondly there is a track of a job and a person being in that taxi.
661	23/02/2026 9:22 PM ID: 291429175	I simply will not take taxis without card payments. Time to evolve with the rest of society.
662	24/02/2026 10:43 AM ID: 291470073	The vast majority of other cities in the UK and even globally required this a long time ago. It often catches out visitors who just expect to be able to pay via card, and provides a very unwelcoming reception to the city. For us locals, it is a major inconvenience and can lead to confrontation. Not having to provide a card payment option enables tax evasion, which we all know is the real reason taxis are so against it being introduced. Requiring them to offer a card payment option doesn't mean that people can't still choose to pay cash if they prefer so it doesn't reduce options for the public or vulnerable people who don't depend on cards. Taxi drivers will argue they don't want to pay the fees of providing card payment

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		options, but in realty it costs more money to pay cash into a business bank account than it does to use a modern card payment provider.
663	24/02/2026 5:02 PM ID: 291515193	Cash is becoming harder to access and not as many people carr it now.
664	25/02/2026 3:57 PM ID: 291593652	Anecdotally, if you try to take a taxi from the city centre that is not pre-booked, you MUST carry cash. Black cabs will in the vast majority of cases say that they are cash only when approached and simply reject the passenger if they cannot provide cash. In a modern world where many people routinely do not carry cash, this means that they either need to walk to a cash machine and back, prolong their trip by stopping at a cash machine on the way to their destination, or find other means. Tourists coming out of Queen Street station are likely to be left with a negative first impression because of this. It's also likely (and common knowledge among the public) that the cash-only requirement makes it easier for these taxi drivers to fudge their records and avoid paying the correct amount of tax.
665	25/02/2026 3:59 PM ID: 291589061	Most businesses (including the transport sector) now offer the means to pay by card. The benefits include convenience and safety; passengers can be less concerned about carrying enough cash and drivers do not need to carry and protect cash takings. Mandating a card payment facility widens options and appears more business-like. Passengers and drivers could still use cash as suits - the passenger's choice should decide. All 700+ taxis attached to Glasgow Taxis Limited already take card payment by company policy.
666	25/02/2026 9:43 PM ID: 291614676	It's 2026 for goodness sake, of course am option of paying by card should always be available. It os simply no longer convenient to withdraw the correct amount of cash before undertaking a tax journey. And if Taxis won't take card payments, then Uber drivers certainly will.
667	26/02/2026 11:16 PM ID: 291703781	It is entirely inconceivable that in this age of digital purchases that a taxi cannot take card payments. If a taxi wishes to be able to take cash also then that is ok, but taking card payments must be the base position.
668	27/02/2026 10:25 AM ID: 291719736	We can't put our fares up for the card reader charges. Shops can increase there prices we can't.
669	27/02/2026 1:03 PM ID: 291733850	Sick of getting into a cab to be told cash only?????
670	28/02/2026 4:30 PM ID: 291790004	Most people don't even carry cash anymore. Most use phone contactless. Prevents tax fraud and money laundering.
671	02/03/2026 6:57 AM ID: 291830163	Systems crash and this would suggest to certain customers that they can ride for free if the system crashes.
672	04/03/2026 7:28 PM ID: 292100142	A business should be able to determine how they wish to be paid.
673	04/03/2026 8:31 PM ID: 292104082	Not many people carry cash & card payments are easier and more accessible.
674	04/03/2026 10:32 PM ID: 292109799	Getting home at the weekend, especially as a young woman, is completely impossible without getting cash out - also risky, around central station area. It’s an open secret the cabbies just don’t want to pay tax on their take at the weekend.
675	04/03/2026 11:30 PM ID: 292111537	We are in a cashless society now. Taxi drivers must accept This
676	05/03/2026 7:42 AM ID: 292122169	Never carry cash, if a driver does not have that option then it will add to waiting times at the likes of Queen st station
677	05/03/2026 5:00 PM ID: 292183984	It's my choice on how I pay. I have tried to pay with card a few times. It's failed to to bank being updated and in another case no internet on my phone. So if I choose to pay by card or cash. It's my decision. And I always pay cssh

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678	07/03/2026 1:44 PM ID: 292297188	Taxi drivers are licensed sole traders. It would be discrimination to apply this rule to taxi drivers unless it would apply to all licensed sole traders.
679	08/03/2026 2:03 PM ID: 292325784	I seldom carry cash and should be able to choose how I pay. It also protects me from unscruplulous practices fro drivers overcharging.
680	08/03/2026 10:13 PM ID: 292341375	I think it should be the taxi drivers choice on whether he accepts cash, card or both.
681	10/03/2026 12:22 PM ID: 292443956	As a taxi driver with nearly 30 years experience who works night shift and consistently works the taxi rank at Glasgow Central Station I find it embarrassing that we have local people and visitors to our city arriving at Central Station and the first thing they are greeted by is maybe 4 or 5 Hackney Cab drivers who tell these visitors that “credit card payments are not accepted”, I’m my experience the reason card payments are not accepted is because in the driver’s opinion the potential customer is not going ‘far enough’. Again it is only my opinion but most Hackney Cab drivers in Glasgow already do in fact have some sort of facility to accept card payment and the tactic they use to not offer this service is to first ask the customer “where they are going” and if it’s only a short journey the hire is refused using the excuse of ‘cash payment only’ but if the hire is going for example outside the city boundary a card reader suddenly appears! Often we see customers going to the cash machine next to the taxi rank to lift cash and I think this must be very uncomfortable for them as they are often approached by street beggars asking if they can “spare some cash!”. All in all not a very nice Welcome To Glasgow and as a driver who will happily take card payments I think it is now time that it becomes part of our licensing conditions that every Hackney Cab displays a ‘credit cards accepted’ sticker on both passenger door windows and drivers have a working credit card reader!
682	10/03/2026 3:34 PM ID: 292475366	A lot of people nowadays don’t carry much cash with them, & it’s much easier & more convenient to pay by card. Personally, I’d be very suspicious of any taxi driver who insisted on cash, as it would be too open to being abused for tax purposes.
683	11/03/2026 6:32 PM ID: 292585476	I believe electronic payment should be mandatory for all Taxi’s and Private Hire in the city. Sometimes I have to go down 4 or 5 taxi’s on Gordon St before one will say they can take card. That’s at the busiest train station in Scotland. It’s not welcoming to enter the city and be asked for cash. We shouldn’t treat residents or visitors that way in what should be a world class city, not one that isn’t with the times. It’s also an accessibility issue having to deal with cash or getting cash.
684	12/03/2026 1:36 AM ID: 292604576	It should be up to the driver if he takes cards or not, just the same as some shops (mainly takaways) do not take cards, or some businesses choose to only take cards
685	13/03/2026 7:39 AM ID: 292708055	Most company expenses do not reimburse card Most taxis pre booked are paid via card i.e for those with disabilities arrangements and airport transfers and they are not accepting
686	13/03/2026 1:16 PM ID: 292733794	I strongly agree that licensed taxi drivers should be required to accept payment by credit or debit card. Many passengers no longer routinely carry cash, and the ability to pay electronically is now a standard expectation across most transport services. Ensuring taxis can reliably accept card payments would improve convenience, accessibility and safety for passengers.
687	13/03/2026 1:54 PM ID: 292737810	Most people only pay by card these days for everything. Why should taxis be different?
688	13/03/2026 6:05 PM ID: 292757577	Many people no longer use cash. A lack of cabs taking card payments is a safety issue for people trying to get home.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
689	13/03/2026 6:59 PM ID: 292759872	Taxi drivers should be required to accept credit and debit card payments because many people no longer carry cash. Card payments are safer, more convenient for passengers, and make taxi services more accessible, especially for tourists and people who rely on digital payments.
690	14/03/2026 9:32 PM ID: 292790936	I rarely carry cash, it's 2026!
691	17/03/2026 6:51 PM ID: 292963240	So ong as it is not card only. Personally I pay by cash
692	18/03/2026 3:01 PM ID: 293026448	I would go further and accept payment by multiple digital sources eg contactless phone devices or Alipay
693	19/03/2026 5:24 PM ID: 293166874	Hardly anyone carries cash anymore and it's much safer not to do so. Not catering for people who don't carry cash is leaving out a large part of society
694	29/03/2026 10:41 AM ID: 293840584	Since COVID I hardly ever carry cash and certainly not enough for an unexpected/emergency taxi fare. Also there are limited cash free cash machines. Everyone else use machines I don't see why they should be the exception. Also it you don't know until you are in a cab and often with an unpleasant and belligerent taxi driver who is male which immediately makes you feel unsafe as a female passenger.
695	30/03/2026 10:39 AM ID: 293879677	It's embarrassing when a customer has to go to 6th or 7th taxi on the rank before it gets a Glasgow Taxi radio car who always accept card payments. With experience I find that in non radio taxis they use I don't take cards as an excuse to not take a fare that's not going far enough for them so pass it on further down tge rank.
696	30/03/2026 10:40 AM ID: 293879589	I am a taxi driver have held private hire now taxi license for 28 year and have always had the facility to take card ,cash or contactless payment aswell as account jobs .i hate when on rank at central or west George st drivers refuse to take customers as they want cash only ,if these are customers that are visiting Glasgow for first time what a trmerrible impression they must have ,I have had multiple arguments with drivers regarding this and they don't seem to realise the terms and conditions of their licence and that we taxi drivers are considered public transport .
697	30/03/2026 10:41 AM ID: 293879451	I personally do accept card payments but I don't think card payments should be forced on all Taxi Operators. GCC doesn't force all other businesses operating in Glasgow to accept card payments so should not force this on the Taxi Trade.
698	30/03/2026 10:43 AM ID: 293880263	Yes I think all taxi drivers should
699	30/03/2026 10:45 AM ID: 293880438	More people are asking to pay by card.
700	30/03/2026 10:50 AM ID: 293880141	I believe that if a person is self employed they should have the choice if they want to accept card payments.
701	30/03/2026 10:51 AM ID: 293880771	Credit and debit card payments should be accepted as a basic principle
702	30/03/2026 10:52 AM ID: 293880797	Not just taxis, should be part of fast food shops liscenses as well, recently all you see on take away shops is Cash Only
703	30/03/2026 10:52 AM ID: 293880871	It is important in this day and age to ensure customers can pay in a manner which suits them.
704	30/03/2026 11:03 AM ID: 293880500	You can into a shop and they will have minimum payment of £10 pounds if using card and also some pubs are cash only and Chinese takeaway are cash only are their licence going to have the same implement as well
705	30/03/2026 11:04 AM ID: 293882117	There is confusion in the street and members of the public never know if a card is accepted depending on the vehicle.

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706	30/03/2026 11:05 AM ID: 293881644	IT IS A BETTER WAY FOR THE PUBLIC TO GET A TAXI IF THEY DON'T HAVE CASH ON THEM. SAFER THAN WALKING AROUND LOOKING FOR A ATM AT NIGHT.
707	30/03/2026 11:11 AM ID: 293879969	Glasgow is a city where most of the passengers still choose to use cash
708	30/03/2026 11:23 AM ID: 293883997	Times are moving away from cash payments to card payments
709	30/03/2026 11:25 AM ID: 293883739	Customers should have the option to pay by cash or card but drivers should be able to charge upfront before journey starts incase card payments get declined due to experience if a customer has no way to pay they say they will go up and get it from flat 9 times out 10 they never return
710	30/03/2026 11:25 AM ID: 293883784	I prefer cash, as most drivers do, but card , dont object to it , taking card its just the % it adds up over the year.
711	30/03/2026 11:27 AM ID: 293884287	I don't want to see currency disappear.why should banks take a percentage of my earnings.
712	30/03/2026 11:44 AM ID: 293884823	Every driver has to pay tax returns to the government.
713	30/03/2026 11:51 AM ID: 293886565	Think it's up to the driver it's his business
714	30/03/2026 11:56 AM ID: 293886825	We should provide the public with a choice, it damages the trade when customers have to go down the queue ,looking for a taxi that accepts card payment.
715	30/03/2026 11:56 AM ID: 293886223	People are in the general habit now of paying by card and it makes the profession look amateurish at the least if taxi drivers cannot or will not offer their customers the option of paying by card
716	30/03/2026 12:02 PM ID: 293882080	As a taxi driver Iam fed up with guys not taking card when it suits them for example if the hire is going to the airport they take card if the hire is going a short distance they say they don’t take card.also tourists having to try different cabs is pathetic in this day and age.
717	30/03/2026 12:05 PM ID: 293887521	Will we be charged any extra for using card for payment
718	30/03/2026 12:09 PM ID: 293888109	Why do taxi drivers pay 2% of their wages to banks!!
719	30/03/2026 12:09 PM ID: 293888198	If a customer doesn’t carry cash why should a business pay the bank card fee .
720	30/03/2026 12:47 PM ID: 293890386	I strongly agree as there are too many drivers refusing to take debit or credit card payments for short trips which is then making the passenger go to the next taxi which is unacceptable just because the passenger wants to pay by card, it’s especially bad on the night shift
721	30/03/2026 12:49 PM ID: 293891471	When this system was introduced the customer paid the charge now it’s been reversed it’s another charge we would have to accept,great idea but if the customer paid the charge it would be more acceptable
722	30/03/2026 1:06 PM ID: 293893155	Not everyone uses a card
723	30/03/2026 1:08 PM ID: 293892173	It’s the way of the world these days, especially the younger generation who will are the customers of the future. We want to embrace them not chase them away
724	30/03/2026 1:08 PM ID: 293892869	Moving with times. Cards are totally needed for public Only drivers who do not accept cards are tax dodging. Money laundering Accepting cards would prevent this unacceptable behaviour

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
725	30/03/2026 1:18 PM ID: 293893934	It should be up to the driver as card companies charge the driver
726	30/03/2026 1:21 PM ID: 293894579	Many businesses accept cash only. It should be by choice, and that must be respected.
727	30/03/2026 2:10 PM ID: 293899522	It should be up to your on discretion as its you that has to pay a % of costs and also hope there is a signal to get payment ans they have enough funds in there bank account
728	30/03/2026 2:11 PM ID: 293900255	It would help stop these bad drivers overpricing.
729	30/03/2026 2:12 PM ID: 293899985	All drivers should have a credit card machine cause the way of the world these days . A lot of people simply don't carry cash anymore.
730	30/03/2026 2:14 PM ID: 293900316	Well sometimes take customers who ask to pay card. The of end journeys customers don't have money in their account. IF they can pay in advance that's not a problem.
731	30/03/2026 2:29 PM ID: 293901941	I tend to disagree because taxi drivers are self-employed and often need cash to cover daily expenses. Many small shops still accept cash only, so drivers rely on it. Also, while most passengers prefer to pay by card, there should still be flexibility for drivers to accept cash when needed.
732	30/03/2026 4:36 PM ID: 293916104	Should be up to each individual
733	30/03/2026 4:39 PM ID: 293915906	My worry as a taxi driver with regards mandatory use is that if there is a system problem then we wouldn't get paid
734	30/03/2026 6:32 PM ID: 293924601	Modern world mostly pays with card payments. Taxi drivers& Glasgow city need to move with the times
735	30/03/2026 6:35 PM ID: 293924387	As a taxi driver of 38years no one should be forced to to accept card payments it should be voluntary if the driver then loses hire because of not having card machine so be it but it should not be compulsory
736	30/03/2026 6:58 PM ID: 293926049	Too many drivers pick and choose to use card machine depending on the size of the job so this should be mandatory on all hires.
737	30/03/2026 7:13 PM ID: 293926793	The driver should only accept card if he / she is happy to do so should not be compulsory …
738	30/03/2026 7:50 PM ID: 293928513	Only problem being the council set our fares and then allow a third party to amend them ? Fare being set on the amount the driver needs to be profitable. Also card companies need pulled into line regarding payment structure ie takes longer to process transactions on holiday weekends . (why ?) it's computer's that do the calculations and if you want your payment quicker you need to pay more for your own money this puts drivers off accepting payments, get them sorted and you won't have the problem the trade has.
739	30/03/2026 8:13 PM ID: 293930214	I think it should be up to the driver if they wish to take them
740	30/03/2026 8:31 PM ID: 293930982	Stop non radio taxis from refusing a fare.
741	30/03/2026 9:11 PM ID: 293932781	Its important as more payments have become cashless.
742	30/03/2026 9:11 PM ID: 293932297	Most of not all Chinese take aways in Glasgow DO NOT TAKE CARD .. AND LOTS OF SHOPS AND CAFES DONT TAKE CARD SO WHY MUST TAXI DRIVERS TAKE BOTH ..AGAIN JUST DRIVING THE TRADE TO EXTINCTION...
743	30/03/2026 10:40 PM ID: 293936138	Many drivers refuse card , a result this is many customers believe all taxis do not accept card

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
744	31/03/2026 5:09 AM ID: 293947868	Most people would like to pay by card not cash easy and enervicent and easy for customs
745	31/03/2026 6:44 AM ID: 293953809	Card and contactless payments are the norm for large parts of younger demographics. It's a safe and convenient way to pay for everyone involved, especially as banks and ATMs close down.
746	31/03/2026 7:05 AM ID: 293955326	I no longer live in the UK but return to Glasgow frequently. I have stopped trying to use Glasgow taxis. It is easier to just book an app based ride instead of being rejected by taxi drivers as I don't carry pounds with me.
747	31/03/2026 7:06 AM ID: 293955398	Society in the uk is migrating to digital payments.A lot of people including myself no longer carry a wallet or cash and enjoy the convenience of payment via mobile phone, with facial recognition as security and proof of payment via the transaction.
748	31/03/2026 7:25 AM ID: 293956336	As we cannot add any surcharges to our fares I think that is unfair to make card payments statutory. For all we know the card reader companies could put their prices up and leaving the taxi driver to pay more money therefore the money on the fare must be covered by the taxi operator.
749	31/03/2026 7:41 AM ID: 293958145	Much more convenient and modern to accept card payments like any other business. Reduces the risk of tax dodging by taxi drivers.
750	31/03/2026 7:45 AM ID: 293958429	It is often unsafe to try and find a cash machine at night in the city centre as a lone young woman, therefore a taxi accepting card payment would increase my safety.
751	31/03/2026 7:46 AM ID: 293958410	It's well overdue. I rarely carry cards as I generally use contactless for transactions, and I never have cash outside the house. As a result I've found myself in scenarios where a taxi home would be the safest route home for me but I've been unable to take one due to everyone's machine being broken.
752	31/03/2026 7:55 AM ID: 293959089	Taxi drivers have regularly made me uncomfortable when I ask to pay by card, and have to refused a fare. This would ensure that there were no excuses
753	31/03/2026 7:57 AM ID: 293958543	Just makes life easier for the passenger
754	31/03/2026 8:42 AM ID: 293962763	Many people don't carry cash and there are decreasing numbers of ATMs available. I (or visitors to the city) shouldn't be stranded late at night until I can find somewhere to take out cash.
755	31/03/2026 9:41 AM ID: 293968888	Card payments are common for every other type of transaction and have become the expected form of payment. Card payments for taxi journeys are the norm in many other cities.
756	31/03/2026 9:47 AM ID: 293969702	Of course taxi drivers should take card – carrying cash is a rarity now, and there is no legitimate reason that taxi drivers should be exempt from accepting the way the vast majority of payments are made.
757	31/03/2026 10:22 AM ID: 293973887	It's ridiculous in this day and age for taxis to be cash only. Most people use cards. It's more convenient and would provide an extra layer of safety especially for people like women out late at night who may not have access to cash. It's also unwelcoming to tourists who may not have physical cash. It also prevents taxi drivers from fiddling their tax.
758	31/03/2026 2:39 PM ID: 294006244	Given the fact that we are moving to a cashless society, a lot of people may only have card payment available. Additionally, it would be a high risk activity to withdraw cash in the city centre where there are higher crime rates in terms of thieves, robberies and card skimming machines making it a less safe option.
759	31/03/2026 2:49 PM ID: 294007217	It's a public service, it shouldn't be up to the drivers to decide on format of payment.
760	31/03/2026 2:53 PM ID: 294007554	It does not feel safe as a woman alone (or anyone alone) to be forced to withdraw cash to use a service that is perfectly capable of accepting card payments.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		In the past I have been refused service from a taxi rank because I did not have cash.
761	31/03/2026 4:23 PM ID: 294017210	I use primarily contactless payments for payment, so it's convenient. But it's also a matter of record for both parties of the trip taking place. And I don't like contributing to anyone tax dodging (for those who refuse card payments for that reason)
762	31/03/2026 4:26 PM ID: 294018817	I do not carry cash anymore
763	31/03/2026 4:32 PM ID: 294019399	A condition of them being licensed should be acceptance of fares being paid electronically.
764	31/03/2026 7:25 PM ID: 294036921	Being able to pay by card is more secure for both the driver and the customer. Someone inebriated isn't going to be short changed by a driver, and if the card payment doesn't go through correctly it can be claimed through banks and insurance. It also guarantees that drivers are paying tax rather than pocketing money and not declaring it's which will hopefully make it's way back into the council pocket.
765	31/03/2026 9:12 PM ID: 294047460	I've almost been stranded in town before by this and there's no reason they shouldn't take card other than a tax dodge
766	31/03/2026 9:34 PM ID: 294048906	Totally agree it's becoming a cashless society year by year.
767	31/03/2026 9:54 PM ID: 294050223	This removes a lot of trouble as if you look into statistics majority of people use card payments now, expected growth is outstanding with tap to pay. This also removes the potential for fraud from the actual drivers themselves.
768	31/03/2026 10:37 PM ID: 294052245	In today's modern world, cash is increasingly becoming a thing that is no longer ubiquitous, but instead is actually an inconvenience. At almost no point now do I ever carry cash, and if I can pay for tiny things in shops by tapping my card, phone, or watch, all of which I always have on me, then I should be able to pay my taxi fare the same way. Taxi drivers will demand an arbitrary amount of cash up front or you're not getting picked up. How do I know that's accurate if there's no meter? How do I know I'm not being scammed or taken for a fool? Taxi drivers are swindlers and not accepting card is why 100% of my taxi journeys for years now have been through Uber or other private hire firms in which I can pay the entirety of the ride up front.
769	31/03/2026 10:56 PM ID: 294053597	Evry body should get card payment becouse must of hire pay by card know very good idea thanks
770	01/04/2026 7:14 AM ID: 294065871	Many attempt to overcharge by demanding cash only at peak times.
771	01/04/2026 10:56 AM ID: 294079830	Less chance of being ripped off/ will definitely get taxed.
772	01/04/2026 11:30 AM ID: 294082752	It's the majority preference of payment these days
773	01/04/2026 12:19 PM ID: 294088231	Cards are accepted in almost all situations and card readers and via phone is inexpensive, it also cuts down on tax and benefits fraud.
774	01/04/2026 3:50 PM ID: 294111689	yes, it's an accessibility issue. Blind people such as my close friend can't always readily get cash out if a taxi only takes it. i don't think they are meeting the Equality Act of 2010 by not accepting card
775	01/04/2026 4:11 PM ID: 294113674	All should accept payment by card and not ask you to go to a card machine to get cash. I experienced this at Central Station and had to let 5 taxis go before I got one that took cash.
776	01/04/2026 4:13 PM ID: 294113798	I never carry cash and I feel unsafe at night having to go to cash machines in the city centre specifically to withdraw cash for a taxi

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
777	01/04/2026 7:27 PM ID: 294129002	It is essential - as a lone woman I often take taxis for safety, and not being able to access one, or having to walk alone to an atm or carry cash is a problem
778	02/04/2026 12:04 AM ID: 294139701	Service the public more effectively.
779	03/04/2026 4:32 AM ID: 294219963	The world has changed, why should taxi drivers hold the public hostage over their instance on accepting cash payments only? I can't think of any other business where you'll be refused a service if you aren't paying cash. The general public just think it's a tax dodge, it's a bad look nevermind a bad way to run a business.
780	03/04/2026 10:22 AM ID: 294226583	In Recent years it is becoming less of a requirement to carry cash. Therefor no having an alternive method of payment creates issues which in my experiance have not been treat with any empthy from the taxi driver.
781	03/04/2026 1:18 PM ID: 294232820	How can I be denied a service when I am offering to pay by card.
782	03/04/2026 7:53 PM ID: 294245541	Unacceptable in what is now a primarily cashless society that so many taxi drivers insist on cash only.
783	04/04/2026 6:58 PM ID: 294267268	It is incredibly inconvenient to have to always ensure that you have cash on you after a night out or a long train journey to ensure that you can be allowed to make a taxi journey. Nearby cash machines are often out of order.
784	05/04/2026 10:58 AM ID: 294281432	Most people do not carry cash about.
785	05/04/2026 5:54 PM ID: 294291339	It is generally accepted card payments are how we deal with financial transactions and the public don’t always carry cash on them. Cab drivers should follow this. I am disabled and I was in a lot of pain. I don’t go into Glasgow often. Recently I tried 5 different cab drivers outside Glasgow Central station to take me to my destination. All of them refused as I had no money and could only pay by card. They were made aware I was disabled and have to use a walking aid.
786	05/04/2026 10:20 PM ID: 294295997	There is no guarantee that card readers will always work, especially in certain areas where there is poor reception, ending in not getting payment.
787	06/04/2026 2:56 PM ID: 294312516	Welcome to the 21st century !!!!
788	06/04/2026 3:19 PM ID: 294313353	I am happy taking card payments but I don’t think it should be compulsory.
789	08/04/2026 11:27 AM ID: 294428140	Card payments are a widely accepted payment method nowadays.
790	08/04/2026 3:12 PM ID: 294459350	Taxi drivers should have to accept payment by card given that few people consistently carry cash anymore. As a woman travelling alone, it feels unsafe to rely on taxis in Glasgow, especially at night, because they can arbitrarily refuse to accept card payments. It is also very clear that drivers (even ones who claim to take card payments) often refuse to do so to get "cash in hand" and avoid paying tax on their earnings.
791	08/04/2026 8:01 PM ID: 294489642	People should be able to get home safely late at night regardless of whether they have cash or need to pay by card. I have been turned away by taxis late at night on several occasions due to not having cash on me and, as a woman, this has left me feeling unsafe and concerned about getting home. I don't think it reasonable to expect someone to have to find a cash point late at night, or that only one form of payment is accepted. Visitors to the city may also not have sterling on them, and should be able to get a taxi to their destination easily - particularly as it is unlikely they will be familiar with other forms of public transport.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
792	09/04/2026 4:10 PM ID: 294559684	I believe it should not be mandatory for any taxi driver to accept payment by credit card. Taxi drivers provide a sevice if I want to purchase that service I should respect the payment request which suits the driver. Cash is King
793	15/04/2026 11:35 PM ID: 294963621	Elderly mother 85 had to leave a taxi after being screamed at “cash only”. Mum then had to go and get cash in Argyle Street, this was not safe for my mum and I am disgusted that she was put in this situation. No one carrys cash anymore.I run a business and would never dream of asking my customers for cash, as it is unprofessional and gives the impression that tax is being avoided.
794	22/04/2026 12:31 PM ID: 295341796	People for varying reasons do not carry cash and prefer to pay by card.
795	30/04/2026 10:37 AM ID: 295881080	Chip & pin has been standard practice in the UK for 20 years. Contactless payments the norm for over 10 years. Accepting cash only in 2026 is unacceptable. I do not mind paying a fee to use my card, but as a single female, the most common time I would opt to use a taxi for a journey would be when it is deemed unsafe to travel on foot e.g. at night, or once normal public transport is not running. To have to travel on foot to an ATM, or at best, be offered the opportunity to stop at an ATM enroute (whilst the meter is running) somewhat defeats the purpose of a safe journey home when having to vacate the vehicle, alone, at night or spend additional time alone on the streets in the dark.
796	30/04/2026 10:47 AM ID: 295882824	Access to safe and reliable transportation is a fundamental public safety issue, particularly for vulnerable individuals traveling at night. Requiring or strongly encouraging taxi drivers to accept debit and credit card payments is not simply a matter of convenience—it is a matter of safety and inclusivity. Many passengers, especially women and those returning home late after social events, may not carry cash. If a taxi driver refuses card payment, these individuals can be left stranded in unfamiliar or unsafe environments. The alternative—walking home alone at night or attempting to find another taxi—can significantly increase their risk of harassment, assault, or other harm. Card payment acceptance provides a crucial layer of accessibility and security. It ensures that passengers are not denied transport based on their payment method and reduces the likelihood of dangerous situations arising from being refused a ride. Furthermore, widespread card acceptance aligns with modern consumer behavior, where cashless transactions are increasingly the norm. From a professional and regulatory standpoint, mandating card payment options demonstrates a commitment to passenger welfare, equality of access, and public trust in taxi services. It is a simple, practical measure that can prevent avoidable risk and support safer travel for everyone, particularly those most vulnerable. For these reasons, I strongly agree that all taxi drivers be required to accept debit and credit card payments as a standard practice.
797	30/04/2026 3:08 PM ID: 295916914	I don’t carry cash and as a woman veering off my journey to get cash makes me more vulnerable.
798	07/05/2026 9:30 PM ID: 296376649	It 2026 and not everybody carries cash at all times
799	07/05/2026 9:32 PM ID: 296376726	Would be good to accept card payment and cash
800	07/05/2026 9:33 PM ID: 296376752	Why should it be different from any other reputable business, if you wabt people to feel sale offer them 2 ways of payment
801	07/05/2026 9:33 PM ID: 296376794	Cash is king
802	07/05/2026 9:36 PM ID: 296376901	Most people don’t carry cash now

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
803	07/05/2026 9:36 PM ID: 296376813	Its an additional cost and hassle to them. Cash is better
804	07/05/2026 9:38 PM ID: 296376934	It's much easier
805	07/05/2026 9:38 PM ID: 296376928	Many people do carry cash
806	07/05/2026 9:41 PM ID: 296376842	I am registered partially sighted and rely on taxi to go to a lot of places and have to use card to pay as I cannot be sure the drivers give me the correct change back. As a disabled person I feel nowadays it is a human right to be able to travel alone and be able to do this it would mean pay by card.
807	07/05/2026 9:41 PM ID: 296376963	Sometimes I don't have cash so it would be much easier if all cabs accept cards.
808	07/05/2026 9:41 PM ID: 296376837	I think there should be the option of card or cash
809	07/05/2026 9:55 PM ID: 296377390	If the can take both cash and card payments that's fair.
810	07/05/2026 9:58 PM ID: 296377575	Payment should be available in all legal forms.
811	07/05/2026 10:01 PM ID: 296377721	Stop them tax dodgig [redacted]
812	07/05/2026 10:14 PM ID: 296377991	It can be dangerous being in the town on your own and the last thing a person needs is to be walking about looking for a cash machine. I think that taxis should always allow card payments for safety reasons.
813	07/05/2026 10:25 PM ID: 296378404	Card payment or cash. Either should be an option for the customer.
814	07/05/2026 10:27 PM ID: 296378502	not everyone carries cash ans your at times waiting for ages on a cab that accepts card
815	07/05/2026 11:26 PM ID: 296379758	It's upto individual driver.
816	07/05/2026 11:40 PM ID: 296379922	I never carry cash. Will rather use a app like uber than have to look for cash machine for a taxi that only accepts cash
817	08/05/2026 12:30 AM ID: 296380543	I do not carry cash or a card to withdraw cash as I use my phone
818	08/05/2026 12:51 AM ID: 296380702	A black cab for many is a safe way of getting home from a night out if lost wallet or can't get a private hire taxi. It's a familiar service we all know
819	08/05/2026 5:12 AM ID: 296381992	They must accept card
820	08/05/2026 6:08 AM ID: 296382344	Most people don't carry cash nowadays.
821	08/05/2026 6:26 AM ID: 296382494	Like lots of folk I never carry cash, it is so inconvenient to beyond "Cash Only".
822	08/05/2026 6:49 AM ID: 296382826	Many people especially you get generations and vulnerable adults dont carry cash
823	08/05/2026 7:11 AM ID: 296383255	helps with vouching for business expenses
824	08/05/2026 7:26 AM ID: 296383464	Should also have facility for customers who use cash.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
825	08/05/2026 7:32 AM ID: 296383766	I don’t carry cash
826	08/05/2026 8:12 AM ID: 296384691	Had drivers refuse to take my trip as I wouldn’t pay cash.
827	08/05/2026 11:09 AM ID: 296399083	As a woman there have been instances where I have felt safer knowing I can pay by card in a taxi.
828	08/05/2026 11:15 AM ID: 296399366	Why do they not accept debit cards. Female travellers on there own who do not have cash what happens.
829	09/05/2026 7:44 AM ID: 296444580	I have been refused at a rank in Glasgow because I wanted to pay by debit card & told cash only, this is not ideal at night time being a female I have 2 young daughters would hate for them to be refused a taxi at night because of this, debit cards are accepted everywhere and should be accepted in taxis
830	10/05/2026 6:34 AM ID: 296466322	It is becoming harder to get cash to pay taxis. Glasgow is one of the most impacted in terms of closure of ATM machines. Over 90 ATMs have been closed in the city centre, most of them free to use machines. Near 200 have been closed across the wider city. There is significantly less ability for the majority of people to access cash. As a female travelling at night, I do not want to have to search around for an ATM. I have had a taxi offer to take me to an ATM but this is no better. Visitors to the city expect taxis to take cards. It is difficult to have cash exchanged and to know how much to have for initial taxi fares etc when arriving in cities. I have travelled extensively and many poorer cities worldwide take cards in taxis. Glasgow has made extensive efforts in bus, trains and subway to use cards, it is another piece of the jigsaw.
831	10/05/2026 10:00 AM ID: 296469576	More people have phone or cards with them, option to pay by cash can and should remain but cashless must be offered
832	14/05/2026 8:52 PM ID: 296915789	As we are now a digital society, people dont often carry cash as much now, it makes sense. I appreciate that addition costs will be unavoidable fpr the cab operators which may need to be passed on through higher fares which is not what people want
833	26/05/2026 2:51 PM ID: 297660315	Public safety issue as drivers often refuse to take a ride if you are unable to provide cash. I have been at the taxi rank late at night as a lone woman and often been abandoned for long periods until I can find a taxi driver that will take card. This is not acceptable.
834	29/05/2026 10:33 AM ID: 297820063	It's a digital world
835	29/05/2026 10:34 AM ID: 297820050	Thumb up.
836	29/05/2026 10:38 AM ID: 297820070	It is dangerous enough for taxi drivers never mind finishing a fare when there card or card machine doesn't work the grief and the agrovation it can cause especially at night time is unbelievable.
837	29/05/2026 10:40 AM ID: 297820375	To many drivers are not providing service to customers and also using it as an excuse not to accept shorter hires.
838	29/05/2026 10:42 AM ID: 297820306	Like most pubs, clubs ,restaurants, and fast food outlets,we should have the choice,if it is made compulsory we should be allowed to add the 3% onto the price,why should we get paid less for our servuce
839	29/05/2026 10:42 AM ID: 297820137	Visitors to the city mainly use credit cards. Not accepting cards drives customers away
840	29/05/2026 10:43 AM ID: 297820079	It’s important the taxi trade uses card machines as it is a service the public demands along with the use of cash.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
841	29/05/2026 10:46 AM ID: 297820824	No money in they're banks
842	29/05/2026 10:46 AM ID: 297820814	Because help the public out and remember we are a taxi driver
843	29/05/2026 10:54 AM ID: 297821236	Far to many drivers refusing short fares because they say they only take cash
844	29/05/2026 10:54 AM ID: 297820059	I have been a Taxi driver for 41 years and an Operator for 37 years, I have been accepting card payments since the technology became available but I strongly believe that small businesses should have the right to decide for themselves to accept card payments or not.
845	29/05/2026 10:57 AM ID: 297821194	After returning from holiday in Tenerife and using taxis frequently mostly all taxi drivers only accept cash this is obviously adhered to by tourists on the island and not detrimental to business.
846	29/05/2026 10:57 AM ID: 297820770	I think it should be up to the individual driver to accept or not
847	29/05/2026 11:18 AM ID: 297822692	I have been private hire and now a licensed taxi driver and believe if the public want pay by card the option must be available not drivers deciding they don't want take card payment and refuse customer then I have to take them as these driver are cherry picking jobs that suit them but will have card payment facilities if the job suits them I.e distant work
848	29/05/2026 11:19 AM ID: 297822621	ard payment should be compulsory for all taxi drivers. At the moment, many drivers are picking and choosing. For long-distance jobs they accept card payments, but for short local fares they refuse. This is unfair to customers and creates a bad image for the taxi trade. Every passenger should have the right to pay by card, whether the journey is short or long. Making card payments compulsory would stop this misuse, make the system fair, and improve customer trust.
849	29/05/2026 11:21 AM ID: 297823021	The preference should lie with the customer as per other modern transactions.
850	29/05/2026 11:22 AM ID: 297823057	Most customers are now preferring to use some card /phone payment
851	29/05/2026 11:26 AM ID: 297823329	Why should I be charged for the privilege and lose money for the service
852	29/05/2026 11:34 AM ID: 297823721	We lose money taking card payments
853	29/05/2026 11:41 AM ID: 297820206	Members of the public are travelling knowing that they do not have funds to pay for their journey … when the card declines we have no way of getting our fare … Cash can be taken upfront for journeys that we feel payment could be a problem.
854	29/05/2026 11:44 AM ID: 297824217	Card payment acceptance should be a mandatory requirement for all licensed taxi drivers operating in Glasgow. Customer expectations have evolved, and the ability to pay by card is now considered a standard part of modern transport services. Mandatory card acceptance improves convenience for residents and visitors, supports tourism and business travel, reduces payment disputes, and ensures that passengers are not disadvantaged if they are not carrying cash. It also promotes a consistent standard of service across the taxi trade, ensuring all operators meet the same customer service expectations. In addition, electronic card payments provide enhanced payment security and traceability for both passengers and drivers. Electronic transaction records can assist in resolving fare disputes, provide proof of payment, and reduce the risks associated with carrying or handling larger amounts of cash.

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
		Cash should of course remain an accepted payment method, but passengers should always have the option to pay by credit or debit card if they choose. Modern card payment solutions are widely available, reliable, and affordable, making this a reasonable and proportionate requirement for licensed taxi drivers.
855	29/05/2026 11:55 AM ID: 297825462	Anything that encourages more customers is a good idea
856	29/05/2026 12:00 PM ID: 297825591	I think is very good to take card payment for customer service
857	29/05/2026 12:00 PM ID: 297825645	Drivers are cherry picking hires. Should be the same for everyone
858	29/05/2026 12:01 PM ID: 297825435	It's 2026 ,cash is always there as a backup, but in the last 10 years I've only had issues on 4 shifts
859	29/05/2026 12:06 PM ID: 297825890	I understand we are all sole traders however I feel card payments MUST!!!! be an option and would encourage Glasgow city council make it mandatary that every taxi and private hire who operates in the city must have a card terminal,,if it doesn't then it cannot operate until it does.
860	29/05/2026 12:13 PM ID: 297825722	Every transaction that I do cost me money .Things are bad enough without being forced to take payment from a system which more than often is out of commission, this doesn't happen with cash
861	29/05/2026 12:14 PM ID: 297826477	Any 'non radio' vehicle always ask 'and where are you going?' before miraculously having a card machine if it's the airport or out of town! Why is there the need to ask where they're going, if they don't have a machine?
862	29/05/2026 12:31 PM ID: 297827311	Every time someone uses this method of payment in taxi it costs the driver/ owner a percentage of their fare. In isolation each payment isn't much. However when totalled up over a year this can run into hundreds of pounds especially when if you have a business bank account you are charged for it being processed through that account.
863	29/05/2026 12:34 PM ID: 297827510	It should be up to the drivers as its them that have to pay for the service and also wait for payment
864	29/05/2026 12:37 PM ID: 297827744	It should be a decision taken by the operator of the taxi. They are probably going to cost themselves money in the long run. They will inevitably realise this , ans eventually get a card terminal anyway.
865	29/05/2026 12:51 PM ID: 297829094	Ever buss9now takes cards what are the ra l drivers not 🤔to is it a tax dodge
866	29/05/2026 12:54 PM ID: 297829007	It should be the individuals choice, as with most things, and not merely to satisfy the whims of a small minority
867	29/05/2026 12:58 PM ID: 297829321	It will stop cherry picking on the ranks
868	29/05/2026 1:03 PM ID: 297829606	We are providing a service to different people who come from every corner of the of the planet . A lot of people now don't carry cash , And for some drivers it's convenient so the can refuse a customer because it's a short journey, If anything' there should be a minimum charge
869	29/05/2026 1:18 PM ID: 297830605	It is totally ridiculous that some taxis are cash only- not only is this inconvenient, regularly at a rank you are cedeing your place in a queue. It also gives totally the wrong impression of Glasgow as a modern welcoming city. To say nothing of the risk/impression of tax avoidance/money laundering activities.and off meter fares.
870	29/05/2026 1:31 PM ID: 297831450	It's up to them , if they want to lose buisness

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?		
871	29/05/2026 1:44 PM ID: 297832040	I speak to lots of passengers who complain about the taxis that don't accept card payments. We loose business because public think we don't have card payment facilities.
872	29/05/2026 1:47 PM ID: 297832258	Acknowledging we have to move with the times credit card payment should be optional as we are self employed &able to make our own judgement on credit cards,many scenarios of cards not operational &cards being used by customers perhaps not authorised to do so.
873	29/05/2026 1:57 PM ID: 297833032	Like most small businesses got to work your business as you see fit
874	29/05/2026 2:23 PM ID: 297835359	Its their business so its up to them if they accept cards or not it should not be forced on them
875	29/05/2026 2:25 PM ID: 297835619	Every taxi driver should accept card payments
876	29/05/2026 4:11 PM ID: 297844175	Extra cost to the taxi driver
877	29/05/2026 5:03 PM ID: 297848272	This is service the public exspect
878	29/05/2026 5:44 PM ID: 297851503	You can pay with card on all public transport so all taxis should be the same. This will stop drivers picking and choosing to accept a hire depending on the size. Better service for the public.
879	29/05/2026 5:57 PM ID: 297852543	Taxi drivers are meant to receive the price which is on their meter by paying with card the driver doesn't receive this payment. Theoretically paying by card is breaking the law. R
880	29/05/2026 8:02 PM ID: 297857999	To many taxi drivers cherry picking ie if the customer is going round the corner it's cash only. But if they are going to airport etc a card machine suddenly appears. Then ensue a fight between them I've seen it happen many times
881	29/05/2026 8:03 PM ID: 297857832	It's not to the drivers advantage if he has to pay a charge for every transaction
882	29/05/2026 8:43 PM ID: 297859349	I am noticing that more and more people are not carrying cash and I feel that it's very unfair to expect people to approach multiple Taxis on ranks to find one that will take a card or contactless payment
883	29/05/2026 9:24 PM ID: 297820258	Happened Many many times taking customer paying by card.When you arrived to drop the customer. Payment declined it may says try other one or this is my house let go and get the money
884	30/05/2026 10:49 AM ID: 297876986	The whole credit card payment issue is down to the time it take to go into your bank account. Maybe pay it in the next then wouldn't be a issue & they can do but want to chatge you for the privilege
885	31/05/2026 4:29 AM ID: 297899278	Everyone should take card payment
886	31/05/2026 11:38 AM ID: 297908365	Every business should have the right to decide if they wish to take cards. Commission is paid to the card companies that comes from the business profit. Taxi drivers are not council employees so if the council forces this upon them then they should force it on all businesses that require a licence such as restaurants and takeaways or taxi drivers will be discriminated against compared to all other license holders.
887	31/05/2026 3:58 PM ID: 297915470	Essential in a modern society
888	31/05/2026 6:23 PM ID: 297919814	Should every driver have to take card payments

2. To what extent do you agree or disagree that Taxi Drivers must accept payment of fares by credit/debit card?

889	31/05/2026 7:43 PM ID: 297837900	The preferred payment method should remain the choice of the self employed individual.
890	31/05/2026 9:24 PM ID: 297924385	Taxi drivers should be able to choose what payment method is acceptable as they are self employed. Payment by card incurs additional costs for the driver.
891	01/06/2026 12:37 AM ID: 297927543	Mandatory card payments could increase costs for drivers, create problems when card machines or networks fail, and reduce flexibility for small taxi operators. Cash remains a simple and reliable payment method for many passengers and drivers.
892	02/06/2026 9:53 AM ID: 298036357	Could be in an area where there is no reception for the terminal, then there's a strong possibility of no payment, & it could create an unwanted atmosphere between driver and customer.
893	02/06/2026 1:25 PM ID: 298065283	Cards must be an option but not the only one
894	02/06/2026 3:26 PM ID: 298082733	The reason then taxi can’t reform customer otherwise they do pick and choose
895	10/06/2026 10:06 AM ID: 298676434	Most of the time members of the public do not have cash on them perhaps even at night for security reasons.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	1227

