

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 19, 2017 1:16:03 PM
Last Modified: Thursday, October 19, 2017 1:18:17 PM
Time Spent: 00:02:13

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer **Respondent skipped this question**

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **American Express**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 5:25:11 AM
Last Modified: Tuesday, October 24, 2017 5:28:41 AM
Time Spent: 00:03:30

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

I already have a pay pal machine it helps in certain situations. I don't charge the customers although paypal charge me 2.5 %

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment, American Express, Paypal**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 7:30:17 AM
Last Modified: Tuesday, October 24, 2017 7:32:50 AM
Time Spent: 00:02:33

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

This will be significantly easier for customers to travel and safer as drivers will carry less cash. Lots of countries offer card or other forms of non-cash payment and it works very well. It should be a requirement so that taxis don't try to opt out or convince customers they don't take card in favour of cash

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 
ZIP/Postal Code 

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 9:44:47 AM
Last Modified: Tuesday, October 24, 2017 9:54:06 AM
Time Spent: 00:09:18

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

I'm a taxi driver it's a good way of taking payments if people have no cash it stops stopping at cash machines

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment, American Express, Paypal**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 11:21:12 AM
Last Modified: Tuesday, October 24, 2017 11:22:37 AM
Time Spent: 00:01:25

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

A much simpler way to pay - I rarely have cash with me and have to make a trip to a cash point if I know I'm going to need to get a taxi.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name

██████████

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 12:07:23 PM
Last Modified: Tuesday, October 24, 2017 12:09:43 PM
Time Spent: 00:02:19

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

I don't carry cash 90% of the time and pay by card as much as possible, all taxi's in Europe accept card payments with no additional charges... its time we moved with the times. I wouldn't accept PayPal as this is time consuming, contactless or chip & pin

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name



#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 2:05:31 PM
Last Modified: Tuesday, October 24, 2017 2:07:49 PM
Time Spent: 00:02:17

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Easier for customers, more likely to use taxis, and perhaps safer for drivers not having to carry lots of cash around at night.

There should be NO extra charge to customers, it's part of the cost of doing business (same as how cash has an associated handling cost). The quoted price for the journey must be what you pay, and customers must not be penalised for choosing to pay this way.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 
City/Town 

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 9:19:38 AM
Last Modified: Tuesday, October 24, 2017 4:16:43 PM
Time Spent: 06:57:04

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer **Respondent skipped this question**

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name **█**

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 8:26:25 PM
Last Modified: Tuesday, October 24, 2017 8:27:48 PM
Time Spent: 00:01:23

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Cards are the way payments are made, and it removes any risk given the high prices of taxis in Guildford, of not being able to afford a fair.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **American Express, Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 8:33:53 PM
Last Modified: Tuesday, October 24, 2017 8:36:08 PM
Time Spent: 00:02:15

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Sometimes I don't have cash but the process to accept card is sketchy eg they phone a number and have me tell them my credit card number and security code.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [Redacted]
Address [Redacted]
City/Town [Redacted]
State/Province [Redacted]
ZIP/Postal Code [Redacted]
Email Address [Redacted]
Phone Number [Redacted]

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 24, 2017 9:40:09 PM
Last Modified: Tuesday, October 24, 2017 9:40:40 PM
Time Spent: 00:00:30

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer **Respondent skipped this question**

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 25, 2017 7:47:07 AM
Last Modified: Wednesday, October 25, 2017 7:47:59 AM
Time Spent: 00:00:51

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer **Respondent skipped this question**

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, October 25, 2017 12:21:19 PM
Last Modified: Wednesday, October 25, 2017 12:25:16 PM
Time Spent: 00:03:56

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Credit/Debit cards appear to be a primary method for money payments in modern society.
I can't remember last time I used cash!

