

Dual Driver response 1:

Dear sirs

I have read your letter about the proposal to make all drivers have card payment facilities .

Like most drivers I have taken card payments for many years now and many customers like this payment method option.

However if EHC is going to make it mandatory for drivers to accept card payments I have two comments on this

1). My card sum UP facility cost me about £35 for the payment machine
Every transaction costs me 1.69% of the fare. So to cover the cost of this mandatory requirement
Taxi Fares should rise by approx 2%

2). There are some locations in East Herts where it not possible to get a signal so taking card payments is not possible for all locations
The responsibility to pay the fare MUST lie with the passenger in cash if there is no signal at the destination
eg Much Hadham and Manuden.

Regards

Licensing Team response:

Dear Mr REDACTED

Thank you for taking the time to email.

We completely agree that it is the passengers responsibility to ensure they have a means of payment (card, cash, charged phone, etc.) before commencing a journey.

Regards

Dual Driver response 2:

Dear Taxi Licensing

I have read your letter of 24th May 2023

Thank you acknowledging the point about the difficulties of card payments in areas where there is no reception.

Another problem which also arises with electronic payments is when passengers carry neither card nor cash but rely on their smartphones to pay by apple pay or similar and then their battery has died

It cannot be the drivers responsibility to have charging facilities on board to lend to the passengers at the end of the journey ?

These days many passengers do not carry any cash as a back up

So I can only repeat my concerns that in making it mandatory for drivers to have card payment facilities, the responsibility to carry cash as a back up means of payment must remain with passengers

Regards

Private Hire Drivers response:

Hi

Please note I never received this survey request previously, which may explain the low number of responses you received, as perhaps others also didn't receive it.

I have now completed the survey.

Regards