1	04/02/2026 3:48 PM ID: 290169108	Concerned they will just claim machine is broken - and either refuse fare or force you to drive via a cash machine.
2	04/02/2026 4:13 PM ID: 290171646	Loss of cash as an everyday currency
3	04/02/2026 4:16 PM ID: 290171843	None
4	04/02/2026 4:20 PM ID: 290172399	The drivers are independent businesses, they should have the right to choose cash or card. Not forced to accept.
5	04/02/2026 4:24 PM ID: 290173000	Internet problems and cost
6	04/02/2026 4:26 PM ID: 290173221	None
7	04/02/2026 4:26 PM ID: 290173076	I drive a taxi and always accept card but passengers are telling me that some drivers are asking were that are going before they accept card
8	04/02/2026 4:29 PM ID: 290173518	N/A I already have a card machine.
9	04/02/2026 4:29 PM ID: 290173016	I have no concerns about them accepting card payments as it's their choice and always should be.
10	04/02/2026 4:30 PM ID: 290173644	None
11	04/02/2026 4:30 PM ID: 290172911	I have no concerns if taxi driver where to accept card payments. We live in a society where more people do not carry cash and still have method to pay such as Apple Pay and google pay.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
12	04/02/2026 4:30 PM ID: 290173534	Biggest concern is card machine on connection Or customer paying then claiming payment back
13	04/02/2026 4:31 PM ID: 290173184	This is another cost for the driver.This has got to have a minimum fare of £10 As at the moment passengers are looking to pay by card for £6.00 hirers.
14	04/02/2026 4:36 PM ID: 290173130	No concerns
15	04/02/2026 4:38 PM ID: 290173968	Stated in 2 above. Also if card machine was inoperative (faulty/no signal/ out of battery) would the licenced vehicle then be put off the road for non compliance?
16	04/02/2026 4:38 PM ID: 290174086	None
17	04/02/2026 4:39 PM ID: 290174078	We. As we are the only transportation business that collects payment after the journey / job is completed. What happens if they have insufficient funds. Or the card machines go down.
18	04/02/2026 4:40 PM ID: 290174065	Less money
19	04/02/2026 4:42 PM ID: 290174080	Drivers trying to put a minimum spend on card payments which is illegal so signage would be preferred in all vehicles to state this
20	04/02/2026 4:42 PM ID: 290174696	Cash is king
21	04/02/2026 4:43 PM ID: 290174597	Non payment No funds in account Losing 2.5% of every hire they do! Waiting up to 5 days for payments!
22	04/02/2026 4:44 PM ID: 290175071	No concerns, they should accept payment by card.
23	04/02/2026 4:45 PM ID: 290175060	None it's a good idea
24	04/02/2026 4:45 PM ID: 290174904	We should be able to take some sort of payment, before we start the journey to make sure they have funds to pay at the end of hire
25	04/02/2026 4:45 PM ID: 290174953	Too much fraud with cards I have had my card cancelled 3 times in last 6 months
26	04/02/2026 4:47 PM ID: 290175140	Public not having the funds at end of journey and no means of paying
27	04/02/2026 4:47 PM ID: 290175249	Potentially signal issues for card readers to connect to the internet
28	04/02/2026 4:48 PM ID: 290175269	Unstable internet connect at busy times, unfair charge backs, potential for fraud. Fees adding upto
29	04/02/2026 4:51 PM ID: 290174736	In more than one occasion the internet has went down and many areas dont pick up the signal and why should i share my profits with the bank.
30	04/02/2026 4:52 PM ID: 290175426	I have had times where there is no money in my account
31	04/02/2026 4:52 PM ID: 290174864	Often signal can be poor , also many black spots with no signal at all. Cost to driver are unfair. Plus there is a cost to driver to supply equipment.
32	04/02/2026 4:52 PM ID: 290175473	Card machine not working. And when getting to destination the customer does not have enough fund it is not a problem going outside Glasgow when a fare is agreed with customer and do the credit card machine when starting out
33	04/02/2026 4:54 PM ID: 290173951	N/a

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
34	04/02/2026 4:56 PM ID: 290175835	There is an agenda here
35	04/02/2026 4:56 PM ID: 290175972	n/a
36	04/02/2026 4:59 PM ID: 290176135	No concerns
37	04/02/2026 5:01 PM ID: 290176334	It sometimes takes ages to get a reception and you have to an other part to get the payment processed
38	04/02/2026 5:12 PM ID: 290177084	None
39	04/02/2026 5:23 PM ID: 290177639	1: widespread outage of payment systems that could affect the ability to operate in accordance with license conditions. 2: increased costs with transaction fees for each card payment.
40	04/02/2026 5:25 PM ID: 290177267	As I say I do accept card but there is the risk that some customers say they intend to pay by card & show proof of a card but there is no money in the account or they can't remember their pin when in an intoxicated state. Then there is the issue of paying by contactless using a phone only for it to run out of charge at least with cash there is the possibility of seeing the customer has funds before setting off in the journey. I have experienced a customer say, "do I have a charger so I can pay you?" There is also the risk to customers that some untrustworthy drivers overcharge, although I believe this to be in the minority I have heard stories of this
41	04/02/2026 5:27 PM ID: 290177583	Absolutely none. I feel it would put a stop to fraudulent drivers, over priced fares and ensure all transactions are traceable
42	04/02/2026 5:30 PM ID: 290178164	Do not have any concerns , but like the choice of paying by cash
43	04/02/2026 5:39 PM ID: 290179007	None whatsoever.
44	04/02/2026 5:41 PM ID: 290178745	No concerns just the need for ALL drivers to have a facility that is available with the majority
45	04/02/2026 5:47 PM ID: 290179133	It is terrible to get a signal with most of the card readers and would be another hurdle to try and get the fare at the end of the hire, it should be voluntary to use these card machines.
46	04/02/2026 5:50 PM ID: 290179591	Loss of earnings. Non payers. Cost of machine.
47	04/02/2026 5:58 PM ID: 290180060	Don't know why they won't take cards think that it will do away with tips or Don't want tax to no anything about them
48	04/02/2026 5:59 PM ID: 290180418	They should not have to accept it
49	04/02/2026 5:59 PM ID: 290180351	The inflated commission fees that would be placed upon us by payment processors after being forced to purchase an exceedingly expensive taxi and even less of a wage
50	04/02/2026 6:00 PM ID: 290179815	If mandatory card payments are introduced, the licence conditions should be amended to allow drivers to take payment in advance. Entering a taxi without the means to pay is a criminal matter, but a declined card becomes a civil issue, leaving drivers with almost no realistic way to recover losses. This can be exploited by unscrupulous passengers. In addition, technology failures such as signal issues, network outages, app errors or vendor failures can prevent payment being taken at the end of a journey, exposing drivers with already tight

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		margins to significant loss. Allowing advance payment would address these risks and is essential if a card payment mandate is implemented.
51	04/02/2026 6:08 PM ID: 290180381	My concern as a driver is people getting in taxi with no money in their cards as this has already happened several times to me. I have never refused card payment and can understand drivers frustration at drivers in front of rank refusing as some drivers do have card readers and are using this as a means of cherry picking but stiff feel it should be down to the driver . I tell all passengers never to tell the driver where they are going unless they say they accept card first.
52	04/02/2026 6:10 PM ID: 290180691	Paying by card decreasing the value of money
53	04/02/2026 6:36 PM ID: 290182630	Card reader being inoperable
54	04/02/2026 6:53 PM ID: 290182776	As most people are honest the criminal possibility of a stolen card does exist also the chance of no funds available on said card(s) at the end of a journey for payment are 2 of the main concerns. Also the use of mobile phone payments and the phone out of charge at destination
55	04/02/2026 6:59 PM ID: 290183712	None whatsoever
56	04/02/2026 7:01 PM ID: 290178499	Concerned that GCC dictates who we use for payment terminals. There should be an additional meter rise so drivers are not left picking the bill up and absorbing extra costs
57	04/02/2026 7:05 PM ID: 290177616	This opens us up to non payment- they've maxed out their cards and have no funds available- I wouldn't be able to go to police because they're going to say they weren't aware they'd spent so much. I do not work for free. As a female this makes me more vulnerable
58	04/02/2026 7:10 PM ID: 290184563	Yes
59	04/02/2026 7:19 PM ID: 290185000	None
60	04/02/2026 7:24 PM ID: 290185186	Personal details at risk
61	04/02/2026 7:33 PM ID: 290185833	No tip
62	04/02/2026 7:56 PM ID: 290187029	None
63	04/02/2026 7:57 PM ID: 290186943	None
64	04/02/2026 8:02 PM ID: 290187001	SELF EMPLOYED their is a clue in the wording
65	04/02/2026 8:07 PM ID: 290187508	charge back galore companies charge £20 hire becomes less
66	04/02/2026 8:13 PM ID: 290187777	Should be upto driver , then if that is the case should apply to all businesses don't pick on taxis !!
67	04/02/2026 8:21 PM ID: 290188319	None
68	04/02/2026 8:21 PM ID: 290188355	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
69	04/02/2026 8:25 PM ID: 290188528	The ability to not get paid for the fare
70	04/02/2026 8:26 PM ID: 290188321	Absolutely none.
71	04/02/2026 8:28 PM ID: 290188619	None
72	04/02/2026 8:29 PM ID: 290188631	No concerns.
73	04/02/2026 8:48 PM ID: 290189495	They charge me incorrectly and I have no way of proving the fare
74	04/02/2026 9:01 PM ID: 290190145	Pesetas and lira should also be accepted. IOU’s as well.
75	04/02/2026 9:16 PM ID: 290190685	Drivers saying that their machine is out off power.
76	04/02/2026 9:42 PM ID: 290191354	It should be an individual choice to take cards or not and talk on syreet is drivers who refuse the card will be reported by other drivers which will cause confrontation on the ranks.
77	04/02/2026 9:50 PM ID: 290192101	Taxi Drivers are self employed, they should have the right to decide to take credit cards or not.
78	04/02/2026 10:01 PM ID: 290192580	None
79	04/02/2026 10:04 PM ID: 290192459	I think taxi drivers accepting card payments is a positive thing but I strongly believe that taxi drivers should have the choice. There are of course concerns in relation to the additional costs associated with purchasing two credit card machines, in case one breaks, alongside the additional fees incurred. This makes an already incredibly difficult occupation (to make ends meet) all the more challenging.
80	04/02/2026 10:08 PM ID: 290192705	None
81	04/02/2026 10:24 PM ID: 290193269	None. Should help the hackney drivers if the public are away the can tap there card/phone
82	04/02/2026 10:33 PM ID: 290193513	Same as other businesses some do some don’t. Thats life.
83	04/02/2026 10:54 PM ID: 290193957	Can banks and technology be fully trusted
84	04/02/2026 11:09 PM ID: 290194448	People using stolen cards or requesting a charge back . Plus weak internet connection
85	04/02/2026 11:15 PM ID: 290194537	I have no concerns regarding taxi drivers accepting payment by credit or debit card. Card payment systems are widely used, reliable, and secure. They improve convenience for passengers and support a safer and more transparent service for both drivers and customers.
86	04/02/2026 11:45 PM ID: 290195157	The only concerns I have is if the banks system goes down .
87	04/02/2026 11:52 PM ID: 290195301	A friend of mines card was cloned
88	05/02/2026 12:00 AM ID: 290195395	My concern with handling my card over to a taxi driver is that some taxi drivers can't be trusted with it as I have had problems with the card and them before trying to overcharge me

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
89	05/02/2026 1:07 AM ID: 290196102	There is no concern
90	05/02/2026 1:54 AM ID: 290196778	Stolen card details by card machine companies
91	05/02/2026 6:20 AM ID: 290200053	Problems if card machine not working. 2 terminals required (will this be a condition of licence?)
92	05/02/2026 7:20 AM ID: 290200576	I dont have any concerns. After talking to GCC Enforcement they have agreed with me that we will come down heavy on any cabbie refusing to process a card payment. It will be 100% Mandatory. No cabbie will be allowed to work without having a card machine in the cab. Over the last 7 weeks I have been monitoring the Central Station rank. On numerous occasions you can have say 25 people standing in the cold wet weather waiting on cabs to take card. BUT you have say 6 cabs on the rank now thats the only 6 cabs on the full rank and all of them dont take card. That's when the taxi trade breaks down. The customers then start shouting at me saying what kind of show are you running here. The time has come now for us to provide a full modern service which takes all card payments.
93	05/02/2026 8:08 AM ID: 290201845	I believe we will be left without protection under the law if card payments fail and the customer has no cash to pay.
94	05/02/2026 9:00 AM ID: 290205766	non payment
95	05/02/2026 10:07 AM ID: 290211912	The fact that taxi fares are paid at end of journey and no bank atm working
96	05/02/2026 10:43 AM ID: 290216733	Accepting credit cards would mean i would be charged the correct price as in the past some drivers have tried to overcharged and price the job even before we've set off with saying cash only!
97	05/02/2026 12:38 PM ID: 290231261	None
98	05/02/2026 12:50 PM ID: 290231870	I have no concerns
99	05/02/2026 1:05 PM ID: 290233707	On several occasions I have been told by drivers that they prefer cash, but operate a card machine if the customer insists. On one occasion a driver said he only accepted cash. Since the Covid epidemic began, I and many others, very rarely use cash and do not carry it. Card payment is normalized, so, since taxis provide a public service licensed by GCC, it should be mandatory that they accept card or phone payments
100	05/02/2026 1:16 PM ID: 290234195	Nothing I have took card payments for 10 years yet we as a tourist city let the idiot taxi driver refuse card when it suits them
101	05/02/2026 2:14 PM ID: 290240267	Could there be a chance of cards being cloned?
102	05/02/2026 3:46 PM ID: 290251897	None
103	05/02/2026 7:08 PM ID: 290268392	None
104	05/02/2026 7:08 PM ID: 290268374	None
105	05/02/2026 7:08 PM ID: 290268356	None
106	05/02/2026 7:10 PM ID: 290268391	The cost and they commission that the card reader company takes

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
107	05/02/2026 7:10 PM ID: 290268362	Drivers should not be forced to have machines
108	05/02/2026 7:12 PM ID: 290268438	Should be down to driver,need cash for fuel etc
109	05/02/2026 7:13 PM ID: 290268389	If you force this on taxis it won't be long before the government start pushing for everyone to take cards eventually doing away with cash. Very wrong in my opinion.
110	05/02/2026 7:15 PM ID: 290268363	My woory is,,,,that,,,, SOME TAXI DRIVERS DO NOT ACCEPT DIGITAL PAYMENTS TO DISGUISE FULL INCOME TO HMRC !!!!!!!!!!
111	05/02/2026 7:16 PM ID: 290268824	None as long as I get a printed receipt
112	05/02/2026 7:16 PM ID: 290268582	Every one has a card payment
113	05/02/2026 7:16 PM ID: 290268479	Cash & card need to be offered
114	05/02/2026 7:17 PM ID: 290268417	As above plus a lot of the older passengers don't like using card payment
115	05/02/2026 7:18 PM ID: 290268452	Takes at least 3 days to go into your account also lose money for using card payments
116	05/02/2026 7:18 PM ID: 290268644	None whatsoever. It's the modern way of a majority of people prefer to pay.
117	05/02/2026 7:21 PM ID: 290268741	Signal between mobile and card machine isn't always good...creates problems. Example. Under canopy at airport.
118	05/02/2026 7:25 PM ID: 290269254	None as time moves on less cash will be in circulation.
119	05/02/2026 7:27 PM ID: 290268798	Been bumped so many times with card payments ie example get to the destination of the hire and there card gets declined then you go to atm and then as soon as you stop at one they or him or her they do a runner and there is nothing you can do
120	05/02/2026 7:34 PM ID: 290269449	If you are expsrienced enough and can calculate the fare in your head then perhaps it should be paid in advance or at least roughly 50% if only to make sure funds ar available
121	05/02/2026 7:36 PM ID: 290269712	Who will pay for the card payment expenses. Like card machine, then bank charges for each transaction And then may be driver have to have business account in bank.
122	05/02/2026 7:41 PM ID: 290270260	Having to pay a fee
123	05/02/2026 7:42 PM ID: 290269981	They are concer s regarding payment no Internet , no funds available in account
124	05/02/2026 7:46 PM ID: 290268887	None. They should be able to make their minds up themselves.
125	05/02/2026 7:47 PM ID: 290270593	Fees by the card companies
126	05/02/2026 7:58 PM ID: 290271131	None
127	05/02/2026 8:19 PM ID: 290270157	Card charges resulting in less than the meter price from A to B. Card charges are not a lot of money per transaction , however accumulation over the year is

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		a lot of money . TAXI FRAUD customer does'nt have sufficient funds for payment of hire.
128	05/02/2026 8:21 PM ID: 290272132	No concerns
129	05/02/2026 8:38 PM ID: 290272729	Cost.
130	05/02/2026 8:40 PM ID: 290273023	Delay in payment into your account
131	05/02/2026 8:59 PM ID: 290273921	Must accept card payment some driver pick and choose
132	05/02/2026 9:09 PM ID: 290274145	No concerns as long as this is not forced on drivers.
133	05/02/2026 9:25 PM ID: 290274569	None if it's their choice.
134	05/02/2026 9:26 PM ID: 290274900	If the customer doesn’t have funds in their bank to pay their bill.
135	05/02/2026 9:26 PM ID: 290274869	It should be a matter of choice for the individual whether he/she accepts card payments
136	05/02/2026 9:46 PM ID: 290275748	None
137	05/02/2026 9:52 PM ID: 290275890	None
138	06/02/2026 12:16 AM ID: 290279148	I am not against card payments, but these concerns should be addressed. Fair transaction fees, reliable systems, and clear guidance on failed or disputed payments would make card acceptance much easier for drivers.
139	06/02/2026 11:58 AM ID: 290303221	Main concern is the fact we won’t receive full payment for the jobs we do. Also, a lot of businesses we deal with, small garages,car washes,tyre repairs etc want payment in cash. As a balance we need to be allowed to make a choice. Also some of the card companies are not instantaneous, so there’s a further delay in payment.
140	06/02/2026 12:02 PM ID: 290304540	Just leave things the way they are, if you accept credit cards then great if you don’t well that’s up to the individual
141	06/02/2026 12:30 PM ID: 290307455	Its better for the public in glasgow.
142	06/02/2026 4:34 PM ID: 290332187	I do not agree that taxi's should be unfairly disadvantaged by card surcharges imposed by credit card companies, but this is simply a cost of doing business in this era. To not do so encourages more people to defect to services such as Uber that accept card payments. Lack of internet access for in some areas may be problematic for paying fares by card.
143	06/02/2026 6:50 PM ID: 290340852	A hostile interaction from many drivers who currently refuse to use machines. Drivers consistently saying their machines aren’t working etc. Drivers earnings being reduced due to fees and less tips
144	06/02/2026 11:13 PM ID: 290349877	No concerns
145	07/02/2026 4:11 AM ID: 290353548	If there is no signal at the destination or if the card is not working or there is not enough funds in the account at the destination point or the driver card machine doesn’t work. So what can a driver do in this situation.
146	07/02/2026 6:24 AM ID: 290354507	No concerns at all, it will solve a lot of unsavoury problems within the taxi trade.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
147	07/02/2026 9:27 AM ID: 290357537	None
148	07/02/2026 5:44 PM ID: 290372020	None
149	07/02/2026 6:36 PM ID: 290373563	I don't have any concerns
150	07/02/2026 11:14 PM ID: 290379213	I don't think there is any greater or lesser risk of fraud or error than any other purchase from a small business owner
151	08/02/2026 1:40 AM ID: 290380215	N/a
152	08/02/2026 1:40 AM ID: 290380216	None
153	08/02/2026 3:42 AM ID: 290380651	None
154	08/02/2026 7:07 PM ID: 290425073	None, it’s a matter of principal that a self employed person should be in control of their own business.
155	09/02/2026 5:03 PM ID: 290488840	I would have concerns that they lie about their machine being broken
156	10/02/2026 4:13 PM ID: 290569207	None
157	10/02/2026 4:16 PM ID: 290569291	None at all. They are obviously refusing card payments as a way of hiding how much money they are earning. If they are not prepared to accept card payment, they should have their licences suspended or removed entirely
158	10/02/2026 4:24 PM ID: 290570451	No concerns at all
159	10/02/2026 4:30 PM ID: 290571269	I have no concerns
160	10/02/2026 4:35 PM ID: 290571865	I do not have any concerns. The only people concerned about this are tax dodging taxi drivers
161	10/02/2026 4:39 PM ID: 290572465	No concerns
162	10/02/2026 4:50 PM ID: 290573553	None
163	10/02/2026 4:57 PM ID: 290574132	I do not have any concerns
164	10/02/2026 9:27 PM ID: 290588063	None as most people pay this way nowadays and less carry cash.
165	10/02/2026 9:38 PM ID: 290588697	None
166	10/02/2026 9:41 PM ID: 290588686	None
167	10/02/2026 9:52 PM ID: 290589121	None
168	10/02/2026 11:33 PM ID: 290591250	They must clearly show the display of the card machine before taking a contactless payments, to ensure the correct amount is taken from the customer’s bank account. It would be much harder to trace overpayments retrospectively given few people would remember a registration number or taxi plate number.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
169	11/02/2026 7:20 AM ID: 290596731	Well if the council wont to suppley the card reader and pay the fee for every fare then its up to the individual driver if they want to accept card or not
170	11/02/2026 7:31 AM ID: 290595844	If they have to accept cards then what happens if their data provider is down or payment terminal is lost/stolen/broken? Do they have to take time off work until this is resolved? This seems grossly unfair.
171	11/02/2026 7:38 AM ID: 290597330	People looking to dodge fares could easily use this as a way to not pay on arrival " oh I was sure there was funds there" . Plausible deniability. You can't just take goods back from them.
172	11/02/2026 9:42 AM ID: 290607212	Cash machines in Glasgow are no longer easily accessible. My nearest cash machine from my home is over a mile from my home and would never be passed on the route a taxi would usually take me home.
173	12/02/2026 4:59 PM ID: 290744070	I am in favour of all Glasgiw Taxis accepting card payment. I personally have taken card payments since 2014 and personally see it as a massive benefit to the customer and the driver. However, having used various card machines over 11 years, I would hope the council is mindful that technology doesnt always work. Sometimes the card machines can go down or you don't get a reception in certain places when yoh go to put the transaction through. I would like to see accepting card payment made mandatory, but I would make sure the legislation said that the customer can be asked for cash if there card does not work. One other concern is that, if a passenger takes a taxi journey and has no money to pay the fare, this is a criminal act. If at the end of the journey they give a card that they know has no money in it, they simply shrug there shoulders and say it's not their fault when it declines, must be your machine. This is no longer a criminal act but becomes a civil matter.
174	14/02/2026 1:25 AM ID: 290826584	What if the card machine is down?
175	15/02/2026 9:20 PM ID: 290895310	If the customer can't pay at the end of journey by card due to no Internet connection who is responsible? If the customer can't pay at the end of journey due to insufficient funds is this a civil matter, or criminal matter?
176	17/02/2026 4:03 PM ID: 291013230	None
177	17/02/2026 4:45 PM ID: 291016352	None, I want them to have to do this.
178	17/02/2026 4:47 PM ID: 291016473	I worry about card charges and extra fees, as well as card prices being more expensive than cash prices.
179	17/02/2026 4:51 PM ID: 291016548	How this will be passed on to service users. A driver can still prefer cash, and this service should not be removed as an option should the driver or passenger require it. But the option should be made.
180	17/02/2026 4:54 PM ID: 291016922	None
181	17/02/2026 4:56 PM ID: 291016640	Drivers must be allowed to choose which card reader they want.
182	17/02/2026 5:02 PM ID: 291017205	None.
183	17/02/2026 5:10 PM ID: 291017698	Visa and Mastercard will take a portion of the fee from drivers
184	17/02/2026 5:12 PM ID: 291017897	I am not concerned
185	17/02/2026 5:13 PM ID: 291017994	The acceptance of credit/debit cards must not come at the price of losing the ability to pay with cash

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
186	17/02/2026 5:25 PM ID: 291018588	My only concern would be that this would mean that they would stop accepting cash. I think that both payment methods should be available.
187	17/02/2026 5:27 PM ID: 291018398	I have no concerns as long as they accept card payment and don't make a fuss about it. I have no interest in paying by cash.
188	17/02/2026 5:28 PM ID: 291018755	None whatsoever
189	17/02/2026 5:31 PM ID: 291018927	None it’s a much safer way to pay
190	17/02/2026 5:39 PM ID: 291019246	None
191	17/02/2026 6:00 PM ID: 291020301	They will pass the cost of any such measure directly onto the public and/or seek a further fare uplift from GCC.
192	17/02/2026 6:02 PM ID: 291020509	I believe this is a safer option than asking solo travellers to use atm machines to obtain cash before travelling, especially late at night in the city centre.
193	17/02/2026 6:05 PM ID: 291020748	That they will tell lies that their card machine isn’t working. I’ve had this twice in the last week alone
194	17/02/2026 6:07 PM ID: 291020910	I feel taxi fares may go up as it will cost the taxi driver for each payment made by card
195	17/02/2026 6:08 PM ID: 291020454	As I said if it's a card payment it means you have a paper trail and who's the passenger and who's driving the cab..safely all round
196	17/02/2026 6:09 PM ID: 291020561	None, as long as I'm able to see the screen to see what I'm charged.
197	17/02/2026 6:13 PM ID: 291021305	None the should be
198	17/02/2026 6:16 PM ID: 291021419	None
199	17/02/2026 6:17 PM ID: 291021390	Quite often people want to pay by card but their phones have run out and there’s no way for the payment to go throw,what’s the driver to do then?
200	17/02/2026 6:32 PM ID: 291022016	There is less atm in the city not near a taxi rank and there is also buggers sitting below ATM machine which gives people a scare of been robbed withdrawn there money , card payments are now more convenient for everyone.
201	17/02/2026 6:34 PM ID: 291021826	Security Reasons
202	17/02/2026 6:35 PM ID: 291022189	Another way of disposing with cash and should be avoided.
203	17/02/2026 6:37 PM ID: 291022247	Currently drivers make you feel guilty for not having cash and regularly mentioned with clients I deal with as unwelcoming friends r the city
204	17/02/2026 6:40 PM ID: 291022009	No concerns. Most businesses/self employed people manage electronic payments (either by Card or bank transfer).
205	17/02/2026 6:41 PM ID: 291022028	No concern at all
206	17/02/2026 6:48 PM ID: 291022708	Contactless makes you more vulnerable to fraud.
207	17/02/2026 6:50 PM ID: 291022861	None.
208	17/02/2026 6:56 PM ID: 291023039	Adding additional charges

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
209	17/02/2026 7:00 PM ID: 291023163	I don’t have any concerns
210	17/02/2026 7:12 PM ID: 291023831	N/a
211	17/02/2026 7:13 PM ID: 291023755	None
212	17/02/2026 7:14 PM ID: 291023895	None
213	17/02/2026 7:22 PM ID: 291023518	I am only concerned when they don't do it. How much cash are we meant to carry for a fare we only know when we reach home?
214	17/02/2026 7:34 PM ID: 291023712	They have to actually accept the payment by card. From previous experience, a driver said he couldn’t get a connection for the card machine. This resulted in him driving to a cash machine for me to withdraw money. He kept the meter running the whole time and I was further away from the destination I wanted.
215	17/02/2026 7:35 PM ID: 291024673	N/A
216	17/02/2026 7:36 PM ID: 291024444	No concerns as long as the payment system is reliable and accurate.
217	17/02/2026 7:36 PM ID: 291024746	None - it’s progression when most young people don’t even carry cash anymore
218	17/02/2026 7:38 PM ID: 291024733	Zero
219	17/02/2026 7:38 PM ID: 291024831	None
220	17/02/2026 7:39 PM ID: 291024723	I have no concerns and its also a safety thing incase something happens to you in the taxi and it stops drivers being robbed aswell
221	17/02/2026 7:52 PM ID: 291025380	None
222	17/02/2026 8:05 PM ID: 291025833	None, they should be obliged to accept card payments.
223	17/02/2026 8:05 PM ID: 291025807	N/A
224	17/02/2026 8:05 PM ID: 291025791	None if its all secure
225	17/02/2026 8:09 PM ID: 291025968	I have no concerns.
226	17/02/2026 8:23 PM ID: 291026503	None. This will also help ensure tax avoidance is minimised by creating evidence of the payment
227	17/02/2026 8:25 PM ID: 291026731	I fear cash being forced out
228	17/02/2026 8:43 PM ID: 291027257	N/A
229	17/02/2026 8:50 PM ID: 291027528	None
230	17/02/2026 8:50 PM ID: 291027420	1. Pretence that the card machine is broken 2. Taxi drivers might check the customer's preferred payment method up front and then make up a spurious reason why they can't transport them

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
231	17/02/2026 8:51 PM ID: 291027411	None at all
232	17/02/2026 9:09 PM ID: 291028134	No concerns it’s a good thing
233	17/02/2026 9:13 PM ID: 291028144	None
234	17/02/2026 9:32 PM ID: 291028749	None
235	17/02/2026 9:35 PM ID: 291028843	No funds
236	17/02/2026 9:42 PM ID: 291029006	Not being able to see the card machine screen before payment, not knowing what the rate for mileage is and being able to see a meter when in the vehicle. Surprise payment costs.
237	17/02/2026 9:47 PM ID: 291029177	None
238	17/02/2026 9:47 PM ID: 291028807	Card declined, what happens Poor Internet connection, what happens? Is it a criminal offence or civil offence if the customer cannot pay due to card declined or poor Internet connection.? Allow payment to driver before journey?
239	17/02/2026 10:00 PM ID: 291029475	no concerns but would like the choice
240	17/02/2026 10:11 PM ID: 291029767	None
241	17/02/2026 10:16 PM ID: 291029893	None
242	17/02/2026 10:22 PM ID: 291030038	None
243	17/02/2026 11:06 PM ID: 291030911	Fraud on card
244	17/02/2026 11:47 PM ID: 291031476	They get charge for us using cards
245	18/02/2026 12:13 AM ID: 291031752	None. It helps prevent taxi drivers from scamming patrons, or if they do try and scam patrons, there's a record of it.
246	18/02/2026 12:17 AM ID: 291031782	None
247	18/02/2026 12:29 AM ID: 291031881	none whatsoever
248	18/02/2026 12:35 AM ID: 291031941	That they use a known platform such as PayPal Here, sum up etc
249	18/02/2026 12:55 AM ID: 291032095	None
250	18/02/2026 1:10 AM ID: 291032122	Encouraging even more card usage further entrenches the duopoly of American megacorporations Visa and Mastercard which is a very bad thing. Also, making Taxis more convenient to use might encourage more Taxi use when we should be encouraging people onto public transport such as buses.
251	18/02/2026 1:12 AM ID: 291032181	In society now credit/debit cards directly or on phone wallets are the preferred method of payment.
252	18/02/2026 2:02 AM ID: 291032492	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
253	18/02/2026 2:28 AM ID: 291032655	Security of details
254	18/02/2026 2:40 AM ID: 291032734	Clarity of the amount being charged
255	18/02/2026 3:01 AM ID: 291032837	Customers potentially using other peoples cards and then those payments being taken back from the taxi driver due to fraud, signal issues with card machine
256	18/02/2026 3:18 AM ID: 291032909	Why should every business / service take card payments and the taxi drivers don't want to. Accept card it doesn't make sense in this economy
257	18/02/2026 3:38 AM ID: 291032972	None
258	18/02/2026 4:30 AM ID: 291033257	Should be drivers preferance, not everyone wants to be a robot
259	18/02/2026 5:37 AM ID: 291033702	None
260	18/02/2026 6:00 AM ID: 291033958	As question 2
261	18/02/2026 6:09 AM ID: 291034205	Only if payment can be paid before you finish or take the hire
262	18/02/2026 6:22 AM ID: 291034506	None
263	18/02/2026 6:27 AM ID: 291034046	My.main concern is that the older drivers/operators will be reluctant and we may possibly see a shift to early retirement or other employment further reducing the number of available cabs also the financial losses no matter how small involved in forced card payments must be considered and there is a mistrust in members of the public that funds may not be available at the journeys end to pay i.e no charge in their device or lost device/card also the number one crime in technology services is fraud and this could leave drivers/operators open to fraudulent abuse also the cost to the business in card charges as they will receive less than the GCC operated legal metered fare which is a unfair and must be considered as GCC will be implementing a forced loss to the owners/drivers which is unacceptable at any level
264	18/02/2026 6:59 AM ID: 291035573	None
265	18/02/2026 7:04 AM ID: 291035874	that there will be an attempt to try add a service fee on or they will try add small charges on.
266	18/02/2026 7:18 AM ID: 291036432	none
267	18/02/2026 7:18 AM ID: 291036484	Increased fares
268	18/02/2026 7:20 AM ID: 291036293	I recently had a rather unpleasant experience with a black cab driver in Glasgow city centre. He initially lied and said he didn't accept card payments. When I attempted to walk away he suddenly changed his mind and admitted he did. Thankfully he did accept my card upon arrival at my house. However, I was still worried he'd been lying just to get me into the car and then demand cash for the journey. There is also the additional concern that some taxi drivers may pass on any additional costs to the customer. It's already expensive enough to get a taxi from Glasgow City centre to say Robroyston, which isn't too far.
269	18/02/2026 7:25 AM ID: 291036633	Some taxis already show a sign saying they accept cards and then claim to be cash only after getting in, sometimes claiming the card machine is not working. How can this be avoided?

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
270	18/02/2026 7:30 AM ID: 291036595	None
271	18/02/2026 7:33 AM ID: 291037014	No concerns - I would welcome the change
272	18/02/2026 7:36 AM ID: 291037107	No concerns at all. As every freelancer and every business accepts cards/ electronic payments, they should too.
273	18/02/2026 7:37 AM ID: 291037105	Card being copied and have a right to pay cash if want to if card will stop using black hack
274	18/02/2026 7:38 AM ID: 291037094	Transparency of pricing. Security of technology. The technology will always be svsilsble and work.
275	18/02/2026 7:49 AM ID: 291037744	I understand there may be standing charges that eat into profits/affect viability and so drivers may need to be supported to off-set those costs. But I worry more about safety as a result of taxis not accepting cards.
276	18/02/2026 7:54 AM ID: 291038022	none
277	18/02/2026 7:58 AM ID: 291038047	I have no concerns. All taxis should accept payment of fares by credit/debit card.
278	18/02/2026 8:08 AM ID: 291038663	No concerns
279	18/02/2026 8:16 AM ID: 291039105	None
280	18/02/2026 8:21 AM ID: 291039033	None - they need to modernise - if they can’t then the service is no longer fit for purpose
281	18/02/2026 8:22 AM ID: 291038550	None
282	18/02/2026 8:28 AM ID: 291039769	None
283	18/02/2026 8:29 AM ID: 291039589	I have no concerns safer and quicker
284	18/02/2026 8:29 AM ID: 291039841	None
285	18/02/2026 8:34 AM ID: 291039711	None
286	18/02/2026 8:46 AM ID: 291040844	That fares go up to cover the card processing fees
287	18/02/2026 8:59 AM ID: 291041306	Proof of purchase. They should be required to provide a receipt. Many taxi drivers will just give you a card sized receipt that is blank. I believe a proper printed or carbon copy hand written receipt should be available if requested.
288	18/02/2026 9:01 AM ID: 291042224	Should legally required to take cards
289	18/02/2026 9:08 AM ID: 291042672	My only concern is that it could potentially justify a move to card only, which I do not think should be the case. They should accept both card and cash.
290	18/02/2026 9:09 AM ID: 291043043	none - all taxi drivers including private hire should allow cc
291	18/02/2026 9:12 AM ID: 291042989	None.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
292	18/02/2026 9:12 AM ID: 291043249	I think it's dangerous especially for women to be left out and told they can't pay by card. Not everyone now carries cards on them to take cash out and rely on apple pay etc.
293	18/02/2026 9:15 AM ID: 291043264	As so often happens with Glasgo cars there drivers either lie by saying there card machine isn't working so as to force you pay cash… Hackney taxis may follow the same route
294	18/02/2026 9:18 AM ID: 291043848	N/A
295	18/02/2026 9:20 AM ID: 291043926	None
296	18/02/2026 9:29 AM ID: 291044809	None
297	18/02/2026 9:32 AM ID: 291044772	None. Every other city I have been to... taxis take card payments. The tech was there for covid here in Glasgow, and now it seems to have vanished. Also is it not safer for taxi drivers not to carry significant sums of cash in their vehicles?
298	18/02/2026 9:41 AM ID: 291045662	no concerns
299	18/02/2026 9:43 AM ID: 291045979	No concerns. Skimming should not be an issue in a taxi.
300	18/02/2026 9:51 AM ID: 291046522	No concerns at all. The introduction of card payment should not prevent a taxi from also accepting cash/.
301	18/02/2026 9:56 AM ID: 291046999	My teenage daughters don't carry cash and need to use taxis to get home when it's dark. My husband and I have also been denied carriage because we've not had cash. This is after waiting in taxi queues outside central station
302	18/02/2026 10:09 AM ID: 291047629	I have no idea if it has cost implications for taxi drivers to offer card payment. I wouldn't want to unfairly burden them, but it would give me peace of mind to know that whenever I needed a taxi, I could get in one without panicking and searching for a cashpoint first.
303	18/02/2026 10:15 AM ID: 291048467	None, it is the 21st century after all
304	18/02/2026 10:17 AM ID: 291048242	Cost of fares may go up as card fee increases, Also I think it will discourage A lot of taxi drivers to to work as a taxi driver
305	18/02/2026 10:18 AM ID: 291048543	None
306	18/02/2026 10:21 AM ID: 291048925	None
307	18/02/2026 10:22 AM ID: 291048847	The cost associated with card machines and charges for taking payments
308	18/02/2026 10:24 AM ID: 291048648	That they might actually start paying tax? lol
309	18/02/2026 10:31 AM ID: 291049094	I have no concerns with the process. Any professional provider has the ability to allow payments even where there is poor connectivity. The drivers are likely to be the difficult part of the process, citing costs and connectivity as a reason not to do it?
310	18/02/2026 10:41 AM ID: 291050501	None
311	18/02/2026 10:46 AM ID: 291050792	Drivers may try to inflate fares to make up for the fact they will have to declare all fares for tax purposes

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
312	18/02/2026 10:56 AM ID: 291051625	Card cloning. Pretending the machine is broken.
313	18/02/2026 11:13 AM ID: 291052354	The main concern, is that drivers say they only take cash or find a way to circumvent the taking of digital payments.
314	18/02/2026 11:18 AM ID: 291053432	No concerns, providing drivers do not add a surcharge for taking cards.
315	18/02/2026 11:18 AM ID: 291053625	None, I do not see any reason why they cannot accept fares this way when everywhere else does.
316	18/02/2026 11:18 AM ID: 291053689	I have no concerns for them accepting card payments.
317	18/02/2026 11:26 AM ID: 291054281	None
318	18/02/2026 11:43 AM ID: 291055876	None
319	18/02/2026 11:43 AM ID: 291055893	Data collection/GDPR
320	18/02/2026 11:43 AM ID: 291055891	None, but believe card and cash should be accepted
321	18/02/2026 11:43 AM ID: 291055923	None.
322	18/02/2026 11:44 AM ID: 291055925	None
323	18/02/2026 11:44 AM ID: 291055961	None
324	18/02/2026 11:46 AM ID: 291056002	none
325	18/02/2026 11:46 AM ID: 291056120	None
326	18/02/2026 11:49 AM ID: 291056272	Security - must all used the same type of card reader?
327	18/02/2026 11:50 AM ID: 291056371	None
328	18/02/2026 11:52 AM ID: 291056307	None - they all should.
329	18/02/2026 11:52 AM ID: 291055657	It is concerning that this could be a step towards accepting only card payments and adversely affecting those who for many reasons use cash. I find cash preferable for budgeting purposes.
330	18/02/2026 11:53 AM ID: 291056685	Drivers are concerned about losing a small percentage to fees from card companies?
331	18/02/2026 12:03 PM ID: 291056870	The additional cost to the Taxi Drivers, terminal rental, processing fees etc. For the customer, assurance that their card cannot be scanned or cloned
332	18/02/2026 12:06 PM ID: 291057981	None
333	18/02/2026 12:15 PM ID: 291058676	I'd be sympathetic to increased admin costs for taxi drivers such as chrges from the card machine operators.
334	18/02/2026 12:25 PM ID: 291059357	My only concern would be enforcement. I'm sure a lot of drivers will still try the classic line "the card machine is broken".

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
335	18/02/2026 12:29 PM ID: 291059828	Wouldn't want this to mean they will refuse cash payments
336	18/02/2026 12:34 PM ID: 291060315	None - though taxi drivers themselves may have to reduce their tip income
337	18/02/2026 12:34 PM ID: 291060403	None
338	18/02/2026 12:36 PM ID: 291060260	No concerns with them having to take card payments as it's very wide spread. We are very used to paying at hand held terminals so food markets and craft stalls.
339	18/02/2026 12:36 PM ID: 291060398	The fare going up as the drivers need to buy a machine to accept payment
340	18/02/2026 12:37 PM ID: 291060583	None. However I do believe the driver should have a choice. Drivers who accept card payments are having to pay a certain % in commission for terminal services
341	18/02/2026 12:38 PM ID: 291060404	See above
342	18/02/2026 12:38 PM ID: 291060789	None
343	18/02/2026 12:38 PM ID: 291056084	most are stating cash only, especially on the rank and you then need to get out and go down the queue, very inconvenient and not friendly
344	18/02/2026 12:39 PM ID: 291060570	It would help the people
345	18/02/2026 12:41 PM ID: 291060808	See above
346	18/02/2026 12:42 PM ID: 291060862	None, this should be a requirement in 2026
347	18/02/2026 12:42 PM ID: 291060730	So many taxi drivers refuse small hire because of card payments and if hire goes out of Glasgow everybody take card payments please make it mandatory for everyone so they don’t refuse any hire thanks
348	18/02/2026 12:42 PM ID: 291060839	As a driver my concern is non payment either from insufficient funds to pay or technology problems(which are quite frequent)
349	18/02/2026 12:44 PM ID: 291060437	Customers not having funds in their account to pay for the journey
350	18/02/2026 12:44 PM ID: 291061194	None
351	18/02/2026 12:48 PM ID: 291061319	Give choice to the both drivers & user.
352	18/02/2026 12:51 PM ID: 291061198	No concerns
353	18/02/2026 12:52 PM ID: 291061485	Declined payment if you are travelling any distance
354	18/02/2026 12:52 PM ID: 291061762	Security of card details.
355	18/02/2026 12:57 PM ID: 291061495	It should be mandatory,how can we be considered a modern city when we only take cash .
356	18/02/2026 12:58 PM ID: 291061839	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
357	18/02/2026 12:58 PM ID: 291062419	none
358	18/02/2026 12:59 PM ID: 291062322	None at all.
359	18/02/2026 1:00 PM ID: 291062375	None
360	18/02/2026 1:01 PM ID: 291062116	No fears what's so ever None radio cars are holding our trade back Reason being is Tax Dodging. Credit cards show up in bank statements Therefore need to be taxed
361	18/02/2026 1:03 PM ID: 291062720	No concerns
362	18/02/2026 1:03 PM ID: 291062620	Cost of equipment. Hand held devices that print receipts are already working well with Glasgow Taxis Ltd vehicles. This is the standard we should have .
363	18/02/2026 1:14 PM ID: 291063819	2 machines required in case of network card supplier problems. Who gonna pay for 2??
364	18/02/2026 1:17 PM ID: 291063866	The percentage is too high
365	18/02/2026 1:18 PM ID: 291063454	Should be taxi drivers own choice to accsept or not,as some bars in glasgow do cash only,why shouldn't taxi driver have the choice
366	18/02/2026 1:20 PM ID: 291064276	None.
367	18/02/2026 1:20 PM ID: 291063611	If they say their card reader isn't working, as a way of not accepting card payments.
368	18/02/2026 1:23 PM ID: 291064512	NO CONCERNS
369	18/02/2026 1:23 PM ID: 291064261	None what so ever. (Otherthen the pay hit tax drivers will experience, however this should be helped/mitigated at a government/council level)
370	18/02/2026 1:23 PM ID: 291064403	None. Still use cash. It's not hard to get either.
371	18/02/2026 1:24 PM ID: 291064559	None
372	18/02/2026 1:26 PM ID: 291064399	The things a don’t like about take credit card it’s the money I lose as a driver for taking a card payment. If the driver was to receive the full payment it wouldn’t be a problem for me.
373	18/02/2026 1:26 PM ID: 291061633	If at the end of a hire the card fails its not been unknown for someone to deliberately do this and blame it on their bank
374	18/02/2026 1:28 PM ID: 291064858	None
375	18/02/2026 1:30 PM ID: 291064510	No concerns whatsoever , it clears the ranks up quicker, avoids customers walking up the line , asking who will accept card payments
376	18/02/2026 1:33 PM ID: 291065116	It might be a stolen card or one thats been found a lot of checks to make sure its a valid card etc
377	18/02/2026 1:34 PM ID: 291064906	No concerns, every driver has to pay tax
378	18/02/2026 1:36 PM ID: 291065641	That nothing should be added on top, such as a ‘convenience’ charge. What’s on the meter is what you pay.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
379	18/02/2026 1:37 PM ID: 291064973	Card machines might loose signal, cards can quite often decline, drivers can take passengers on journeys and cards could have insufficient funds causing drivers to loose income.
380	18/02/2026 1:40 PM ID: 291065019	Generally public don't tip if paying by card
381	18/02/2026 1:45 PM ID: 291066376	That the payment they take is exactly the fare price,
382	18/02/2026 1:47 PM ID: 291066650	None
383	18/02/2026 1:48 PM ID: 291066616	They won't observe any new legislation and will continue to ask for cash only
384	18/02/2026 1:55 PM ID: 291066233	If it's not mandatory there should be a requirement for drivers to advise customer if cards are accepted on not. Possibly with stickers similar to existing pre booked sticker.
385	18/02/2026 2:02 PM ID: 291067724	no concerns I think it would be safer and more convenient
386	18/02/2026 2:08 PM ID: 291068313	Card being declined at end of hire
387	18/02/2026 2:09 PM ID: 291067700	Stolen cards used .credit card fraud is wide spread
388	18/02/2026 2:13 PM ID: 291066302	More costs for the driver to incur we do get it back on tax returns (one year later)but being a small business it's yet another outlay.
389	18/02/2026 2:18 PM ID: 291068589	None
390	18/02/2026 2:18 PM ID: 291067804	See answer 2.
391	18/02/2026 2:22 PM ID: 291069390	"Card machine not working"
392	18/02/2026 2:23 PM ID: 291069405	None
393	18/02/2026 2:28 PM ID: 291069048	None, these payments are guaranteed before the driver commences his journey particularly if it's out of town. The vast majority of refusals are for local work, in the hope that drivers will secure a better fare.
394	18/02/2026 2:39 PM ID: 291070919	none
395	18/02/2026 2:41 PM ID: 291070893	Provides options to pay fare.
396	18/02/2026 2:46 PM ID: 291071384	None
397	18/02/2026 2:48 PM ID: 291070849	It creates confusion when a customer gets into a Taxi that only work Ranks , like Glasgow Central. I have came out the station and even before I have got the door open I am greeted by an aggressive "CASH ONLY".If the customer was from London they would think they are in a backwards city.
398	18/02/2026 2:53 PM ID: 291072032	None
399	18/02/2026 2:57 PM ID: 291071498	None
400	18/02/2026 2:57 PM ID: 291071133	None if some have to do it then they should all because their is too much cheating going on.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
401	18/02/2026 2:58 PM ID: 291072398	none but it shouldn't be forced on drivers
402	18/02/2026 3:01 PM ID: 291072602	I don’t have any concerns apart from above
403	18/02/2026 3:02 PM ID: 291072336	Not getting paid if machine dosnt work
404	18/02/2026 3:04 PM ID: 291072384	none, surely if done through Glasgow council that a group wide pricing deal could and should be reviewed to help encourage and reduce costs for the taxi drivers, allowing a fairer option of choice for the client.
405	18/02/2026 3:09 PM ID: 291072869	The cost of setup.
406	18/02/2026 3:36 PM ID: 291075982	No concerns
407	18/02/2026 3:50 PM ID: 291076842	Same as question 2
408	18/02/2026 3:53 PM ID: 291072063	It is illegal not to except the coin of the realm
409	18/02/2026 4:04 PM ID: 291077757	None whatsoever as long as they are using approved card machines where the fare is clearly displayed.
410	18/02/2026 4:05 PM ID: 291078108	None
411	18/02/2026 4:06 PM ID: 291061963	In terms of concerns, a central pillar of the argument for mandatory card payments is the fulfillment of the public sector equality duty. Howeverm it should be considered that the Equality Act 2010 requires service providers to make reasonable adjustments to ensure that disabled persons are not at a substantial disadvantage. While card payments increase inclusion for many, a regulatory mandate must also consider those who remain cash-dependent, such as certain elderly populations or unbanked individuals. Mandatory card acceptance does not, and should not, preclude the acceptance of cash. Instead, it ensures a multi-channel approach where the mode of payment is dictated by the consumer's needs rather than the driver's preference or equipment limitations. Another objection, this time from the driver's perspective, involves the financial burden of equipment and transaction fees. Drivers, typically operating as self-employed sole traders, face a variety of costs when adopting card payments. However, an analysis of the current market suggests that these costs are manageable and often offset by increased patronage and higher average fares from business travelers. In the UK, fees typically range from 1.5% to 3.95%. In the London model mentioned in the previous section, TfL capped the pass-through cost from providers to drivers at 3% to prevent exploitation. Glasgow City Council could consider a similar regulatory cap or use its influence to negotiate bulk deals for the trade. Continuing on the argument of fees, under the Consumer Rights (Payment Surcharges) Regulations 2012, drivers are strictly prohibited from charging passengers extra for paying by card. This makes the choice of a low-cost provider even more vital for maintaining driver margins. The Council's role as an information catalyst becomes essential here: by providing a curated list of approved, low-fee providers, the Council can mitigate the profit erosion that drivers fear. The regulatory divergence between taxis (hackney carriages) and private hire vehicles (PHVs) has created a competitive disadvantage for the former. While PHVs like Uber have payment integration by design, taxis have traditionally relied on rank and hail cash transactions. Uber and Glasgow Go Cars operate as operators under the 1982 Act, allowing them to centralise payment processing. Traditional taxi drivers, often independent sole traders, do not have this centralised infrastructure. By mandating card payments, the Council effectively standardises the service level across all for-hire transportation in the