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, October 27, 2017 1:12:10 PM
Last Modified: Friday, October 27, 2017 1:13:12 PM
Time Spent: 00:01:01

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Many do not use cash as often, and so also taking card would be more reliable.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, November 03, 2017 6:37:27 PM
Last Modified: Friday, November 03, 2017 6:41:07 PM
Time Spent: 00:03:39

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Those that do accept cards should also be strongly discouraged from discouraging it's use. My work requires me to pay by company card but taxi drivers make out by doing so I'm stealing food from their kids mouths, because of fees.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 08, 2017 4:34:50 PM
Last Modified: Wednesday, November 08, 2017 4:40:49 PM
Time Spent: 00:05:59

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

This should have been implemented years ago the customer expects to pay by Credit Card as this is the 21st century. I have taken card payments for 20+ years works for me.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment** , **Paypal**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, November 08, 2017 4:46:27 PM
Last Modified: Wednesday, November 08, 2017 5:13:43 PM
Time Spent: 00:27:15

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Accept, yes - but with the reservation that the right to decline any individual card payment is at the driver's sole & absolute discretion (as any other trades-person or business is legally entitled to do so), as the risk of a declined card, the use of a stolen card, & charge backs is borne entirely by the driver - not the customer or Guildford Borough Council. Credit & debit cards represent a method of payment but are not legal tender.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Respondent skipped this question**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name	████████████████████
Address	█
Address 2	██████████
City/Town	██████████
State/Province	██████
ZIP/Postal Code	██████
Email Address	██
Phone Number	██████████

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 09, 2017 12:37:51 AM
Last Modified: Thursday, November 09, 2017 12:40:13 AM
Time Spent: 00:02:21

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

I am a disabled person and it is not always easy for me to get cash so paying by a debit card would be safer for me

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name	██████████
Address	██████████
Address 2	██████████
City/Town	██████████
State/Province	██████████
ZIP/Postal Code	██████████
Email Address	██
Phone Number	██████████

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 09, 2017 10:32:54 AM
Last Modified: Thursday, November 09, 2017 10:46:53 AM
Time Spent: 00:13:59

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

My cardcmachine is provided by my bank after a credit search etc

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**, **American Express**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City/Town [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, November 09, 2017 4:26:23 PM
Last Modified: Thursday, November 09, 2017 4:34:06 PM
Time Spent: 00:07:42

Page 1: Welcome

Q1 Which of the following are you? **A member of the taxi/private hire trade**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **No**

Q3 Please make any comments to explain your answer

As a taxi driver how will I know that the card has not been stolen, all traders can decide if they want to accept a card payment before handing over goods if taxi drivers are forced to take cards then it will not be until the end of the journey until you know that the customer wants to pay by card and you might not have taken the job if you had known finally as a SELF EMPLOYED sole trader surly it is up me how i accept payment not the local licencing authority.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Respondent skipped this question**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, November 13, 2017 9:11:53 PM
Last Modified: Monday, November 13, 2017 9:12:37 PM
Time Spent: 00:00:43

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Easier and safer as neither the passenger or driver has to carry cash/change

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name

██████████

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 21, 2017 7:54:21 AM
Last Modified: Tuesday, November 21, 2017 7:55:34 AM
Time Spent: 00:01:12

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**



Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

More convenient than using cash

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name 
Address 
City/Town 
ZIP/Postal Code 

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 21, 2017 8:21:18 AM
Last Modified: Tuesday, November 21, 2017 8:22:55 AM
Time Spent: 00:01:37

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Would the driver be made to pay the cc fees as in London it would the cc fees be added to the fare?

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**, **Paypal**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City/Town [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 21, 2017 11:56:55 AM
Last Modified: Tuesday, November 21, 2017 12:00:02 PM
Time Spent: 00:03:07

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

Card payments protect drivers from crime, and allow passengers flexibility in paying for fares. It reduces the reliability on access to cash machines. Additional costs should be absorbed by the cab companies - fares were not reduced when the price of fuel fell.

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name



#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, December 01, 2017 8:46:48 AM
Last Modified: Friday, December 01, 2017 8:47:44 AM
Time Spent: 00:00:55

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer **Respondent skipped this question**

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment**, **American Express**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, December 01, 2017 4:31:26 PM
Last Modified: Friday, December 01, 2017 4:32:33 PM
Time Spent: 00:01:06

Page 1: Welcome

Q1 Which of the following are you? **A member of the public**

Q2 Do you believe that taxis should be able to accept customer payments by credit/debit card? **Yes**

Q3 Please make any comments to explain your answer

All places take cards, so should Taxis

Q4 If taxis were required to accept payments by card, should this facility include:(select all that apply) **Contactless payment, American Express, Paypal**

Q5 Personal details (any comments made may be published by the Council in anonymised form)

*Name [REDACTED]
Address [REDACTED]
Address 2 [REDACTED]
City/Town [REDACTED]
State/Province [REDACTED]
ZIP/Postal Code [REDACTED]
Email Address [REDACTED]
Phone Number [REDACTED]