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		city. Drivers in cities where cards are already mandatory report that the policy has been their salvation in the face of app-based competition, as it allows them to capture the high-value business and tourist markets that no longer carry GBP currency. From a broader perspective, it is important to point out that the future of urban transport lies in Mobility as a Service (MaaS), where multiple modes of transport are accessed and paid for via a single digital platform. A taxi fleet that does not accept digital payments cannot be fully integrated into these smart-city frameworks. Mandating card payments is therefore a prerequisite for Glasgow's ambitions to become a net zero and smart city by 2030. In this respect, rather than providing direct subsidies for hardware, which would have significant financial implications, the Council should act as an information catalyst. This role involves reducing the information asymmetry that prevents drivers from finding the most cost-effective payment solutions. Similar to TfL, Glasgow City Council should maintain a list of approved payment systems that meet specific criteria: transaction fees below 2%, mPOS/SoftPOS availability and accessibility features. While not directly subsidising, the Council can negotiate preferred partner rates with providers, leveraging the collective volume of 1,217 vehicles to secure lower fees than an individual driver could obtain. While respecting fair competition, the Council should actively promote SoftPOS solutions, which require zero hardware investment from the driver beyond an existing smartphone. This addresses the upfront cost concern most effectively.
412	18/02/2026 4:06 PM ID: 291078612	Not getting paid
413	18/02/2026 4:07 PM ID: 291078680	No concern
414	18/02/2026 4:08 PM ID: 291078560	None
415	18/02/2026 4:10 PM ID: 291078883	None
416	18/02/2026 4:11 PM ID: 291078848	Should be business owners choice.
417	18/02/2026 4:12 PM ID: 291079089	Fees by credit card companies
418	18/02/2026 4:24 PM ID: 291080016	None
419	18/02/2026 4:29 PM ID: 291080542	None
420	18/02/2026 4:35 PM ID: 291078542	Network issues, during 2025 I lost £50+ due to net work issues with card machines.and also the “insufficient funds message on machines.” , these messages especially on nightshift makes drivers vulnerable. During OCT 2022 I had this message TEN times with passengers , 1 I had to write off the fare , 5 were resolved calmly with bacs or relative paying however 4 of those hires changed my life. There is a lot of emotion and vulnerability of both parties involved with no money in account , in my case all ten incidents involved sole females drunk , these incidents made me as a driver feel so vulnerable I spent the rest of the year avoiding picking up sole females drunk, within a few months of these incidents I moved dayshift and have been so since.
421	18/02/2026 4:41 PM ID: 291081691	None
422	18/02/2026 4:55 PM ID: 291082882	May give it as a reason for higher fare.
423	18/02/2026 4:57 PM ID: 291083101	No concern

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
424	18/02/2026 5:00 PM ID: 291082706	No concerns
425	18/02/2026 5:03 PM ID: 291083735	None
426	18/02/2026 5:04 PM ID: 291083708	It's unclear if the proposal means that taxis will ONLY accept cards - i.e. they would no longer accept cash. I think they should continue to accept cash too.
427	18/02/2026 5:12 PM ID: 291084729	None
428	18/02/2026 5:14 PM ID: 291084618	None of registered properly otherwise might be a fraud element if not licenced
429	18/02/2026 5:26 PM ID: 291085528	None
430	18/02/2026 5:37 PM ID: 291086233	If there is an issue over the fare
431	18/02/2026 5:48 PM ID: 291086927	N/A
432	18/02/2026 5:55 PM ID: 291087234	Fraudulent or stolen cards being used
433	18/02/2026 6:02 PM ID: 291087637	Paying interest on your fares (losing money)
434	18/02/2026 6:03 PM ID: 291087697	I am concerned if they don't accept cash as then I won't be able to pay.
435	18/02/2026 6:06 PM ID: 291087937	Ensuring clear demonstration of the charge being made particularly if contactless. And the availability of receipts.
436	18/02/2026 6:15 PM ID: 291088468	Them adding a fee to use card
437	18/02/2026 6:19 PM ID: 291088289	None concerns
438	18/02/2026 6:25 PM ID: 291088889	None
439	18/02/2026 6:26 PM ID: 291088806	I have no concern
440	18/02/2026 6:34 PM ID: 291089196	Self employed drivers should be able to decide how they want to be paid
441	18/02/2026 6:54 PM ID: 291090321	Card fraud is a concern
442	18/02/2026 6:58 PM ID: 291090402	None
443	18/02/2026 6:59 PM ID: 291090481	No concern. I believe is better if they accept cards as most of the time I see a huge queue on queen station just waiting and once I wanted to take a taxi and I couldn’t because they didn’t accept cards. It is also for safety, as it is safer to come back home by taxi than walking
444	18/02/2026 7:02 PM ID: 291090645	My concern as a Taxi driver is that the public assume we are all cash only. It's guilty by association.
445	18/02/2026 7:07 PM ID: 291090830	Don't have any concerns but if a driver prefers cash to card up to them they have money to get diesel for cab Don't need to wait for it
446	18/02/2026 7:16 PM ID: 291091283	It should be the drivers joice

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
447	18/02/2026 7:19 PM ID: 291091223	No concerns whatsoever
448	18/02/2026 7:20 PM ID: 291090336	The meter price is reduced by an operators admin charge. The charges can be variable, depending on card used. Any gratuity, becomes part of the overall price; therefore greater admin fee. Drivers have no choice.
449	18/02/2026 7:27 PM ID: 291091663	No concerns
450	18/02/2026 7:28 PM ID: 291091856	not getting payment eg machine not working or no money in account
451	18/02/2026 7:44 PM ID: 291092514	Accepting card payments alongside cash payments is a positive thing.
452	18/02/2026 8:05 PM ID: 291093435	None
453	18/02/2026 8:09 PM ID: 291093822	None . It simply should always be an option for the passenger
454	18/02/2026 8:26 PM ID: 291094516	No concerns i have been accepting fares by card for years no problem.
455	18/02/2026 8:49 PM ID: 291094810	My biggest concern is that the Council set the tariff and what is on the meter at the end of the journey paying by card shall not get the full amount as shown on the meter as there will be a percentage taken from me for accepting card payment so my income shall be cut. Out there working for some card company taking money from me for nothing.
456	18/02/2026 8:58 PM ID: 291095760	Adding illegal transaction charges
457	18/02/2026 9:03 PM ID: 291095936	Don't want taxi drivers to have to pay any fees that eat into their income.
458	18/02/2026 9:35 PM ID: 291097066	None other than it might exclude some people who do not have cards
459	18/02/2026 9:44 PM ID: 291097322	The drivers are self employed and cash is easier for them to pay bills to without added costs or deductions
460	18/02/2026 10:03 PM ID: 291097823	No concerns. I have more concern being required to carry cash to pay for taxis due to safety & security
461	18/02/2026 10:03 PM ID: 291097868	None
462	18/02/2026 10:39 PM ID: 291098779	None
463	18/02/2026 10:58 PM ID: 291099142	None.
464	18/02/2026 10:58 PM ID: 291099186	I have no concerns about this. The machines are in place, they just have to use them.
465	18/02/2026 11:54 PM ID: 291100050	Card machine doesn't work, customer has no cash
466	19/02/2026 12:09 AM ID: 291100254	None
467	19/02/2026 4:40 AM ID: 291102506	No concern, the main concern is why it’s not in place already.
468	19/02/2026 4:41 AM ID: 291102495	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
469	19/02/2026 5:25 AM ID: 291102851	I think there will be backlash.
470	19/02/2026 5:53 AM ID: 291103231	None
471	19/02/2026 6:01 AM ID: 291103142	No concerns if it makes it more convenient for the paying customers
472	19/02/2026 7:01 AM ID: 291104549	None
473	19/02/2026 7:10 AM ID: 291104743	No concern, it should be a mandatory option.
474	19/02/2026 7:16 AM ID: 291105391	None
475	19/02/2026 7:22 AM ID: 291105611	None. It increases the legitimacy of the taxi.
476	19/02/2026 7:23 AM ID: 291105928	None
477	19/02/2026 7:31 AM ID: 291106031	I have no concerns whatever As a 55 year old taxi driver of 35 years in glasgow I recognise that not only is the younger generation all use card but now almost every generation.
478	19/02/2026 7:35 AM ID: 291106593	None
479	19/02/2026 7:39 AM ID: 291107036	Drivers will claim their card machines are out of order as I've seen this happen already.
480	19/02/2026 7:45 AM ID: 291107870	None
481	19/02/2026 7:49 AM ID: 291108225	None, they should all be doing it
482	19/02/2026 7:51 AM ID: 291108352	None
483	19/02/2026 8:15 AM ID: 291110789	None
484	19/02/2026 8:23 AM ID: 291111466	None
485	19/02/2026 8:35 AM ID: 291112783	n/a
486	19/02/2026 8:36 AM ID: 291112811	None whatsoever. It's ridiculous they don't. We all know why they don't. They know, you know, I know. It's called tax evasion.
487	19/02/2026 8:39 AM ID: 291113107	Absolutely none
488	19/02/2026 8:40 AM ID: 291113195	Over charging intoxicated passengers as they already do with cash.
489	19/02/2026 8:41 AM ID: 291112908	None, if it's a licensed taxi, and you check the amount being charged before presenting your card. If in doubt, take a photo of the taxi's license plate.
490	19/02/2026 8:42 AM ID: 291113271	Card only cars
491	19/02/2026 8:42 AM ID: 291113286	zero concerns.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
492	19/02/2026 8:43 AM ID: 291113393	Some drivers may give up being a taxi driver and will make it even harder to get a cab
493	19/02/2026 8:52 AM ID: 291114275	No concerns, it's so simple to take card payments!
494	19/02/2026 8:54 AM ID: 291114057	None.
495	19/02/2026 8:56 AM ID: 291114568	Drivers defaulting to “card machines not working” anyway
496	19/02/2026 8:58 AM ID: 291114519	None.
497	19/02/2026 9:01 AM ID: 291115162	I have been in a number of taxis where the driver insists the card machine is broken and they only take cash. I'd be worried drivers will continue this setup.
498	19/02/2026 9:01 AM ID: 291115360	Insisting on a surcharge for using card is illegal and still rife
499	19/02/2026 9:01 AM ID: 291115216	None, it makes business sense for the driver and offers customers more flexibility.
500	19/02/2026 9:02 AM ID: 291115101	I'm concerned if I don't have cash then driver will refuse the ride. A driver will often ask if you have cash before you have even told them the destination.
501	19/02/2026 9:04 AM ID: 291115518	None
502	19/02/2026 9:07 AM ID: 291115956	No concerns, other city taxi drivers already do this and have been for a number of years.
503	19/02/2026 9:07 AM ID: 291115674	You should probably ask the taxi drivers that queation - why are they so against taking hires that pay by card? 6 taxis taken in Glasgow since the new year - 5 of which I had to pay cash or no service.
504	19/02/2026 9:08 AM ID: 291115792	No concerns, I think it's time. Taxi drivers already prey on vulnerable people by taking unnecessary diversions and get on their soapbox to say the most outdated things you've ever heard. The least they can do is let us pay in card.
505	19/02/2026 9:08 AM ID: 291115982	It's uncanny how often the "terminal doesn't work".
506	19/02/2026 9:10 AM ID: 291116199	That they are not given an easy escape by claiming "the card machine isn't working" G a flat out lie every time I've been told it.
507	19/02/2026 9:10 AM ID: 291116283	None
508	19/02/2026 9:10 AM ID: 291116274	None
509	19/02/2026 9:11 AM ID: 291116154	Their poor little feelings might be hurt and they’d have to do a racism or two to make themselves feel better
510	19/02/2026 9:14 AM ID: 291116656	It should be mandatory to accept card
511	19/02/2026 9:17 AM ID: 291116904	None, this is the most efficient and safe method of money transfer
512	19/02/2026 9:18 AM ID: 291117130	Continued lies from drivers about their machine being “broken”
513	19/02/2026 9:19 AM ID: 291116876	Need to have a way to know exactly how much is going to be charged on my card (I.e fixed price journey or £XX per Km
514	19/02/2026 9:20 AM ID: 291117128	Obvious one is card skimming but I'd imagine that could be traced quickly

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
515	19/02/2026 9:21 AM ID: 291116701	No concerns, the only reason I can think of as to why they are reluctant is that with cash it's easier to not declare it for income tax
516	19/02/2026 9:21 AM ID: 291117310	None, other than that they should do it and there should be penalties if they feign the machine being broken.
517	19/02/2026 9:22 AM ID: 291114049	As above no funds on the card no protection from police or council to get paid . And not getting paid what's on the meter due to card charges
518	19/02/2026 9:22 AM ID: 291115920	None, but on the rare occasions they have accepted card they have antiquated readers that are not contactless and sometimes don't work. Taxi drivers also complain a lot and can get very rude and threatening. They would have to update their hardware, And their attitude.
519	19/02/2026 9:22 AM ID: 291117548	None
520	19/02/2026 9:22 AM ID: 291117439	Drivers claiming their machine doesn’t work
521	19/02/2026 9:23 AM ID: 291117242	None.
522	19/02/2026 9:23 AM ID: 291117489	None
523	19/02/2026 9:24 AM ID: 291117904	None
524	19/02/2026 9:24 AM ID: 291117486	N/A
525	19/02/2026 9:24 AM ID: 291117754	None.
526	19/02/2026 9:25 AM ID: 291118027	None
527	19/02/2026 9:28 AM ID: 291117996	It'll make them even more ill-tempered
528	19/02/2026 9:29 AM ID: 291118318	None
529	19/02/2026 9:30 AM ID: 291118173	None
530	19/02/2026 9:31 AM ID: 291118503	I have frequently had taxis claim they take card, and then insist their card machine is broken when I arrive at my destination.
531	19/02/2026 9:32 AM ID: 291118819	None.
532	19/02/2026 9:32 AM ID: 291118345	Making it compulsory is not cost effective for the drivers unless fares are increased again as each transaction incurrs a charge from whomever their payment provider is
533	19/02/2026 9:33 AM ID: 291118929	None
534	19/02/2026 9:35 AM ID: 291119303	None
535	19/02/2026 9:35 AM ID: 291119328	That vulnerable people will be left stranded.
536	19/02/2026 9:35 AM ID: 291118774	None at all. I understand there might be a small charge for the driver in accepting card payments but that's the cost of doing business in this day and age.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
537	19/02/2026 9:35 AM ID: 291119194	There is no one stopping them saying their machine is broken etc. Glasgow cabbies must have the highest card machine failures of any industry
538	19/02/2026 9:36 AM ID: 291119415	None. Taxi drivers should accept card payments and if their machine is not working they must fix it.
539	19/02/2026 9:39 AM ID: 291119584	If they don't accept card payments, this can lead to unnecessary risks or costs to the customer. Taxis should always accept a card or if the card machine is truly broken, should not accept any fares.
540	19/02/2026 9:40 AM ID: 291120009	My concern is that drivers don't take card payments and instead offer to divert to a cash machine, increasing the time and therefore cost of the journey for their benefit.
541	19/02/2026 9:40 AM ID: 291119203	None. If the drivers need to increase fares by 1.5% to cover it, so be it.
542	19/02/2026 9:40 AM ID: 291120109	No concerns.
543	19/02/2026 9:41 AM ID: 291119669	No concerns whatsoever with them accepting card payments.
544	19/02/2026 9:41 AM ID: 291120042	There is the possibility to scam people using the card machine if the customer doesn't check it correct however this exists everywhere that the card machine isn't tied to the till.
545	19/02/2026 9:44 AM ID: 291120712	I've taken 4-5 black cabs in the past 6 months (only when I have no choice) and each one hasn't been able to take card payments for some reason - every one even asked about cash before they drove off.
546	19/02/2026 9:45 AM ID: 291120905	None
547	19/02/2026 9:47 AM ID: 291120661	I have a concern they will increase the cost, using card machines and processing fees as a pretext. Cash is not free, forgeries, errors and banking all have to be costed for when comparing to card payments. Virtually all small businesses accept card payments now.
548	19/02/2026 9:48 AM ID: 291120651	Only that they may intentionally say the card machine is broken.
549	19/02/2026 9:48 AM ID: 291121010	Black cabs regularly claim their card readers are broken to avoid needing to take these fares (often late at night)
550	19/02/2026 9:49 AM ID: 291121047	As a customer, I have no concerns.
551	19/02/2026 9:50 AM ID: 291121709	No concerns as long as via safe means
552	19/02/2026 9:50 AM ID: 291121148	None
553	19/02/2026 9:52 AM ID: 291121535	None. It’s become the norm every where else.
554	19/02/2026 9:52 AM ID: 291121979	None
555	19/02/2026 9:54 AM ID: 291121893	Card companies skimming takings from the driver is a concern. Perhaps the company supporting drivers with their machine costs/transaction costs would be reasonable? Or increasing fares slightly to compensate for the loss to the driver.
556	19/02/2026 9:55 AM ID: 291122165	None. There are no downsides for customers

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
557	19/02/2026 9:56 AM ID: 291122433	None
558	19/02/2026 10:01 AM ID: 291122994	I'm concerned they will use the excuse of the card machine not working. They should not be accepting fares if they cannot take payment by card.
559	19/02/2026 10:02 AM ID: 291123414	None
560	19/02/2026 10:02 AM ID: 291123564	None. However they should still be able to accept cash.
561	19/02/2026 10:04 AM ID: 291123161	It’s mostly the old guard that refuses and most young driver will Join uber. So will be less.
562	19/02/2026 10:04 AM ID: 291123347	I have no concerns about taxi drivers accepting credit/card payment, it should be mandatory.
563	19/02/2026 10:08 AM ID: 291124072	Appropriate transparency will need to be presented to ensure the fee agreed is the fee charged to the card
564	19/02/2026 10:09 AM ID: 291124558	They never tell you cash only til you reach your destination. You are then a hostage to them. It’s not safe.
565	19/02/2026 10:11 AM ID: 291124519	That drivers will continue to make their distaste with accepting card payments their passengers problem.
566	19/02/2026 10:13 AM ID: 291124840	None. Taking card is normal, not concerning. However cash should be retained as an option.
567	19/02/2026 10:13 AM ID: 291124236	Zero concerns it's only a benefit to the customer and a lot less hassle.
568	19/02/2026 10:13 AM ID: 291125217	None, all should accept both cash and card for safety
569	19/02/2026 10:14 AM ID: 291124590	Drivers complaining about cards being used as it ‘financially impacts” them. It can be uncomfortable when this happens
570	19/02/2026 10:15 AM ID: 291125488	Taxi drivers becoming aggressive if you want to pay with card which already happens.
571	19/02/2026 10:15 AM ID: 291124804	Only the risk of having to listen to them complain about it. They would likely put up fares to cover any additional costs which I think is fair as long as it is only to cover the cost. I don't think they should be allowed to charge more (ie an additional fee) for card payments rather than cash.
572	19/02/2026 10:16 AM ID: 291125707	Adding cost of porcessing fee into charges
573	19/02/2026 10:18 AM ID: 291125511	A process should exist for how to cope with broken machines that works for both passenger and driver.
574	19/02/2026 10:18 AM ID: 291125644	Failure of signal in city . Bad reception area especially George Street at the university.
575	19/02/2026 10:19 AM ID: 291126216	None, given that most taxis have signage for it, they should be forced to accept it.
576	19/02/2026 10:19 AM ID: 291126064	No concerns
577	19/02/2026 10:19 AM ID: 291126357	None
578	19/02/2026 10:20 AM ID: 291126395	None
579	19/02/2026 10:21 AM ID: 291126506	Cost of services increasing

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
580	19/02/2026 10:21 AM ID: 291125887	Drivers will (as they do now) try and shame passengers into paying cash (to avoid tax) and insist on tips if customers insist on card payments. The greedy taxi drivers must be told, in no uncertain terms, that card payments are *compulsory* at cash prices
581	19/02/2026 10:22 AM ID: 291126826	None
582	19/02/2026 10:27 AM ID: 291126808	I have no concerns about drivers accepting card payments
583	19/02/2026 10:28 AM ID: 291127217	My only concern is if they are allowed to continue NOT accepting cards.
584	19/02/2026 10:28 AM ID: 291127326	none. The reason they want cash is so they can fudge their taxes let's be honest!
585	19/02/2026 10:29 AM ID: 291127562	None
586	19/02/2026 10:30 AM ID: 291127861	They are avoiding paying tax and making life more difficult for people
587	19/02/2026 10:32 AM ID: 291128125	None
588	19/02/2026 10:34 AM ID: 291127690	There will be an allowance for broken car readers, which will create a market for broken card readers. This in turn may reduce the overall ability to pay with a card.
589	19/02/2026 10:38 AM ID: 291128358	That the drivers will do the same as multiple drivers just now and declare the machine to be broken.
590	19/02/2026 10:40 AM ID: 291128474	Contactless payment is now the norm for every business, apart from those who are evading paying tax. It’s selfish and immoral.
591	19/02/2026 10:40 AM ID: 291128863	No concerns, it's super convenient
592	19/02/2026 10:40 AM ID: 291128357	None
593	19/02/2026 10:41 AM ID: 291128965	Card swiping ‘clones’
594	19/02/2026 10:41 AM ID: 291128388	My concern already exists in the form of "card machine not working" signs on every single black cab. I have been left stranded at taxi ranks late at night whilst taxi after taxi tells me that they conveniently can't accept my card payments
595	19/02/2026 10:42 AM ID: 291129026	They will lie and say the machine is broken, after you are already on the journey. Entrapping you.
596	19/02/2026 10:42 AM ID: 291128646	I think it should be a choice.. if it was to be enforced i beleive the card machine should be linked to the meter and poitioned in the back of the taxi . As is done in London
597	19/02/2026 10:43 AM ID: 291129117	None
598	19/02/2026 10:44 AM ID: 291129345	None
599	19/02/2026 10:45 AM ID: 291129171	None.
600	19/02/2026 10:48 AM ID: 291129139	I have no concerns, people tend to pay by card particularly post-covid. Taxi drivers should accept this form of payment without verbal aggression at all times.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
601	19/02/2026 10:50 AM ID: 291129678	It should be the default option.
602	19/02/2026 10:51 AM ID: 291130039	That there will be no way to enforce this “The card machine’s broken” is bad enough as is.
603	19/02/2026 10:51 AM ID: 291129828	None
604	19/02/2026 10:53 AM ID: 291130147	They will lose the transaction fee which will affect their income.
605	19/02/2026 10:53 AM ID: 291129846	only concern would be the problem that would arise if the technology failed but I would expect that to be rare.
606	19/02/2026 10:54 AM ID: 291130261	See above.
607	19/02/2026 10:54 AM ID: 291129707	They will just continue to say their machine isn't working and they can't take card payments.
608	19/02/2026 10:56 AM ID: 291130030	N/a
609	19/02/2026 10:56 AM ID: 291129759	They tend to claim that card machines either don’t exist or don’t work inside their vehicles. That shouldn’t be an acceptable excuse.
610	19/02/2026 10:57 AM ID: 291130512	None, so long as their machine actually work and aren’t conveniently broken or they try and persuade people to pay cash.
611	19/02/2026 10:58 AM ID: 291130297	MAybe dead zoes - I worry about the "end-of-journey" surprise where my card is declined or myphone has died. However, usually doesnt occur
612	19/02/2026 11:01 AM ID: 291130958	Fares would increase when they have to start declaring all their income.
613	19/02/2026 11:04 AM ID: 291131370	Allegedly broken machines
614	19/02/2026 11:06 AM ID: 291131600	Security
615	19/02/2026 11:07 AM ID: 291131738	None
616	19/02/2026 11:07 AM ID: 291131557	At the moment, the only issue is how often drivers claim their card machine is broken to try and force me to pay cash.
617	19/02/2026 11:12 AM ID: 291132207	No concern. Card much more customer friendly and safe for very little downside.
618	19/02/2026 11:16 AM ID: 291131739	It's been 20 years since chip and pin was introduced. It's ubiquitous. It's safe. Young people have grown up with card being how you pay for things as a default. For safety, women especially, feel safer with card than carrying large amounts of cash.
619	19/02/2026 11:22 AM ID: 291132551	There are no concerns
620	19/02/2026 11:23 AM ID: 291132122	They deliberately lie and say that they don't accept card payments. They're fat, moaning lying [redacted] who do this to fiddle their taxes. The cunts are bad enough never mind that shite as well.
621	19/02/2026 11:23 AM ID: 291133073	No concern's, it would be better for everyone.
622	19/02/2026 11:25 AM ID: 291133301	None, however the fares in Cheltenham are ridiculous

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
623	19/02/2026 11:26 AM ID: 291133439	Quite often will go out of my way to use an app instead of attempting to get a taxi at a rank and the expectation is paying by cash, when sometimes all I have available is card or my phone
624	19/02/2026 11:27 AM ID: 291133278	Taxi drivers pretending their card machine is 'not working' so they can continue forcing customers to make off-the-books cash payments
625	19/02/2026 11:29 AM ID: 291133640	That they lie about the machine working or not working. It has happened to me previously and I told him well I don't have a physical card to lift cash so what are we going to do? When he found out I lived just outside the city conveniently the card machine worked.
626	19/02/2026 11:30 AM ID: 291133901	None.
627	19/02/2026 11:31 AM ID: 291133046	It has become standard practice for all drivers to advertise that they accept card payments but also highly common for drivers to claim their card readers are out of order. Common complaints from drivers that it takes 3-5 for them to receive the money are used as an excuse for only wanting cash but this is common practice across retail for over 20 years
628	19/02/2026 11:41 AM ID: 291132938	I have no concerns about this and think it should be mandatory that they take card payments.
629	19/02/2026 11:44 AM ID: 291135117	Many lie and say card machine isn't working and many atms charge you for taking out cash
630	19/02/2026 11:45 AM ID: 291134975	There are no legitimate concerns
631	19/02/2026 11:45 AM ID: 291135226	It must be mandatory and enforceable, not just them saying "the machine doesn't work" - if that's the case the fare must be 0
632	19/02/2026 11:51 AM ID: 291135733	Absolutely none.
633	19/02/2026 11:51 AM ID: 291135560	They always say their machines are broken or they don't take cards.
634	19/02/2026 11:51 AM ID: 291134800	None. Accepting card payment would fix many concerns
635	19/02/2026 11:52 AM ID: 291135642	Taxi drivers in Glasgow have a tendency to pretend that their card machine is broken
636	19/02/2026 11:57 AM ID: 291135796	So often they'll use the "machine's not working" line to force you to pay cash or figure out something else. ATMs aren't easy to come by, and especially late at night in the city this provides and unnecessary and sometimes unsafe extra step to a journey.
637	19/02/2026 11:59 AM ID: 291136266	That they'll keep on claiming the machine is broken and asking for cash
638	19/02/2026 12:02 PM ID: 291136667	None
639	19/02/2026 12:05 PM ID: 291137032	None, it should be mandatory as it is in London.
640	19/02/2026 12:08 PM ID: 291137023	That some drivers will either break their readers or pretend that they're broken.
641	19/02/2026 12:09 PM ID: 291137439	None
642	19/02/2026 12:09 PM ID: 291137074	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
643	19/02/2026 12:10 PM ID: 291137642	none
644	19/02/2026 12:11 PM ID: 291136820	The card reader must be installed in the passenger area and be functional for the duration of the journey. Drivers keeping them turned off and making it a burden to use is a tactic to encourage cash payment.
645	19/02/2026 12:11 PM ID: 291137590	None. There is literally no downside as a customer, only upside.
646	19/02/2026 12:12 PM ID: 291137497	None.
647	19/02/2026 12:12 PM ID: 291137740	None. It happens safely all over the world and should be the standard
648	19/02/2026 12:13 PM ID: 291137651	None, this should be standard
649	19/02/2026 12:14 PM ID: 291137766	Taxi drivers will still claim they don't accept cards or it's broken. If the machine is out of order the journey should be free.
650	19/02/2026 12:20 PM ID: 291138338	Drivers often exclaim that the card machine is not working to force cash payments.
651	19/02/2026 12:21 PM ID: 291138356	Taxi drivers not accepting it and still pressuring you for cash and making you stop at a bank machine in the middle of the night in some cases which might not be safe.
652	19/02/2026 12:22 PM ID: 291138536	None.
653	19/02/2026 12:22 PM ID: 291137988	That they will amend (increase it) the final fare to cover any supposed additional fees for making a card transaction.
654	19/02/2026 12:26 PM ID: 291138650	That they will still refuse to do it and force customers to take our cash from a machine in what is essentially a hostage situation. I have been out in town on a Saturday in Glasgow and had several black cab drivers refuse to take anyone unless they had cash. They were laughing at leaving young women unable to get a taxi and forced to walk from town to the southside due to this. A lot of people don't even carry physical cards so can't take out cash. They are a law unto themselves and it needs to stop.
655	19/02/2026 12:30 PM ID: 291138851	Concerned that taxi drivers will just say their machine is broken, still forcing the fair to be paid by cash. Also concerned that the drivers who do not want to use card machine will refuse to pick me up once its established I want to pay via card.
656	19/02/2026 12:30 PM ID: 291139070	Pretending it's not working. Or trying to add a card charge that isn't advertised.
657	19/02/2026 12:31 PM ID: 291139062	Potential dodgy taxi's using skim devices, horror stories of taxi's wanting '£x' amount up front prior to accepting fares and what this could mean for chip and pin
658	19/02/2026 12:33 PM ID: 291139166	Nothing they should take card
659	19/02/2026 12:33 PM ID: 291139291	None
660	19/02/2026 12:35 PM ID: 291139433	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
661	19/02/2026 12:36 PM ID: 291139565	Nil
662	19/02/2026 12:38 PM ID: 291139508	No concerns. My concerns are for the general public who may struggle for a way home/ to a location, simply because they aren't carrying cash.
663	19/02/2026 12:40 PM ID: 291139816	No concerns
664	19/02/2026 12:41 PM ID: 291139698	None
665	19/02/2026 12:42 PM ID: 291139943	if they claim the mahcine 'isnt working' at the destination.
666	19/02/2026 12:42 PM ID: 291139898	None
667	19/02/2026 12:43 PM ID: 291139633	I have no concerns. Any fraud would be easily investigated as the full transaction details would be available to my bank, and the bank would secure me against financial loss.
668	19/02/2026 12:44 PM ID: 291138421	Use of mobile phone based terminals - not always transparent to customers or verifiable as legitimate
669	19/02/2026 12:44 PM ID: 291139825	None, they should already have been doing this mandatorily by law more than a decade ago alongside all other major cities across the UK and most of Europe.
670	19/02/2026 12:44 PM ID: 291140070	I want taxi drivers to have a living wage.
671	19/02/2026 12:46 PM ID: 291140224	None
672	19/02/2026 12:50 PM ID: 291140210	Taxi drivers will lie and claim the machine is broken so they can force customers to pay cash. This should be explicitly disallowed: if the card machine is broken, the fare should be zero (if told at the end of a journey). If the card machine is broken, they should not be permitted to take any fares whatsoever until it's fixed.
673	19/02/2026 12:50 PM ID: 291140024	None.
674	19/02/2026 12:52 PM ID: 291140661	None
675	19/02/2026 12:57 PM ID: 291141116	None
676	19/02/2026 12:58 PM ID: 291140880	"Card machine's broken mate". Then you're off the road.
677	19/02/2026 12:59 PM ID: 291141265	None. Get with the times.
678	19/02/2026 1:03 PM ID: 291141774	None
679	19/02/2026 1:06 PM ID: 291141422	Excuses about broken card machines
680	19/02/2026 1:07 PM ID: 291142021	None.
681	19/02/2026 1:09 PM ID: 291142097	None
682	19/02/2026 1:10 PM ID: 291142166	At th emoment a lot of taxi drivers won't accept you if you don't have cash.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
683	19/02/2026 1:10 PM ID: 291141708	They always fake the machine is broke to dodge tax. If the "machine is broke" the fare should be free, otherwise dont work. The fact is you can take payments on phone so its not broke they are ALL outright scum tax dodgers and the council need to stop this as especially tourists get destroyed by aggressive fake broke card machine hobos luring them into assisting them in dodging taxes. They are the worst ppl in this city besides the pickpockets but sort out the taxi drivers its been 20 years of 'sorry its broke'. The council need to revoke licences of fake machine error drivers. Also they need jail for avoiding tax for 29 years. Plus they are usually shit talkets too, so train them in not opening their god forsaken huge yap holes when im trying to not get raging with them faking broken card machine.
684	19/02/2026 1:12 PM ID: 291142173	None come to mind
685	19/02/2026 1:15 PM ID: 291141549	None, if everything is "above board".
686	19/02/2026 1:17 PM ID: 291142290	None, if they are regulated and non-compliance is appropriately punished with fines. In the greater Glasgow area there should not be many mobile signal dark spots, so the card machines should work as intended if the equipment is kept in a good condition.
687	19/02/2026 1:17 PM ID: 291142612	This is a current concern for paying by card with the taxis that offer it already. Where do taxi users stand if the trip is completed, then the card machine the taxi driver uses doesn't work? Would we be forced to be driven (at our own expense) to get cash from an ATM?
688	19/02/2026 1:23 PM ID: 291143346	None
689	19/02/2026 1:25 PM ID: 291143583	None
690	19/02/2026 1:26 PM ID: 291143701	Money laundering, fare evasion, deceptive practices etc If you advertise card logos on the car take it at a minimum but I think it should be mandatory
691	19/02/2026 1:27 PM ID: 291143467	I have concerns that unless legal ramifications are in place, taxi drivers will find new ways to avoid using card payments (eg suddenly their card machine doesn't work)
692	19/02/2026 1:30 PM ID: 291143996	Taxi Drivers must accept payment of fares by credit/debit card
693	19/02/2026 1:32 PM ID: 291141915	No concerns
694	19/02/2026 1:33 PM ID: 291144156	None.
695	19/02/2026 1:36 PM ID: 291144025	No concerns. It’s 2026 and every other business accepts card payments. I think it should be mandatory. I don’t ever carry cash due to safety. I pay for everything through my phone. I think card payments would create safety for both drivers and passengers as drivers would carry less cash for safety aspects.
696	19/02/2026 1:39 PM ID: 291144820	Refusal to do so
697	19/02/2026 1:39 PM ID: 291144409	No concerns whatsoever, this is the way forward.
698	19/02/2026 1:42 PM ID: 291144992	THere should be no surcharges

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
699	19/02/2026 1:42 PM ID: 291145063	None
700	19/02/2026 1:43 PM ID: 291145117	None
701	19/02/2026 1:43 PM ID: 291145135	No concerns
702	19/02/2026 1:51 PM ID: 291145710	I have no concerns about it. Every other service you can pay for by card or cash, I don't see why taxi drivers are allowed to demand cash.
703	19/02/2026 1:53 PM ID: 291145491	None. Credit card disputes are simple and debit card charges can be challenged if a dispute arises. It also provides a 'paper trail' for other uses if needed.
704	19/02/2026 1:54 PM ID: 291145807	Only card skimming schemes
705	19/02/2026 2:00 PM ID: 291146414	None
706	19/02/2026 2:06 PM ID: 291146961	Drivers frequently attempt to pretend machines are faulty.
707	19/02/2026 2:06 PM ID: 291146356	None
708	19/02/2026 2:08 PM ID: 291146735	None if the driver can provide a receipt and are all drivers registered and traceable.
709	19/02/2026 2:10 PM ID: 291147198	Cash should always also be an option
710	19/02/2026 2:17 PM ID: 291147820	None.
711	19/02/2026 2:28 PM ID: 291148724	None. I assume they would also take cash. Ev en the unhoused can get a bank account (with card) .
712	19/02/2026 2:31 PM ID: 291148431	None
713	19/02/2026 2:33 PM ID: 291149150	Stealing of details, but most drivers use contact less machines for payment.
714	19/02/2026 2:36 PM ID: 291148993	Very few people carry cash these days, card payments are essential
715	19/02/2026 2:42 PM ID: 291149715	None, other than potential cloning of card or an accidental overpayment.
716	19/02/2026 2:47 PM ID: 291150109	None
717	19/02/2026 2:52 PM ID: 291150804	It should be the amount on the meter, there should be no extra charges for using cards. No transaction / minimum fees.
718	19/02/2026 2:56 PM ID: 291150924	None
719	19/02/2026 3:06 PM ID: 291151878	None. It should be mandatory. There’s no reason not to do it.
720	19/02/2026 3:08 PM ID: 291151442	none
721	19/02/2026 3:12 PM ID: 291152088	The vast majority will lie and tell you their card machine is broken, in order to encourage you to pay by cash. I've even had drivers insist that I go to an ATM and withdraw cash. This is all so they can hide their true earnings from HMRC.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
722	19/02/2026 3:17 PM ID: 291152748	I don't have any. But I'm guessing the taxi drivers will resent having to pay card fees, which I think is fair. I think if they will be told they have to accept card payments, payment fees should be waivered or at least significantly reduced.
723	19/02/2026 3:17 PM ID: 291152634	None - as long as I can get a receipt.
724	19/02/2026 3:18 PM ID: 291152709	None, as above this should be a basic requirement for any taxi operating in Glasgow.
725	19/02/2026 3:21 PM ID: 291153284	Taxi drivers claiming their card machine is malfunctioning in an attempt to force a cash payment
726	19/02/2026 3:25 PM ID: 291153639	None
727	19/02/2026 3:28 PM ID: 291154042	None.
728	19/02/2026 3:32 PM ID: 291154331	None. This is now the standard method of payment globally. It is embarrassing to the city that many drivers refuse card payments.
729	19/02/2026 3:39 PM ID: 291155088	None.
730	19/02/2026 3:42 PM ID: 291155313	All taxis must be required to produce printed receipts for all card (and cash) transactions and obliged to offer them at every transaction.
731	19/02/2026 3:46 PM ID: 291155653	None.
732	19/02/2026 3:49 PM ID: 291155977	Overcharging. Inflated prices.
733	19/02/2026 3:55 PM ID: 291156597	Penalising card payment transactions
734	19/02/2026 3:59 PM ID: 291157024	No concerns. It should be mandatory by law.
735	19/02/2026 4:05 PM ID: 291157238	Many taxi drivers currently say "cash only, my card machine is broken" - and locals know that this is rarely ever the case, as drivers would prefer cash.
736	19/02/2026 4:10 PM ID: 291158042	Taxi drivers are dodging tax by not accepting card payments. They are inconveniencing customers particularly younger demographics who don't carry cash.
737	19/02/2026 4:13 PM ID: 291158360	None
738	19/02/2026 4:16 PM ID: 291158553	None. Everywhere else does it.
739	19/02/2026 4:26 PM ID: 291159562	none
740	19/02/2026 4:27 PM ID: 291159657	None
741	19/02/2026 4:28 PM ID: 291159720	Claims the machine is broken/no signal in busy crowds… must have alternatives/tech to compensate
742	19/02/2026 4:30 PM ID: 291159793	None
743	19/02/2026 4:34 PM ID: 291160273	That they won’t accept it. I avoid black cab and only go private hire that I know will take my card payment.
744	19/02/2026 4:45 PM ID: 291161197	Zero

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745	19/02/2026 5:03 PM ID: 291162643	No concerns
746	19/02/2026 5:04 PM ID: 291162826	None
747	19/02/2026 5:06 PM ID: 291161625	WHILE DROPING HOUSING ESTATES OR REMOTE AREAS IT SHOUD BE CARD ONLY AS CONTACTLESS AND CHIP AND PIN YOU CANT DO THAT WITH A PHONE
748	19/02/2026 5:06 PM ID: 291163032	In case if a person only has cash, then it should also be a valid option for payment.
749	19/02/2026 5:07 PM ID: 291162971	No concerns for them taking card payments. Only concerns around advertising they do but then not accepting at end of journey.
750	19/02/2026 5:16 PM ID: 291163813	None
751	19/02/2026 5:18 PM ID: 291163996	None
752	19/02/2026 5:31 PM ID: 291162623	See above
753	19/02/2026 5:37 PM ID: 291165178	None whatsoever. If I can pay for goods and services in third world countries using a credit card or even using Google or Apple pay, why can't Glasgow taxi drivers accept the same?
754	19/02/2026 5:38 PM ID: 291165328	Taxi drivers become abusive and aggressive if you dont pay in cash
755	19/02/2026 5:39 PM ID: 291165330	Not accepting the default payment method, including contactless payment via mobile, is quite clearly an accessibility issue.
756	19/02/2026 5:44 PM ID: 291165648	None. It’s more convenient for me, the customer.
757	19/02/2026 5:46 PM ID: 291165810	Stilling details and info
758	19/02/2026 5:48 PM ID: 291165870	No concerns
759	19/02/2026 5:49 PM ID: 291165948	I have no concerns. It should be standard.
760	19/02/2026 5:54 PM ID: 291166199	My only concern is safety trying to withdraw cash at night while waiting in a queue
761	19/02/2026 5:55 PM ID: 291166241	None
762	19/02/2026 5:56 PM ID: 291166244	No concerns for them accepting by card
763	19/02/2026 6:08 PM ID: 291166961	That they will be reluctant to accept payment by card, even though required to do so
764	19/02/2026 6:09 PM ID: 291166710	The number of black cab drivers who actively lie about their card machines working is nothing short of endemic these days.
765	19/02/2026 6:13 PM ID: 291167282	Cloning of cards.
766	19/02/2026 6:14 PM ID: 291166484	Many who ‘do’ accept card often say they don’t, say they do then change their mind at destination (driving people to cash machines, which often have a fee to sue and increases the fare overall with the longer journey), and some accept it but spend the entire journey abusing the customer about it. There must be a CLEAR, accessible, easy method to report these drivers, and if card payments

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		are mandatory there must be enforcement and consequences of drivers who fail to do so/complain to customers about their payment method/push card paying customers to the bottom of the queue.
767	19/02/2026 6:17 PM ID: 291167372	Not everyone may have a card to make payment
768	19/02/2026 6:19 PM ID: 291167628	I think they should accept card payments and the only reason they don't want to is a majority of the drivers are complicit in tax avoidance by not declaring their full income
769	19/02/2026 6:19 PM ID: 291167640	No concerns if it is through a legit company
770	19/02/2026 6:24 PM ID: 291167872	None
771	19/02/2026 6:25 PM ID: 291168047	None
772	19/02/2026 6:27 PM ID: 291168113	No fears
773	19/02/2026 6:32 PM ID: 291168301	They might be too dumb to operate such machines. Maybe provide training and tell them something about paying taxes.
774	19/02/2026 6:33 PM ID: 291168378	None
775	19/02/2026 6:35 PM ID: 291168533	They don't accept them and get offended when asked.
776	19/02/2026 6:36 PM ID: 291168439	none
777	19/02/2026 6:41 PM ID: 291168719	None whatsoever
778	19/02/2026 6:44 PM ID: 291168900	None.
779	19/02/2026 6:44 PM ID: 291168909	No concerns. It's the default payment method for the majority now. I now use uber as I know I don't need to carry cash.
780	19/02/2026 6:53 PM ID: 291169123	None
781	19/02/2026 6:59 PM ID: 291169634	Conning vulnerable people by keying a higher amount
782	19/02/2026 6:59 PM ID: 291169653	None
783	19/02/2026 7:03 PM ID: 291168914	None.
784	19/02/2026 7:03 PM ID: 291169712	No concerns, it's 2026 and they should be taking payments by card. It's unacceptable that so many of them don't.
785	19/02/2026 7:09 PM ID: 291170331	None.
786	19/02/2026 7:14 PM ID: 291170217	I'm concerned they'll say "the card machine is broken" to get out of offering card payments. In theory this should be very unlikely but I've come across it multiple times and it just feels like the taxi driver forcing me to pay cash in hand when I don't want to.
787	19/02/2026 7:16 PM ID: 291170603	That they won't accept and will get aggressive.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
788	19/02/2026 7:17 PM ID: 291170729	None
789	19/02/2026 7:19 PM ID: 291169814	The process must be absolutely secure without the option of further payments being removed without consent.
790	19/02/2026 7:20 PM ID: 291170767	Taxi drivers continue to lie by saying "the machine isn't working", members of the public should be able, and encouraged, to report this. Make taxi's have a QR code on the vehicle that takes people to a report page.
791	19/02/2026 7:20 PM ID: 291170824	Claims of card machines being broken or out of order to avoid taking payment
792	19/02/2026 7:24 PM ID: 291171056	None
793	19/02/2026 7:25 PM ID: 291171205	None
794	19/02/2026 7:30 PM ID: 291171267	That many drivers will attempt to claim that "the card machine isn't working" as a way of mandating payment by cash
795	19/02/2026 7:32 PM ID: 291171546	None, offering card payment should be mandatory
796	19/02/2026 7:42 PM ID: 291171784	None
797	19/02/2026 7:46 PM ID: 291171728	Recent taxi use, drivers always take card payments.
798	19/02/2026 8:01 PM ID: 291173123	none.
799	19/02/2026 8:01 PM ID: 291173066	Drivers who don't tell the passenger that their machine is 'broken' once they reach their destination. They're effectively holding people hostage, often driving them far from their destination to go to a cash machine.
800	19/02/2026 8:12 PM ID: 291173836	None
801	19/02/2026 8:30 PM ID: 291174729	None
802	19/02/2026 8:35 PM ID: 291174904	None. The opposite by refusing to take card I suspect they tax avoiding
803	19/02/2026 8:44 PM ID: 291175274	None. It works for other companies.
804	19/02/2026 8:47 PM ID: 291175351	Concern that drivers will make excuses or could threaten customers to force cash payment. In my experience many currently say they are cash only, and have had an experience where the driver did not say this, then lied when we reached the destination to say he had told us it was cash only (he definitely did not, as we would have refused) and became aggressive when we didn’t have any cash.
805	19/02/2026 8:49 PM ID: 291175563	None
806	19/02/2026 8:57 PM ID: 291175828	Drivers claiming the machine is broken to get a cash fare or refusing to take passengers because passengers want to pay by card
807	19/02/2026 9:00 PM ID: 291176095	None
808	19/02/2026 9:01 PM ID: 291176115	None.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
809	19/02/2026 9:01 PM ID: 291175945	They'll claim the card machine doesnt work then you have to get them to swing by a cash machine. Or they'll try to bump up the fare and blame card charges.
810	19/02/2026 9:06 PM ID: 291176322	No concerns
811	19/02/2026 9:15 PM ID: 291176761	None
812	19/02/2026 9:16 PM ID: 291176651	They'll continue to pretend the car machine is broken. If this ever happens, it should be a requirement that they offer some other form of digital payment. I simply don't take cash out, and never carry it, and I find it ridiculous that of course the drivers are willing to drive you to an ATM (at my cost!). I have zero sympathy or care for any taxi driver that has an issue with this.
813	19/02/2026 9:27 PM ID: 291177101	None
814	19/02/2026 9:31 PM ID: 291177255	Credit/debit card fraud or cloning
815	19/02/2026 9:33 PM ID: 291177466	None
816	19/02/2026 9:42 PM ID: 291177887	None
817	19/02/2026 9:43 PM ID: 291177940	Nil
818	19/02/2026 9:48 PM ID: 291178036	I have no concerns about them using cards, but them saying they accept and then that it is "broken" and needs to be cash in hand.
819	19/02/2026 9:49 PM ID: 291178102	That they will lie and say the machine doesn't work.
820	19/02/2026 9:51 PM ID: 291177763	I have no concerns as long as drivers can still accept cash alongside card payments. The requirement should be about adding a payment option, not removing one.
821	19/02/2026 9:55 PM ID: 291178320	Again passengers cards being declined no signal area with machine
822	19/02/2026 9:57 PM ID: 291178394	none
823	19/02/2026 9:58 PM ID: 291178511	Additional fees put on fares if paying via card
824	19/02/2026 10:12 PM ID: 291178900	One concern is if any data they take from cards are being handled appropriately.
825	19/02/2026 10:22 PM ID: 291179452	None
826	19/02/2026 10:23 PM ID: 291179507	None
827	19/02/2026 10:25 PM ID: 291179379	that additional charges will be added, and these charges will in no way reflect any additional costs for drivers
828	19/02/2026 10:30 PM ID: 291179637	Erm... none?
829	19/02/2026 10:31 PM ID: 291179797	None

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830	19/02/2026 10:45 PM ID: 291180253	None
831	19/02/2026 10:49 PM ID: 291180312	No concerns
832	19/02/2026 10:51 PM ID: 291180362	None.
833	19/02/2026 10:53 PM ID: 291180453	No concerns
834	19/02/2026 10:54 PM ID: 291180488	None, it's great to have the option but shouldn't be mandatory
835	19/02/2026 10:56 PM ID: 291180494	None.
836	19/02/2026 11:04 PM ID: 291180797	None
837	19/02/2026 11:07 PM ID: 291180880	Use it as a justification to increase charges as they're not saving money avoiding tax anymore
838	19/02/2026 11:08 PM ID: 291180795	The fees they may have to pay and the payment providers ultimately profiting from payments, which could end up being passed on to taxi users.
839	19/02/2026 11:15 PM ID: 291181071	I actively avoid any Glasgow taxis because I am never sure I can pay. I don't like Uber due to being a big corporate rather than local, but use it regularly because of the reliability of payment.
840	19/02/2026 11:19 PM ID: 291181241	Many drivers refuse jobs unless it is cash.
841	19/02/2026 11:22 PM ID: 291181296	They will use it as an excuse to hike fares. They will claim "card machine not working" to force people to pay with cash.
842	19/02/2026 11:45 PM ID: 291181873	None
843	19/02/2026 11:51 PM ID: 291181958	None.
844	20/02/2026 12:03 AM ID: 291182210	None
845	20/02/2026 12:03 AM ID: 291182068	That they will try to bump people on card, like the do with cash! That they'll add (disproportionate) fees on top to justify a card payment and you'll be stuck forced to pay them
846	20/02/2026 12:11 AM ID: 291182336	None at all, standard business practice
847	20/02/2026 12:14 AM ID: 291182461	None
848	20/02/2026 12:28 AM ID: 291182733	None
849	20/02/2026 12:33 AM ID: 291182851	None
850	20/02/2026 1:09 AM ID: 291183384	My concern is that taking a taxi at all is already a sign of a day gone wrong for me. They haven’t been convenient or affordable for years so if I’m stepping foot inside a taxi it’s because every sane option was exhausted. So under those circumstances, when I’m at a hospital or trying to get home after a weird gig or need to get somewhere at 4am due to horrifying situations, I probably won’t have nipped to a cash machine. And, under those circumstances, I’d rather not

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		compound matters by being held hostage by some sanctimonious flat-cap wearer telling me that Cash Is King. (Note: most taxi drivers I've had have been sound. Every single person reading this knows exactly the type of taxi driver I'm describing though.)
851	20/02/2026 2:50 AM ID: 291186943	None.
852	20/02/2026 3:04 AM ID: 291187641	None. It provide a record for the customer.
853	20/02/2026 4:17 AM ID: 291189405	Nome
854	20/02/2026 6:47 AM ID: 291191247	Tax avoidance. Wasting time finding a cash machine.
855	20/02/2026 7:00 AM ID: 291191483	None
856	20/02/2026 7:10 AM ID: 291191589	None
857	20/02/2026 7:12 AM ID: 291191683	None
858	20/02/2026 7:26 AM ID: 291191874	None
859	20/02/2026 7:40 AM ID: 291192150	Getting charged , waiting for your money, Getting charged again for early payment.
860	20/02/2026 7:51 AM ID: 291192642	None
861	20/02/2026 7:53 AM ID: 291192608	Drivers may choose to not accept cash if it is simpler to handle card payments.
862	20/02/2026 7:56 AM ID: 291192827	None.
863	20/02/2026 8:31 AM ID: 291193254	Drivers often claim their machine is broken so I must pay cash. I don't trust them to be honest about their machine working when I enter the taxi. It would be very easy for drivers to take advantage of the visually impaired, if they cannot visually verify the amount on the card reader they could be overcharged.
864	20/02/2026 8:44 AM ID: 291194600	I have no concerns. They should pay tax on their earnings like everyone else. What's why so many only take cash.
865	20/02/2026 10:17 AM ID: 291200206	None
866	20/02/2026 11:37 AM ID: 291206502	I appreciate that this can be more expensive but that can be built into the fare or accomodated via tips.
867	20/02/2026 12:26 PM ID: 291209462	None
868	20/02/2026 12:29 PM ID: 291209315	As a taxi driver/owner , we a liable to non payment on the grounds of having provided the service then card does not work or declines ! Payments are also linked to wfi and this can be a problem when near large gatherings like football matches gig etc . Which has happened to me and I've had to let the people off with the fare ! Also card fees although not extortionate add up at the end of year and I will be working for 1 week for nothing to pay them !

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
869	20/02/2026 1:21 PM ID: 291215273	None
870	20/02/2026 2:07 PM ID: 291218782	None
871	20/02/2026 2:12 PM ID: 291218682	If people pay by card you never get the full fare because at the end of the month you can pay quite a bit in fee for the card use and when you get get a hire and they go to pay at the end of the journey and there card is declined what exactly are you meant to do?you are not allowed to keep people in your taxi and this does happen person got away without paying for a £38 hire
872	20/02/2026 2:39 PM ID: 291221421	Card and payment security
873	20/02/2026 2:39 PM ID: 291221076	The system must be very secure to avoid criminal activity for both the public and taxi drivers with the ability to issue receipts facilities for business expenses.
874	20/02/2026 2:48 PM ID: 291222231	quite often people travel without cash. taxi fares are often quite expensive, averaging around £10 and it's reasonable to expect to be able to pay with a contactless card or chip and pin card. there are plenty of low cost payment processing providers that taxi drivers could use.
875	20/02/2026 3:03 PM ID: 291223693	None
876	20/02/2026 4:06 PM ID: 291228726	My only concern is that it needs enforced better.
877	20/02/2026 4:56 PM ID: 291232343	I am concerned that taxi drivers will add on additional processing fees for card payments. Taxis already charge boundary fees which change after certain times e.g. midnight so my concern is that they may also introduce an extra charge to pay by card.
878	20/02/2026 5:53 PM ID: 291235625	None.
879	20/02/2026 9:20 PM ID: 291243903	None
880	20/02/2026 10:17 PM ID: 291245568	Overpayment
881	20/02/2026 10:32 PM ID: 291245954	No concerns, it should be mandatory
882	20/02/2026 10:41 PM ID: 291246145	Taxi drivers will not receive the full amount of the fare as all hires paid by card will have card charges deducted.
883	20/02/2026 10:51 PM ID: 291246383	Poor sods won't be able to dodge taxes anymore
884	20/02/2026 11:28 PM ID: 291247051	No concerns more than any other small business or stores I have concerns about them *not* accepting cards & the position this puts the customer in where service can be refused
885	21/02/2026 8:53 AM ID: 291252779	None whatsoever if data gathered by accepted electronic device, eg SumUp, etc
886	21/02/2026 8:57 AM ID: 291252437	The attitude of some of the public is that it is the taxi drivers problem if they don`t use cash. We are not a cashless society and never should be! People should be encouraged to carry a bank card and emergency cash if they rely on contactless payments for most of their financial transactions.
887	21/02/2026 9:48 AM ID: 291254084	None. The system would be far simpler and fairer.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
888	21/02/2026 11:27 AM ID: 291263490	I dont have any
889	21/02/2026 11:36 AM ID: 291264601	Technology faults
890	21/02/2026 12:54 PM ID: 291274746	None
891	21/02/2026 12:59 PM ID: 291275175	Not being able to get a taxi on the street because drivers won’t pick up card payment cases
892	21/02/2026 1:24 PM ID: 291277742	None
893	21/02/2026 2:13 PM ID: 291281484	They may have to pay a fee
894	21/02/2026 2:33 PM ID: 291283134	I guess there’s the worry about fraud but payments would be trackable.
895	21/02/2026 3:11 PM ID: 291285621	None
896	21/02/2026 4:12 PM ID: 291289761	None happy to pay cash or card probably prefer cash
897	21/02/2026 4:20 PM ID: 291290084	None
898	21/02/2026 4:24 PM ID: 291290737	None
899	21/02/2026 5:30 PM ID: 291293769	I personaly have no problem paying cash for a taxi journey and i certainly would'nt pay by card unless it was my only option
900	21/02/2026 6:50 PM ID: 291296989	See above
901	21/02/2026 8:07 PM ID: 291300850	Do not have cash, cards are on mobile phones and it is easier to pay
902	21/02/2026 10:10 PM ID: 291304510	None.
903	21/02/2026 11:35 PM ID: 291306464	Fees incurred to drivers, custo.ers who's cards won't work and have no cash. System failure
904	22/02/2026 2:20 AM ID: 291308274	Changing fare costs due to preference for Cash / Card. I don't want charged more since I dont have a 20 in my pocket.
905	22/02/2026 12:24 PM ID: 291324156	None
906	22/02/2026 7:09 PM ID: 291336383	Card cloning
907	23/02/2026 1:41 AM ID: 291343661	The usual excuse of “my card machine isn’t working”
908	23/02/2026 2:06 PM ID: 291385738	None
909	23/02/2026 2:39 PM ID: 291388909	None as I use this form of payment for buses, trains all my shopping on and off line so why not.
910	23/02/2026 3:20 PM ID: 291394746	taxi drivers may lose out on tips.

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911	23/02/2026 4:47 PM ID: 291406286	None as any incorrect activity would be dealt with by the bank and police
912	23/02/2026 5:17 PM ID: 291410953	None
913	23/02/2026 5:19 PM ID: 291410403	None.
914	23/02/2026 9:22 PM ID: 291429175	None. I want to get home safely, so take cards please.
915	24/02/2026 10:43 AM ID: 291470073	None.
916	24/02/2026 5:02 PM ID: 291515193	None
917	24/02/2026 11:23 PM ID: 291533848	None
918	25/02/2026 2:48 AM ID: 291536275	N/A
919	25/02/2026 3:59 PM ID: 291589061	Glasgow City Council should NOT concern itself with specifying any particular company or device - only that all taxis must offer a card payment facility. A range of suitable card payment systems is already available, including hand-held terminals and mobile phone apps. New devices and plans regularly emerge with features that may suit taxi use (or not). A list of 'approved devices' will quickly become obsolete and create needless bureaucracy.
920	25/02/2026 6:31 PM ID: 291605867	Card skimming
921	25/02/2026 9:43 PM ID: 291614676	None.
922	26/02/2026 2:12 PM ID: 291667487	No concerns.
923	26/02/2026 4:06 PM ID: 291680154	None
924	26/02/2026 10:56 PM ID: 291703466	I don't carry cash now. Have been refused entry into taxi as they say they only take cash
925	26/02/2026 11:16 PM ID: 291703781	I commute every week to London, arriving by train every Thursday night. Nearly every single week i will be faced with a taxi unable to take card payment. Tonight upon arrival at glasgow central, i had to pass 2 cabs, until the third could take card payment (i never carry cash). This is very frustrating. Also, this is a bad look for tourists! How could anyone logically have any concerns with taxis accepting fares by credit card!
926	27/02/2026 10:25 AM ID: 291719736	People are not happy to pay fares up front.
927	27/02/2026 1:03 PM ID: 291733850	None
928	28/02/2026 4:30 PM ID: 291790004	None
929	02/03/2026 6:57 AM ID: 291830163	Card frees will rise as the bank will take advantage. Resulting in less taxis .
930	04/03/2026 7:30 AM ID: 292028095	The fees passed on to them from the CC machine holder.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
931	04/03/2026 7:28 PM ID: 292100142	The driver is not receiving the full fare due to the transaction costs
932	04/03/2026 7:34 PM ID: 292100630	None
933	04/03/2026 8:31 PM ID: 292104082	None
934	04/03/2026 10:32 PM ID: 292109799	None whatsoever
935	04/03/2026 11:30 PM ID: 292111537	People on a night out who don't have cash and can't get home In the early hours of the morning. Tourism too…not everyone carries cash…I don't!
936	05/03/2026 7:42 AM ID: 292122169	No card payment then would not use them
937	05/03/2026 5:00 PM ID: 292183984	There is to many drivers that i would not trust with my card details
938	07/03/2026 1:44 PM ID: 292297188	Every card payment taken has fees which must be paid by the seller. This is affecting all sellers' incomes and making huge profits for card and card machine companies. When taxi drivers first started taking cards the fees were paid by the person that was choosing to pay by card not the seller. At least this was fairer, they were paying for the convenience of paying by card. Also when networks fail, and they do, people have no way to travel and drivers have no work because people do not carry emergency cash. Making taking card payments in taxis mandatory will only make less people prepare for when system fails.
939	08/03/2026 2:03 PM ID: 292325784	No concerns whatsoever. But the driver needs to be identifiable.
940	08/03/2026 10:13 PM ID: 292341375	Overcharging and hidden fees.
941	10/03/2026 11:27 AM ID: 292443636	No concerns whatsoever.
942	10/03/2026 12:22 PM ID: 292443956	There should be no concerns at all as at the end of every transaction the card reader will tell the operator that the payment has either been accepted or refused which should take away any concerns the operator has about not getting paid!
943	10/03/2026 3:34 PM ID: 292475366	None, it would actually help in some ways, as it provides proof, should there be a need, as to what was paid & to what driver.
944	13/03/2026 7:39 AM ID: 292708055	I was left outside central at midnight after a delayed train from London. No bank card - just my work phone with my company card pre loaded. 8 drivers at the rank. All refused me. All didn't care i physically couldn't get money. No one helped. I had to download and register for Uber at 12pm on a freezing January night
945	13/03/2026 1:10 PM ID: 292734252	No concerns
946	13/03/2026 1:16 PM ID: 292733794	My main concern is that, although card payment is often expected or advertised, in practice some drivers refuse card payments or claim their card machine is not working. This can leave passengers in a difficult position if they do not have cash available, sometimes requiring them to approach multiple taxis before finding one willing to accept card. This suggests there may already be a gap between expectations placed on drivers and what passengers experience in practice, so any requirement would need to be clearly communicated and consistently enforced.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
947	13/03/2026 1:54 PM ID: 292737810	None
948	13/03/2026 4:36 PM ID: 292752372	None
949	13/03/2026 4:51 PM ID: 292752726	None. I only have concerns that they don't already, there is no good reason for it. We are miles behind other cities.
950	13/03/2026 6:59 PM ID: 292759872	I do not have any concerns. Accepting card payments is standard in most services today and provides convenience and safety for passengers. Taxi drivers should be prepared to accept modern payment methods
951	13/03/2026 9:54 PM ID: 292765779	No concern.
952	13/03/2026 11:13 PM ID: 292767379	none
953	14/03/2026 9:32 PM ID: 292790936	They're avoiding taxes/NI surely
954	15/03/2026 11:41 PM ID: 292816950	None
955	17/03/2026 6:51 PM ID: 292963240	payments by credit card cost the driver - so must put up prices.
956	18/03/2026 3:01 PM ID: 293026448	I can see taxi drivers charging Exorbitant fees to discourage the public from using non-cash payments
957	19/03/2026 5:24 PM ID: 293166874	None
958	29/03/2026 10:41 AM ID: 293840584	None it should happen and not be an issue like the rest of the world.
959	30/03/2026 10:39 AM ID: 293879864	It's entirely up to the individual
960	30/03/2026 10:39 AM ID: 293879677	None
961	30/03/2026 10:40 AM ID: 293879589	If it good enough for me why should they be able to cherry pick cash only jobs and obviously not declare all takings to hmrc
962	30/03/2026 10:41 AM ID: 293879451	My main concern is that a few times cards have been refused at the end of the journey and as the Law stands I have no real legal right other than a costly private prosecution.
963	30/03/2026 10:42 AM ID: 293879896	The public is fed up of taxi drivers cherry picking the best hires while at taxi ranks. Drivers are notorious of first asking where the customer is going before accepting the hire. If it is a short fare the driver will say they only accept cash. If it is a good fare then their card reader magically appears. All drivers should accept card payments in 2026 and not cherry pick the best jobs. If drivers know how to work a mobile phone and sat nav apps then surely they can use a card reader, it's not rocket science.
964	30/03/2026 10:43 AM ID: 293880263	None
965	30/03/2026 10:44 AM ID: 293879584	Maybe need to ask passengers to pay at start of journey like other transport. Air Rail Bus or Train .

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
966	30/03/2026 10:45 AM ID: 293880438	None
967	30/03/2026 10:46 AM ID: 293880387	Many taxi drivers who are not on a radio system either don't accept card or pick and choose when they do . Some even say it's a minimum fare before they'll accept it..
968	30/03/2026 10:46 AM ID: 293880473	Except both cash/card
969	30/03/2026 10:50 AM ID: 293879842	Card machine/system faults could lead to increase in complaints. Who pays transaction charge?
970	30/03/2026 10:50 AM ID: 293880141	I think the card holder should be responsible for paying the % for the transaction fee rather than the driver
971	30/03/2026 10:51 AM ID: 293880771	Fraudulent card payments
972	30/03/2026 10:52 AM ID: 293880202	I disagree with the whole idea that it could be compulsory to accept card Payments as it affects your earnings dramatically. The banks are the only winners with society being coerced into paying everything by card payment. The amount of commision that you have to pay these banks could amount to hundreds if not a few thousand each year which is a sizeable amount that could be put towards your vehicles insurance which is spiralling every year.
973	30/03/2026 10:52 AM ID: 293880797	None
974	30/03/2026 10:52 AM ID: 293880871	No concerns with the process. Any concerns would be around drivers finding ways to avoid taking card payments.
975	30/03/2026 11:03 AM ID: 293882226	Why should they pay a fee
976	30/03/2026 11:03 AM ID: 293880500	Don't have any up to the individual drivers
977	30/03/2026 11:04 AM ID: 293882117	No concerns it should be included as part of you badge and licence.
978	30/03/2026 11:05 AM ID: 293881644	WHO IS SUPPLYING THE CREDIT CARD MACHINE, IS IT COUNCIL APPROVED MACHINE, JOY BLOGGS SUPPLIED MACHINE. I WOULD LIKE TO KNOW WHO IS SUPPLYING AND DEALING WITH MY CARD TRANSACTION.
979	30/03/2026 11:06 AM ID: 293882408	Possible fraud from a less scrupulous type.
980	30/03/2026 11:11 AM ID: 293879969	Glasgow taxis has a stringent process to confirm funds are available with card payments as it is illegal to be paid in advance if it is compulsory assume Glasgow city council will be underwriting any fraudulent loss from non payment
981	30/03/2026 11:23 AM ID: 293883997	None
982	30/03/2026 11:25 AM ID: 293883739	Card being declined
983	30/03/2026 11:25 AM ID: 293883784	None.
984	30/03/2026 11:27 AM ID: 293884287	Same as above
985	30/03/2026 11:43 AM ID: 293885984	None

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
986	30/03/2026 11:44 AM ID: 293884823	Its fair for every driver to accept cards. BUsiness people pay using cards. By so doing we are returning business to taxi industry
987	30/03/2026 11:51 AM ID: 293886565	No concerns
988	30/03/2026 11:56 AM ID: 293886825	None
989	30/03/2026 11:56 AM ID: 293886223	Issues to do with system outages, battery problems etc can affect all businesses. If the issue is time, it suggests that the driver has no time for his customer(s) and is concerned with money rather than good service. If the issue is less likely to receive a tip, the driver is hardly more likely to be tipped in today's environment after insisting on cash only. Times have simply changed.
990	30/03/2026 12:02 PM ID: 293882080	None it's an easy process.
991	30/03/2026 12:05 PM ID: 293887521	Service charges
992	30/03/2026 12:09 PM ID: 293888252	Fees by card companies
993	30/03/2026 12:09 PM ID: 293888109	Nothing. Public should pay the 2%
994	30/03/2026 12:16 PM ID: 293888755	None
995	30/03/2026 12:47 PM ID: 293890386	I have no concerns as long as everyone knows that refusing a card payment will result in disciplinary action
996	30/03/2026 12:49 PM ID: 293891471	Never know who's card it is ,phones conveniently running out of charge!
997	30/03/2026 12:51 PM ID: 293891856	The wait time for payment
998	30/03/2026 1:06 PM ID: 293893155	Forcing them to have cards is unfair its their business if they dont want card payments thenits up to them
999	30/03/2026 1:08 PM ID: 293892173	Fraud stolen cards been used (PIN number) should be mandatory to help rule that issue out. Not a problem with phone app as PIN number for phone would sort that issue.Net work crash banking system's especially during times of conflict (war) by hackers
1000	30/03/2026 1:08 PM ID: 293892869	No concerns whatsoever
1001	30/03/2026 1:18 PM ID: 293893934	Driver loses money to card company
1002	30/03/2026 1:25 PM ID: 293894875	Should be down to individual business owners whether they accept cards or not. Are you going to apply same rules to hairdressers,nail bars Chinese takeaway etc.
1003	30/03/2026 1:46 PM ID: 293897372	None
1004	30/03/2026 2:04 PM ID: 293899248	We have to pay a charge when accepting any card which I strongly object to.
1005	30/03/2026 2:10 PM ID: 293899522	As
1006	30/03/2026 2:11 PM ID: 293900255	No concerns have been doing it for years no problem.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
1007	30/03/2026 2:12 PM ID: 293899985	Too many drivers say they don't have a credit card machine but they do have one. This is when a customer is only going a short hire then they will say they only accept cash . Then the other driver behind has to take the hire because he does take card or cash. Too much dishonesty to avoid shorter hires.
1008	30/03/2026 2:14 PM ID: 293900316	NA
1009	30/03/2026 2:18 PM ID: 293900957	Don't have any concerns most people expect to pay by card.
1010	30/03/2026 2:29 PM ID: 293901941	No concerns
1011	30/03/2026 2:33 PM ID: 293901705	I am a taxi driver and I do take card payments but my issue is that we are been forced to accept it instead of having the choice like the rest of the licenced premises that Glasgow City Council licence i.e shops take aways public houses. I feel we should have the right to choose if we want to accept card payments or not just like the rest of the licenced premises
1012	30/03/2026 3:46 PM ID: 293910648	I think that taxi driver should have the option to decline card payments from American Express and other high percentage fee card cards to the merchant Most cards the fee to be paid by Merchant is 1.4% American Expressis 3.5%
1013	30/03/2026 4:18 PM ID: 293913157	I have been an avid operator of contactless card machines for many years now and I fully support this process going forward. My only concern is the licensing committee dictating to owners and driver's that they must use a company of their choice as this has shown in my past experiences that this is not a reliable fit for taxi operators including private hire driver's.
1014	30/03/2026 4:36 PM ID: 293916104	None
1015	30/03/2026 4:39 PM ID: 293915906	My concern is the costs of taking card payments. This can mount up over the year.
1016	30/03/2026 6:32 PM ID: 293924601	No concern
1017	30/03/2026 6:35 PM ID: 293924387	Only concern would be be driver being refused a licence if he didn't
1018	30/03/2026 7:13 PM ID: 293926793	Passengers not having funds the cover hire. Poor WiFi spots
1019	30/03/2026 7:14 PM ID: 293927145	None. Everyone should have a card machine
1020	30/03/2026 7:50 PM ID: 293928513	Refer to above
1021	30/03/2026 8:13 PM ID: 293930214	the driver has to pay a fee to card company
1022	30/03/2026 9:11 PM ID: 293932781	Connectivity, technical issues, cost of machines and transaction fees.
1023	30/03/2026 9:11 PM ID: 293932297	I do not have any problems with drivers taking card ...but at their own choice...
1024	30/03/2026 10:40 PM ID: 293936138	Obviously cost implications
1025	30/03/2026 11:58 PM ID: 293937933	Nothing it's rule
1026	31/03/2026 12:47 AM ID: 293938716	Why should I pay fee when shops don't

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
1027	31/03/2026 5:09 AM ID: 293947868	Most taxi drivers don't accept cards it not a good experience for customers
1028	31/03/2026 5:11 AM ID: 293948256	None
1029	31/03/2026 6:44 AM ID: 293953809	No concerns
1030	31/03/2026 7:05 AM ID: 293955326	None. Most other cities taxi drivers seem to be able to manage it.
1031	31/03/2026 7:06 AM ID: 293955398	None. It should be a standard way of working so that all transactions made by each Taxi can be traced.
1032	31/03/2026 7:25 AM ID: 293956336	As I said above the operators have to pay for the card reader who could increase their prices and the operators cannot put their fares up by law
1033	31/03/2026 7:41 AM ID: 293958145	None, its a modern payment system as standard across many other aspects of business.
1034	31/03/2026 7:45 AM ID: 293958429	Cloning of cards.
1035	31/03/2026 7:46 AM ID: 293958410	None. The cost and infrastructure for accepting card payments are borne by every other sector in society.
1036	31/03/2026 7:55 AM ID: 293959089	None
1037	31/03/2026 7:57 AM ID: 293958543	Sometimes you don’t get a signal in places and machine doesn’t work
1038	31/03/2026 8:07 AM ID: 293960188	No longer carry cash and worries will not be able to pay
1039	31/03/2026 8:42 AM ID: 293962763	No concerns, some drivers do and I’ve never had an issue with a card payment.
1040	31/03/2026 9:41 AM ID: 293968888	Adherence to new requirement to accept card payments may be mixed.
1041	31/03/2026 9:47 AM ID: 293969702	I have no concerns about this.
1042	31/03/2026 11:08 AM ID: 293979111	None.
1043	31/03/2026 11:12 AM ID: 293979652	None
1044	31/03/2026 11:35 AM ID: 293982048	They'll ve unable to scam people out of paying higher fares, take advantage of people in a rush, or the elderly, foreigners etc .
1045	31/03/2026 12:05 PM ID: 293985096	It is good to cover customer
1046	31/03/2026 2:39 PM ID: 294006244	Potential for misentering the correct fare.
1047	31/03/2026 2:49 PM ID: 294007217	Only that the payment method should be secure and traceable.
1048	31/03/2026 2:53 PM ID: 294007554	It’s a safety issue, I have previously been refused service while travelling alone as I asked to pay with card. Drivers have also been quite forceful in the way they respond when questioned on why. Being unable to get a taxi unless I lift cash, and the attitude of the drivers has at times made me feel unsafe.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
1049	31/03/2026 3:12 PM ID: 294008675	None. It’s time taxi drivers stopped dodging tax and allowed people to get home safe at night time.
1050	31/03/2026 4:23 PM ID: 294017210	None
1051	31/03/2026 4:28 PM ID: 294018885	None
1052	31/03/2026 4:32 PM ID: 294019399	They routinely don't accept them currently.
1053	31/03/2026 5:09 PM ID: 294023640	None. It's the most traceable way of payment and limits spread of germs which comes with handling money.
1054	31/03/2026 6:03 PM ID: 294029252	I only have Apple Pay, don’t carry card or cash
1055	31/03/2026 7:13 PM ID: 294036476	None
1056	31/03/2026 7:25 PM ID: 294036921	None, the technology and infrastructure for card payments has massively improved over the years, adapting is part of the job.
1057	31/03/2026 8:54 PM ID: 294045339	None. It should be mandatory that taxi drivers accept card payments and I’m disgusted that it’s not already the case. I have no concerns about introducing mandatory card payments. It would make things easier and safer for all.
1058	31/03/2026 9:17 PM ID: 294047825	Security of device
1059	31/03/2026 9:34 PM ID: 294048906	No chance concerns.
1060	31/03/2026 9:54 PM ID: 294050223	None.
1061	31/03/2026 10:37 PM ID: 294052245	My only concern is that the companies who run these taxis will pass on the cost of equipment and fees to the consumer, in an unfair and out of proportion manner.
1062	31/03/2026 10:56 PM ID: 294053597	Good
1063	31/03/2026 11:23 PM ID: 294054747	The only reason drivers will object is that they will have to accurately report earnings and thus pay their real tax share.
1064	31/03/2026 11:39 PM ID: 294055428	Unclear or hidden amount at point of charging.
1065	01/04/2026 7:14 AM ID: 294065871	None.
1066	01/04/2026 10:56 AM ID: 294079830	Some people for whatever reason still use cash.
1067	01/04/2026 11:30 AM ID: 294082752	No concerns.
1068	01/04/2026 12:19 PM ID: 294088231	None
1069	01/04/2026 3:50 PM ID: 294111689	i don’t have any concerns
1070	01/04/2026 4:11 PM ID: 294113674	None at all.
1071	01/04/2026 4:13 PM ID: 294113798	Even taxi drivers who do accept cards at the moment make up a lot of stories about the card machine "playing up" or tell you that you're doing them out of

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		money by paying card because the taxman takes 20%. Make sure that there are enforcement policies in place to allow the public to report drivers not accepting card payment.
1072	02/04/2026 12:04 AM ID: 294139701	None.
1073	02/04/2026 8:40 AM ID: 294153345	Machine going down network ect
1074	02/04/2026 11:50 AM ID: 294170977	None, it should be mandatory
1075	03/04/2026 4:32 AM ID: 294219963	None. It's all above board. Reciepts can be generated.
1076	03/04/2026 10:22 AM ID: 294226583	None aslong as the systems are secure.
1077	03/04/2026 1:18 PM ID: 294232820	None they won't be able to discriminative my payment method
1078	03/04/2026 2:51 PM ID: 294236058	Tax dodgers Over charging
1079	03/04/2026 7:53 PM ID: 294245541	None, these are basics of a modern society
1080	04/04/2026 9:12 AM ID: 294253959	None
1081	04/04/2026 6:58 PM ID: 294267268	I have no concerns
1082	05/04/2026 10:58 AM ID: 294281432	None it is a safe payment method.
1083	05/04/2026 5:54 PM ID: 294291339	No concerns
1084	05/04/2026 10:20 PM ID: 294295997	It can create an untoward atmosphere between driver & passenger, especially if its an undesirable looking passenger or passenger's, thing's can become very awkward.
1085	06/04/2026 2:56 PM ID: 294312516	None
1086	06/04/2026 3:19 PM ID: 294313353	None
1087	08/04/2026 11:27 AM ID: 294428140	None at all I feel perfectly safe.
1088	08/04/2026 3:12 PM ID: 294459350	None, this measure should have been implemented years ago.
1089	08/04/2026 8:01 PM ID: 294489642	I cannot see any issues with the idea of taxi drivers accepting fares by credit/debit card, unless they then choose to not accept cash. It is important that everyone can travel safely, regardless of the payment method. Most currently seem to only take cash - meaning that people, particularly people travelling alone or in an unfamiliar place, are left vulnerable and unable to get home safely.
1090	09/04/2026 4:10 PM ID: 294559684	Cash will disappear and I do not believe in that. Also too many cards are lost or stolen, as well as they can easily be defrauded up to £100 due to contactless. Further what gives anyone the right to make a taxi driver accept payment by card.

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
1091	22/04/2026 12:31 PM ID: 295341796	None it is perfectly safe
1092	30/04/2026 10:37 AM ID: 295881080	No concerns about them accepting payment. My experience of paying via contactless or card in a taxi has always been relatively seamless, and I believe will become moreso once it is the norm.
1093	30/04/2026 10:47 AM ID: 295882824	None.
1094	30/04/2026 3:08 PM ID: 295916914	None
1095	05/05/2026 9:12 PM ID: 296210151	Access to cash being limited and security
1096	07/05/2026 9:26 PM ID: 296376490	I have no concerns. Many people no longer carry cash. It is perfectly reasonable to expect them to take card.
1097	07/05/2026 9:28 PM ID: 296376549	Noone carries cash, and also at the amounts if you are travelling home late. If you can't pay cash, you force people into unlicensed or app based taxis and place people in danger.
1098	07/05/2026 9:30 PM ID: 296376649	No concerns thy should be taking card
1099	07/05/2026 9:32 PM ID: 296376735	No concerned just feel we need to keep using cash
1100	07/05/2026 9:32 PM ID: 296376726	Cloning of cards.
1101	07/05/2026 9:33 PM ID: 296376752	As long as its a system that doesnt allow you them to over charge then none
1102	07/05/2026 9:33 PM ID: 296376794	If we don't use cash we wil lose it
1103	07/05/2026 9:35 PM ID: 296376851	None
1104	07/05/2026 9:36 PM ID: 296376901	None
1105	07/05/2026 9:36 PM ID: 296376813	That it will cost either the customer or driver more money
1106	07/05/2026 9:36 PM ID: 296376675	My concern is them double charging or over charging.
1107	07/05/2026 9:38 PM ID: 296376934	None
1108	07/05/2026 9:41 PM ID: 296376842	I would need to pay by card in a taxi, but obviously there always carry risks
1109	07/05/2026 9:41 PM ID: 296376963	None
1110	07/05/2026 9:41 PM ID: 296376837	No
1111	07/05/2026 9:48 PM ID: 296377230	Stop drivers insisting on cash and no meter running. Posh postcodes deserve posh prices I've been told several occasions
1112	07/05/2026 9:55 PM ID: 296377390	I think that it's unfair on the driver because they will be charged by their bank for receiving a card payment which I don't feel is fair because they already pay taxes and have other outgoings so should able to receive the full amount of fare.

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1113	07/05/2026 9:58 PM ID: 296377575	None
1114	07/05/2026 9:59 PM ID: 296377634	None
1115	07/05/2026 10:01 PM ID: 296377721	That they won't be tax dodging [redacted] and none
1116	07/05/2026 10:03 PM ID: 296377795	Only that they'll continue to pretend they're broken in order to refuse card payment
1117	07/05/2026 10:14 PM ID: 296377991	None, however, i imagine some drivers may be concerned about cards being refused but I think supports could be put in place to support the drivers with this issue.
1118	07/05/2026 10:25 PM ID: 296378404	That they get charged a fee for taking card payments
1119	07/05/2026 10:27 PM ID: 296378502	none card is lots better
1120	07/05/2026 10:50 PM ID: 296379061	None
1121	07/05/2026 11:01 PM ID: 296379312	No concerns
1122	07/05/2026 11:26 PM ID: 296379758	None
1123	07/05/2026 11:40 PM ID: 296379922	Zero concerns. It’s 2026. The fact they will no accept card is old fashioned and quite concerning. Most places that only accept cash these days would be suspicious of some sort of financial crime, money laundering, taxi avoiding etc
1124	08/05/2026 12:51 AM ID: 296380702	That they include higher charges for using card
1125	08/05/2026 5:12 AM ID: 296381992	None
1126	08/05/2026 6:08 AM ID: 296382344	None
1127	08/05/2026 6:26 AM ID: 296382494	None
1128	08/05/2026 6:37 AM ID: 296382652	People may not have cash on them but I know the bank charges you
1129	08/05/2026 6:49 AM ID: 296382826	None I cant see and issue
1130	08/05/2026 7:03 AM ID: 296383084	None
1131	08/05/2026 7:26 AM ID: 296383464	The most vulnerable groups (e.g. the elderly) will not have the option.
1132	08/05/2026 7:32 AM ID: 296383766	None
1133	08/05/2026 8:12 AM ID: 296384691	With correct process and vetting no concerns, it works for Uber.
1134	08/05/2026 11:09 AM ID: 296399083	None, although I’m aware it’s not always beneficial for the employee.
1135	08/05/2026 12:22 PM ID: 296405482	That it becomes card only.

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1136	08/05/2026 9:12 PM ID: 296438877	None
1137	09/05/2026 3:50 PM ID: 296456352	If they key in the incorrect amount and you notice the next day
1138	10/05/2026 6:34 AM ID: 296466322	None at all-it is necessary that they move to cards.
1139	10/05/2026 10:00 AM ID: 296469576	None
1140	10/05/2026 4:01 PM ID: 296477976	None
1141	14/05/2026 8:52 PM ID: 296915789	If suitable payment measures are in place it shouldnt be any different to paying in other sectors
1142	15/05/2026 11:24 PM ID: 297049968	I often as a lone female late at night have been refused multiple taxis in a row and told to go to a cash machine however this is often unsafe to do so in town late at night or that they can stop at a cash machine but I feel having to get out somewhere maybe Im unfamiliar with is also unsafe
1143	26/05/2026 2:51 PM ID: 297660315	None
1144	29/05/2026 10:33 AM ID: 297820063	None
1145	29/05/2026 10:34 AM ID: 297820050	Agreed with card payments
1146	29/05/2026 10:37 AM ID: 297820170	None
1147	29/05/2026 10:38 AM ID: 297820070	As above
1148	29/05/2026 10:39 AM ID: 297820415	High commission rates charges by American Express paid by the driver
1149	29/05/2026 10:40 AM ID: 297820051	I am taxi driver and work with Glasgow taxis and never refused card payment due to company policy.all non radio drivers who work on just ranks all of them have card payment machine but they only use that if passenger going far if passenger going very local within the city they always refused.and I believe this is not fare non radio drivers sending local customers to radio cabs because we can't refuse card payments.non radio cabs take card payment when they want to take.plz do it mandatory and it's fare for passengers as well as for drivers.
1150	29/05/2026 10:40 AM ID: 297820375	As previous
1151	29/05/2026 10:42 AM ID: 297820306	As above
1152	29/05/2026 10:42 AM ID: 297820137	Some drivers accept cards but ask for a minimum payment. I don’t know how legal that is bit it does go on. My concern is that practice still continues even if card payments are mandatory. If mandatory card acceptance is introduced the public should be made aware there is no minimum payments.
1153	29/05/2026 10:43 AM ID: 297820079	None
1154	29/05/2026 10:46 AM ID: 297820824	No payment
1155	29/05/2026 10:46 AM ID: 297820814	None brilliant if you do it

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
1156	29/05/2026 10:48 AM ID: 297820882	Fees by card company
1157	29/05/2026 10:54 AM ID: 297821236	Absolutely none it should be mandatory as cash payments are probably less than 10% in all types of business now
1158	29/05/2026 10:54 AM ID: 297820059	I am happy to accept payment by card but we should have the right to check means of payment before starting the fare.
1159	29/05/2026 10:57 AM ID: 297821194	Fraud
1160	29/05/2026 10:57 AM ID: 297820770	Concerns I have is the taxi driver loses a percentage of their fare on every hire basically losing money every day and times are hard right now for everyone
1161	29/05/2026 11:04 AM ID: 297820952	“My card machine is not working “ excuse that is said to passengers on a daily basis. There are constant three stage interviews on ranks where the driver is determining whether the hire is a long enough trip to accept payment by card.
1162	29/05/2026 11:07 AM ID: 297821667	Possible addition of (up to) 10% to (incorrectly) cover "service" charge. Will 2 card machines be required from different providers in case of technical issues?
1163	29/05/2026 11:18 AM ID: 297822692	We should be able to charge the fee aswell as fare
1164	29/05/2026 11:19 AM ID: 297822621	Card payment is a necessity in today’s world. Those who fail to move with the times get left behind. ARD is already falling behind Uber, and refusing to fully embrace card payments will only widen that gap.
1165	29/05/2026 11:21 AM ID: 297823021	None, other than it is enforced. Common response at present is the “machine is not working” despite the facility being advertised.
1166	29/05/2026 11:22 AM ID: 297823057	Taxis that are not part of any system do not accept cards. This reflects badly on the trade as the public then assume all taxis do not take cards.
1167	29/05/2026 11:26 AM ID: 297823329	I lose out on the actual fair price
1168	29/05/2026 11:30 AM ID: 297823636	Taxi fraud fare dodging
1169	29/05/2026 11:34 AM ID: 297823721	As above
1170	29/05/2026 11:35 AM ID: 297823989	Getting paid @drop off.
1171	29/05/2026 11:39 AM ID: 297824365	None
1172	29/05/2026 11:41 AM ID: 297820206	As above
1173	29/05/2026 11:44 AM ID: 297824217	I have no concerns regarding the requirement for taxi drivers to accept payment by credit or debit card. However, I would have concerns if drivers were required to use a specific card payment provider or device mandated by the licensing authority. Drivers and vehicle operators should retain the freedom to choose the card payment solution that best meets their operational and commercial needs, provided it is secure, reliable, and capable of accepting commonly used credit and debit cards. The market currently offers a wide range of payment solutions with varying costs, features, and levels of integration. Mandating a single provider, device, or payment platform could unnecessarily increase costs, reduce competition, and limit innovation. Any licensing

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		requirement should focus on the outcome, namely that passengers can pay by card, rather than prescribing how that payment must be processed. The key requirement should be that a suitable card payment facility is available in the vehicle and is operational when the vehicle is working, while allowing drivers and operators flexibility in selecting the provider and equipment they use.
1174	29/05/2026 11:50 AM ID: 297824724	CARD PAYMENTS ARE OK IF IT DOES NOT WORK YOU CAN GO TO A CASH MACHINE NO SUCH REMEDY FOR ELECTRONIC PAYMENTS
1175	29/05/2026 11:55 AM ID: 297825462	None
1176	29/05/2026 11:59 AM ID: 297825707	None
1177	29/05/2026 12:00 PM ID: 297825591	Bad customer service
1178	29/05/2026 12:00 PM ID: 297825645	None at all
1179	29/05/2026 12:01 PM ID: 297825435	None it’s a good thing
1180	29/05/2026 12:06 PM ID: 297825890	No concerns, an additional option for payment can only be a positive.
1181	29/05/2026 12:13 PM ID: 297825722	On many occasions the card is faulty, or the machine is not logging on,or the supplier is telling there is a problem with the system This doesn't happen with cash
1182	29/05/2026 12:14 PM ID: 297826477	None
1183	29/05/2026 12:31 PM ID: 297827311	See previous answer. Added to that on occasion the handset/card reader doesn’t work which has happened to me personally on occasion I can’t take the hire off the customer. Whereas if you paid for goods from a shop or services the goods or services would be withdrawn or cancelled sale.
1184	29/05/2026 12:34 PM ID: 297827510	On very short journeys , we drivers can receive less than the proposed minimum fare
1185	29/05/2026 12:37 PM ID: 297828115	Private hire drivers will consistently refuse or say they dont have the facility or their machine isn't working
1186	29/05/2026 12:37 PM ID: 297827744	The reason I don't like it is, it's just another cost I as an operator have to pay. I realise I do need to have one in this day and age, but believe it's a decision for the operator to make.
1187	29/05/2026 12:51 PM ID: 297829094	None
1188	29/05/2026 12:58 PM ID: 297829321	None
1189	29/05/2026 1:03 PM ID: 297829606	None
1190	29/05/2026 1:12 PM ID: 297830357	
1191	29/05/2026 1:18 PM ID: 297830605	None
1192	29/05/2026 1:31 PM ID: 297831450	Having to pay fees

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
1193	29/05/2026 1:41 PM ID: 297832203	None
1194	29/05/2026 1:47 PM ID: 297832258	As mentioned above&also phones conveniently dying as payment is about to be taken,we should have the choice to make our own judgement.
1195	29/05/2026 1:57 PM ID: 297833032	Taking card payments at end of journey and not getting a reception or no money in card
1196	29/05/2026 2:23 PM ID: 297835359	Personally I would never use a card to pay a taxi I dont use my card except to pay bills thats my choice so it should be the same for the taxi drivers
1197	29/05/2026 2:25 PM ID: 297835619	None
1198	29/05/2026 2:45 PM ID: 297837080	Drivers who don’t accept credit cards are killing our trade
1199	29/05/2026 4:11 PM ID: 297844175	Card declined, taxi driver loses money
1200	29/05/2026 5:03 PM ID: 297848272	None
1201	29/05/2026 5:27 PM ID: 297849847	Most of individual drivers never accept card payments for short journeys but accept card payments of long journeys. As a GTL drivers we must have to accept card payments.
1202	29/05/2026 5:52 PM ID: 297852324	None
1203	29/05/2026 5:57 PM ID: 297852543	Fraud.
1204	29/05/2026 6:12 PM ID: 297853054	Customer using stolen cards (Fraudulent use) the card PIN number would be a must , Especially for fares over a large amount .
1205	29/05/2026 7:24 PM ID: 297856719	None
1206	29/05/2026 8:02 PM ID: 297857999	As above
1207	29/05/2026 8:03 PM ID: 297857832	The amount of passengers who don’t have sufficient funds on their cards and then complain when they have to go to an ATM
1208	29/05/2026 8:43 PM ID: 297859349	None
1209	29/05/2026 9:24 PM ID: 297820258	May the customer didn't have money
1210	30/05/2026 8:23 AM ID: 297872460	None
1211	30/05/2026 9:32 AM ID: 297874409	None
1212	30/05/2026 10:49 AM ID: 297876986	None
1213	30/05/2026 3:44 PM ID: 297886412	No concerns
1214	31/05/2026 4:29 AM ID: 297899278	None
1215	31/05/2026 11:38 AM ID: 297908365	As a small business owner myself there are times when internet problems means that card terminals do not work. Profits on things like milk and papers

3. What concerns do you have, if any, regarding Taxi Drivers accepting payment of fares by credit/debit card?		
		are so low that paying card commission wipes out any profit. I'm sure it will be the same on a small fare hire.
1216	31/05/2026 3:58 PM ID: 297915470	The reliance of public on phones and watches to pay with no alternatives and their product battery goes flat causing loss of time and sometimes funds. The problems around network availability at places such as hampden and hydro where can be so many phones in use the systems cannot be used The general problems around network availability in blind spots and during night when systems recent / update and the problems with networks going down this has cost me over £100 in loss of income in past 6/9 months The problems of the public not having ability to track their own funds resulting in the dreaded "insufficient funds" message causing lots of stressful situations
1217	31/05/2026 6:23 PM ID: 297919814	Some people don't have cash
1218	31/05/2026 7:43 PM ID: 297837900	As someone who currently accepts card payment I do have concerns with making it mandatory. I currently work night shift and have lost count of the money lost when reaching destination and payment is declined, the ability to ask for cash for payment gives me a safety net when dealing with difficult individuals.
1219	31/05/2026 9:18 PM ID: 297924353	None
1220	31/05/2026 9:24 PM ID: 297924385	The terminals used to accept card payments are reliant on a mobile phone signal. This isn't always reliable.
1221	01/06/2026 12:37 AM ID: 297927543	While card payments can be convenient, mandatory card acceptance may expose drivers and passengers to additional risks such as fraudulent transactions, chargebacks, scams, and technical payment disputes. There are also costs associated with card processing and equipment. Cash should remain available as an alternative payment method to provide flexibility and reduce reliance on electronic systems.
1222	02/06/2026 12:09 AM ID: 298016490	None
1223	02/06/2026 9:53 AM ID: 298036357	As of my previous answer, and I would also like to highlight a driver shouldn't be charged for someone wishing to use a card machine, it doesn't happen anywhere else.
1224	02/06/2026 11:27 AM ID: 298049506	Processing credit card costs money to driver, so they do not receive the payment due on the meter.
1225	02/06/2026 1:25 PM ID: 298065283	None
1226	02/06/2026 3:26 PM ID: 298082733	No concerns at all card machine should be mandatory
1227	10/06/2026 10:06 AM ID: 298676434	None it seems these systems are secure worldwide.

answered	1227
skipped	439

4. Could any of your concerns detailed be mitigated by way of conditions?

	Answer Choices	Response Percent	Response Total
1	Yes	22.33%	324
2	No	31.63%	459
3	Don't know/no opinion	46.04%	668
		answered	1451
		skipped	215

If yes, please provide more details (344)

1	04/02/2026 3:48 PM ID: 290169108	Could mitigate via requiring acceptance of cards, with taxi drivers responsible if card machines are broken.
2	04/02/2026 4:30 PM ID: 290172911	If it is made a licence condition where a driver must accept card payment, it would reduce the number who refuse short distance trips that are on the rise and hold drivers accountable where a card is used to pay and details of the taxi are not obtained but later required such as lost property.
3	04/02/2026 4:31 PM ID: 290173184	Extra costs must be included in the meter, as well as a minimum fare.
4	04/02/2026 4:38 PM ID: 290173968	Read Traffuc Act regarding mobile devices couldn't be bypassed by a licence condition. Obviously a faulty machine could be bypassed by licence condition but would then effectively render mandatory acceptance void.
5	04/02/2026 4:42 PM ID: 290174080	Clear signage and all vehicles must have signage stating card payment is available at all times
6	04/02/2026 4:45 PM ID: 290174953	Legal tender
7	04/02/2026 4:47 PM ID: 290175140	Upfront payment
8	04/02/2026 4:48 PM ID: 290175269	Keep it optional whether to accept card payments or not
9	04/02/2026 4:52 PM ID: 290174864	Yes a sliding scale charge to user
10	04/02/2026 5:23 PM ID: 290177639	1: if a widespread outage occurs, contingency plans need to be in place to allow taxis to operate. If not then the supply of taxis could be wiped out if a common payment systems provider has a fault. 2: the cost of accepting card payments should be considered as part of a tariff review.
11	04/02/2026 5:30 PM ID: 290178164	When forced to use my credit cards rather than then paying by cash
12	04/02/2026 5:39 PM ID: 290179007	A think an acceptable standard of device should be required and the ability to track a transaction to an individual driver or taxi licence is essential.
13	04/02/2026 5:41 PM ID: 290178745	As said previously ALL radio vehicles have the facility therefore making NON radio vehicles exempt would mitigate condition
14	04/02/2026 5:47 PM ID: 290179133	If the council passes this , they should be supplying the card machines as part of the licence conditions.
15	04/02/2026 5:50 PM ID: 290179591	Make it an option but not mandatory. There should always be a choice to accept card or not.

4. Could any of your concerns detailed be mitigated by way of conditions?		
16	04/02/2026 5:59 PM ID: 290180351	Allow us to charge a reasonable charge for accepting card payments
17	04/02/2026 6:00 PM ID: 290179815	Amending the licence to allow payments in advance of the journey .
18	04/02/2026 6:08 PM ID: 290180381	Card payments having to be paid up front with any change being refunded.
19	04/02/2026 6:36 PM ID: 290182630	Payment up front
20	04/02/2026 6:53 PM ID: 290182776	Customer ask for to be charged which is a regular occurrence now as for no available funds, possibly a contact for future payment but why should Taxi drivers have to take that gamble other businesses just withhold the services or goods but if we are at the destination when this happens what then?
21	04/02/2026 8:48 PM ID: 290189495	Email a reciept to me
22	04/02/2026 10:04 PM ID: 290192459	Some taxi drivers demand a minimum payment amount ... usually £10...before accepting card payment. The price should be the price regardless of minimum spend.
23	04/02/2026 10:54 PM ID: 290193957	Proper & fair terms & conditions
24	04/02/2026 11:15 PM ID: 290194537	I do not have any concerns, so no mitigation is required. I believe accepting credit and debit card payments should be a standard condition for taxi drivers without the need for additional measures.
25	04/02/2026 11:52 PM ID: 290195301	I don't like passing my card over into a machine that could clone my card
26	05/02/2026 12:00 AM ID: 290195395	A Asian taxi driver charged me £50 one night on my card when it should have been £20. I didn't know till next day
27	05/02/2026 1:54 AM ID: 290196778	Many times end journey dont have money in their card if its cash u seen took anyone woth no issues. Espacilly night life when anyone can drunk to much
28	05/02/2026 7:20 AM ID: 290200576	Yes the conditions would be that all cabs must provide full credit card facilities and also provide the customer with a taxi receipt. Taxi pad receipt book would be carried in the cab at all times. All cabbies have these receipt books anyway even if they take cash only. Now very Important is that we have to put in the policy that in no way is a cabbie allowed to inform a customer that its a £10 Credit Card minimum charge and say the hire is £5.40. This does happen and its must be eradicated.
29	05/02/2026 10:07 AM ID: 290211912	Charge fare before travel like any other mode of transport ie bus train boat or plane
30	05/02/2026 10:43 AM ID: 290216733	Drivers who are certain associations who do accept credit cards come up with excuses to why they can only accept cash
31	05/02/2026 12:50 PM ID: 290231870	Should be a condition to accept card payments
32	05/02/2026 1:16 PM ID: 290234195	Just change the conditions that every taxi must accept card
33	05/02/2026 2:14 PM ID: 290240267	Are cards strictly monitored for business use
34	05/02/2026 7:10 PM ID: 290268391	The charges that the bank takes passed on to customers
35	05/02/2026 7:15 PM ID: 290268363	No!!!!!! All incomes MUST be declared. By law !!!!!

4. Could any of your concerns detailed be mitigated by way of conditions?		
36	05/02/2026 7:18 PM ID: 290268452	Minimum charge 10 pounds for card payment
37	05/02/2026 7:34 PM ID: 290269449	As above
38	05/02/2026 7:42 PM ID: 290269981	2 card machines , also have a app pos on phone not many places have a bad signal
39	05/02/2026 8:19 PM ID: 290270157	All card payments made before hire commences which would insure network connection & customer has sufficent funds in bank . Price would be a estimate & any minus or pluses of the the meter price can be refunded or extra charge made to meet the final meter price.
40	05/02/2026 8:38 PM ID: 290272729	A small levy should be added to a card payment.
41	05/02/2026 8:49 PM ID: 290273268	Costs.eg meter change loss ofmoney due to card percentage. Customer card declined machine cost.
42	05/02/2026 9:09 PM ID: 290274145	N/A
43	05/02/2026 9:26 PM ID: 290274900	If you can charge for fare and give refunds at end of journey. Like at unmanned petroleum stations.
44	06/02/2026 12:16 AM ID: 290279148	most of the concerns could be reduced by putting clear conditions in place.
45	06/02/2026 11:58 AM ID: 290303221	Something along the lines of, if the hire is not leaving the city centre you should be able to refuse card payment.there has to be some leeway available. I fully understand some businesses require their staff to pay by company card. I think common sense has to be implemented.
46	06/02/2026 12:30 PM ID: 290307455	New Condition could be : All Glasgow City council licensed Taxis must accept and have an operationally card machine. It must also accept contactless payments via mobile phone or contactless card payment. Something along those lines.
47	06/02/2026 6:50 PM ID: 290340852	Council could try and mitigate the loss in earnings due to fees, by factoring in a booking fee, or raising the flagfall by a nominal amount (making it clear to drivers that this is to offset losses incurred through card payments
48	06/02/2026 11:13 PM ID: 290349877	Compulsory to have card machine in cabs
49	07/02/2026 4:11 AM ID: 290353548	If there is no signal at the destination or if the card is not working or there is not enough funds in the account at the destination point or the driver card machine doesn't work. So what can a driver do in this situation.
50	07/02/2026 6:36 PM ID: 290373563	I don't have any conerns
51	08/02/2026 3:42 AM ID: 290380651	Conditions of licence there should be more than one approved card reader that can be used
52	08/02/2026 7:07 PM ID: 290425073	Do not make it mandatory to accept cards.
53	10/02/2026 4:16 PM ID: 290569291	I have no concerns
54	10/02/2026 4:24 PM ID: 290570451	I have no concerns that require mitigated.
55	10/02/2026 4:30 PM ID: 290571269	I have no concerns as taxi drivers refuse card payment to hide earnings from the taxman.

4. Could any of your concerns detailed be mitigated by way of conditions?		
56	10/02/2026 4:35 PM ID: 290571865	I have no concerns that could be mitigated by way of conditions.
57	10/02/2026 9:27 PM ID: 290588063	I have no idea what this means
58	12/02/2026 4:59 PM ID: 290744070	Conditions- if a card is declined or the machine is 'down', through no fault of the driver; a customer is obliged to pay cash or go to a cash machine if they have none on them.
59	15/02/2026 9:20 PM ID: 290895310	Card payment would have to be made before the journey starts. Bank fees would have to be added on.
60	17/02/2026 5:25 PM ID: 291018588	Conditions should state that either cards or cash could be used to pay.
61	17/02/2026 6:00 PM ID: 291020301	All taxis should give customers a clear choice when booking or in the case of black cabs, signage that is clear.
62	17/02/2026 6:07 PM ID: 291020910	A surcharge could be added to card fares
63	17/02/2026 6:08 PM ID: 291020454	My name is John kerr. Myself and my family regularly use black cabs my wife is a escorts with the school and she's seen a big difference in the taxi driver not knowing what street without you putting in the postcode for them
64	17/02/2026 6:09 PM ID: 291020561	Use the same system London Taxis use.
65	17/02/2026 6:40 PM ID: 291022009	Drivers can also take cash for those who still prefer it if they chose to.
66	17/02/2026 6:48 PM ID: 291022708	I’m not a fan of contactless.
67	17/02/2026 6:50 PM ID: 291022861	If they take card payment they’ll stop signing on and stealing public resources
68	17/02/2026 6:56 PM ID: 291023039	Can only charge what is on the meter
69	17/02/2026 7:34 PM ID: 291023712	Card machines have to be reliable, and the driver not just saying that the card machine is not working because they prefer cash.
70	17/02/2026 8:50 PM ID: 291027420	1. Spot checks by plain clothes enforcement officers, including on the spot fines and ultimately suspension/termination of the licence. Perhaps a three strike rule? 2. No working card machine means the passenger gets a free ride.
71	17/02/2026 9:42 PM ID: 291029006	Visible meter. Visible rates (printed in large print/braile in a well lit environment so people can work out their rough costs as they ride. Visible card machine and no excuses for not taking payment. No card machine, no hire.
72	17/02/2026 9:47 PM ID: 291028807	Yes payment by card would need to be upfront .And the customer should pay 4% bank charges for card payment.
73	18/02/2026 1:12 AM ID: 291032181	Both cash and credit/debit cards should be accepted by all taxi drivers.
74	18/02/2026 2:40 AM ID: 291032734	Card machine screens and pads in the passenger compartment
75	18/02/2026 6:00 AM ID: 291033958	Too dangerous , wither it's small or large is to much a risk , to put the drivers safety in jeperty, if you get a bus and the customer card doesn't work , the bus driver doesn't let them on, if paying buy card them a price must be agreed by the driver and customer before they take off, then the driver and customer would get there hire and the driver would get his fare.

4. Could any of your concerns detailed be mitigated by way of conditions?		
76	18/02/2026 6:09 AM ID: 291034205	Payment taken before leaving for the customer destination, meaning card or card machine will be working , not causing any confrontation happening by the customer telling you how much they have got in the bank , when there card has been declined .
77	18/02/2026 6:27 AM ID: 291034046	A lot of the older drivers/operators really struggle with modern technology and will find difficulties with the change, I mean a lot of them need help with online services such as badge and license renewals and constantly have to seek help and a possible exemption certificate could be in place for legitimate reasons or just simply let them choose not force a loss making system on operators/drivers.
78	18/02/2026 7:18 AM ID: 291036484	Mandate no price increase
79	18/02/2026 7:20 AM ID: 291036293	Each taxi much visibly show that they accept card payments.
80	18/02/2026 7:25 AM ID: 291036633	Providing support to taxi drivers to implement more robust payment systems, or providing a payment system for them to use
81	18/02/2026 7:33 AM ID: 291037014	Yes I would be happy for a driver to advise the cost of a taxi was more due to their card charges. I'd be happy to pay towards this cost to guarantee I could get home
82	18/02/2026 7:38 AM ID: 291037094	Taxi cannot operate unless card facility functions.
83	18/02/2026 7:49 AM ID: 291037744	Grants or reduced licence fees.
84	18/02/2026 7:58 AM ID: 291038047	I have no idea what this question means.
85	18/02/2026 9:08 AM ID: 291042672	They should accept both card and cash.
86	18/02/2026 9:20 AM ID: 291043926	Put an end to tax free earnings.
87	18/02/2026 9:32 AM ID: 291044772	No- it has to be binary. If there are conditions then that means drivers will not accept card payments and we are back to square on on this.
88	18/02/2026 9:41 AM ID: 291045662	N/A
89	18/02/2026 10:31 AM ID: 291049094	The Licensing Authority can require, as a licensing condition, that every licensed vehicle (Taxi and Private Hire Car) accept card payments via a terminal fitted in the passenger compartment and visible to the passenger/customer.
90	18/02/2026 10:46 AM ID: 291050792	Zero tolerance to drivers wanting set fares up front rather than going by the meter
91	18/02/2026 10:56 AM ID: 291051625	Easy complaints process. Phone Number shown inside taxi for issues to be reported.
92	18/02/2026 11:13 AM ID: 291052354	If the licensing authority agrees that all taxi and private hire car journeys should offer digital payment, the terminal to accept such payments should be fitted in such a way, that it is obvious to the customer/passenger and able to be checked by enforcement officers. The solution used in London is a good example of a way to ensure the terminal is linked to the meter and visible to the customer.
93	18/02/2026 11:18 AM ID: 291053432	I think there's a basic safety issue at play, and we should not compromise on that.
94	18/02/2026 11:49 AM ID: 291056272	Using a specified type of card reader
95	18/02/2026 11:52 AM ID: 291055657	Mandatory signage indicating if cards are accepted or not rather than awkward conversation with driver.

4. Could any of your concerns detailed be mitigated by way of conditions?		
96	18/02/2026 11:53 AM ID: 291056685	Include an additional charge for card payments - as drivers have been doing in several other UK cities for decades...
97	18/02/2026 12:03 PM ID: 291056870	There could be an additional fee for card payments For private hire cabs, anyone wishing to pay by card needs to use an app for the taxi company this will reduce fees for the individual taxi driver. PCI compliance credentials may give customers assurance ie. they have to provide this in order to get a licence.
98	18/02/2026 12:25 PM ID: 291059357	Make a quick and easy reporting system for those drivers who refuse to accept card. Also, council employees should do regular spot checks.
99	18/02/2026 12:29 PM ID: 291059828	Either cash or card payment will be accepted.
100	18/02/2026 12:38 PM ID: 291060404	Card payment minimum £5 and increasing on par with the flag fall
101	18/02/2026 12:38 PM ID: 291056084	All taxis should accept credit cards
102	18/02/2026 12:42 PM ID: 291060839	Prepayment on estimated price,in the event of over price quote then reimbursement is done in cash
103	18/02/2026 12:44 PM ID: 291060437	If the internet is down at the end of a journey the card will not work. If there's no funds in the account the driver cannot get paid as for most journeys it meter on then pay at end of journey
104	18/02/2026 12:52 PM ID: 291061762	Standardised payment methods and guarantees of data security.
105	18/02/2026 1:03 PM ID: 291062492	Is it still a criminal act if the passenger asks if they can pay by card and you say yes. If it's in the license area of Glasgow you can't take payment till you complete the hire. When you complete the hire and present your card machine and the transaction is declined they don't have any other cards to pay they have no money to pay How do you resolve this .
106	18/02/2026 1:20 PM ID: 291063611	Make it mandatory to have a working card reader and have signage in all cabs stating this. If any driver refuses to take a card payment, they should be suspended.
107	18/02/2026 1:23 PM ID: 291064261	I don't have a good enough understanding of the council budget and workings to suggest this. Only thought that comes to mind is a reduction in VAT on taxi payments or a subsidy or something
108	18/02/2026 1:23 PM ID: 291064403	I've no concerns
109	18/02/2026 1:26 PM ID: 291064399	Well we have lots of foreign drivers now in Glasgow and don't want to accept card so they don't need to declare th payment in taxi returns cause that's all the say is cash only.
110	18/02/2026 1:26 PM ID: 291061633	Some sort of way of displaying that they have a working system And for card payments to be made upfront
111	18/02/2026 1:36 PM ID: 291065641	Make it a condition of the licence.
112	18/02/2026 1:37 PM ID: 291064973	Cards can be compulsory only in city centre.
113	18/02/2026 1:40 PM ID: 291065019	Could add on a small percentage as the diver has to wait for card payments and also pays a commission to the card company who provide the service
114	18/02/2026 1:48 PM ID: 291066616	Make it illegal to refuse card payment

4. Could any of your concerns detailed be mitigated by way of conditions?		
115	18/02/2026 2:02 PM ID: 291067724	na
116	18/02/2026 2:09 PM ID: 291067700	CASH ONLY Signage would solve a lot of confusion
117	18/02/2026 2:13 PM ID: 291066302	No surcharge when cards were introduced the customer paid for the privilege of obtaining credit that was reversed some time ago.
118	18/02/2026 2:28 PM ID: 291069048	There should be a minimum fare for card work. People are paying extra for private hire work in the form of a £1 surcharge. I would start at £7/10 walk in, this may change people's habits about expecting drivers to only take credit, knowing this they would be more inclined to get cash before taking taxi.
119	18/02/2026 2:48 PM ID: 291070849	It streamlines things for all concerned. There would no longer be abuguity about do you accept cards or not.
120	18/02/2026 2:57 PM ID: 291071498	In this day and age customers expect to have card facilities available
121	18/02/2026 3:50 PM ID: 291076842	When paying buy card , customer pays before the cab take off.
122	18/02/2026 3:53 PM ID: 291072063	illegal currency, card is not sterling
123	18/02/2026 4:04 PM ID: 291077757	Total fare (including any add ons) much be clearly displayed.
124	18/02/2026 4:06 PM ID: 291061963	While transaction costs & fees represent a direct reduction in net income per journey, they must be weighed against the potential for increased patronage. The Council report and trade media indicate that many passengers now expect card payments and may decline a journey if only cash is accepted. By accepting cards, drivers eliminate the risk of lost fares and gain access to the business and tourism sectors, which frequently rely on corporate cards and expense accounts. In London, drivers observed that accepting cards often leads to longer journeys and higher-value work. A critical economic factor is the Consumer Rights (Payment Surcharges) Regulations 2012, which prohibit traders from charging consumers extra for the use of most card payment methods. This means that taxi drivers cannot pass the transaction fee directly to the passenger as a separate line item. Instead, the cost must be absorbed as an operating expense or accounted for in the setting of taxi tariffs by the licensing authority. In London, the costs incurred by drivers for accepting card payments are included in the taxi fare index, ensuring that tariffs are set at a level that maintains driver earnings net of operating costs. Software Point of Sale (SoftPOS) technology offers a significant economic advantage for the Glasgow taxi trade. By allowing drivers to use their own smartphones as payment terminals, SoftPOS eliminates the upfront hardware cost (which can range from £60 to several hundred pounds) and the ongoing maintenance or leasing fees associated with dedicated terminals. This technology is particularly suited for sole traders, as it reduces the complexity of managing multiple devices and simplifies the entry into digital payments. The shift toward mandatory digital payments in taxis is not only a matter of convenience but a significant enhancement of the security and integrity of the local transport ecosystem. Digital payments, regulated under the PSRs 2017, incorporate advanced security protocols that protect both the driver and the passenger from fraud and theft. The primary security benefit for taxi drivers is the reduction in the amount of physical cash held in the vehicle. Large amounts of cash can make drivers targets for robbery, particularly during late-night shifts or in isolated areas. By encouraging and mandating digital payments, the Council helps to reduce the attractiveness of taxis as targets for opportunistic crime. On the audit side, every digital transaction generates an auditable record that includes the date, time, amount and unique transaction identifier. This record is invaluable for resolving disputes between drivers and passengers. For example, if a passenger claims they were overcharged, the digital receipt provides objective evidence of the transaction. This transparency enhances the professionalism of the trade and builds public trust in the taxi fleet.

4. Could any of your concerns detailed be mitigated by way of conditions?		
		Under PSD2 and the PSRs 2017, Strong Customer Authentication (SCA) is required for many digital transactions to prevent fraud. SCA involves the use of two or more independent elements (knowledge, possession or inherence) to verify the user's identity. In the taxi environment, this often manifests through Chip and PIN or biometric authentication on a smartphone. These measures significantly reduce the likelihood of fraudulent card use compared to older magnetic-stripe methods. As a public body, Glasgow City Council has a statutory duty under the Equality Act 2010 to ensure its policies promote equality and do not discriminate against individuals with protected characteristics, including disability. Sections 160 to 173 of the Act specifically address taxi accessibility, focusing on the needs of passengers in wheelchairs and those with assistance dogs. Under Section 20 of the Equality Act 2010, service providers are required to make reasonable adjustments to remove barriers for disabled people. For many disabled individuals, handling physical cash can be difficult or impossible due to motor impairments, visual impairments or cognitive conditions. Digital payments, particularly contactless and mobile wallet solutions, offer a significantly more accessible way to settle fares. For example, a visually impaired passenger can use a mobile wallet on their own device, which provides audio confirmation of the fare and payment success, without needing to interact with a potentially inaccessible physical terminal in the vehicle. However, for this to be effective, the Council must ensure that the mandated payment systems are compatible with these assistive technologies. While card payments enhance accessibility for many, the Council must remain mindful of the elderly and other vulnerable groups who may lack digital literacy or access to banking services. Statistics indicate that some older consumers find digital-only systems difficult to understand and may experience stress if cash is not accepted. Therefore, the mandate must be framed as an obligation to accept cards, not an obligation to refuse cash. Maintaining a dual-payment ecosystem ensures that no group is excluded from accessing essential transport services.
125	18/02/2026 4:06 PM ID: 291078612	Pay cash
126	18/02/2026 4:09 PM ID: 291077796	If it’s made mandatory to accept card payments, complaints could be made to the local authority against any driver breaking this rule. It would mean no more taxi roulette and uncertainty when I’m just trying to get home safely.
127	18/02/2026 4:35 PM ID: 291078542	Something in the cabin that is easily tapped by customer , to check card or reserve funds , this happens at petrol stations etc and I believe this method is Essential along with card payments being mandatory.
128	18/02/2026 5:04 PM ID: 291083708	Ensure taxis continue to accept cash
129	18/02/2026 5:14 PM ID: 291084618	Taxi rank monitoring for legit taxis, could be cameras with anpr or wardens at central station
130	18/02/2026 6:06 PM ID: 291087937	A direct link between metre and payment terminal to ensure no inappropriate charges by drivers.
131	18/02/2026 7:16 PM ID: 291091283	Don't under stand the question.self
132	18/02/2026 7:27 PM ID: 291091663	Refusing card payments is a means to TAX FRAUD. Many Glasgow Taxi drivers refuse to use meter. They give you their price before your journey BEGINS. MUST BE CASH CANNOT BE TRACED THROUGH A BANK ACCOUNT
133	18/02/2026 7:28 PM ID: 291091856	Internet down
134	18/02/2026 8:26 PM ID: 291094516	These night shift drivers are cheating other drivers and the public
135	18/02/2026 8:35 PM ID: 291094973	Drivers could display signage indicating cash payment only

4. Could any of your concerns detailed be mitigated by way of conditions?		
136	18/02/2026 8:49 PM ID: 291094810	I would be looking for a better tariff to cover my losses.
137	18/02/2026 9:44 PM ID: 291097322	If the cans didn't have to pay fees and weren't penilosed financially then it would be acceptable, but only to the vans thta chose it or should not be mandatory
138	19/02/2026 4:41 AM ID: 291102495	No concerns
139	19/02/2026 7:39 AM ID: 291107036	Make it illegal not to accept card payments
140	19/02/2026 8:36 AM ID: 291112811	No conditions are necessary
141	19/02/2026 8:40 AM ID: 291113195	Enforcement of the card machine matching the meter.
142	19/02/2026 8:42 AM ID: 291113271	Cash option must be available on a;; cars
143	19/02/2026 8:56 AM ID: 291114568	Drivers required to report when machines “aren’t working” ? Or overview of cash/card payments to check for patterns of avoidance
144	19/02/2026 8:58 AM ID: 291114519	There is absolutely no downside. I also run a small business so know full well the charges card payments take and it is absurd they pretend the charges would significantly affect the fares. Running a business comes with cost.
145	19/02/2026 9:02 AM ID: 291115101	If I knew a driver would be suspended for not accepting card that would alleviate my concerns
146	19/02/2026 9:08 AM ID: 291115982	Would be good if there was a way to report taxis with terminals "not working" to the council so they know who to investigate for unusual finances.
147	19/02/2026 9:19 AM ID: 291116876	Having a transparency condition - passengers much know how much a journey costs before departing.
148	19/02/2026 9:20 AM ID: 291117128	Provision of receipts
149	19/02/2026 9:21 AM ID: 291117310	Consequences for drivers who refuse or pretend their machines are broken.
150	19/02/2026 9:22 AM ID: 291114049	Council can't be trusted they have punished taxidrivers for years with their policy due to complaints about ph drivers . Taxi customer care course failed . Sqa course paying £500 . Cheating test centres passing drivers unfit to pass the course another council failure. What happen the people that was ment to remove from driving took licences out with different council but still working in Glasgow under Glasgow cabs which the council does not enforce the rules . I have had enough of Glasgow city Council attacks on taxi drivers to better the pH ??? Why .my final statement with in the next 5 years taxis will disappear replaced by morons , and Glasgow will fail to provide facilities taxis or cars get job .
151	19/02/2026 9:22 AM ID: 291115920	All taxis should have up to date and fully working contactless payments machines, if not they should not be allowed to operate. If it were enforced they would have to change to live in the modern world like every other business.
152	19/02/2026 9:22 AM ID: 291117439	Must have working card machine to accept passengers
153	19/02/2026 9:35 AM ID: 291119194	More mystery shopping especially at busy periods with consequences moot failure to provide card payments
154	19/02/2026 9:41 AM ID: 291120042	Connect the machine to the meter.
155	19/02/2026 9:44 AM ID: 291120712	Force them to be not-cash.

4. Could any of your concerns detailed be mitigated by way of conditions?		
156	19/02/2026 9:47 AM ID: 291120661	Licensing authority to enforce the same consumer protection regarding card fees that other retailers abide by.
157	19/02/2026 9:48 AM ID: 291121010	Taxis without working card machines are not in proper service and should not be carrying passengers
158	19/02/2026 10:01 AM ID: 291122994	They should not be taking fares if the card machine isn't working
159	19/02/2026 10:08 AM ID: 291124072	Yes, visible screens on card readers
160	19/02/2026 10:09 AM ID: 291124558	Taking card payment. And not being allowed not to.
161	19/02/2026 10:11 AM ID: 291124519	A direct reporting number for drivers who refuse to take card and a requirement for all drivers with a taxi license to accept card payments regardless of firm
162	19/02/2026 10:13 AM ID: 291124840	Retain cash as an option.
163	19/02/2026 10:14 AM ID: 291124590	It should be a condition of the license
164	19/02/2026 10:15 AM ID: 291124804	Do not allow a flat fee for card payments. It would be reasonable for fares to be increased slightly across the board to cover any additional, provable cost of card payments but not a blanket fee for taking a card payment.
165	19/02/2026 10:16 AM ID: 291125707	Mandate no additional charge for card use
166	19/02/2026 10:18 AM ID: 291125511	Define exactly what should happen in the machine is broken upfront and have that posted in the vehicle.
167	19/02/2026 10:21 AM ID: 291126506	Tax rebates
168	19/02/2026 10:21 AM ID: 291125887	Automatic licence revocation for trying to solicit tips for card payment or trying to discourage card payments. GCC should do weekly mystery test journeys using a professional Mystery Shopping company for at least the first year
169	19/02/2026 10:34 AM ID: 291127690	Card readers should have to connect to the internet every 24 hours to have their ability to function correctly checked, against a potential usage metric. Card readers should be provided at a reasonable price, either at or close to cost, by either GCC or an appointed agent, open at least 8 hours a day, 7 days per week.
170	19/02/2026 10:38 AM ID: 291128358	Make it the company owners responsibility to ensure card machines are operational.
171	19/02/2026 10:42 AM ID: 291129026	Require Taxis to give the ride for free if their machine stops working mid-journey. This will incentivise them to fix them
172	19/02/2026 10:50 AM ID: 291129678	The card machine should be linked to the meter. If the card machine isn't working, the meter doesn't work, their light doesn't go on. Taking card payments should be a condition of the licence.
173	19/02/2026 10:54 AM ID: 291130261	As above.
174	19/02/2026 10:56 AM ID: 291129759	If a taxi driver is unable to take payment via card without a provable reason for this, they should not be allowed to charge for the fare.
175	19/02/2026 10:57 AM ID: 291130512	No card payment, free fare, revoked locence

4. Could any of your concerns detailed be mitigated by way of conditions?

176	19/02/2026 10:58 AM ID: 291130297	They should take cash and/or card - if the ynt take card - should indicate in adance. They shouldalso show amount to be debitd/ give receipt upon request.
177	19/02/2026 11:04 AM ID: 291131370	If the machine is broken taken off road till fixed/ fare is free
178	19/02/2026 11:07 AM ID: 291131557	Failing to offer a card payment option should lead to a penalty. Many drivers are blatantly just using the "machine is broken" excuse as a loophole.
179	19/02/2026 11:16 AM ID: 291131739	Drivers should have card payment as an option, if they don't then they should not be on the road.
180	19/02/2026 11:23 AM ID: 291132122	Make it mandatory for them to accept card payments through active enforcement. The taxes the [redacted] will rightfully pay would more than cover any cost.
181	19/02/2026 11:25 AM ID: 291133301	I only take cash sign and be informed before any journey
182	19/02/2026 11:27 AM ID: 291133278	If the card machine is 'not working' the vehicle should be out of service until the card machine is fixed (which I think is the rule in London?). If the 'fault' occurs during a journey then the passenger travels for free
183	19/02/2026 11:31 AM ID: 291133046	A system to report drivers refusing to accept card payments or to report drivers who says their readers are out of order. A driver who's card reader is continually out of order could then be penalised
184	19/02/2026 11:45 AM ID: 291135226	Mandatory card machine and working or fare £0
185	19/02/2026 11:51 AM ID: 291135560	There could be a qr code or app that allows you to pay. You can be in a restaurant or bar and often pay via qr code at the table.
186	19/02/2026 11:52 AM ID: 291135642	A broken or damaged card machine should require repairs before the car is cleared for use
187	19/02/2026 11:57 AM ID: 291135796	More robust card/contactless payment options, redundant measures to ensure there's always an avenue for payment, clearly advertise visibly if a taxi is cash-only.
188	19/02/2026 12:02 PM ID: 291136667	If a card machine is not working, the driver should not accept the fare and any issues with the machine should result in no payment for passenger
189	19/02/2026 12:08 PM ID: 291137023	Making a working card reader a prerequisite of being allowed to pick up fares or use ranks.
190	19/02/2026 12:11 PM ID: 291136820	Enforcement that all black cabs have an active chip and pin machine in the passenger cabin. Make it a licence condition
191	19/02/2026 12:11 PM ID: 291137590	Whatever happens - an ‘extra 5%’ fee for card would be equally unacceptable.
192	19/02/2026 12:13 PM ID: 291137651	Card payments may not be necessarily mandatory but the method of payment must be agreed before the journey begins
193	19/02/2026 12:14 PM ID: 291137766	Card machine not working = free journey This must be displayed in the car for the passenger.
194	19/02/2026 12:20 PM ID: 291138338	Pre-start checks to include checking card machine is operational.
195	19/02/2026 12:22 PM ID: 291137988	Put a condition that the final fare displayed is the same whether paying by card or cash.
196	19/02/2026 12:26 PM ID: 291138650	If conditions were applied stringently and undercover council enforcers ensured this
197	19/02/2026 12:30 PM ID: 291138851	If their machine 'is broken' fair is either 0, or there is a QR code avaliable to make payment online.

4. Could any of your concerns detailed be mitigated by way of conditions?		
198	19/02/2026 12:31 PM ID: 291139062	I think if you used Apple Pay the way for them to skim would've lessened. Taxi inspectors stamping out up front fares- I expect these drivers could be reported to the council but at the end of the day if you are in town stuck for a ride home then you might not be able to call the council
199	19/02/2026 12:42 PM ID: 291139943	machine not working = free far. The onus should be on the driver to ensure they have a working machine
200	19/02/2026 12:44 PM ID: 291138421	Fixed or standardised terminals
201	19/02/2026 12:44 PM ID: 291140070	Have the government pay for the difference between cash and credit card.
202	19/02/2026 12:46 PM ID: 291140224	Not applicable
203	19/02/2026 12:50 PM ID: 291140210	If a taxi driver refuses card payment, their license should be suspended. If a taxi driver claims their card machine is broken, they should not be permitted to take any fares until it is fixed.
204	19/02/2026 12:50 PM ID: 291140024	I can't see any downsides to forcing all taxis to accept card payments.
205	19/02/2026 12:58 PM ID: 291140880	Non-operational card machine? Then you've a Non-operational taxi. No ability to take card payments means not allowed to operate.
206	19/02/2026 1:06 PM ID: 291141422	Taxis should be taken off the road until their card machine is repaired or replaced.
207	19/02/2026 1:10 PM ID: 291142166	They should be required to accept card.
208	19/02/2026 1:10 PM ID: 291141708	Revoke licence of fake machine broken scum bag taxi drivers and report them to hmrc for 20 years of tax avoidance and also bar them for life for ever holding another taxi licence in this city and maybe that will make them think twice about their stupid games.
209	19/02/2026 1:17 PM ID: 291142290	Ensure that this implementation is regulated and compliance is monitored.
210	19/02/2026 1:27 PM ID: 291143467	Conditions should be in place eg the card machine is always available.
211	19/02/2026 1:39 PM ID: 291144820	Taxi reported and warning issued leading to licence removed
212	19/02/2026 1:54 PM ID: 291145807	Taxi receipt should give name of driver and reg plate
213	19/02/2026 2:56 PM ID: 291150924	All taxi drivers must have the option for card payments and tap to pay.
214	19/02/2026 3:12 PM ID: 291152088	If their card machine is "broken", they shouldn't be allowed to pick up any fares. I'm pretty sure that would resolve the issue overnight!
215	19/02/2026 3:21 PM ID: 291153284	Taxi drivers being unable to operate under licence without a working card payment machine
216	19/02/2026 3:49 PM ID: 291155977	A regulated limit/mileage charge.
217	19/02/2026 3:55 PM ID: 291156597	Full breakdown/transparency of cost associated with fare
218	19/02/2026 4:05 PM ID: 291157238	There could be a contactless machine in the perspex facing the customer - this would need to display the fare amount. This would eliminate "broken machines" and any fare irregularities.

4. Could any of your concerns detailed be mitigated by way of conditions?		
219	19/02/2026 4:28 PM ID: 291159720	Mandate that if machine ‘broken’, fare is free. If no signal via public phone network, tether to own phone or wifi installed in taxi
220	19/02/2026 5:07 PM ID: 291162971	Can not work if card payment technology is not functioning.
221	19/02/2026 5:31 PM ID: 291162623	I don't understand your question
222	19/02/2026 5:37 PM ID: 291165178	I have no concerns. The question is poorly worded.
223	19/02/2026 6:08 PM ID: 291166961	Make it a clear requirement of their license that card payments be accepted. Perhaps introduce a remote payment option eg via QR code so that payment can still be made electronically, even if their card machine is “broken”
224	19/02/2026 6:14 PM ID: 291166484	As above, guidance for drivers, conditions of licence and clear consequences for breaches.
225	19/02/2026 6:17 PM ID: 291167372	Card and Cash payment should both be available as payment methods
226	19/02/2026 6:35 PM ID: 291168533	Similar regulations to TFL.
227	19/02/2026 7:14 PM ID: 291170217	A QR code or bank transfer should be an option to prevent this in the unlikely event that a card reader does stop working.
228	19/02/2026 7:19 PM ID: 291169814	Centralised service, fully encrypted
229	19/02/2026 7:20 PM ID: 291170767	See above. If a potential customer reports a taxi driver for not taking card, the driver should have to provide proof that their card payment device wasn't working and were taking steps to have it repaired as soon as possible.
230	19/02/2026 7:20 PM ID: 291170824	If card machine is out of order then fare offered for free
231	19/02/2026 7:30 PM ID: 291171267	Taxis should not be permitted to pick up passengers without an operational card machine as a condition of their license. If payment cannot be made at the end of the journey as a result of malfunction of their own equipment, the taxi operator should bear this cost.
232	19/02/2026 7:46 PM ID: 291171728	Taxi driver today advised " no cash, card only" .
233	19/02/2026 8:01 PM ID: 291173066	If, at the start of the journey, drivers fail to disclose their card machine is out of order, or that they otherwise take cash only, the journey should be free.
234	19/02/2026 8:57 PM ID: 291175828	Fare is free if machine is not working or driver can’t work until machine is fixed
235	19/02/2026 9:06 PM ID: 291176322	N/A
236	19/02/2026 9:48 PM ID: 291178036	Can’t operate if the card machine is broken.
237	19/02/2026 9:49 PM ID: 291178102	Penalties to drivers for faulty machines. Process for public to report non-compliant drivers.
238	19/02/2026 9:51 PM ID: 291177763	Any concerns are fully mitigated if the requirement allows drivers to accept both cash and card. A dual-payment approach protects passengers who don’t have cash and drivers who prefer cash, while ensuring no one is turned away for lack of payment options.
239	19/02/2026 9:58 PM ID: 291178511	No additional fees on fares paid by card

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240	19/02/2026 10:23 PM ID: 291179507	N/A
241	19/02/2026 10:25 PM ID: 291179379	no differences in prices no matter payment method used
242	19/02/2026 11:07 PM ID: 291180880	Introduce fair practices and complaints procedures
243	19/02/2026 11:08 PM ID: 291180795	Reimbursement of taxi drivers who incur fees for using card payment providers
244	19/02/2026 11:22 PM ID: 291181296	If the driver's card machine is not working, they should be required to waive the charge for the journey.
245	20/02/2026 12:03 AM ID: 291182068	Some way of linking the meter to the card payment so the driver has no option but to charge the correct amount (passenger would have option to add tip if desired). Stricter enforcement and strong penalties for any driver found over charging or adding card fees.
246	20/02/2026 12:11 AM ID: 291182336	They need to accept card payments. They all can, they just choose not to. Id like to know why…
247	20/02/2026 6:47 AM ID: 291191247	Yes, Have card facilities available
248	20/02/2026 7:26 AM ID: 291191874	I don’t understand this question to be honest. Taking cards is such a no-brainer.
249	20/02/2026 7:53 AM ID: 291192608	A taxi driver should also be required to accept cash for hailed or rank fares.
250	20/02/2026 8:31 AM ID: 291193254	A code of conduct for drivers, alternate ways of taking card payments such as Clearpay app.
251	20/02/2026 11:44 AM ID: 291206662	Customers should pay card charges
252	20/02/2026 12:29 PM ID: 291209315	Pre authorise fare before go like petrol stations do ! Then that could be an option
253	20/02/2026 2:39 PM ID: 291221421	Payment provider vetting
254	20/02/2026 4:56 PM ID: 291232343	Transparent, fixed pricing for fares and any additional fees are all upfront and fixed.
255	20/02/2026 10:17 PM ID: 291245568	Link catd machine to meater like when hiring private hire amd pay by card
256	20/02/2026 10:41 PM ID: 291246145	Unlikley as I'm sure neither the customer or the Taxi driver wants to incur card charges.
257	20/02/2026 11:28 PM ID: 291247051	Taxi drivers should have to accept card payments from main credit/debut card providers
258	21/02/2026 8:57 AM ID: 291252437	By stipulating that taxi drivers can accept card payments but don`t have to.
259	21/02/2026 2:13 PM ID: 291281484	A small charge for using a card
260	21/02/2026 2:33 PM ID: 291283134	Some kind of guarantee of safety using card. Is there some kind of sticker that could be shown.
261	21/02/2026 4:12 PM ID: 291289761	In general black hackney drivers are much more professional and the standards for getting this license ate very obviously higher as private car taxis are so variable. Not sure I’d be comfortable giving card details so would probably only book private cars via Glasgowgo cabs or Uber

4. Could any of your concerns detailed be mitigated by way of conditions?		
262	21/02/2026 8:07 PM ID: 291300850	Meter indicts price and that can be paid by card. Cash can be dictacted by driver.
263	22/02/2026 7:09 PM ID: 291336383	Standard rules should apply: driver shave no need to touch the client's debit/card cards, or smartphones they are using to provide. This will remove any possibility of accusations of card cloning.
264	23/02/2026 1:41 AM ID: 291343661	The ability to call taxi operator and make payment directly to them on phone if the drivers card machine is genuinely broken
265	23/02/2026 3:20 PM ID: 291394746	option to add a tip on the card reader
266	24/02/2026 10:43 AM ID: 291470073	I have no concerns at all.
267	25/02/2026 6:31 PM ID: 291605867	Automatically lose licence if so it.
268	04/03/2026 7:30 AM ID: 292028095	Credit from the council to offset these costs
269	04/03/2026 7:28 PM ID: 292100142	Let the driver choose if they wish to accept card or not
270	08/03/2026 2:03 PM ID: 292325784	The driver shouls be traceable via the transaction.
271	13/03/2026 1:16 PM ID: 292733794	These concerns could potentially be mitigated through clear licence conditions requiring drivers to maintain a functioning card payment device while operating, except in cases of genuine technical failure. The licensing authority could also consider periodic compliance checks or mystery-shopping exercises to ensure the requirement is being followed in practice. Clear mechanisms for passengers to report refusal of card payments would also help support enforcement.
272	13/03/2026 6:59 PM ID: 292759872	I do not have any specific concerns
273	14/03/2026 9:32 PM ID: 292790936	I have no idea what this means
274	18/03/2026 3:01 PM ID: 293026448	Fees must be capped
275	29/03/2026 10:41 AM ID: 293840584	Have no idea what you mean and I guess this is aimed at black cab taxi drivers themselves.
276	30/03/2026 10:40 AM ID: 293879589	Surely it could become a license condition that they must accept other means of payment not only cash
277	30/03/2026 10:41 AM ID: 293879451	If we were allowed to estimate the cost and charge the customer at the start of the hire.
278	30/03/2026 10:44 AM ID: 293879584	Fare estimates could be problematic.
279	30/03/2026 10:46 AM ID: 293880387	Make it a licence condition that card must be accepted by all taxis licence by GCC
280	30/03/2026 10:50 AM ID: 293879842	Customer pays transaction fee flat 2% Allowed to use app as well as machine in case of failure.
281	30/03/2026 10:50 AM ID: 293880141	The cardholder pays the transaction fee
282	30/03/2026 10:52 AM ID: 293880871	It becomes mandatory and a condition of licensing that all cars/drivers accept card payments.

4. Could any of your concerns detailed be mitigated by way of conditions?		
283	30/03/2026 11:11 AM ID: 293879969	Glasgow city council accept responsibility for losses incurred due to their licence stipulation if a card is produced to pay with no funds Glasgow still has a massive data signal proven with areas of the city centre with no reception let it run naturally
284	30/03/2026 11:25 AM ID: 293883739	Pay upfront
285	30/03/2026 12:02 PM ID: 293882080	Just change the conditions.
286	30/03/2026 12:09 PM ID: 293888198	Customer pays the 2.5% fee
287	30/03/2026 12:47 PM ID: 293890386	It would mean that every driver would know the consequences of refusing a card payment
288	30/03/2026 1:08 PM ID: 293892173	People should always carry some cash for emergencies but by all means should be free to use cards/phones at their convenience.
289	30/03/2026 1:18 PM ID: 293893934	If we didn't lose money to card companies
290	30/03/2026 2:04 PM ID: 293899248	Yes, if the person could be liable for the charges
291	30/03/2026 4:18 PM ID: 293913157	Greed rather than duty of care towards the general public
292	30/03/2026 4:39 PM ID: 293915906	If the costs were reduced to nothing
293	30/03/2026 6:35 PM ID: 293924387	As above
294	30/03/2026 7:50 PM ID: 293928513	Start wording questions correctly.
295	30/03/2026 9:11 PM ID: 293932781	Allowed to use one or more card machines to allow competition and help avoid technical issues.
296	30/03/2026 9:11 PM ID: 293932297	Taxi drivers are self employed. Its their own Taxi cab the do not get any help or support from Glasgow council. But again council try telling them what to do ..private individuals trying to make a living with more no help. But make up a large part of the public transport in Glasgow and are a national treasure that we are going to loss and will never get them back Why would any one want to spend £60 thousand pound to buy a cab and the pay for all the checks and licenses to work in a dyeing city centre
297	30/03/2026 11:58 PM ID: 293937933	Sometimes the hire pay by phone the phone doesn't have charge or die. At end of journey they didn't pay they were said I don't have cash my phone is die I can't pay sorry that's it. Then they off the taxi.
298	31/03/2026 12:47 AM ID: 293938716	Stop the charge pay me the full amount
299	31/03/2026 8:07 AM ID: 293960188	Shouldn't be allowed to drive a taxi with a broken card machine. Can always have you pay via a QR code online through a picture in the cab.
300	31/03/2026 9:41 AM ID: 293968888	New requirement should be publicised.
301	31/03/2026 11:35 AM ID: 293982048	Take card, monitor metres
302	31/03/2026 2:39 PM ID: 294006244	Same as anywhere else, it's the responsibility of the supplier and customer to check.

4. Could any of your concerns detailed be mitigated by way of conditions?		
303	31/03/2026 2:53 PM ID: 294007554	I don’t understand this question.
304	31/03/2026 5:09 PM ID: 294023640	No concerns.
305	31/03/2026 9:17 PM ID: 294047825	Images showing what a SumUp or other payment reader should look like
306	31/03/2026 11:23 PM ID: 294054747	N/A
307	01/04/2026 7:14 AM ID: 294065871	Mandatory card and pricing limits
308	01/04/2026 10:56 AM ID: 294079830	Quota for cashless fares
309	01/04/2026 4:13 PM ID: 294113798	Condition to sanction drivers who refuse to accept card payment
310	08/04/2026 8:01 PM ID: 294489642	no idea what this question means
311	07/05/2026 9:36 PM ID: 296376675	Charge the fare fair. All this boundary charges is nonsense
312	07/05/2026 9:48 PM ID: 296377230	Meters and card machines mandatory
313	07/05/2026 9:55 PM ID: 296377390	No because the bank will still charge and I know this as a small business owner myself.
314	07/05/2026 10:01 PM ID: 296377721	They should accept card.
315	08/05/2026 12:51 AM ID: 296380702	No additional fees for using card
316	08/05/2026 7:26 AM ID: 296383464	Card or cash option
317	08/05/2026 12:22 PM ID: 296405482	Cash always to be accepted.
318	29/05/2026 10:34 AM ID: 297820050	👍
319	29/05/2026 10:39 AM ID: 297820415	Can decline high commission rates charges cards
320	29/05/2026 10:40 AM ID: 297820375	Make it mandatory to have a working machine .
321	29/05/2026 10:42 AM ID: 297820306	Let us add on the 3% charge
322	29/05/2026 10:42 AM ID: 297820137	Public should be made aware no minimum payments and I believe this should be implemented into terms and conditions of licence
323	29/05/2026 10:48 AM ID: 297820882	Reduce fees
324	29/05/2026 10:54 AM ID: 297821236	I don’t see any problem with regards to all taxis taking card payments
325	29/05/2026 10:54 AM ID: 297820059	The right to check for payment should be included in our licence conditions and signage should be put in the Taxis informing the public of this.

4. Could any of your concerns detailed be mitigated by way of conditions?		
326	29/05/2026 10:57 AM ID: 297820770	If the driver was to add on 1or2 percent of the fare to cover the cost of the machine he or she is supplying the customer could complain they were being overcharged
327	29/05/2026 11:04 AM ID: 297820952	A fully legislated, (passed by L&R committee) sticker attached to partition screen informing the passenger that “This taxi cab accepts card payment” along with a QR code on sticker linking to a GCC link to report non acceptance of card payment.
328	29/05/2026 11:21 AM ID: 297823021	A condition of the license and enforcement action being taken.
329	29/05/2026 11:26 AM ID: 297823329	Yes customer pays the card charge
330	29/05/2026 11:30 AM ID: 297823636	Wording of rules or law
331	29/05/2026 11:34 AM ID: 297823721	If we don’t lose money taking of payments
332	29/05/2026 11:44 AM ID: 297824217	Any concerns regarding mandatory card payment acceptance could be mitigated by ensuring that any licensing condition remains technology-neutral and outcome-focused. The condition should simply require that licensed taxis are able to accept payment by commonly used credit and debit cards. It should not mandate a specific card payment provider, device, software platform, banking arrangement, or commercial supplier. In practice, the overwhelming majority of card transactions in the UK are processed through Visa and Mastercard networks, which account for approximately 95% of UK card payments. As such, it would be entirely reasonable for the licensing authority to require acceptance of these widely used payment methods while allowing drivers and operators to choose the payment provider and hardware that best suits their business needs. This approach would ensure that passengers receive a consistent service while allowing drivers and operators the flexibility to choose the most suitable, cost-effective, and reliable payment solution for their individual circumstances. It would also encourage competition between payment providers, helping to keep costs reasonable for the trade. Any condition should focus on ensuring that a functioning card payment facility is available when the vehicle is operating, rather than prescribing the method by which that facility is provided.
333	29/05/2026 12:13 PM ID: 297825722	The choice to take or refuse card should be the drivers .we are a long way from being a cashless society....I personally have been conned when reaching the destination and trying to get paid when the card fails,to be told excuses like ..This has never happened before, There's money in my account, when infact its just a scam....this doesn't happen with cash
334	29/05/2026 12:34 PM ID: 297827510	Minimum charge for card transaction
335	29/05/2026 12:37 PM ID: 297828115	All vehicles must display signs stating that they are obligated to take all forms of card. Not just that they can, but that they are obligated by Glasgow City Council
336	29/05/2026 1:03 PM ID: 297829606	Minimum charge
337	29/05/2026 1:57 PM ID: 297833032	If we give a price to the customer and take payment before setting off and if meter price is less at destination then we give change back
338	29/05/2026 6:12 PM ID: 297853054	Mandatory Pin for transactions

4. Could any of your concerns detailed be mitigated by way of conditions?

339	29/05/2026 8:02 PM ID: 297857999	Make it compulsory
340	29/05/2026 8:03 PM ID: 297857832	If they were travelling by bus or train they have to pay upfront. If paying by card they should be required to pay a percentage of the fare
341	31/05/2026 11:38 AM ID: 297908365	Yes perhaps if the fare is above £15 it could be prudent to make it mandatory to accept a card.
342	31/05/2026 3:58 PM ID: 297915470	If this is mandatory , imposed , then the council have a responsibility to mitigate potential losses , at minimum a card problem “procedure” needs to be widely distributed to enable all drivers to deal with such instances in a professional manner There is particular stress and anxiety regarding drunk solo females who have card problems and this has to be addressed for all concerned A system of pre approving cards being allowed should at minimum be introduced a bit like petrol stations etc and the council has a responsibilty to widely distribute to the public that such a system is in place , a kind of tap in , tap off system such as I beleive is available on buses
343	01/06/2026 12:37 AM ID: 297927543	Concerns could be reduced by ensuring that drivers are not charged excessive card processing fees, providing reliable payment systems with offline backup options, protecting drivers against fraudulent chargebacks and scams, and allowing temporary exemptions when card machines or network services fail.
344	02/06/2026 11:27 AM ID: 298049506	Small charge for card.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	811

1	04/02/2026 4:13 PM ID: 290171646	Status quo. As is the case in all other service providers
2	04/02/2026 4:20 PM ID: 290172399	It becomes an issue of what if the machine is broken, does the driver have to go off the road? Does the driver have to have a back up machine? Also the meter is the meter, and driver should receive the full meter rate in full, he/she shouldn’t be liable for absorbing the machine fees. So would then need to consider a tariff increase to incorporate these fees across the year
3	04/02/2026 4:26 PM ID: 290173221	None
4	04/02/2026 4:29 PM ID: 290173016	It's just another example of Glasgow City Council trying to bully drivers knowing they can control whether a licence is renewed or suspended.
5	04/02/2026 4:30 PM ID: 290173644	Must accept all cards.
6	04/02/2026 4:30 PM ID: 290172911	No
7	04/02/2026 4:31 PM ID: 290173184	Concerns over extra costs.
8	04/02/2026 4:36 PM ID: 290173130	It should hopefully encourage more people back to using Hackneys. Customers feel they’re being held to ransom by drivers demanding cash.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
9	04/02/2026 4:38 PM ID: 290173968	Yes. Why has the Taxi trade as self employed businesses been singled out as the only licenced trade being possibly firced to accept a method of payment
10	04/02/2026 4:38 PM ID: 290174086	It should be a choice for the driver weather they want to use a machine or just Cash , it shouldn't be forced on them
11	04/02/2026 4:39 PM ID: 290174078	Payment upfront
12	04/02/2026 4:40 PM ID: 290174065	Cards declined what do you do at the end of a journey and you cant try/charge the card before journey begins because you dont know how much the fare is,if you charge too much what do you do give them change back in cash
13	04/02/2026 4:42 PM ID: 290174080	If certain drivers refuse they should be suspended unless they have a very good reason for not accepting card and a txt reporting line drivers and customers can report said driver for non compliance
14	04/02/2026 4:42 PM ID: 290174696	Cash is king
15	04/02/2026 4:43 PM ID: 290174597	Loss of earnings
16	04/02/2026 4:45 PM ID: 290174953	Happy to pay cash as it’s all I have
17	04/02/2026 4:48 PM ID: 290175269	No
18	04/02/2026 4:51 PM ID: 290174736	I should have the option to decide how my business is operated.
19	04/02/2026 4:52 PM ID: 290175426	If I was a driver I would be taking action on a living being Not a corporation As corporations don’t exist
20	04/02/2026 4:52 PM ID: 290174864	If your equipment is malfunctioning ie: phone or reader whether a software issue or operational defect from supplier would that put driver off the road as they can’t take card payments?
21	04/02/2026 4:54 PM ID: 290173951	This is a change that is long overdue and will bring the taxi industry and taxi customer experience in Glasgow into line with that in our peer cities.
22	04/02/2026 4:56 PM ID: 290175835	Not interested
23	04/02/2026 4:56 PM ID: 290175972	n/a
24	04/02/2026 5:12 PM ID: 290177084	It should be mandatory as all GTL Taxi drivers accept card payments with no issues
25	04/02/2026 5:23 PM ID: 290177639	N/a
26	04/02/2026 5:25 PM ID: 290177267	I believe it’s the choice of the driver in the same way it’s of the customer to carry cash or not. All the customer as to do is move on to the next taxi in the queue as there are plenty of taxis who do take card and are waiting on the ranks due to the drop off in customers since covid and the cost of living.
27	04/02/2026 5:27 PM ID: 290177583	Yes, some passengers claim the driver was different from the pictured person on the badge and fear they are badge sharing. Also if the jobs are listed with the destination, the companies should have a rough idea of what the fare should be, yet passengers claim they are being over charged and with a cash transaction they have no proof or receipt. Other taxi drivers have also told me that the taxi companies should be alert to this due to the amount of hours the car is logged on for jobs because some cars are on shift up to 18 hours due to badge sharing when the car is only lisenced and logged as having one driver, so the taxi companies must pay attention to this too. The reasons for refusing card

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
		payments is that all money goes to the same account and the fraudulent drivers must wait for their money, where as cash goes in their individual pockets so it could help in many ways if cards were mandatory
28	04/02/2026 5:30 PM ID: 290178164	No
29	04/02/2026 5:39 PM ID: 290179007	The ability to have transaction errors is needed. GTL already do this.
30	04/02/2026 5:41 PM ID: 290178745	None other than previous comments
31	04/02/2026 5:42 PM ID: 290179314	I has a taxi driver need to pay a fee to the card payment company. Meaning I am losing out which is not acceptable
32	04/02/2026 5:47 PM ID: 290179133	As above if this is compulsory the council should supply us with these card machines.
33	04/02/2026 6:00 PM ID: 290179815	No
34	04/02/2026 6:08 PM ID: 290180381	I think if this is going to be made mandatory then all self employment and all licensing establishments should be made the same
35	04/02/2026 6:10 PM ID: 290180691	People's decisions for themselves should not be taken by the city Council. Are other council licensed businesses being forced by the council to accept card payments
36	04/02/2026 6:31 PM ID: 290181991	Cash is king. It works every time.
37	04/02/2026 6:59 PM ID: 290183712	Most people after covid hardly carry cash anymore so by not accepting card only chasers the fares to our competitors.
38	04/02/2026 7:01 PM ID: 290178499	No
39	04/02/2026 7:05 PM ID: 290177616	I am personally against a cashless society This is totally unfair are Glasgow City Council contacting all premises licensed by them I.e Chinese/ Indian takeaways, nail bars, hairdressers etc who display ‘ cash only’ signs to make them accept cards too or as usual are we being persecuted again and have more and more conditions to our licence? Totally unfair on us as usual. So I wish to lodge a formal objection to this
40	04/02/2026 7:10 PM ID: 290184563	should not be mandatory
41	04/02/2026 7:19 PM ID: 290185000	It's the way going forward
42	04/02/2026 7:24 PM ID: 290185186	Opens the doors to credit card fraud and legalize non payments
43	04/02/2026 8:02 PM ID: 290187001	Yes Information will be available in court
44	04/02/2026 8:07 PM ID: 290187508	we pay for car insurance plate etc madness bring in mandatory why concentrate on cross border and pirates
45	04/02/2026 8:13 PM ID: 290187777	Extra card charges , who really in business wants another cost in trying times …
46	04/02/2026 8:26 PM ID: 290188321	Every taxi should accept card payments and refusing to do so should be a breach of licence conditions.
47	04/02/2026 8:29 PM ID: 290188631	No

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
48	04/02/2026 8:48 PM ID: 290189495	The number of accessible cash lines facilities around Glasgow have reduced drastically so it's more difficult to have access to these on a night out. Crime Rates have increased and as a female I really wouldn't want to go to a cashline at night on my own it just doesn't feel safe.
49	04/02/2026 9:01 PM ID: 290190177	None
50	04/02/2026 9:01 PM ID: 290190145	Some drivers don’t speak English so they probably won’t understand me.
51	04/02/2026 9:16 PM ID: 290190685	Machine must be fully charged before starting a shift to drive. Also percentage change per transaction and bank business charge per day.
52	04/02/2026 9:42 PM ID: 290191354	The self employed have the rigjt to refuse a card payment also what happens when they have no money which is happening at the mpment .
53	04/02/2026 9:50 PM ID: 290192101	If a card payment is declined and the passenger has no other means of payment what can the driver do?
54	04/02/2026 10:04 PM ID: 290192459	A new electric taxi costs around £1200 on finance. This, alongside the vast array of additional business costs really put the modern day taxi driver on the back foot before they can make a profit. When it comes to Glasgow's taxi trade, there are far more pressing matters that require immediate attention and forcing drivers to accept card payments really should be lower down on GCC's priority list than it seems to be.
55	04/02/2026 10:08 PM ID: 290192705	London & Liverpool have seen custom increase for black cabs simply because they accept card payments.
56	04/02/2026 10:24 PM ID: 290193269	Other big cities have implemented it without any outcry
57	04/02/2026 10:33 PM ID: 290193513	Are taxi drivers being singled out? Will street traders licensed by the council be mandated to accept card payments?
58	04/02/2026 10:54 PM ID: 290193957	In Glasgow some business have signs saying cash only and others saying card only Maybe adopted the French model, where cash or cards have to be available, one can't discriminate against the other
59	04/02/2026 11:09 PM ID: 290194448	The council licence pubs but don't tell them how to take payment
60	04/02/2026 11:15 PM ID: 290194537	Accepting credit and debit card payments should be a mandatory requirement for taxi drivers. It reflects how people pay today and supports a safer, more convenient, and more reliable taxi service. Clear rules on card acceptance will improve consistency across the trade and increase public confidence in licensed taxi services.
61	04/02/2026 11:45 PM ID: 290195157	Yes , it will stop the rip off drivers that only take cash.
62	04/02/2026 11:52 PM ID: 290195301	I'd rather it be cash and card
63	05/02/2026 12:00 AM ID: 290195395	I would say that the cash and card would be ok as sometimes the card would not be possible due to internet problems that I have had with drivers I'm my area
64	05/02/2026 1:07 AM ID: 290196102	Please do the card machine mandatory It’s already too late we are losing the passenger.cherry picking must be stop it’s only possible if the card payment is mandatory
65	05/02/2026 7:20 AM ID: 290200576	Yes its a very simple practice i personally have no problem with this requirement of taking card. GTL Cabs all take card and the majority of non radio cabs take them. The cabbies that dont take card are very very vocal and are trying to intimate the trade. I dont listen to them and applaud GCC in this venture. All 8

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
		members of my Committee take card. The only reason certain cabbies drive cabs is to receive cash.
66	05/02/2026 8:08 AM ID: 290201845	I also believe that this has been driven by GTL because thier members don't fully support their policy of credit card payments, and I believe they are trying to get the council to act as enforcers for thier policies that the majority of the trade did not sign up to.
67	05/02/2026 9:00 AM ID: 290205766	will the council make pubs and clubs that the council licences enforce card payment
68	05/02/2026 10:07 AM ID: 290211912	No
69	05/02/2026 10:43 AM ID: 290216733	Thinking from the point of view of tourists it would mean they would not be getting ripped off by bad drivers .After all we are The Friendly City !
70	05/02/2026 12:38 PM ID: 290231261	None
71	05/02/2026 12:50 PM ID: 290231870	no
72	05/02/2026 1:16 PM ID: 290234195	Don’t be swayed but the small majority that are a embarrassment to this trade
73	05/02/2026 3:46 PM ID: 290251897	The customer should have faith in Black Hack Taxis and should be able to pay in any method they have.
74	05/02/2026 7:08 PM ID: 290268392	No
75	05/02/2026 7:08 PM ID: 290268374	No
76	05/02/2026 7:08 PM ID: 290268356	No
77	05/02/2026 7:10 PM ID: 290268362	Its not part of their license to have a machine just like its my choice on how I would pay it should be their choice if they should have a machine
78	05/02/2026 7:13 PM ID: 290268389	If there is a charge for using card then the person presenting the card should pay the charge.
79	05/02/2026 7:15 PM ID: 290268721	Will stop drivers over charging as there will be proof what was charged
80	05/02/2026 7:15 PM ID: 290268363	We are all adverse to change, its a human trait. Some didnt want customer care course circa 2007 or SVQ. These became licence requirements, so should card payment facilities.
81	05/02/2026 7:16 PM ID: 290268479	Who will bear the processing costs as taxi meter fares are regulated, the tariff increases would need to take this into consideration
82	05/02/2026 7:18 PM ID: 290268452	Quicker payment into our bank without losing money of payment should not be inforced should be up to the driver
83	05/02/2026 7:18 PM ID: 290268644	It’s causing problems between Non Radio operated cars and Radio operated cars.Most of the drivers that are non radio are picking and choosing when they accept cards because they know that Radio cars must accept cards so if the hire is short they’re passing it on to the radio cars.
84	05/02/2026 7:21 PM ID: 290268741	Why should the driver not get the full amount? Example. £10 fare. Minus card fees 30p. £ 9.70. Imagine over a year. If introduced there must be a percentage added to cover this 2 or 3%.....also card machine purchase.
85	05/02/2026 7:25 PM ID: 290269254	None

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86	05/02/2026 7:27 PM ID: 290268798	No have already said previously
87	05/02/2026 7:34 PM ID: 290269449	Highers outwith boundary definitely paid in advance, and any other long trip I, E, lambhill to ballieston need to know funds are available
88	05/02/2026 7:42 PM ID: 290269981	Could go like prepaid ? When get petrol from. Say Asda it debits £99 then once fuel has been drawn it takes the correct amount this would work .
89	05/02/2026 7:46 PM ID: 290268887	So what happens if driver gets to destination and card is blocked?At least in a shop,petrol station, whatever you won't receive goods or merchandise if card is blocked. Whereas taxi driver takes customer to destination first before being paid.
90	05/02/2026 7:47 PM ID: 290270593	No
91	05/02/2026 7:58 PM ID: 290271131	None
92	05/02/2026 8:19 PM ID: 290270157	Card payments occur addition expenses ie. Card charges , Non Payments lack of funds in customer bank , Poor network signals in certain areas , Phone payments with no internet & lack of network signal. Dec 2025 Glasgow Taxis TOA payments system crashed & no card payments were taken for 1 1/2 days . Aug /Sept 2025 banks financial system crashed . Technology is a great thing , however systems do breakdown & not 100% reliable as im sure GCC offices have encountered internal systems fail. CASH IS 100% RELIABLE vs INTERNET BASED SYSTEMS WHICH WE ALL KNOW IS NOT 100% RELIABLE.
93	05/02/2026 8:21 PM ID: 290272132	In the environment we work in accepting payment by credit/debit cards is a must for convenience to the passenger.
94	05/02/2026 8:37 PM ID: 290272587	As stated previously, if there's an unruly passenger or passenger's on board & the c/card machine doesn't work for whatever reason, the driver could find themselves in a very awkward situation, with a possibility of non payment.
95	05/02/2026 8:38 PM ID: 290272729	I think it should be the choice of the driver.
96	05/02/2026 8:49 PM ID: 290273268	Yes Freedom of choice.
97	05/02/2026 9:09 PM ID: 290274145	I believe this should be left as is.
98	05/02/2026 9:25 PM ID: 290274569	In today's environment with so many cyber attacks we should always have the right to ask for cash.
99	05/02/2026 9:26 PM ID: 290274869	See section 3
100	06/02/2026 12:16 AM ID: 290279148	Finally, any new requirement should be introduced with a reasonable transition period. This would give drivers time to obtain equipment, understand the rules, and adjust to the costs involved.
101	06/02/2026 9:08 AM ID: 290287775	To go to ATM machine it cost the rider more so I think it’s more convenient to pay by card
102	06/02/2026 11:58 AM ID: 290303221	As previous.
103	06/02/2026 12:02 PM ID: 290304540	If taxi drivers don’t want to accept credit cards then what’s the big deal ?
104	06/02/2026 12:30 PM ID: 290307455	no

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
105	06/02/2026 4:34 PM ID: 290332187	I'm surprised this necessitates consultation - it seems fairly obvious that this is the way of the world at present. With the Commonwealth Games in town this summer, for taxis not to accept card payments will introduce undue hassle for participants, volunteers and spectators and this may reflect poorly on Glasgow.
106	06/02/2026 6:50 PM ID: 290340852	GCC could negotiate a bulk buy deal with very low %age charges on card machines, GCC could make it a condition that drivers use Council supplied machines - GCC could add a small %age and raise council revenue, whilst drivers still pay lower charges than single deal rates - eg GCC negotiate 1% with provider, then add 0.4% ; drivers pay 1.4% which is less than the average arrangement, and GCC make 0.4% on every transaction from circa 5000 taxi/PH licences - and if the meter rise incorporates a levy to mitigate the %age loss by drivers then everyone is happy and GCC raise revenue for licensing department (maybe pay for better enforcement of illegal plying etc)
107	06/02/2026 11:13 PM ID: 290349877	No
108	07/02/2026 4:11 AM ID: 290353548	If there is no signal at the destination or if the card is not working or there is not enough funds in the account at the destination point or the driver card machine doesn't work. So what can a driver do in this situation.
109	07/02/2026 6:24 AM ID: 290354507	I would personally plead with whoever makes the final decision here, all taxis/Private hire must!!! Have a working card terminal as part of GCC licensing conditions, card payments offer security for customer and driver, we need to move on with the times I'm afraid.
110	07/02/2026 9:27 AM ID: 290357537	No
111	07/02/2026 5:44 PM ID: 290372020	Must get confirmation that i paid
112	07/02/2026 6:36 PM ID: 290373563	No
113	08/02/2026 1:40 AM ID: 290380215	N/a
114	08/02/2026 3:42 AM ID: 290380651	Standardisation either all taxis and drivers accept card payment or none There should be more than one type / make card reader acceptedcaslingcascyihvcan give a reciept through the reader or paper reciept can dob
115	08/02/2026 7:07 PM ID: 290425073	Other licence holders such as Chinese restaurants are cash only. Why are taxis being singled out? I take cards as I said it's a matter of principal.
116	10/02/2026 4:13 PM ID: 290569207	No
117	10/02/2026 4:16 PM ID: 290569291	Stop using cash only requests as a way of refusing short hires within the city.
118	10/02/2026 4:24 PM ID: 290570451	If taxi drivers aren't prepared to accept card payment, they should not be working. They are there to provide a service
119	10/02/2026 4:30 PM ID: 290571269	They should be required to accept card payment. There is no reasonable excuse not to accept card payment.
120	10/02/2026 4:35 PM ID: 290571865	I am an honest, tax paying member of the public. These tax dodgers should not be allowed to get away with refusing payment of fares by credit/debit card.
121	10/02/2026 4:39 PM ID: 290572465	Taxi drivers should be required to accept card payment. I have been forced to wait for Uber hires as taxi drivers wont accept card payment
122	10/02/2026 4:57 PM ID: 290574132	If taxi drivers are not prepared to accept payment using credit/debit card, they should not be working

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
123	10/02/2026 9:38 PM ID: 290588697	I think it's a great idea … I feel safer especially on a night out not carrying cash would use Apple Pay in the taxi
124	10/02/2026 9:41 PM ID: 290588686	This should have been mandatory years ago, there no reason in the day and age not to.
125	10/02/2026 11:33 PM ID: 290591250	If all drivers took card it would save the nonsense at taxi ranks at night where only customers paying by cash can get a taxi
126	10/02/2026 11:57 PM ID: 290591758	They're at it.
127	11/02/2026 7:20 AM ID: 290596731	No leave it as it is
128	11/02/2026 7:31 AM ID: 290595844	By compelling drivers to accept payment by cards means they will not be able to work if these conditions are not met and as we have seen recently with the likes of marks and spencer and co-op systems are there to be hacked, now these companies were able to keep trading, will taxis be allowed to keep trading if their systems are not operating will this be the same conditions for cab drivers?
129	11/02/2026 7:38 AM ID: 290597330	People should be allowed to accept payment how they wish, I believe this is the law.
130	12/02/2026 4:59 PM ID: 290744070	It will be great for the public. The amount of times I see, especially at central station, passengers unable to get in a taxi because so many non-radio (not Glasgow Taxis radio) taxis that work at central station don not take card.
131	14/02/2026 1:25 AM ID: 290826584	Drivers should have a choice wether yo accept card or not, just like any other business
132	15/02/2026 9:20 PM ID: 290895310	Who is responsible for non payment?Who will reimburse taxi drivers for non payment? Is non payment a criminal matter or civil matter.?
133	17/02/2026 4:00 PM ID: 291013090	Question on accepting cash being suitable as open to fraud and abuse for tax avoidance. Cash free is a consideration
134	17/02/2026 4:03 PM ID: 291013230	No
135	17/02/2026 4:54 PM ID: 291016922	No
136	17/02/2026 4:56 PM ID: 291016640	It should've been brought in for the Commonwealth Games due to the expected influx of visitors.
137	17/02/2026 5:02 PM ID: 291017205	Maybe just let the User opt for what they have, Cash or Card .Shouldn't be any Pressure on either
138	17/02/2026 5:10 PM ID: 291017698	There should be a local card payment solution that does not rely on the visa/mastercard duopoly
139	17/02/2026 5:12 PM ID: 291017897	Make this happen
140	17/02/2026 5:27 PM ID: 291018398	I am wary that "classic" taxi drivers often make a fuss about card payments --- claiming the machine isn't working, not stating upfront that it's cash only, etc. This has strongly pushed me towards Uber (among other things) where the payment is already agreed ahead of time and no money exchanges hands directly.
141	17/02/2026 5:28 PM ID: 291018755	Safer, record of payment and from who, record of person accepting payment. Reduce tax fiddling

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
142	17/02/2026 5:31 PM ID: 291018927	It’s 2026 and most people don’t carry cash and if you need a taxi and get told cash only this is not only stuck in the dark ages but also very dangerous if you need a safe taxi to take you home from town
143	17/02/2026 5:39 PM ID: 291019246	It's the 21st century and cash is no longer king, we need to move with the times or risk being left behind! It's embarrassing for a City like Glasgow that has been so forward thinking in the past to be debating in the 21st century regarding taxi drivers accepting card payments! Come on, really Glasgow we're better than that!
144	17/02/2026 6:00 PM ID: 291020301	No
145	17/02/2026 6:05 PM ID: 291020748	Almost 100% of stores and venues take card payment and there are fewer ATMs now. It’s about time that taxis accepted cards
146	17/02/2026 6:08 PM ID: 291020454	As before...the card payment puts the passenger in that cab if there's any come back the evidence is there safely first and .I always thought everyone had done the knowledge but it's getting worse....
147	17/02/2026 6:13 PM ID: 291021305	No
148	17/02/2026 6:37 PM ID: 291022247	People don’t have cash often now awards and should not be made to feel bad cause you don’t
149	17/02/2026 6:41 PM ID: 291022028	At the busy time some taxi drivers don’t take short distance hire if someone is going outside the Glasgow they don’t mind card payment
150	17/02/2026 6:48 PM ID: 291022708	No.
151	17/02/2026 6:50 PM ID: 291022861	No
152	17/02/2026 6:56 PM ID: 291023039	I think this would be a great addition
153	17/02/2026 7:13 PM ID: 291023755	If they do not modernise then they will be obsolete. Uber is better. London taxis have the card reader embedded in their security screen. Why can't Glasgow ? Tax reasons ??
154	17/02/2026 7:14 PM ID: 291023895	Should be mandatory
155	17/02/2026 7:22 PM ID: 291023518	No.
156	17/02/2026 7:35 PM ID: 291024673	This should have been changed years ago. Card is the way forward.
157	17/02/2026 7:36 PM ID: 291024444	Driver safety with them not required to carry large sums of cash in the vehicle. Stops the inevitable tax dodge when paying cash only.
158	17/02/2026 7:38 PM ID: 291024733	Can’t come soon enough!
159	17/02/2026 7:38 PM ID: 291024831	More people (tourists) may use them as not everyone carries money around
160	17/02/2026 8:05 PM ID: 291025833	It should be a condition of their license
161	17/02/2026 8:05 PM ID: 291025791	Cards and cash payments should both be accepted. Its the modern world but we must not phase out cash payments either.
162	17/02/2026 8:22 PM ID: 291026238	Yes it would mean less worry when needing a Taxi with no cash available at the time.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
163	17/02/2026 8:23 PM ID: 291026503	Most major cities in the UK have a requirement for taxis to offer card payments. Why would Glasgow want to fall behind and be old fashioned. This requirement should have been in place years ago.
164	17/02/2026 8:42 PM ID: 291027285	There have been many times where late at night drivers have refused to take me without cash, despite being a young woman by herself.
165	17/02/2026 8:43 PM ID: 291027257	Make sure there is an option to tip drivers, might make it more acceptable to drivers.
166	17/02/2026 8:50 PM ID: 291027528	No
167	17/02/2026 8:50 PM ID: 291027420	N/A
168	17/02/2026 8:51 PM ID: 291027411	It's ridiculous this isn't already mandatory. I've ended up, as a woman alone in the city centre at nighttime, unable to take a black taxi because several in a row at a rank refused to take card.
169	17/02/2026 9:09 PM ID: 291028134	Would be a great thing
170	17/02/2026 9:13 PM ID: 291028144	Mainly concerned that not everyone carries cash particularly younger people who are sometimes denied at taxi because they don’t have cash and could put them in a vulnerable position.
171	17/02/2026 9:32 PM ID: 291028749	No
172	17/02/2026 9:33 PM ID: 291028586	It will restore the public’s faith in honest dealings with black cab drivers. The majority are decent & honest. It’s the rogue element that only deal in cash that are causing reputational damage to the City’s cab industry
173	17/02/2026 9:35 PM ID: 291028843	No funds to pay, and loss of income
174	17/02/2026 9:42 PM ID: 291029006	All cards should be taken. Visa, Mastercard, Amex
175	17/02/2026 9:47 PM ID: 291028807	Keep cash the bank fees add up why should a taxi driver take the hit with more bank fees for taking card payment. Takeaways aren't forced to take card payment neither do hairdressers., why should taxi driver be forced to.
176	17/02/2026 10:00 PM ID: 291029475	if i missed last bus home and dont have any cash and it is late at night i still have my card if my bag was to be stolen and i lost everything i have my bank card on my watch that i would still be able to get payment techy is so good now sometimes things do need to change
177	17/02/2026 10:03 PM ID: 291029570	Uber do not accept cash payments. Safer for the driver who doesn't run the risk of being robbed and allows the passenger to decide whether to tip AFTER the journey. No reason why black cabs can't do the same.
178	17/02/2026 10:05 PM ID: 291029568	I was surprised this wasn't already a requirement. It's embarrassing for a city that hosts as many tourists as Glasgow, that a customer would be presented with a situation where they couldn't pay for a service by card/contactless. It's 2026 and inability to accept card payments, in any circumstances, should mean the driver is off the road until they restore this facility.
179	17/02/2026 10:11 PM ID: 291029767	It'll steer hires away from Uber and towards black hacks.
180	17/02/2026 10:16 PM ID: 291029893	No I think it’s essential in the modern world not to solely operate with cash..
181	17/02/2026 10:50 PM ID: 291030681	I have been refused pickup because the taxi is cash only. This can be unsafe.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
182	18/02/2026 12:13 AM ID: 291031752	I think all taxi drivers should be required to accept debit/credit card payments, but at the same time, hope it wouldn't keep driving the cost of taxis up - it's already absurd.
183	18/02/2026 12:53 AM ID: 291032066	Seo an 21mh linn! Cha bhi airgead aig daoine sna làithean seo agus bu chòir do thagsaidhean a bhith a' leantainn a h-uile gnìomhachas is gnothachas eile.
184	18/02/2026 1:10 AM ID: 291032122	If the Taxi drivers have to pay to install the necessary equipment themselves then that's not ideal for them, but I'm not sure if this should be something the council pays for. Also, how standardised would it be, do they need to set the machine up in a certain place in the cab, can they just use a payment app on their phone etc.?
185	18/02/2026 2:02 AM ID: 291032492	It’s the way forward these days
186	18/02/2026 2:28 AM ID: 291032655	It would have to be all cabs as uncertainty that the driver will accept is stressful.
187	18/02/2026 3:01 AM ID: 291032837	It should not be enforced the choice should remain and why cant customers bring cash with them as a back up imagine if there was a blackout electricity wise then only cash would work
188	18/02/2026 3:18 AM ID: 291032909	They should take bank transfer to themselves if they don’t want a card payment
189	18/02/2026 3:38 AM ID: 291032972	Yes they should inform the customer if they are not going to accept card payment prior to start of journey
190	18/02/2026 4:30 AM ID: 291033257	Everyone should be able to choose rather than be told what they should do
191	18/02/2026 5:37 AM ID: 291033702	Taxis should be made to accept debit/credit payments to keep licence.
192	18/02/2026 6:00 AM ID: 291033958	See question 4
193	18/02/2026 6:09 AM ID: 291034205	Card payments made before taking off for destination.
194	18/02/2026 6:22 AM ID: 291034506	Would be good idea
195	18/02/2026 6:27 AM ID: 291034046	I believe that forcing drivers/operators to accept payment terms they do not align or agree with will force a serious complaint of positive discrimination against the GCC will be challenged as taxi business owners like every other business owners should be free to chose how they legally operate their businesses i personally have accepted card payments for over 10 years but find it frustrating and contentious having to resolve other peoples financial situations and there are plenty at times so for me a forced card payments system is unfair and discriminatory I personally avoid businesses that only take card payments as my freedom of choice as a consumer is eroded and denied.
196	18/02/2026 7:18 AM ID: 291036432	they shouldnt be able to charge more for paying with card
197	18/02/2026 7:18 AM ID: 291036484	The lack of atms in the city centre can be a real problem trying to find cash, this would greatly improve my ability to get home at any time
198	18/02/2026 7:25 AM ID: 291036633	Glasgow is well behind the times on this
199	18/02/2026 7:30 AM ID: 291036595	The big taxi companies have required their drivers to take card for years, so any taxi drivers not taking card are either breaking company rules or independent taxi drivers that will feel less regulated in general if they only take cash.
200	18/02/2026 7:33 AM ID: 291037014	The feeling of being a women in town struggling to get back home, getting to the top of a queue for the driver to say no is genuinely convincing me not go put

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
201	18/02/2026 7:36 AM ID: 291037107	Please do it asap. We do not have to search every time for cash in a cashless society. As every freelancer and every business accepts cards/ electronic payments, they should too
202	18/02/2026 7:38 AM ID: 291037094	N/A
203	18/02/2026 7:54 AM ID: 291038022	If taxis are cashless means they will have to pay correct taxes like the rest of us. Less chance of them getting robbed if they hold no cash.
204	18/02/2026 8:08 AM ID: 291038663	No
205	18/02/2026 8:16 AM ID: 291039105	Drivers should not intimidate anyone for cash payments
206	18/02/2026 8:21 AM ID: 291039033	Full transparency over fares in the taxi itself, no fees to be added - should not be a financial penalty to the customer - Uber have built a $billion company not taking cash - what happens when driverless taxis appear? This city is miles behind others even Edinburgh
207	18/02/2026 8:46 AM ID: 291040844	That they will get away with still saying they don’t accept card if it is brought in
208	18/02/2026 8:47 AM ID: 291041074	Concerned they are not legit taxi cabs if they don't take card, also that they are not paying tax
209	18/02/2026 8:59 AM ID: 291041306	They should be required to provide a receipt. Many taxi drivers will just give you a card sized receipt that is blank. I believe a proper printed or carbon copy hand written receipt should be available if requested. I take taxis regularly for work, and about 2/3 of them hate taking cards…. Receipts help with proof of legitimacy
210	18/02/2026 9:08 AM ID: 291042672	When drivers do not accept cash, and there are not many drivers at the rank or driving past, it can be a scary time as woman trying to get home safely at night. It is also not very acceptable for those with health conditions or disabilities when being rejected from a ride because you do not have cash. It also helps women to feel more safe in a transaction as card payments are traceable.
211	18/02/2026 9:09 AM ID: 291043043	all taxi drivers including private hire should allow cc
212	18/02/2026 9:12 AM ID: 291042989	As more of the public pay by card its safer to hail a cab and pay this way rather than trying to locate an ATM especially late at night.
213	18/02/2026 9:15 AM ID: 291043264	It’s the way of the world now
214	18/02/2026 9:18 AM ID: 291043848	N/A
215	18/02/2026 9:32 AM ID: 291044772	We are behind the times here. I've had to stand on the street on my own at taxi ranks in the dark, with a queue of taxis there who only take cash. There are personal safety considerations for members of the public requiring taxis too.
216	18/02/2026 9:41 AM ID: 291045662	i think they should either adapt to the times and this demand, or concede and allow for more private hires that accept card payments
217	18/02/2026 9:51 AM ID: 291046522	This is commons sense that a driver should have to accept both cash and card payments.
218	18/02/2026 10:18 AM ID: 291048543	Seems like a sensible step forward. I’ve been in taxis in other places and card payments make travel much more convenient for passengers.
219	18/02/2026 10:24 AM ID: 291048648	I am not in favour of society going cashless, at all. But this taxi situation needs to be balanced out. They can say cash preferred, if they want.
220	18/02/2026 10:31 AM ID: 291049094	If the above solution is adopted, the only addition is to ensure the Enforcement Officers inspect and ensure terminals are fully operational.

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221	18/02/2026 10:41 AM ID: 291050501	So many of us no longer carry cash!
222	18/02/2026 10:46 AM ID: 291050792	It's 2026 and ever other industry has accepted digital payments as the norm
223	18/02/2026 10:47 AM ID: 291050979	It's an accessibility issue. It also makes us look ridiculous to tourists. They have to start accepting card payments and they shouldn't be allowed to use the excuse that the machine is broken, or they all will.
224	18/02/2026 11:13 AM ID: 291052354	The refusal to accept digital payments is a poor reflection on the entire trade and it is important that all cars are subject to a licensing condition which prevent further erosion of the trade.
225	18/02/2026 11:18 AM ID: 291053432	None
226	18/02/2026 11:18 AM ID: 291053689	The public should be able to pay for goods/services by any legal means be that cash or card.
227	18/02/2026 11:26 AM ID: 291054281	No
228	18/02/2026 11:43 AM ID: 291055876	No
229	18/02/2026 11:43 AM ID: 291055923	No.
230	18/02/2026 11:44 AM ID: 291055925	This should be a normal aspect of business for all taxi drivers now
231	18/02/2026 11:44 AM ID: 291055961	No
232	18/02/2026 11:46 AM ID: 291056120	no
233	18/02/2026 11:49 AM ID: 291056272	Training / licences?
234	18/02/2026 11:50 AM ID: 291056371	A few passengers will still want to pay cash . This will decrease over time . Cash provides more potential for crime , disputes, tax avoidance etc
235	18/02/2026 11:52 AM ID: 291056307	Make it happen please.
236	18/02/2026 11:52 AM ID: 291055657	I have a strong preference for cash, essential this remains available long term. Also accepting cards while desirable should be left as a commercial decision. While it might be economic for most, it may not be for all.
237	18/02/2026 12:03 PM ID: 291056870	I think that it is inevitable and a solution needs to be found
238	18/02/2026 12:25 PM ID: 291059357	It's way overdue. It also pushes more and more people to using Uber etc. Glasgow taxi drivers are shooting themselves in the foot.
239	18/02/2026 12:29 PM ID: 291059828	N/A
240	18/02/2026 12:34 PM ID: 291060315	I cannot see the downside - all costs are always passed on to the passenger anyway (increased fuel price, insurance, tolls, road tax, licence costs, NIC, wages, etc) so if there is investment required for the technology, this will be recouped by the taxi firm/driver in any case.
241	18/02/2026 12:34 PM ID: 291060403	Card payments should b in terms of taxi licence.no exception
242	18/02/2026 12:36 PM ID: 291060260	It's 2026. It is unacceptable that they don't take card. A month ago 4 taxis in a row at the central station rank didn't accept card payments. The queue support

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		person was so embarrassed as the attitude by the taxi drivers was awful. Make them accept card payments as soon as possible
243	18/02/2026 12:38 PM ID: 291056084	No
244	18/02/2026 12:39 PM ID: 291060570	It would save people getting over charged
245	18/02/2026 12:41 PM ID: 291060808	See above
246	18/02/2026 12:42 PM ID: 291060862	As an owner operator of a Hackney Taxi, we should have every payment ope to customers, especially visitors to the city. Most people use card payments at supermarkets and restaurants , so why not taxis
247	18/02/2026 12:44 PM ID: 291060437	I just believe it should be choice for each individual driver
248	18/02/2026 12:44 PM ID: 291061194	Stops tax evasion which is really why they don’t accept cards.
249	18/02/2026 12:48 PM ID: 291061319	No
250	18/02/2026 12:51 PM ID: 291061198	It is ridiculous that this is not already a requirement in 2026. Glasgow City Council should have dealt with this long ago, availability of transport out of the city at night is bad enough, taxis should be available to everyone.
251	18/02/2026 12:52 PM ID: 291061485	As i have said it should be at the driver’s discretion and not forced upon the driver as all the drivers lose a percentage of each card payment
252	18/02/2026 12:52 PM ID: 291061762	They must also provide electronic or written receipts if requested.
253	18/02/2026 12:58 PM ID: 291061839	I think we should be accepting cards as I always do as people hardly carry cash myself included
254	18/02/2026 12:58 PM ID: 291062419	yes all taxis should offer credit/ debit
255	18/02/2026 1:00 PM ID: 291062375	Its the way of the world now.You must move with the times or your business dies
256	18/02/2026 1:01 PM ID: 291062116	Taxi drivers claiming tax credits claiming they don't earn enough money Credit cards show up how much they earn Massive Tax Fraud
257	18/02/2026 1:03 PM ID: 291062620	In the modern world taxi customers from all over the world expect this service as a minimum. Glasgow needs to keep up with this service
258	18/02/2026 1:18 PM ID: 291063454	No
259	18/02/2026 1:20 PM ID: 291064276	This is a key decision for the wider City economy.
260	18/02/2026 1:20 PM ID: 291063611	I was refused by 3 taxis outside Scotland's busiest rail station - what message does that send to tourists and business travellers?
261	18/02/2026 1:22 PM ID: 291064208	As a taxi driver I have been on central rank with several taxis in front of me . passengers then ask if we accept card.Bad image for visitors or Glaswegians been passed along a line of taxis
262	18/02/2026 1:23 PM ID: 291064261	Please. If not for development and sustainability, do it for a safer city for woman and people alike.
263	18/02/2026 1:23 PM ID: 291064403	Again, it's personal choice. Card terminals aren't free, they have to paid for by drivers.

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		I'm sure a driver would gladly take a passenger to an ATM if no card option existed. I see no problem with this.
264	18/02/2026 1:24 PM ID: 291064559	No - this would be bringing taxi services into the 21st Century. Uber is often a preferred option due to the pre-booking and payment options available. I do think that taxis should still accept cash as a payment option so credit/debit cards shouldn't replace that.
265	18/02/2026 1:26 PM ID: 291064399	A think it’s a great idea for the public to have the option to pay by card but a just don’t like how the driver should lose out on the payment with the card reader company taking a slice of the fare due to the driver.
266	18/02/2026 1:26 PM ID: 291061633	The big problem with cards is some drivers refusing to take cards specially on short hires and the hire being sent down the line
267	18/02/2026 1:28 PM ID: 291064858	If a driver only accepts cash payment, make that condition clearly visible on the exterior of the cab. This is probably unmanageable but consider a separate queue for cash-only payments.
268	18/02/2026 1:30 PM ID: 291064510	Most people dont carry cash nowadays, it makes it more efficient , solves any bad blood , with drivers saying they dont take card because the fare may only be a short distance
269	18/02/2026 1:34 PM ID: 291064906	No
270	18/02/2026 1:40 PM ID: 291065019	No
271	18/02/2026 1:55 PM ID: 291066233	If it's mandatory there needs to be a secondary tariff allowing for expense of credit card fees. As Taxis are legally due the meter price no more no less.
272	18/02/2026 2:02 PM ID: 291067724	They might be have to pay to utilise the card mobile card machine and a cost for Wi-Fi.
273	18/02/2026 2:08 PM ID: 291068313	Should be the self employed drivers choice as to whether they accept payment by cash or card
274	18/02/2026 2:13 PM ID: 291066302	Happy to accept credit cards if there were no surcharges,completely understand it’s the way forward but seems so unfair.
275	18/02/2026 2:18 PM ID: 291067804	Yes. Other small businesses can decide for themselves whether or not to accept card payments. Taxi drivers should be no different.
276	18/02/2026 2:22 PM ID: 291069390	In my experience it's only the Asian drivers who ask for cash only. Not a criticism just stating a fact.
277	18/02/2026 2:23 PM ID: 291069405	If there is an initial cost for equipment, maybe provide support.
278	18/02/2026 2:28 PM ID: 291069048	Biggest problem for drivers is cash flow. Card payments mean it’s possible they can’t fuel up or pay for unseen emergencies during shift.
279	18/02/2026 2:41 PM ID: 291070893	Provides payment option, available in other large cities, across the UK.
280	18/02/2026 2:46 PM ID: 291071384	I welcome this initiative. As a single female, often travelling along on business, I do not carry cash. I have on several occasions, I have arrived late back at Central Station, and in trying to get a cab to my hotel, I have been told that they do not accept cards. This is an outright lie, and therefore I am instantly dubious of their motive. When it happens with every cab in the rank, that smacks of an agreement between them.
281	18/02/2026 2:48 PM ID: 291070849	It helps on a security risk. Not carring Cash reduces a threat of theft.
282	18/02/2026 2:53 PM ID: 291072032	We have to move with the times

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283	18/02/2026 2:57 PM ID: 291071498	I think that it creates a bad impression of our city especially with business people and conference delegates and tourists who expect to have card facilities available
284	18/02/2026 2:58 PM ID: 291072398	should be drivers choices card payments might nit be suitable for all driver's as they're self-employed so this would add cost to the fare as driver's would get card fees of 3%
285	18/02/2026 2:59 PM ID: 291072629	Levels the playing field. Stops drivers picking and choosing hires.
286	18/02/2026 3:01 PM ID: 291072602	I personally take card payments, And don’t have any issues with that , Apart from it should be up to each individual
287	18/02/2026 3:02 PM ID: 291072336	Dont think you should forcing people to accept them i personly use them but my choise not forced into it
288	18/02/2026 3:04 PM ID: 291072384	any new license going forward should be standard, as mentioned those not wishing too should clearly have large signage across all of the vehicle to state 'cash only'
289	18/02/2026 3:09 PM ID: 291072869	No
290	18/02/2026 3:36 PM ID: 291075982	I think this is much safer for the drivers not carrying cash
291	18/02/2026 3:50 PM ID: 291076842	Yes , putting drivers at risk of confrontation, and possible attacks.
292	18/02/2026 3:53 PM ID: 291072063	The taxi driver doesn't get what's on his meter because of credit card charges
293	18/02/2026 4:04 PM ID: 291077757	Not sure why it's even up for debate. Accepting cash or card should be a condition of the licence to operate.
294	18/02/2026 4:05 PM ID: 291078108	Surely this would have to right across the board IE takeaways not taken cards most of them only want cash
295	18/02/2026 4:06 PM ID: 291061963	The Council's approach should be one of regulatory foresight. The mandate should be viewed as the first step in a long-term digital transformation. As the UK moves toward ubiquitous IoT connectivity, the taxi will become a connected node in the city's infrastructure. Mandatory digital payment is the entry requirement for this future. The implementation of the mandate must be accompanied by a clear signage and marketing campaign, especially with a view to the participation and organisation of international events, such as the upcoming Commonwealth Games. Passengers need to know before they enter the vehicle that card acceptance is a standard service. This prevents the driver conflict often reported when passengers only discover a broken machine at the destination. The UK Government is currently considering national minimum standards for taxi licensing. By mandating card payments now, Glasgow sets a high bar for these upcoming national standards, ensuring that Glasgow's policies become the benchmark for Scottish taxi licensing. The transition from a voluntary to a mandatory card payment framework in the City of Glasgow requires an exhaustive analysis of the socio-economic, legal and technical ripples such a policy would generate. As an academic at the University of Glasgow specialising in payment services regulation, the imperative is to provide a nuanced understanding of how this mandate interacts with the existing regulatory landscape and the lived experience of both the driver and the passenger. The evidence from the Licensing and Regulatory Committee’s report on 3 December 2025 suggests that the Council is moving toward a standard that has already been embraced by English authorities and numerous European cities. However, the Scottish context remains unique, with Glasgow potentially becoming the first local authority in Scotland to introduce such a requirement. The shift in consumer behavior described in the committee report, where it is now commonplace for the public to rely on card payments or smartphone

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?
wallets, is the primary catalyst for this consultation. Historically, the taxi trade was a cash-dominant sector, but technological advancements and the rise of the digital economy have altered the fundamental expectations of passengers. For many, the absence of a card reader is no longer a minor inconvenience but a barrier to service access. This evolution is corroborated by the Licensing Section's receipt of numerous queries from the public requesting that the matter be investigated. As mentioned in the first section above, the legal authority to mandate card readers resides in the Civic Government (Scotland) Act 1982, which allows licensing authorities to determine conditions for taxi driver and vehicle licenses. Section 10(2) specifically requires that the licensing authority be satisfied that the vehicle is suitable in type, size and design, and that it is safe for its intended use. By conditioning the grant of a license on the presence of a functioning card payment device, the Council is defining the modern suitability of a vehicle in a digital-first economy. Furthermore, the 1982 Act provides the mechanism for enforcement. Should a driver or vehicle fail to comply with a license condition, the licensing authority has the power to suspend or revoke the license. This framework ensures that the mandate is not merely advisory but a robust requirement that maintains service standards across the city's 1,217 licensed taxis. While the 1982 Act provides the licensing framework, the PSRs 2017 govern the actual transaction of funds. As payees, taxi drivers must ensure that the payment services they utilise are provided by authorised or registered entities. The PSRs 2017 provide a legal framework for electronic payments and electronic money, designed to make services safer, more competitive and more transparent. A crucial distinction in the PSRs 2017 is the exclusion for technical service providers. These entities simply provide the IT support for the provision of payment services, such as data processing or terminal hardware, without directly handling the funds themselves. This nuance is important for the "information catalyst" model of the role that the Council will have to play, as it allows the Council to recommend hardware and software solutions that are technically compliant without the Council itself needing to become a regulated entity. The emergence of ride-hailing platforms like Uber and local private hire operators such as Glasgow Go Cars has fundamentally reshaped the competitive landscape. These services offer card-only, in-app payment as a standard feature, which provides a level of cost certainty and convenience that the traditional taxi fleet currently lacks in its voluntary model. Mandating card acceptance for hackney carriages levels the playing field, ensuring that traditional taxis remain competitive by meeting the basic service expectations of the modern consumer. In the London context, drivers who initially resisted the mandate later admitted that without the requirement to accept cards, the black cab trade would have been finished as a result of app-based competition. This observation is critical for Glasgow: the mandate is not a burden but a protective measure for the long-term viability of the taxi trade. Mandatory digital payments provide an auditable record of every transaction, which has significant implications for both safety and professionalism. For drivers, the reduction of physical cash in the vehicle mitigates the risk of robbery and disputes over change. For the regulator, digital records assist in resolving complaints related to overcharging or journey discrepancies. Furthermore, digital transactions are automatically logged, which simplifies the end-of-year accounting process for self-employed drivers. The auditable nature of digital payments also aligns with the "fit and proper person" test required for taxi licensing. A driver's willingness to adopt transparent, regulated payment methods demonstrates a commitment to professional service standards and regulatory compliance. The primary objections from the trade revolve around connectivity in rural areas or multi-storey car parks and the erosion of margins due to transaction fees. While mobile data connectivity has improved, "dead spots" remain a reality. However, technical solutions like Offline Data Authentication (ODA) allow transactions to be processed securely even without an immediate signal, with the data being uploaded once the vehicle returns to a coverage area. Regarding transaction fees, which typically range from 1.5% to 3%, the economic impact can be mitigated through the "information catalyst" model. By facilitating access to better deals and promoting low-cost mPOS or SoftPOS solutions, the Council can help drivers minimise the financial impact on their

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
		earnings. This suggestion that the Council act as an information catalyst for better deals and mobile-based solutions is a strategic alternative to direct subsidies. This role would involve providing the trade with clear, updated information on the most cost-effective and reliable payment devices and apps available in the market. While not mandating a single provider, the Council could maintain a list of providers that meet high standards of reliability and low fees. The Council could also encourage the use of Software Point of Sale technology, which allows drivers to take payments using their own smartphones, thus eliminating the need for expensive hardware purchases. Moreover, it should ensure that all drivers are aware that surcharging is prohibited and that the cost of accepting cards should be considered an operating expense. This approach satisfies the Council's desire to implement the mandate without incurring direct financial implications for the authority itself, while simultaneously supporting the trade in navigating the technological transition. The move toward mandatory card acceptance in Glasgow's taxi vehicles is a robust and necessary step in the evolution of urban transportation. It ensures that the city's taxi fleet meets the accessibility and convenience requirements of the 21st-century passenger while providing a framework for drivers to remain competitive in a digital-first market. By leveraging existing legal powers under the 1982 Act and aligning with the PSRs 2017 and Equality Act 2010, Glasgow City Council can foster a safer, more professional and more inclusive taxi service for all residents and visitors. I strongly recommend that the Council proceeds with the mandate, using its position to act as a catalyst for the adoption of low-cost, high-reliability payment technologies, thereby ensuring the long-term sustainability of the Glasgow taxi trade.
296	18/02/2026 4:06 PM ID: 291078612	.
297	18/02/2026 4:07 PM ID: 291078680	No
298	18/02/2026 4:08 PM ID: 291078560	The only way for black taxis to compete with online cab services it to accept card. Women will feel safer always in a black taxi. But hardly anyone uses cash these days. Every London taxi has a card machine in the back. Glasgow is behind the times
299	18/02/2026 4:09 PM ID: 291077796	Many drivers ask for cash up front, then try and charge you over the odds for what the fare should be, instead of using their meter to calculate the fare. I had a driver last year who tried to charge me £60 to go to the southside, which is still within the Glasgow City Council boundary. This wasn't the only occasion though. It happens almost on a weekly basis but not to the extreme of £60. Sometimes it's £30 or £40. My journey should cost £20 - £25 depending on the time of day. I know this because I use black taxis a lot. Accepting card payments would make these illegal fares traceable and act as evidence in an investigation.
300	18/02/2026 4:10 PM ID: 291078883	No I think all taxis should take card for any amount of payment
301	18/02/2026 4:10 PM ID: 291078818	Yes sometimes my wife doesn't have cash and has had to wait on 6 taxis before one would take card payment. As a loan female trying to get home it's very would her
302	18/02/2026 4:11 PM ID: 291078848	Again taxi drivers are running a small business and should have final day on accepting cards or not.
303	18/02/2026 4:12 PM ID: 291079089	Choice to access them by drivers but should be a cap on % by card companies
304	18/02/2026 4:24 PM ID: 291080016	I would say it's safer for a taxi employee if cards are accepted rather than carrying large amounts of cash in a cab.
305	18/02/2026 4:29 PM ID: 291080255	If someone wants to pay above card, they should be a fee so it does not cost the driver.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
306	18/02/2026 4:35 PM ID: 291078542	The issuance of council guidance on how to deal with non payments / card machine issues / insufficient funds, and a strict policy for drivers to follow for noting details of such incidents such as a council issued taxi diary including guidance for drivers and handout for passengers in these high pressure stressful and vulnerable situations , which in accepting of card payments will INCREASE these type of incidents
307	18/02/2026 4:57 PM ID: 291083101	None
308	18/02/2026 5:14 PM ID: 291084618	The fare should not change based on card or cash i.e., the rate is the same with no extras
309	18/02/2026 5:37 PM ID: 291086233	No
310	18/02/2026 5:55 PM ID: 291087234	No
311	18/02/2026 6:03 PM ID: 291087697	100 support them being required to accept card payments
312	18/02/2026 6:06 PM ID: 291087937	Strongly support it
313	18/02/2026 6:19 PM ID: 291088289	As above payments not quick enough & driver paying for them using their card
314	18/02/2026 6:25 PM ID: 291088889	No
315	18/02/2026 6:26 PM ID: 291088806	No comment
316	18/02/2026 6:34 PM ID: 291089196	As stated above they shouldn't be forced to take cards. Just because banks and everything going cashless, this is being foisted on people everyday. It's ridiculous!
317	18/02/2026 6:35 PM ID: 291089444	It needs to actually be enforced. Even the taxis that currently are supposed to be about to accept cards just won't take card fares, or pretend the card machine isn't working.
318	18/02/2026 6:58 PM ID: 291090402	It would bring them into line with other providers e.g. Uber, make them more competitive, be more convenient for drive and passenger, and also be safer for both parties.
319	18/02/2026 6:59 PM ID: 291090481	No
320	18/02/2026 7:15 PM ID: 291091377	Many taxi drivers particularly non GTL drivers refuse card payments & customers are wrongly assuming no taxi will take card which is having a real detrimental affect on business
321	18/02/2026 7:16 PM ID: 291091283	Self employed.should be there joice
322	18/02/2026 7:19 PM ID: 291091223	Many many Glasgow taxi drivers do not work with the meter They will give you a price before you begin your journey again. TAX FRAUD Always CASH cannot be traced through bank accounts
323	18/02/2026 7:20 PM ID: 291090336	Customers have choice, this should also be granted to Drivers.
324	18/02/2026 7:27 PM ID: 291091663	Most drivers who reject card payments recieve TAX CREDITS. THEY HAVE UNSCRUPULOUS BENT ACCOUNTANTS WHO LIE ABOUT THEIR EARNINGS THIS HAS BEEN GOING ON FOR YEARS RUINING THE TAXI TRADE

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
325	18/02/2026 7:44 PM ID: 291092514	It isn't fair or just that taxi drivers shouldn't accept card payments and without this facility it can leave people in the lurch and sometimes in unsafe circumstances.
326	18/02/2026 8:05 PM ID: 291093435	They are dodging taxes by not accepting card payments. It's a well known fact. People with disabilities can be affected by cash use only. My elderly father has Dupuytren's contracture and it's difficult for him to hand cash. Much easier to pay contactless.
327	18/02/2026 8:09 PM ID: 291093822	It helps form a more professional approach to driving a black cab.
328	18/02/2026 8:26 PM ID: 291094516	Should be mandatory.
329	18/02/2026 8:49 PM ID: 291094810	I can only repeat that if credit/debit card is a requirement then it will be costing me more money coming to my work.
330	18/02/2026 8:58 PM ID: 291095760	Everyone I know has a story about Glasgow taxis refusing to accept card/phone payments. It's not a good reputation to have for one of the largest cities in the UK
331	18/02/2026 9:03 PM ID: 291095936	As long as it won't reduce the income of taxi drivers, I'm in favour of the requirement.
332	18/02/2026 9:25 PM ID: 291096758	if we fail to embrace this i geel we will be left behind by other private hire firms
333	18/02/2026 9:44 PM ID: 291097322	Let's be honest, cash is king. It's instant and it's reliable. People can lift cash before they use a van or pickup on the route. It's lazy from customers and banks are the winners not the oj pic or the cab In saying that, cabs that are cash only should have this displayed clearly and should not be prioritised over other vans at ranks. Have a cash only rank and see what cuatmes really prefer.
334	18/02/2026 10:03 PM ID: 291097868	Most people have a credit card and should be allowed to use it in all taxi formats
335	18/02/2026 11:54 PM ID: 291100050	I accept card payments regularly but that's my choice
336	19/02/2026 12:09 AM ID: 291100254	The lack of certainty around card payments in taxis means that I avoid using them
337	19/02/2026 1:18 AM ID: 291100985	Most people think it’s for their tax avoidance not to accept electronic payment
338	19/02/2026 4:40 AM ID: 291102506	No
339	19/02/2026 4:41 AM ID: 291102495	It is very common even in small towns like Ayr to use cards so why can’t the largest city offer the same service?
340	19/02/2026 6:01 AM ID: 291103142	It would make it fairer on taxi ranks and more convenient for the public to get into the first taxi on the rank instead of having to walk up the rank to find a taxi driver that accepts card payments
341	19/02/2026 7:10 AM ID: 291104743	It needs to be enforced in some way although I don't know how. Black cabs ostensibly all take card payments but sometimes when you flag them down they say 'cash only just now'. So, making it manadatory doesnt necessariy mean it will be fully adopted. I assume you are working with the tax authorities to consider the 'cash only just now' comments. I accept sometimes in-cab payment machines stop working but that's very rare.
342	19/02/2026 7:16 AM ID: 291105391	No

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
343	19/02/2026 7:22 AM ID: 291105611	Taxis operate as a small business/sole trader and should be operating in a legitimate way and declaring all income received. There is some dubuity about being a cash only business. The universal availability of card machines removes this.
344	19/02/2026 7:31 AM ID: 291106031	Simply we must move with the rest of the world 🌎 whether you like it or not ' Competition is fierce and almost every generation are using card ' So me must move forward.
345	19/02/2026 7:35 AM ID: 291106593	As it stands the situation is unbelievable for a city that tries to appeal to tourist worldwide - exiting Central Station to hail a taxi only to be told by the driver that you have to then go to a cash point to withdraw money before getting in! This is generally phrased as “the card machine’s not working” but it happens far too often to be a simple malfunction, it is far more likely that these drivers are attempting to make “cash in hand” from these fares and avoid an accurate audit trail of their work.
346	19/02/2026 7:39 AM ID: 291107036	Can't happen soon enough
347	19/02/2026 7:51 AM ID: 291108352	Constantly ripped off by taxi drivers who “only accept cash”. Tax dodgers. I never carry cash now so sometimes it is the 4th taxi that arrives I can take.
348	19/02/2026 8:15 AM ID: 291110789	Glasgow needs to get into the 21st century and show visitors that expect capital city levels of service
349	19/02/2026 8:36 AM ID: 291112811	This should be a license requirement. No card payment. No license
350	19/02/2026 8:39 AM ID: 291113107	It is as open secret that they pretend their card machines aren't working to often commit tax fraud
351	19/02/2026 8:41 AM ID: 291112908	No
352	19/02/2026 8:42 AM ID: 291113271	Restricrive and up fpr abuse
353	19/02/2026 8:42 AM ID: 291113286	Lets be honest. If a taxi driver doesn't accept cards in 2026 there is a high chance they are not declaring all of their income and therefore avoiding tax. I am sick and tired of being a PAYE tax payer - and subsidising these crooks. Also late on weekends it is so common for drivers to not use their meters and quote exuberant prices for standard journeys. More needs to be done to protect the consumers.
354	19/02/2026 8:43 AM ID: 291113393	It will be easier to get a cab if all drivers accepted card payments
355	19/02/2026 8:54 AM ID: 291114057	Taxis need to accept cards.I have been refused a taxi on more than one occassion for not having cash and I have stopped using taxis for this reason. I tend to use uber where i can pay by card .
356	19/02/2026 8:56 AM ID: 291114568	Easier for customers who often don’t carry physical bank cards now so are unable to lift cash
357	19/02/2026 8:58 AM ID: 291114519	It is an absolute embarrassment for Glasgow it isn’t already a requirement. It poses a problem for residents and tourists alike. At the very least a refusal to accept cards should mean disqualification from sitting at ranks.
358	19/02/2026 8:58 AM ID: 291114184	I just feel it’s the drivers choice to accept whatever is best for themselves in this current financial climate and to enforce this will impact not only driver but the trade yet again
359	19/02/2026 9:02 AM ID: 291115101	I think it is a great idea, makes taxis more accessible and accountable. While also raising more revenue in tax. (We know a lot of drivers really struggled during COVID due to underreporting their earnings)

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
360	19/02/2026 9:03 AM ID: 291114088	It is important that taxis have to provide payment receipts from the card transaction as well as a written receipt that details locations and fare upon request, as I (like many disabled people) require these receipts in order to be reimbursed for journeys (e.g. reimbursement for work journeys via Access to Work).
361	19/02/2026 9:07 AM ID: 291115674	Absolutely no reason for taxi driver to decline hire on payment by card yet it happend all the time. Surely you can see how many card payments are taken versus the total number of hires.
362	19/02/2026 9:08 AM ID: 291115792	I've avoided taking a taxi because of the endless "do you take card?' "no" conversation. I schedule my nights to take the last available train and never have to worry about cash because I can buy a ticket on my phone. It's baffling that can drivers will sit in queues for an hour and still refuse the first customer to come up to them.
363	19/02/2026 9:08 AM ID: 291115982	Please do it
364	19/02/2026 9:10 AM ID: 291116274	They should have the facilities to accept all kinds of payments not just what they prefer to suit them . Offering a service they should accept card payments
365	19/02/2026 9:11 AM ID: 291116154	Just do it already, has been the case in most civilised cities for decades
366	19/02/2026 9:12 AM ID: 291116408	This is a modern necessity, I can't understand how taxi drivers are not willingly doing this to compete with the bigger firms / apps
367	19/02/2026 9:17 AM ID: 291116904	None
368	19/02/2026 9:20 AM ID: 291117128	Some check that if card machine is not working then they cannot accept payment and the ride would be free.
369	19/02/2026 9:21 AM ID: 291116701	The only black cabs have refused or kicked up a fuss about paying by card. Every other business adapted to card as a payment option including private hires and buses. Most people I know use their cards as it's easier and safer than carrying cash and the push back from taxi drivers comes across as tax avoidance
370	19/02/2026 9:21 AM ID: 291117310	It's about time and they are genuinely denying themselves business by clinging to cash.
371	19/02/2026 9:22 AM ID: 291114049	I'm optional is a waste of time as over the last 40 years driving taxis in Glasgow the council will just do what they want and ignore the taxi drivers that served Glasgow .
372	19/02/2026 9:22 AM ID: 291115920	I will continue to avoid using them at all cost/ except as a last resort unless I can be guaranteed I won't get turfed out late at night and get abuse from taxi drivers if I try to ask them to use their card machines. I also think they should not be allowed at ranks in the city centre if they don't accept card payments. It is difficult for locals and tourists alike. I will always recommend Uber to any visitors to the city and think taxis will die out if they don't change with the times- which will be the fault of the council and if taxi drivers themselves. I don't want Uber to have a monopoly, but unless taxis change it's inevitable.
373	19/02/2026 9:22 AM ID: 291117439	Cash is not king anymore. If they don’t take cards we’ll just use Uber
374	19/02/2026 9:23 AM ID: 291117242	I rarely carry cash - it is not a requirement for general life anymore as no other businesses need it. As a young woman it is important I can get home or get where I need to go with the safest convenient payment
375	19/02/2026 9:24 AM ID: 291117486	N/A
376	19/02/2026 9:28 AM ID: 291117996	There needs to be proper control on their fares and operations in general. I have struggled for years with getting home (7 miles) from my work (bar) and nights out

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
		in the city centre because they don't want long fares. Last time in October it took me 2 hours and 3 apps from 1-3am. This isn't right.
377	19/02/2026 9:29 AM ID: 291118318	Please start enforcing this. I hate the monopoly they have on the city
378	19/02/2026 9:32 AM ID: 291118819	Increasing the transparency and ease of transaction should benefit all parties.
379	19/02/2026 9:32 AM ID: 291118345	Its orwellian to MAKE them accept card if you make them then surely EVERY business should be mandated to take card payments or is it only singling out taxi drivers if so why .
380	19/02/2026 9:33 AM ID: 291118929	Everyone knows taxi drivers demand cash to avoid paying tax. Stop legitimising tax evasion, and insist that they have to take a card.
381	19/02/2026 9:35 AM ID: 291119303	They should all be required to accept card payments as a condition of their licence.
382	19/02/2026 9:35 AM ID: 291119328	Take card, dinosaur.
383	19/02/2026 9:35 AM ID: 291118774	See my comments above.
384	19/02/2026 9:39 AM ID: 291119584	In other countries, there are legal requirements for taxis to accept card payments for fares or if they don't, the ride is free. There is no reason why the same shouldn't apply here. The only reason taxi drivers are so against card payments is that they can't avoid taxes on those fares
385	19/02/2026 9:40 AM ID: 291119203	There is no _good_ reason why they shouldn't accept cards. They no longer need special equipment; their mobile phone can take the payment so up front costs are insignificant. Ongoing costs can be passed on.
386	19/02/2026 9:40 AM ID: 291120109	We know they take cash so they can declare what they want and avoid tax. They should be forced to take card. It’s the 21st century. They complain that Uber has taken all their business yet fail to keep up with the times.
387	19/02/2026 9:41 AM ID: 291119669	It is outdated and unhelpful to not accept card in 2026. Also, cab drivers who do accept card have made churlish comments in the past, telling me they prefer cash, which is unwelcoming and makes me think they’re trying to dodge tax. The whole attitude and system needs an overhaul.
388	19/02/2026 9:48 AM ID: 291121010	Part of this has allowed to spiral by the removal of taxi wardens from late night pickup ranks. Enforcement vans aren’t effective for customer safety or ensuring compliance
389	19/02/2026 9:49 AM ID: 291121047	None.
390	19/02/2026 9:50 AM ID: 291121148	There should be no excuses of card machines not working to get out of it.
391	19/02/2026 9:54 AM ID: 291121893	Honestly I feel it should be up to the customer to decide the payment method, or have the option to decline a job for either party at the point of booking if a preferred method of payment isn’t there.
392	19/02/2026 9:55 AM ID: 291122165	GCC taxis should be able to generate a fair before setting off. Too many drivers make it up as they go along, introducing boundary charges whenever suits or increasing fairs depending on time of day. Uber & alternatives can determine this at point of booking.
393	19/02/2026 10:02 AM ID: 291123414	Should be standard / required as far as I'm concerned
394	19/02/2026 10:09 AM ID: 291124558	They’ll still lie and say the machine isn’t working. The shouldn’t be allowed a shift without it.

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395	19/02/2026 10:13 AM ID: 291124236	It should be better enforced and regulated. It should be set up that their card machine is registered as active and working before they take any jobs or changed that trips are paid up front.
396	19/02/2026 10:13 AM ID: 291125217	No
397	19/02/2026 10:15 AM ID: 291124804	If taxi drivers only take cash I will not use them.
398	19/02/2026 10:16 AM ID: 291125750	Should've happened a long time ago. They shouldn't be able to complain about other services like Uber etc if they're not willing to accept payment in the same way.
399	19/02/2026 10:18 AM ID: 291125644	Passengers having no money in bank Trying to get a free ride home
400	19/02/2026 10:19 AM ID: 291126064	I think it should be the default, as it is in other countries as much less people carry cash.
401	19/02/2026 10:19 AM ID: 291126357	Must be done to get into the 21st century and compete against big tech taxi firms
402	19/02/2026 10:20 AM ID: 291126395	They would need to be monitored as most I've encountered claim their card machine isn't working
403	19/02/2026 10:21 AM ID: 291126506	I've had so many refuse fares, which has driven me to use competitors that the taxi drivers complain about.
404	19/02/2026 10:21 AM ID: 291125887	It must be compulsory and drivers will need to go off the road if a card machine is out of order. The rule should be that if they insist on driving, any fares will be zero
405	19/02/2026 10:28 AM ID: 291127217	It's wild that it isn't already the case - I believe it's been nearly 20 years since NYC taxis were required to accept cards. Would he great to see Glasgow become a more modern city.
406	19/02/2026 10:28 AM ID: 291127361	I never have cash on me, rarely go out with my bank cards now too as I can always use my phone to pay. You're alienating a good portion of business by not having card machines. I will always just use uber as I know I can pay for that when it's booked.
407	19/02/2026 10:28 AM ID: 291127597	There is literally no excuse to not take card.
408	19/02/2026 10:30 AM ID: 291127861	If the card machine "doesn't work" the the ride should automatically be free
409	19/02/2026 10:38 AM ID: 291128358	No.
410	19/02/2026 10:40 AM ID: 291128474	Taxi drivers should pay their taxes just like the rest of us.
411	19/02/2026 10:40 AM ID: 291128863	That'd be great
412	19/02/2026 10:41 AM ID: 291128388	I'm sure there will be a lot of pushback on how "cash is king" and people should "just always carry cash" but it puts you at risk when you carry cash, and who is to say that my £20 will even get me from town to Dennistoun thesedays? How much do taxi drivers expect a person to be carrying on them at any one time?
413	19/02/2026 10:42 AM ID: 291129026	They will complain as they want to avoid tax, plain and simple
414	19/02/2026 10:42 AM ID: 291128646	There is over 900 taxis in glasgow that already take payement by card.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
415	19/02/2026 10:43 AM ID: 291129117	No
416	19/02/2026 10:45 AM ID: 291129171	Make it happen. Also consider mileage reports alongside meter data being audited to ensure no 'turning the meter off' scams which are rife.
417	19/02/2026 10:48 AM ID: 291129139	I believe with the rise of competitors, Taxi drivers should accept the same form of payment. Driving away from females, or anyone else and being verbally aggressive may leave people feeling unsafe. The argument of card payment charges are not the fault of the consumer and we should not be punished for this.
418	19/02/2026 10:50 AM ID: 291129678	That is the default. No card machine, no work. They would run to a garage if their engine isn't working, they should do the same if the card machine isn't working, or allow to pay on the app. No cash.
419	19/02/2026 10:51 AM ID: 291130067	Should be illegal to refuse cards.
420	19/02/2026 10:51 AM ID: 291129828	The original UK taxi app wasn’t Uber, but one called Hailo. It worked exactly like Uber does now, but was for black cabs. They turned up where you were, once ordered, and you got the licence plate etc, with the option to pay by card via the app or cash to driver. This existed over a decade ago (in London, and a few other places), why it no longer does or isn’t utilised I don’t know, but it should be standard.
421	19/02/2026 10:53 AM ID: 291130147	I feel it is a positive move
422	19/02/2026 10:56 AM ID: 291130030	If the council were to stipulate a particular provider eg Square, they would be able to negotiate a much better rate on behalf of all the drivers. Very simple to do.
423	19/02/2026 10:57 AM ID: 291130512	Just make it happen already. I’m getting fed up walking down a line of taxis to find the one who will take a card when I can just get on the app and summon up an uber.
424	19/02/2026 10:58 AM ID: 291130297	They need to get with the competition e.g Uber etc
425	19/02/2026 11:01 AM ID: 291130958	No card machine then the fare is zero
426	19/02/2026 11:06 AM ID: 291131600	Must still accept cash payments
427	19/02/2026 11:07 AM ID: 291131557	It would greatly improve my sense of safety as well as ease of travel as a disabled woman with a young child if I knew I could just get in a taxi and pay without being forced to go to a cashpoint or move to the next driver in the rank when I'm already in pain and dealing with a toddler!
428	19/02/2026 11:12 AM ID: 291132207	Most other businesses take card. It’s safer to pay by card than walk around alone looking for cash
429	19/02/2026 11:16 AM ID: 291131739	It should be mandatory and it is a disgrace that this is even an issue that requires consultation. As a city we have defragmented, expensive and unreliable public transport. The city centre relies heavily on entertainment, bars and restaurants. With public transport being limited, especially at night, in comparison to most modern European cities people rely on taxis. Barriers to use of taxis by not allowing cars payments make an already terrible transport system worse and will make people less likely to come into the city centre and stimulate the cities economy.
430	19/02/2026 11:22 AM ID: 291132551	Every taxi driver should accept credit/debit cards and they shouldn’t be allowed to say that the machine is not working. It’s also a safety concern not being able to get home just because you don’t have cash. Every other form of transport accepts card

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
431	19/02/2026 11:23 AM ID: 291132122	They're a bunch of chancing[redacted] Just go see for your - go to the taxi rank at Central and ask them if they take card payments and count the number who actually say yes. It'll be less than 10% of the fat moaning faced [redacted]
432	19/02/2026 11:23 AM ID: 291133073	This needs brought into effect. Card is the major payment method in 2026 and i for one would take more taxis if i knew they accepted card.
433	19/02/2026 11:25 AM ID: 291133301	no
434	19/02/2026 11:29 AM ID: 291133640	There should be more done at taxi ranks when drivers refuse to accept cards. Such as they should be refused access to the rank again for the remainder of the evening or until such a time as their machine is back up and running.
435	19/02/2026 11:30 AM ID: 291133901	Is there a fine system in place if they say 'oh it isnt working'. Or the fare must be rescinded if this is the case, and the journey free.
436	19/02/2026 11:31 AM ID: 291133046	Taxi are a public emergency service, around 1/5 of the population of UK do not posses a car. Their access to transport should not be limited to them constantly carrying a method that has become increasingly rarer
437	19/02/2026 11:41 AM ID: 291132938	To avoid tax evasion, to provide more than one payment option for customers and to avoid customers being forced to pay withdrawal charges at ATMs taxi drivers should always offer the option of card payment. They should not be allowed to refuse customers (as they often do) on the basis the customer wants or needs to pay by card.
438	19/02/2026 11:44 AM ID: 291135117	N/a
439	19/02/2026 11:45 AM ID: 291134975	Nobody is forcing taxi drivers not to also accept cash, but card should always be an option. Claiming the card machine is broken and taking a passenger to a cash machine instead should be grounds to lose their taxi licence. We are over 25 years into the 21st century, this should not even be a question.
440	19/02/2026 11:45 AM ID: 291135226	Fully fully support and love this PLEASE make it happen
441	19/02/2026 11:51 AM ID: 291135733	Time they started operating in the 21st century
442	19/02/2026 11:51 AM ID: 291135560	It should be enforced, no excuses not to take it should be allowed and it should be on the taxi driver to provide an alternative if there are technical issues. Cash is so rarely used now.
443	19/02/2026 11:51 AM ID: 291134800	Many taxi drivers are currently refusing to provide a licensed service for an accepted form of payment. I have real concerns about their ability to provide a public service if they refuse to take card payment. They are also putting the public at risk in certain cases - I'm aware of vulnerable people, late at night, having to walk home because drivers have refused to take card. I would also point out that taxi drivers seem to have a strange issue with supply of card readers. I've never had a single issue in a shop or with a local cab company with cards being accepted. But somehow taxi drivers seem to have "sorry my card machine is not working" on the top of their tongue. Ultimately, card payment is accepted in most of consumer world. I have concerns about the demand of a cash-in-hand society.
444	19/02/2026 12:02 PM ID: 291136667	If a card machine is not working, the driver should not accept the fare and any issues with the machine should result in no payment for passenger
445	19/02/2026 12:08 PM ID: 291137023	We've had chip and pin payments for 23 years and contactless for 18 so this is hardly asking drivers to accept an unproven or popular technology. It's an embarrassment to a modern city that something so basic isn't in every cab.
446	19/02/2026 12:09 PM ID: 291137074	No

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
447	19/02/2026 12:11 PM ID: 291136820	Its about time. Its 2026, the arguments for cash payment only are done so in bad faith. There is no other instance where being taken to a cashpoint to provide payment would be acceptable, which drives up the fare and likely incurs a further charge.
448	19/02/2026 12:11 PM ID: 291137590	It would encourage me to use black cabs over Ubers etc.
449	19/02/2026 12:12 PM ID: 291137497	Make it a legal necessity punishable by fine and/or suspension/cancellation of license in the event of them refusing.
450	19/02/2026 12:13 PM ID: 291137764	I worry they're dodging tax.
451	19/02/2026 12:23 PM ID: 291138613	No
452	19/02/2026 12:26 PM ID: 291138650	If a taxi drivers card machine is not working - they should get £0 fare.
453	19/02/2026 12:26 PM ID: 291138783	In 2026 taxi drivers should 100% accept card.
454	19/02/2026 12:30 PM ID: 291138851	Cash should still be accepted but the option to pay by card should be a requirement.
455	19/02/2026 12:31 PM ID: 291139062	Should accept contactless, Apple Pay, Google pay etc
456	19/02/2026 12:33 PM ID: 291139166	It's people's choice how they want to pay not taxis it's up to the company to provide card machine it's keeping folk safe
457	19/02/2026 12:33 PM ID: 291139291	It's absurd that in 2026, this isn't already a condition imposed upon them.
458	19/02/2026 12:35 PM ID: 291139433	It's about time!
459	19/02/2026 12:36 PM ID: 291139565	It is ridiculous that's it's not already mandatory
460	19/02/2026 12:38 PM ID: 291139508	There shouldn't be any sort of tax/ extra payment on top of this.
461	19/02/2026 12:39 PM ID: 291139678	A taxi driver should not be permitted to work without a working card machine. No excuses.
462	19/02/2026 12:40 PM ID: 291139816	We are increasingly a cashless society, it's wild that taxis are still cash only in 2026
463	19/02/2026 12:40 PM ID: 291139728	I do not understand why taxi drivers don't want this - we are trying to give them money for their job!!
464	19/02/2026 12:41 PM ID: 291139698	Is it not safer for everyone to be given the choice and not denied a chance taxi when on your own at night?
465	19/02/2026 12:42 PM ID: 291139943	n/a
466	19/02/2026 12:43 PM ID: 291139633	Taxi drivers should be subject to severe sanction if they insist on transporting a passenger to a third location against their will in order to source cash. A driver should never under any circumstances drive a passenger to anywhere they have not specifically requested transport to.
467	19/02/2026 12:44 PM ID: 291138421	This is already a requirement in many other cities and improves accessibility. Two tier queues at ranks cause friction and uncertainty
468	19/02/2026 12:44 PM ID: 291139825	The longer it takes to mandate credit or debit payments be accepted, the more the black taxi industry will be decimated by people finding more convenient options such as uber.

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469	19/02/2026 12:50 PM ID: 291140210	The open reality is that taxi drivers do not like to take card so they can manipulate their declared earnings. This is a loophole that must be closed regardless of the effects on taxi driver income.
470	19/02/2026 12:50 PM ID: 291140024	It is absolutely ridiculous that in 2026 taxi drivers are not all accepting card. They are often pretending the card machines don't work and either refuse you getting in the taxi, making you get out to use a cash machine (often late at night with no concern for safety) or getting to the destination and then demanding cash (which if you don't have they insist on driving you to the nearest cash machine. It's blatant what they're doing, they're attempting to avoid tax (which bit them when COVID hit and they'd not been declaring their full income and they couldn't access monetary support based on their actual income). The idea that card fees cost more than cash is also ridiculous. I work in finance and the cost of depositing cash, time and risk taking cash to the bank etc. equals that of card fees. However, I highly suspect that the cash taken is NOT being banked so as to not have to declare it if their accountant or bookkeeper notices the income. Aside from the above, it's such a bad look for Glasgow - the first thing tourists experience arriving here is a taxi driver gruffly shouting 'cash only' out the window (and more often than not completely making up a fare to be paid in advance of the journey). I'm all for supporting local, however Uber is becoming the safest and most reliable option these days. Making it mandatory for taxi drivers to accept card would actual increase usage of Black Cabs in Glasgow. I suspect the best way to enforce this would be a policy saying 'if card can't won't be accepted the journey must be free' (as often drivers will pretend their machine is broken). If London can do this successfully, why can't we? More tax money in the coffers to support us all, safer and more reliable journeys for locals and a better impression for tourists. It's a no brainer.
471	19/02/2026 12:52 PM ID: 291140661	I shouldn't have to ask for a detour to an ATM just because the driver doesn't want to pay tax
472	19/02/2026 12:57 PM ID: 291141116	You should be able to report them if they pretend the "card machine is broken" like usual.
473	19/02/2026 12:58 PM ID: 291140880	Get it done. Make it mandatory. No exceptions and no broken machine excuses.
474	19/02/2026 12:59 PM ID: 291141265	If "the machine is broken" the fare is free.
475	19/02/2026 1:03 PM ID: 291141774	Long overdue
476	19/02/2026 1:06 PM ID: 291141422	It's about time that drivers are forced to take card payments, although I worry that drivers would use the same excuses about broken card machines. In this day and age where some drivers in my experience have refused to accept wheelchair passengers, I don't feel confident that much will change. I hope that drivers this will be just as heavily enforced if this comes in.
477	19/02/2026 1:09 PM ID: 291142097	Feels like they don't want to do it to avoid tax
478	19/02/2026 1:10 PM ID: 291141708	Yes see above. And if their antics continue it could be an idea to impound their vehicles with no compensation.
479	19/02/2026 1:12 PM ID: 291142173	No
480	19/02/2026 1:15 PM ID: 291141549	I can think of no genuine reason why a card transaction cannot be made, many individuals and small businesses use this on a daily basis. Surprising how often a "glitchy" card reader appears if no cash is available at the destination.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
481	19/02/2026 1:17 PM ID: 291142290	Cash should remain an available payment method, but it should not be exclusive. All forms of payment methods should be supported.
482	19/02/2026 1:23 PM ID: 291143346	Tourists have no idea that taxi drivers will not accept cards as most everywhere else in the world accepts cards.
483	19/02/2026 1:30 PM ID: 291143996	Taxi Drivers must accept payment of fares by credit/debit card
484	19/02/2026 1:32 PM ID: 291141915	These is long overdue and brings taxi drivers in line with other industries and sectors.
485	19/02/2026 1:33 PM ID: 291144156	As above too many on working benefits and producing false income projections and insisting on cas for Tax avoidance.
486	19/02/2026 1:36 PM ID: 291144025	In this day and age there should be no excuse to not accept card payments. Everywhere else around the world you're able to do this. uber and lyft allow cash free rides.
487	19/02/2026 1:39 PM ID: 291144409	This should be implemented. Too many times taxi drivers - particularly those in black hackneys - become irritated and annoyed that you would want to use card as a payment. The cynic in me sees them as wanting cash as a way to mitigate their own tax returns. On a number of occasions I have taken a taxi from a tank whereupon arrival at my destination the card machine is suddenly "broken" requiring additional time and cost to myself because the companies machinery is broken. This should never be the case where the inconvenience is passed to the customer but sadly seems to happen a lot. Taking card would also help there ability to compete with rival firms as I honestly would rather hire an Uber than take part in the roulette of finding a black cab that offers this basic service.
488	19/02/2026 1:51 PM ID: 291145710	I think it's a really good idea that that are required to do so if the customer prefers it.
489	19/02/2026 1:53 PM ID: 291145491	It would help to make journey charges transparent and a record made of the journey along with date/time. It also makes it harder for taxi firms to evade tax !
490	19/02/2026 1:54 PM ID: 291145807	GPS black boxes recording all journeys and marry up fare costs per mile. CCTV as standard inside and outside of cab as security for Cab drivers and the public. If card machine is broken then cab is off th road until repaired
491	19/02/2026 2:06 PM ID: 291146356	Cash is becoming used less and atm a machines are harder to find especially without a cost so I feel it is at the ase and safety of all parties that card payments are accepted.
492	19/02/2026 2:08 PM ID: 291146735	It should be standard in 2026. Taxi drivers shouldn't be allowed to turn customers away if they don't have cash on them, but a card only.
493	19/02/2026 2:33 PM ID: 291149150	None particularly, just ensure the correct options available when booking.
494	19/02/2026 2:36 PM ID: 291148993	In other countries, travel is free if the taxi doesn't accept card payments. Unsurprisingly the facilities always seem to work in such a scenarios
495	19/02/2026 2:42 PM ID: 291149715	Should be mandatory for all licensed cabs to be able to accept electronic payments.
496	19/02/2026 2:47 PM ID: 291150109	Accepting card should be standard. I have been refused service at a taxi rank due to only having card. This creates safety issues, especially late at night.
497	19/02/2026 2:56 PM ID: 291150924	They should all have the option and have a working machine. If they don't then they should have their license revoked and the passenger should get the journey for free.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
498	19/02/2026 3:08 PM ID: 291151442	why is this even a question in 2026 Britain
499	19/02/2026 3:12 PM ID: 291152088	Card payment by law has been in place for over a decade for London cabbies.
500	19/02/2026 3:17 PM ID: 291152634	You may need to plan for taxi drivers saying their card machine is broken as a way to bypass any requirements. They should tell customers this before they age to the fare.
501	19/02/2026 3:18 PM ID: 291152709	No.
502	19/02/2026 3:25 PM ID: 291153639	Pay the exact tax
503	19/02/2026 3:28 PM ID: 291154042	A large proportion of people do not carry cash and taxi drivers play games with whether they are or aren't accepting payments. It also provides traceability which enhances passenger safety by making it easier to establish a link to a driver in the event of a complaint.
504	19/02/2026 3:30 PM ID: 291153011	I believe it is unacceptable for taxi drivers to refuse to accept payment of fares by card and action should be taken to ensure this is required. I have experienced numerous time taxis refusing to take me simply because they don’t want to accept card payments, leaving me feeling vulnerable as a woman in the city centre late at night. As a result of this uncertainty I am much more likely to use services such as Uber, while I would much prefer to support local services. In 2026 it is long past time for card payments to be commonly adopted by taxis.
505	19/02/2026 3:42 PM ID: 291155313	This should have been done years ago. The situation in Glasgow is untenable.
506	19/02/2026 3:49 PM ID: 291155977	Taxi drivers who do not accept card payments should be subject to disciplinary procedures.
507	19/02/2026 4:05 PM ID: 291157238	No
508	19/02/2026 4:10 PM ID: 291158042	It should be mandatory
509	19/02/2026 4:27 PM ID: 291159657	Many people don't carry cash, I can see no reason why they wouldn't take card unless it's nefarious about tax.
510	19/02/2026 4:30 PM ID: 291159793	Every other business accepts card and it’s quite laughable, particularly when welcoming tourists that taxis don’t.
511	19/02/2026 4:45 PM ID: 291161197	Reduce the Glasgow Airport surcharge - it is an embarrassment on our city
512	19/02/2026 5:03 PM ID: 291162643	The majority of payments are made on cards. Drivers should be required to accept card payments as not everyone has access to cash and also fi di g a cash machine that doesn't charge for withdrawals is very hard now days.
513	19/02/2026 5:04 PM ID: 291162826	Standard system to ensure security of details.
514	19/02/2026 5:06 PM ID: 291161625	CARD ONLY NO PHONES OR OTHER GADGETS
515	19/02/2026 5:16 PM ID: 291163813	All taxis should take payment by card
516	19/02/2026 5:31 PM ID: 291162623	Those who don't take cards might be evading tax.

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517	19/02/2026 5:37 PM ID: 291165178	No
518	19/02/2026 5:44 PM ID: 291165648	It's long overdue.
519	19/02/2026 5:48 PM ID: 291165870	This should already be in place
520	19/02/2026 5:49 PM ID: 291165948	I'm in support!
521	19/02/2026 5:56 PM ID: 291166244	From personal experience I have had some taxi drivers be awkward towards me because I have requested payment via card and in some cases they have asked me to withdraw cash at a cash machine on my journey. In 2026 I expect a taxi to have noth card and cash payment options
522	19/02/2026 6:08 PM ID: 291166961	I don't carry cash. If cards aren't accepted I won't use a taxi and will use Uber instead.
523	19/02/2026 6:13 PM ID: 291167282	Taxi drivers need to pay income tax and NI contributions instead of operating a cash only business
524	19/02/2026 6:14 PM ID: 291166484	If funding is an issue there could be small grants or loans to fund the machines. GCC could also commission some cost analysis research of cash v card (bank charges/time cost v card fees) to counter feedback from drivers who say the fees cost them money.
525	19/02/2026 6:19 PM ID: 291167628	They should accept card payments
526	19/02/2026 6:19 PM ID: 291167640	No
527	19/02/2026 6:24 PM ID: 291167872	If this is to be brought in, it must be strongly enforced. The majority of taxi drivers refuse to accept card payments regardless of whether they advertise that they do, this must change. It will amongst other things, crack down on tax avoidance
528	19/02/2026 6:24 PM ID: 291167926	I don't understand why they should be allowed to turn away paying customers because they only accept cash. I think we all know the real reason, they don't want to pay tax like the rest of us
529	19/02/2026 6:32 PM ID: 291168301	No.
530	19/02/2026 6:36 PM ID: 291168439	Please catch up with the rest of us in the modern world.
531	19/02/2026 6:44 PM ID: 291168900	I wish this had been made a requirement 10 years ago.
532	19/02/2026 6:44 PM ID: 291168909	No
533	19/02/2026 6:59 PM ID: 291169634	They should forfeit a fare if they can't take a card payment
534	19/02/2026 6:59 PM ID: 291169653	There should not be loopholes by which drivers refuse cards (machine broken etc). Alternative online payment should be implemented.
535	19/02/2026 7:03 PM ID: 291168914	There is literally no sensible reason for them to not accept card.
536	19/02/2026 7:03 PM ID: 291169712	I support this requirement and would further like to add that there should be a better way to track the use of card payments (and adherence to this requirement) in taxis. Currently, many taxis are able to get away with refusing

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		card-paying customers and there should be some way to track and report this behaviour should a requirement for card payments be brought into effect.
537	19/02/2026 7:14 PM ID: 291170217	It's just baffling that this is even a consultation. In 2026 it's strange to be asked this when card payments consist of 85% of all UK spending (British Retail Consortium, 2024), surely this is an absolute no brainer of a decision.
538	19/02/2026 7:16 PM ID: 291170603	Have taxi drivers advise payment options up front.
539	19/02/2026 7:24 PM ID: 291171056	None
540	19/02/2026 7:30 PM ID: 291171267	This would be hugely positive for Glasgow to mandate. I urge the council not to be shouted down in this regard by those who wish to run a "cash-only" business for whatever reason.
541	19/02/2026 7:32 PM ID: 291171546	Yes I strongly believe that safety and accountability are paramount and mandatory acceptance of cards will help with this.
542	19/02/2026 7:42 PM ID: 291171784	No
543	19/02/2026 7:46 PM ID: 291171728	Why not accept card payments? It's the way things are now. Maybe safer too for the driver, not handling cash ?!
544	19/02/2026 8:01 PM ID: 291173123	No.
545	19/02/2026 8:12 PM ID: 291173836	It's 2026 failure to modernise pushes people to uber etc it's in their best interests.
546	19/02/2026 8:44 PM ID: 291175274	Get rid if the boundary charge. I went all the way to south London from Euston for £40. A ten minute journey in a Glasgow taxi cost me £25. Outrageous
547	19/02/2026 8:49 PM ID: 291175563	Drivers should be mandated to accept card. If they cannot, they must refuse all fares and stop working until they can accept cards.
548	19/02/2026 8:57 PM ID: 291175828	It’s long overdue
549	19/02/2026 9:01 PM ID: 291176115	It is vital for a functional 2026 economy.
550	19/02/2026 9:01 PM ID: 291175945	In an ideal world world the passenger would say - I’m going to x street, the driver would then enter that into an app which then returns a price for the route, you then pay by card upfront, and the journey then starts.
551	19/02/2026 9:06 PM ID: 291176322	Card payments are a mature, easy to use technology and the favoured way to pay by customers
552	19/02/2026 9:16 PM ID: 291176651	It's 2026, card is essential if they want to get my business.
553	19/02/2026 9:27 PM ID: 291177101	It will mean a quicker turn around for taxis, potentially make the drivers a less obvious threat for mugging and may recover some business lossed to UBER etc. which is all card based.
554	19/02/2026 9:31 PM ID: 291177255	Card and contactless payments are growing significantly year on year, cash is no longer the default for the majority of the younger generation. Services like Uber have a significant advantage by allowing a cashless experience. Taxi services must adapt or face dramatic reduction in business.
555	19/02/2026 9:42 PM ID: 291177887	Nope
556	19/02/2026 9:48 PM ID: 291178036	Should be a condition of the licence. This is 2026.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
557	19/02/2026 9:51 PM ID: 291177763	It’s frustrating to arrive back in Glasgow after travelling abroad and be unable to take a taxi because the driver only accepts cash. You often don’t have UK cash immediately available, and being refused a ride feels outdated in a modern transport environment. Card acceptance should be a basic standard for a city the size of Glasgow.
558	19/02/2026 9:55 PM ID: 291178320	Payment up front when leaving city
559	19/02/2026 9:57 PM ID: 291178394	This was a standad in every public facing sales for over 10 years now? Why isn't delayed soo much?
560	19/02/2026 9:58 PM ID: 291178511	No
561	19/02/2026 10:12 PM ID: 291178900	They need to stop asking/complaining when we say we're paying card, that they'd prefer cash. Remove cash fully. And only card options to be available.
562	19/02/2026 10:22 PM ID: 291179452	Most people don’t have cash on them. It is safer and easier for consumers if taxi drivers accept card. They don’t want to because they are dodging tax!
563	19/02/2026 10:23 PM ID: 291179507	It’s 2026
564	19/02/2026 10:25 PM ID: 291179379	copy transport for London rules
565	19/02/2026 10:30 PM ID: 291179637	No.
566	19/02/2026 10:45 PM ID: 291180253	We've been cashless since covid
567	19/02/2026 10:49 PM ID: 291180312	I believe that the requirement for Taxi Divers to accept payment by credit/debit card will improve the experience of passengers, reduce the risk of tax evasion and money laundering, and reduce the amount of passengers being asked to be taken to a cash machine only to abscond without paying their fare.
568	19/02/2026 10:51 PM ID: 291180362	Less and less people carry cash. I certainly haven’t for years now. Card fees are minimal, black hack drivers want cash so they can pocket it and avoid tax. I don’t think I’ve ever met a black hack driver who doesn’t take three foreign holidays a year
569	19/02/2026 10:53 PM ID: 291180453	Should already be a requirement
570	19/02/2026 10:56 PM ID: 291180494	No.
571	19/02/2026 11:08 PM ID: 291180795	No
572	19/02/2026 11:15 PM ID: 291181071	Would make sure it doesn't then get followed by taxi drivers all putting up their feed as a result. Payment charges are very minor for card terminals yet I expect if the council did mandate card payments, fares would magically increase 10% too...
573	19/02/2026 11:42 PM ID: 291181810	It erodes trust, can make it unsafe to get home at night when numerous drivers refuse entry with no cash
574	19/02/2026 11:51 PM ID: 291181958	Please get it done.
575	20/02/2026 12:03 AM ID: 291182210	A taxi driver should not be allowed to drive if they cannot take card payments. If they state their card machine is broken they must have a backup. They must have a clearly visible qr code on display to report them if they operate without card payment facilities.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
576	20/02/2026 12:03 AM ID: 291182068	Any resistance to this by taxi drivers just highlights how much of their business they don't want HMRC to know about. There's no excuse not to be taking legitimate card payments for a service in 2026!
577	20/02/2026 12:11 AM ID: 291182336	Why is there such a pushback for this? It seems dodgy that they only accept cash.
578	20/02/2026 12:28 AM ID: 291182733	It is needed across the board
579	20/02/2026 2:50 AM ID: 291186943	If the drivers have concerns about non-payment, a pre-autherisation fee of either a nominal amount (£1) or of estimated journey cost at point of hire in case of a customer stating at journeys end they have a dead phone / no physical car. Also there should be a standard card payment option across all cabs, like seen in london where the card reader is installed in the passenger compartment, for ease of use.
580	20/02/2026 4:17 AM ID: 291189405	Taxi driver s, expect Tip, if paying cash.
581	20/02/2026 5:56 AM ID: 291190506	No
582	20/02/2026 6:47 AM ID: 291191247	They definitely should
583	20/02/2026 7:00 AM ID: 291191483	Stop using the ‘machine not working’ excuse not to accept card payments.
584	20/02/2026 7:10 AM ID: 291191589	No
585	20/02/2026 7:26 AM ID: 291191874	This is one of the few reasons I carry cash when in town apart from maybe a couple of quid in coins for beggars and the supermarket trolley. If I had no notes I’d be less of a target for muggers
586	20/02/2026 7:40 AM ID: 291192150	Fare should not be under £5 pounds driver should have a choice
587	20/02/2026 7:51 AM ID: 291192642	Taxi drivers’ opinions are too often based on Facebook misinformation.
588	20/02/2026 7:53 AM ID: 291192608	A taxi driver should always be required to have a working capability to accept a credit card in order to expect a fare to be paid. The offer of a credit card to pay (which works when presented to a working machine) should be considered as fulfilling an debt owed.
589	20/02/2026 8:31 AM ID: 291193254	It should be mandatory to have a card payment method in order to take on passengers. There should be consequences for the driver and taxi firm if drivers don't meet the requirement while on the job. I have personally witnessed drivers attitudes change when card payments is mentioned, to the point of rudeness and aggression. A friend of mine was shouted at and locked in a taxi when the drivers machine did not work, which was extremely distressing. If the machines are in fact unreliable they are not fit for purpose and should be replaced. It is less common now for people to carry cash, but everyone has a card. Small businesses are fully equipped for card to the point where cash only is unusual, but many large taxi firms have drivers demanding cash. It's unreasonable for drivers to expect customers to cater to their payment preference.
590	20/02/2026 10:13 AM ID: 291199803	They might be loud and flood the comments with objections, but the public all want to have the option of paying by card.
591	20/02/2026 10:17 AM ID: 291200206	No

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
592	20/02/2026 12:26 PM ID: 291209462	No
593	20/02/2026 12:29 PM ID: 291209315	Might stop some drivers refusing short fares with excuse no card machine !
594	20/02/2026 1:21 PM ID: 291215273	I find it outrageous when the cars say they can accept card but the driver themselves will not accept. It makes me less confident in the services and rely more on Uber which I'm not as happy to support as local taxi companies
595	20/02/2026 2:12 PM ID: 291218682	People who get taxis know some taxi don’t take card but it’s easy enough to get one that will
596	20/02/2026 2:39 PM ID: 291221076	Not accepting card payments seems archaic these days
597	20/02/2026 2:48 PM ID: 291222231	Let's bring Glasgow into the 21st century! (by the way, you should ban taxi drivers from using internal combustion engines as well - it should be an all electric fleet).
598	20/02/2026 4:06 PM ID: 291228726	Please employ someone to enforce the rules, eg a secret shopped type role. Far too many taxis make it such a stressful experience for passengers (often I get taxis because I'm not well, in a rush, or it's late and it's to try and mitigate stress not add to it). I see no reason for them not to take card outwith tax avoidance.
599	20/02/2026 4:13 PM ID: 291229449	In a society where less people use cash and everything is digital with private hire cars all accepting cash it’s draconian and entitlement from taxi drivers to not accept card
600	20/02/2026 4:56 PM ID: 291232343	I do not understand why taxis do not accept cards. It would surely be safer for them not carrying around cash? If out late at night and the cash line is out of order, it means driving around for longer to find a working cash point, meaning an increased fare and potentially fees to withdraw cash due to limited availability of cash points these days. There are fewer places to get cash as most transactions are contactless. There can be an option to round up fares to also include tips.
601	20/02/2026 10:17 PM ID: 291245568	Training
602	20/02/2026 10:41 PM ID: 291246145	I though it was already a requirement for all taxis to accept card payments so this comes as a suprise. I always use Glasgow Taxis and they all take card payments no problem in person or on the app.
603	20/02/2026 10:51 PM ID: 291246383	Must have a strong (monetary) deterrent in place for 'broken machines'
604	20/02/2026 11:28 PM ID: 291247051	Why should taxi drivers be the exception to the norm? Most places accept card payments for customer convenience The attitude of drivers who don’t take card is often rude, unprofessional and giving Glasgow a bad name to visitors .
605	21/02/2026 8:57 AM ID: 291252437	I gladly accept card payments but always want the back up of cash payment.
606	21/02/2026 12:59 PM ID: 291275175	For women at night, or anyone in an emergency or if they need to get away from a situation for any reason, they should not be prohibited by method payment.
607	21/02/2026 2:13 PM ID: 291281484	Taxi drivers accepting cash only makes me think they are not declaring their earnings. Also I have been in taxis where you need to pay cash upfront so they are not even using the meter.
608	21/02/2026 3:11 PM ID: 291285621	It is a must and for the trace to move on with the tech world card payments must be mandatory
609	21/02/2026 4:12 PM ID: 291289761	Depends on whether bank charges for having card machine may then be passed on to taxi fare

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
610	21/02/2026 4:20 PM ID: 291290084	None - taxi drivers should not be given a licence by GCC unless they are willing to accept both card and cash payments . To do otherwise would put the public , especially lone/vulnerable women, at risk .
611	21/02/2026 5:30 PM ID: 291293769	No
612	21/02/2026 8:07 PM ID: 291300850	I strongly agree by this. Cash is quite rare now and card is more accessible.
613	21/02/2026 10:10 PM ID: 291304510	When my daughter is old enough to be going out and getting taxis home i think it would be safer for her if taxis accepted cards. Young people dont carry cash.
614	22/02/2026 12:24 PM ID: 291324156	It's ridiculous they don't
615	23/02/2026 2:39 PM ID: 291388909	People keep saying cash is king. Is it? Making payment surely is king. Only thing I'd like to add is making it chip and pin and contactless only by physical card and not Apple or Google pay, I've seen in a few occasions on the train people saying their phone has run out of power and can't pay.
616	23/02/2026 4:47 PM ID: 291406286	This is an absolute must for any modern city wanting to attract tourism and business. It also ensures all taxes are paid and that there is a way for people who don't want to go to a cash machine late at night to get home safely
617	23/02/2026 5:19 PM ID: 291410403	The whole world is going digital. There are less and less cash machines around. I see it as nothing more than a dodge of tax and avoiding a transaction being recorded.
618	24/02/2026 10:43 AM ID: 291470073	The council should be aware that the most motivated group of people to respond to this consultation will be the taxi drivers themselves looking to maintain the status quo for their own benefit. There is also a significant risk that taxi drivers will pose as members of the public to skew the results. Therefore the responses to this consultation should be considered alongside independent polling/research to establish what proportion of the general public would like taxis to be required to provide a card payment option, to ensure a robust analysis. It is clear from my own conversations that they vast majority of the general public find it ridiculous that card payment options are not required. Please bring Glasgow into the 21st century and ensure that taxis are providing options to the fare paying public!
619	24/02/2026 11:23 PM ID: 291533848	This would help to minimise the creep of uber in the taxi market. Black cabs are a must for those with disabilities and should be protected.
620	25/02/2026 3:59 PM ID: 291589061	No card payment system is 100% reliable - there will be occasions when it (unexpectedly) does not work. Reasonable passengers and drivers will be aware of this and can negotiate alternative payment. This could be cash or payment later. Foresighted drivers often consider having more than one card option - for example, a stand-alone payment terminal and an app on a separate mobile phone. However, a driver who is - in good faith - equipped with a card payment system should not be blamed or sanctioned if it cannot be used.
621	25/02/2026 6:31 PM ID: 291605867	Money should be paid in to a central account and distributed based on fares submitted
622	25/02/2026 9:43 PM ID: 291614676	The only reason for not taking card payments is if drivers wish to hide their income. Card payments should be mandatory for the good of HM Treasury and the good of the customers.
623	26/02/2026 4:06 PM ID: 291680154	They should do it
624	26/02/2026 11:16 PM ID: 291703781	No. This should not even need consultation. Council should unilaterally enforce the change.
625	27/02/2026 1:03 PM ID: 291733850	Way Forward

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
626	02/03/2026 6:57 AM ID: 291830163	Cashless society gives too much power to the banks. Cash is freedom. Cash works every time
627	04/03/2026 10:32 PM ID: 292109799	This is an absolute must. It would help tourism, workers, and most of all young people trying to get home. I'm shocked it's taken this long to consult. Please do something about it.
628	04/03/2026 11:30 PM ID: 292111537	We are in a changing world and taxi drivers have to Move with the times. Any company now that doesn't accept Card spells out tax fraud ….not everyone declares all their income and a card system mean that payments are traceable
629	05/03/2026 7:42 AM ID: 292122169	Move with the times no one carries cash these days
630	05/03/2026 5:00 PM ID: 292183984	It should be up to the driver how he wants paid
631	05/03/2026 6:38 PM ID: 292190900	Essential for public safety
632	07/03/2026 1:44 PM ID: 292297188	Taxi drivers are self employed sole traders running their own business, and as such should able to choose which methods of payment they accept, or not, the same as all other business owners are.
633	08/03/2026 10:13 PM ID: 292341375	Taxi drivers will also lose out on money as they are charged fees for accepting credit/debit cards which means they are actually getting less than the fare.
634	10/03/2026 12:22 PM ID: 292443956	As I said in above comments, card payments should be part of our licensing conditions with checks being done by our Enforcement Officers and penalties handed out to drivers who refuse customer's this facility!
635	13/03/2026 7:39 AM ID: 292708055	It's 2026. Take card. Now I get in the car and don't ask prior then when they drop me off 2/3 or them have gotten aggressive about it.
636	13/03/2026 1:10 PM ID: 292734252	The taxi industry offer a terrible service to begin with. To insist on cash only is just another excuse for tax evasion.
637	13/03/2026 1:16 PM ID: 292733794	Introducing a clear and enforceable requirement for card payments would improve reliability and transparency for passengers. Many people now expect to be able to pay electronically, and taxis should be able to offer the same level of convenience as other transport services. Ensuring that advertised payment options are genuinely available in practice would increase passenger confidence in the taxi service and improve the overall experience for residents and visitors. From a passenger perspective, it is frustrating to rely on card payment being available only to be told at the point of travel that it cannot be accepted. Reliable card payment options are also important from an accessibility perspective. Not all passengers are able or comfortable carrying cash, and some people rely primarily on electronic payments. Ensuring that taxis consistently accept card payments would make the service more accessible and inclusive for a wider range of passengers, including residents and visitors who may not have access to cash.
638	13/03/2026 4:51 PM ID: 292752726	I have found it impossible to get a taxi in recent years without booking an Uber - every time I've tried to get a taxi at a taxi rank, I've been refused by every vehicle unless I say they can take me to a cash machine (and incur extra time/mileage/cost on the meter) en route. I try and use public transport but it is frightening to be left stranded unexpectedly as a single female late at night just so some people can disguise their true income.
639	13/03/2026 6:05 PM ID: 292757577	There's no reason for them not to accept card payments in 2026.

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640	13/03/2026 6:59 PM ID: 292759872	Requiring taxi drivers to accept credit and debit card payments is a positive step. Many passengers rely on card or contactless payments, and it helps make taxi services more convenient, modern, and accessible
641	13/03/2026 9:54 PM ID: 292765779	It's 2026. They only dodge card for one reason. They are aggressive and demanding.
642	13/03/2026 11:13 PM ID: 292767379	If they are forced to use card then I will use taxis again. Right now I do all I can to not use them.
643	14/03/2026 9:32 PM ID: 292790936	Maybe they could also stop their racist rants?
644	17/03/2026 6:51 PM ID: 292963240	noe so long as it is notcredit card only
645	18/03/2026 3:01 PM ID: 293026448	In today's day and age, this should be a given
646	19/03/2026 5:24 PM ID: 293166874	It is the fair and equal thing thing to do and the world is moving away from cash payments in many other areas
647	29/03/2026 10:41 AM ID: 293840584	I have no idea why this is even a consultation that costs money to Glasgow City Council. How on earth are tourists that will come to Glasgow for the commonwealth games expected to navigate the personal vagaries and huffs of taxi drivers when they visit the city. Shocking that we don't have up to date and modern ways of doing this. People will just use Uber.
648	30/03/2026 10:39 AM ID: 293879864	In this day and age if a taxi driver doesn't want to accept credit card payments then what's the big deal the customer only has to go to the next taxi in line
649	30/03/2026 10:39 AM ID: 293879677	It stops customers from having to search for a cash machine as there's not many of them now compared to years ago.
650	30/03/2026 10:40 AM ID: 293879589	Just make them do it ,or suspend their licenses
651	30/03/2026 10:43 AM ID: 293880263	It the way forward i have 3 taxi license in Glasgow
652	30/03/2026 10:44 AM ID: 293879584	No
653	30/03/2026 10:46 AM ID: 293880387	It's 2026 if this isn't brought into Play the problems and public complaints about Will continue for years to come . It's a plague on the taxi industry .
654	30/03/2026 10:46 AM ID: 293880473	Both cash/csrd
655	30/03/2026 10:50 AM ID: 293880141	A don't mind taking card payments it's the transaction fess that all amount up at the end of the financial year
656	30/03/2026 10:52 AM ID: 293880797	Unfortunately this is the way most people pay nowadays ,especially visitors , its a slight on the city because there turning people away on the Pre text that they dont take card, it is the 21st Century not the 1980s
657	30/03/2026 10:52 AM ID: 293880871	In London, the terminal is fixed in the passenger area of the cab and linked directly to the meter. This is the best system but may come at a cost?
658	30/03/2026 11:03 AM ID: 293880500	If taking payment by card at the end of the week or weekend the driver will have to wait until the middle of the following week for payment
659	30/03/2026 11:04 AM ID: 293882117	Mandatory on holding a Taxi/private hire badge no exceptions.
660	30/03/2026 11:06 AM ID: 293882408	No

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661	30/03/2026 11:11 AM ID: 293879969	Let it run naturally as drivers retire and new drivers appear the younger generation will accept this is part of the job considering most of the cabs are using them at present
662	30/03/2026 11:25 AM ID: 293883739	Cost of equipment for drivers
663	30/03/2026 11:25 AM ID: 293883784	Better for our visitors to glasgow .
664	30/03/2026 11:44 AM ID: 293884823	Any driver who refuses to be reported to enforcement
665	30/03/2026 11:51 AM ID: 293886565	Cash or card drivers choice
666	30/03/2026 11:56 AM ID: 293886825	No
667	30/03/2026 11:56 AM ID: 293886223	It should be in the driver’s interest to do so. There should not be a financial disincentive
668	30/03/2026 11:57 AM ID: 293887227	It is really up to the customer which way they wish to pay
669	30/03/2026 12:02 PM ID: 293882080	It’s something that must happen as tourists and customers deserve to come to Glasgow and be welcomed with no issues instead of being knocked back by multiple taxis.
670	30/03/2026 12:05 PM ID: 293887521	Should be drivers choice
671	30/03/2026 12:09 PM ID: 293888109	No
672	30/03/2026 12:16 PM ID: 293888755	Some drivers use this as an excuse for not taking short hires I think
673	30/03/2026 12:47 PM ID: 293890386	No
674	30/03/2026 12:49 PM ID: 293891471	Absolutely no problem taking them if customers pay the charge.
675	30/03/2026 1:08 PM ID: 293892173	Yes. It would help stop the naughty ones from overcharging. A common complaint these days
676	30/03/2026 1:08 PM ID: 293892869	Only reason that drivers refuse cards is to hide their earnings Every other walk of life accepts
677	30/03/2026 2:10 PM ID: 293899522	Should not be made to accept cards as it cost driver only ones that benefit is the banks and card companies not fair to force us to lose money
678	30/03/2026 2:11 PM ID: 293900255	Not fair these drivers should cherrypick jobs not a fair system.
679	30/03/2026 2:25 PM ID: 293900415	If the taxi trade is to survive all drivers must accept card by means of payment too many members of the public are being turned away from taxis and turning to private hire because they are seen as more accessible
680	30/03/2026 2:33 PM ID: 293901705	There should always be a choice to accept cards or not.a few weeks ago the machine was down at the test centre and the driver was met with a sign CASH ONLY
681	30/03/2026 4:18 PM ID: 293913157	It must be a reliable machine from a professional company that takes responsibility unlike a certain type of Hackney company in Glasgow who distances themselves from any responsibility when contactless machines don't work due to bad management leaving owners and drivers out of pocket.

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
682	30/03/2026 4:37 PM ID: 293916034	I personally think it is the right thing to do as not everyone carrys cash and furthermore for people to accept/ refuse because of journey destination/mileage should never be a factor
683	30/03/2026 4:39 PM ID: 293915906	If the council decides to make it mandatory for taxi drivers then they will need to make it mandatory for every single business. I would imagine there would be legal ramifications in trying to force private businesses into taking card payments
684	30/03/2026 6:35 PM ID: 293924387	Just that it should not be freedom of choice
685	30/03/2026 7:46 PM ID: 293928794	Drivers have to get with the times. Unfortunately most people dont carry cash anymore. So whilst I tend to agree that all taxis should have a card paying facility. There should always be a place in society for cash payments.
686	30/03/2026 7:50 PM ID: 293928513	Refer to above.
687	30/03/2026 8:13 PM ID: 293930214	no
688	30/03/2026 9:11 PM ID: 293932297	Cash is legal tender
689	31/03/2026 12:47 AM ID: 293938716	I Should have the same conditions as other businesses
690	31/03/2026 5:09 AM ID: 293947868	Everyone one should accept card payments
691	31/03/2026 6:44 AM ID: 293953809	Card payments are already operational for private hire competitors, and in fact the only payment option for some, such as uber. Having the option to pay by card is long overdue.
692	31/03/2026 7:05 AM ID: 293955326	Taxi drivers who refuse to use card payments suggests under declaring their earnings. Why should they not be contributing to the upkeep of the country when others do?
693	31/03/2026 7:06 AM ID: 293955398	Tourists expect it. Cash transactions are outdated.
694	31/03/2026 7:25 AM ID: 293956336	Just as I said above.
695	31/03/2026 7:45 AM ID: 293958429	That there is no card payment surcharge. Taxis are expensive enough.
696	31/03/2026 7:46 AM ID: 293958410	I'm concerned about potential fraud and tax evasion if current practices continue.
697	31/03/2026 7:57 AM ID: 293958543	You have to wait a few days for payment and some drivers may get not be in a position to wait for money as of a day or night you can be paid only in cards on any one shift
698	31/03/2026 9:19 AM ID: 293967116	I deliberately avoid getting black cabs and choose Uber etc instead because of the difficulty of paying by card
699	31/03/2026 9:41 AM ID: 293968888	Taxi drivers should be made aware of card payment platforms with low fees and operating costs.
700	31/03/2026 9:47 AM ID: 293969702	It's a commonly held belief that taxi drivers are reluctant to accept card payments because cash makes it easier for them to under-report their income. Whether or not this is true, I obviously don't know, but in an era when traditional taxis are being pushed out by ride share apps – all of which take payment through electronic means – street taxis will only become less and less relevant if they don't accept card payments.

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701	31/03/2026 11:08 AM ID: 293979111	No.
702	31/03/2026 12:05 PM ID: 293985096	No
703	31/03/2026 2:39 PM ID: 294006244	It's a safer option for all involved, includinf taxi drivers where they aren't seen as potential targets for robbery.
704	31/03/2026 2:49 PM ID: 294007217	Cash or card should both be available, but if a customer decides/requires one over the other there should be an obligation to accept.
705	31/03/2026 3:12 PM ID: 294008675	As I've mentioned before, it's utterly ludicrous that we can't pay buy card. It's putting women at risk at night time by leaving people stranded. Taxi drivers want cash because they can put whatever income they like on their self assessment. I could not care less whether taxi drivers have to pay a surcharge. Life is tough for everyone else out there too!
706	31/03/2026 4:28 PM ID: 294018885	I think cabs should have to accept card payment it's becoming increasingly rare for people to pay by cash and people will increasingly use things like uber rather than licenced taxis
707	31/03/2026 5:09 PM ID: 294023640	It should be mandatory to prevent tax fraud.
708	31/03/2026 6:16 PM ID: 294030788	It's about time!
709	31/03/2026 8:54 PM ID: 294045339	Other than it should be introduced, no.
710	31/03/2026 9:54 PM ID: 294050223	Mandatory that they offer it. Make it so that the system is connected to the meter and make it so that every taxi must display notification they accept card payments.
711	31/03/2026 10:37 PM ID: 294052245	Glasgow is stuck in the past. Taxi drivers not accepting card is embarrassing, outdated, and probably criminal. They take advantage of vulnerable and inebriated people every single day. They are quick to complain about companies like Uber coming in to steal their lunch, but what do they expect when with Uber I can see exactly where my taxi is at all times, predicted route, cost and time in advance, and there is no negotiating on price as soon as I get in the taxi, or heavy handed bullying tactics to get me to overpay in cash? Modernise the taxis, modernise public transport, stop treating Glasgow like it's some tiny village stuck in the 90's.
712	31/03/2026 11:23 PM ID: 294054747	Can't support enough. It's a legalised racket when drivers jack up prices for vulnerable riders. Much harder to do when all transactions are logged on card There's zero downside and enormous upside. Let's bring them kicking and screaming into the present.
713	01/04/2026 7:14 AM ID: 294065871	Needed.
714	01/04/2026 11:30 AM ID: 294082752	It is a safe issue for Women. It is dangerous to have to find a Bank machine to withdraw cash from alone, drunk or sober! I have felt unsafe having to drive to several bank machines whilst in the taxi, just to get cash- also adding to the fare.
715	01/04/2026 12:19 PM ID: 294088231	Should be mandatory as most people do not carry cash around.
716	01/04/2026 3:50 PM ID: 294111689	i think it's well past time to mandate they accept them. also helps with people who are fiddling tax
717	01/04/2026 4:11 PM ID: 294113674	In this day in age when the majority of people pay by card it is frustrating and inconvenient to have to let several cars go because they won't take card payment. It is always the same reason - my card machine not working.

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718	01/04/2026 4:13 PM ID: 294113798	It would be a very positive step for Glasgow
719	01/04/2026 7:27 PM ID: 294129002	Card payment machines must be secure
720	02/04/2026 12:04 AM ID: 294139701	No
721	02/04/2026 8:40 AM ID: 294153345	No
722	02/04/2026 2:27 PM ID: 294185145	Not having large amounts of cash is much safer for customers and taxi drivers alike.
723	03/04/2026 9:27 AM ID: 294224881	This is a safety issue - most people will have a card on them and being refused could put them in a vulnerable position It is also a reputational issue. Not accepting card makes things difficult for tourists. It is behind the times
724	04/04/2026 9:12 AM ID: 294253959	It's a disgrace that they don't.
725	05/04/2026 10:58 AM ID: 294281432	None
726	05/04/2026 5:54 PM ID: 294291339	Be kind if someone discloses a disability.
727	06/04/2026 2:56 PM ID: 294312516	None
728	07/04/2026 11:55 PM ID: 294403385	Not sure how fees work for charging via card but maybe a trip distance/predicted fare could have a minimum distance/spend.
729	08/04/2026 11:27 AM ID: 294428140	Safer for drivers not carrying a large sum of cash about, and better accountability.
730	08/04/2026 8:01 PM ID: 294489642	For public safety, taxi drivers should accept both cash and card. The service they provide should be open to all who can pay - regardless of whether by cash or card.
731	22/04/2026 12:31 PM ID: 295341796	None
732	30/04/2026 10:37 AM ID: 295881080	Taxi drivers should make it blatantly obvious that they do not accept card payments when entering the vehicle. When they refuse once the journey has commenced, this is effectively holding the passenger hostage as the requirement to stop at an ATM and withdraw cash is deemed the only option. this in itself poses problems as now contactless/ApplePay is the norm, there are a significant proportion of people who do not even carry a debit or credit card on their person for such withdrawals.
733	30/04/2026 10:47 AM ID: 295882824	No.
734	30/04/2026 3:08 PM ID: 295916914	I've been left alone as a woman feeling vulnerable as taxis have not taken me to no cash.
735	07/05/2026 9:28 PM ID: 296376549	If I was a cab driver, I can't imagine wanting to limit by business.
736	07/05/2026 9:36 PM ID: 296376675	People stopped carrying cash years ago. Blame covid
737	07/05/2026 9:38 PM ID: 296376928	It should be mandatory

5. Do you have any other comments on the possible requirement for Taxi Drivers to accept payment of fares by credit/debit card?		
738	07/05/2026 9:41 PM ID: 296376842	I feel as being partially sighted and be able to be independent it is a must for cards to be accepted In all taxis. I always have to use my local company in East Dunbartonshire as I cannot be sure Glasgow cabs will be able to take card.
739	07/05/2026 9:41 PM ID: 296376837	Option of both card & cash
740	07/05/2026 9:48 PM ID: 296377230	As above.
741	07/05/2026 9:55 PM ID: 296377390	I don't think it should be mandatory as a lot of young people still use cash, my daughter carries cash so she doesn't risk losing her bank card when out.
742	07/05/2026 9:58 PM ID: 296377575	It should be an option as well as cash payment
743	07/05/2026 9:59 PM ID: 296377634	Taxi drivers often overcharge and ask for cash upfront. Card payments may help to monitor this.
744	07/05/2026 10:01 PM ID: 296377721	Why is this a debate?
745	07/05/2026 10:25 PM ID: 296378404	Regular checks to ensure payment machines are legal and nitbused to clone passengers cards
746	07/05/2026 10:27 PM ID: 296378502	i think it should be mandatory as everything else is card
747	07/05/2026 11:26 PM ID: 296379758	N0
748	07/05/2026 11:40 PM ID: 296379922	Make it fair for everyone. I understand many don't because the cost of card machine etc come out of that fare but surely the loss of customers to ride apps is worse. Older people might use cash but let's be real, they're dying out and taxis will soon need to get with the times or be out a job
749	08/05/2026 5:12 AM ID: 296381992	Been refused to pay with card when machine clearly in the front seat
750	08/05/2026 6:26 AM ID: 296382494	This would increase the number of taxi journeys undertaken significantly, more taxis needed. This should also apply to private hire drivers.
751	08/05/2026 6:49 AM ID: 296382826	Sadly its a sign of the times . My own adult daughter has learning difficulties and no money skills I use black cabs for safety and card machines are easy for her and less stress
752	08/05/2026 7:32 AM ID: 296383766	I feel the insistence on use of cash is simply to allow criminal behaviour or tax evasion. I work for a public service and don't get the option to be paid in cash so why should taxi driver.
753	08/05/2026 8:12 AM ID: 296384691	Too many drivers only accepting cash or fixed price by not turning on meter if credit card was accepted this would ensure meter being used.
754	08/05/2026 9:12 PM ID: 296438877	NA
755	10/05/2026 6:34 AM ID: 296466322	I would rather pay by card than search around for cash, if they don't accept they will loose business.
756	14/05/2026 8:52 PM ID: 296915789	No
757	15/05/2026 11:24 PM ID: 297049968	This is a must for lone customers late at night
758	26/05/2026 2:51 PM ID: 297660315	Please ensure this is implemented. Common perception from residents and visitors that drivers are constantly tax dodging by 'only accepting cash' or pretending their machine is broken.

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759	29/05/2026 10:33 AM ID: 297820063	Please implement as soon as possible
760	29/05/2026 10:34 AM ID: 297820050	Yea
761	29/05/2026 10:38 AM ID: 297820070	Speaking to taxi drivers, if private cars can have the customer card details before the get in the cab, why can customer's do the same and call a cab.
762	29/05/2026 10:40 AM ID: 297820375	No
763	29/05/2026 10:42 AM ID: 297820306	No
764	29/05/2026 10:42 AM ID: 297820137	No. I'm all for credit card payments becoming mandatory and would be in favour of card readers being installed on partition screen the same way they do in london
765	29/05/2026 10:43 AM ID: 297820079	It's important taxi drivers accept all forms of payment in order that a uniform service is given across the city to benefit both customer and taxi driver.
766	29/05/2026 10:46 AM ID: 297820814	I think it's right thing to do it 2026 now if don't want to take find another job
767	29/05/2026 10:48 AM ID: 297820882	Should accept them but card companies should lower their fees
768	29/05/2026 10:54 AM ID: 297820059	Taxi Drivers should have the same rights as all other small businesses whether to accept card payments or not.
769	29/05/2026 10:57 AM ID: 297821194	No
770	29/05/2026 11:04 AM ID: 297820952	No single card reader provider should be allowed to supply the fleet. Many operators have long standing agreements with card reader companies and should be allowed to continue as such.
771	29/05/2026 11:18 AM ID: 297822692	Make them do it as part of license condition ,I recommend licensing board come down to west George st rank or central station rank and just ask drivers you will see the usual suspects refusing card payments when it suits ,personally I am sick of it
772	29/05/2026 11:19 AM ID: 297822621	No matter what must take card payment
773	29/05/2026 11:21 AM ID: 297823021	No
774	29/05/2026 11:22 AM ID: 297823057	Yes it should be mandatory as part of your taxi/private hire licence/badge.
775	29/05/2026 11:26 AM ID: 297823329	Would be more acceptable if it applied to all businesses equally in Glasgow including gcc and big changing to cash on a whim
776	29/05/2026 11:34 AM ID: 297823721	Should be up to the driver to accept or decline card payments
777	29/05/2026 11:41 AM ID: 297820206	Are all GCC licensed businesses being forced to take card payments?
778	29/05/2026 11:44 AM ID: 297824217	I would strongly oppose any proposal that seeks to mandate a specific payment provider, payment device, software platform, or technological solution. The licensing authority's role is to set standards and outcomes, not to dictate commercial arrangements or technology choices. The requirement should be that passengers can pay by credit or debit card. Beyond that, the choice of provider, equipment, and processing solution should remain entirely with the licence holder.

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		Payment technology is a fast-moving and highly competitive sector. Costs, functionality, security features, and consumer preferences change regularly. Any attempt by the Council to prescribe a particular solution risks creating unnecessary costs for drivers, restricting competition, and locking the trade into systems that may become outdated long before any licensing condition is reviewed or amended. The trade has consistently demonstrated its ability to adopt new technology where there is a genuine operational or customer benefit. The market is far better placed than the licensing authority to determine which payment solutions offer the best value, reliability, and service. Accordingly, any condition should be drafted in the broadest possible terms and focus solely on the outcome that passengers are able to pay by card. The Council should avoid any involvement in specifying or approving particular payment devices, providers, software platforms, banking arrangements, or transaction processing methods.
779	29/05/2026 11:55 AM ID: 297825462	Customer should pay the fee
780	29/05/2026 12:00 PM ID: 297825645	No
781	29/05/2026 12:01 PM ID: 297825435	No
782	29/05/2026 12:06 PM ID: 297825890	I would really encourage Glasgow city council to push forward with this and make it mandatory that every taxi and PH vehicle cannot operate unless it has an active card terminal.
783	29/05/2026 12:13 PM ID: 297825722	Yes Let the passenger pay the charge if the want to use their card
784	29/05/2026 12:37 PM ID: 297827744	Eventually all taxis will need to have these card terminals. About half of all my fares are paying this way. In 12 months, this will inevitably be more anyway. Therefore more taxis will require these to operate a taxis buissiness.
785	29/05/2026 12:51 PM ID: 297829094	Yes all taxis should have them especially for the tourists who don’t realtor carry cash
786	29/05/2026 12:54 PM ID: 297829007	Some people prefer to pay cash some people prefer to accept cash. The council should perhaps focus on more important issues instead of making mountains out of molehills
787	29/05/2026 12:58 PM ID: 297829321	Sooner its implemented the better Taxi trade is losing business because drivers are refusing card payments on the ranks
788	29/05/2026 1:03 PM ID: 297829606	No
789	29/05/2026 1:12 PM ID: 297830357	There must be choice in society. The customer has a choice AND so should the provider.
790	29/05/2026 1:18 PM ID: 297830605	See my full comment above
791	29/05/2026 1:47 PM ID: 297832258	Back to being able to judge genuine credit card users it should be our choice.
792	29/05/2026 1:57 PM ID: 297833032	No
793	29/05/2026 2:23 PM ID: 297835359	It shouldnt be forced on them it should be their choice

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794	29/05/2026 2:45 PM ID: 297837080	Make it a condition of their licence
795	29/05/2026 5:03 PM ID: 297848272	This is service they must accept
796	29/05/2026 5:52 PM ID: 297852324	None
797	29/05/2026 6:12 PM ID: 297853054	Yes , picking up drunk people usually best to get cash up front or agree set price if going outside of city boundaries. It would be an inconvenience giving them back any due change if any or getting paid any extra if due. 30 years experience of night shift drink and drug fuelled passengers are not the easiest to reason with .
798	29/05/2026 7:24 PM ID: 297856719	Most younger members of the public expect taxis to have a card payment facility. The taxi trade must move with the times and if drivers don't implement this by themselves then the licence committee should implement this asap.
799	29/05/2026 9:24 PM ID: 297820258	If I can get paid in advance then Yes like Uber and other platforms
800	30/05/2026 9:32 AM ID: 297874409	Get on with it. These people are holding the town back.
801	30/05/2026 10:49 AM ID: 297876986	Nope
802	30/05/2026 3:44 PM ID: 297886412	I believe that drivers who do not accept card payments are driving customers away especially when card payments are are now a preferred method of payment from most of the general public
803	31/05/2026 11:38 AM ID: 297908365	I think the council need to look at issues such as how many times has refusing a card became a problem for the customer. Is it significant and if not then why impose a condition on all taxi drivers.
804	31/05/2026 3:58 PM ID: 297915470	Yes , ensure if this become mandatory that it is not ignored by city centre drivers with "machine broken" and overcharging extra fees , most of the constant ongoing abusive issues created by certain city centre drivers could be resolved by "mystery shopper" but a decade after being announced by leader of council and chief of police it is still not being implemented , the council is allowing abuses to take place by lack of enforcement and the characters who break the rules are emboldened by their lack of action.
805	31/05/2026 7:43 PM ID: 297837900	This should remain the choice of the self employed person as is the case with other licensed businesses in the city.
806	31/05/2026 9:18 PM ID: 297924353	Makes it fairer for all.people to take hires rather than say we don't take card,customer should have a choice if they want to pay by card or cash.
807	31/05/2026 9:24 PM ID: 297924385	Many taxi drivers already accept card payments. There is no need for it to be a mandatory condition of licence.
808	01/06/2026 12:37 AM ID: 297927543	While card payments can improve convenience for passengers, any requirement should be fair and practical for taxi drivers. The costs of card machines, transaction fees, technical failures, delayed payments, and fraud risks should be considered. Cash should remain an accepted payment option so that both passengers and drivers have flexibility and choice.
809	02/06/2026 1:25 PM ID: 298065283	Cash or card should be accepted
810	02/06/2026 3:26 PM ID: 298082733	I'm driving for more than 24 years as a Hackney driver coz of this option business is not same as used to be customers are not happy.
811	10/06/2026 10:06 AM ID: 298676434	None
		answered 811

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