

VEHICLES FOR HIRE TAXI PRE-PAYMENT PILOT

Public Engagement Summary



August 2019

Background

The City is implementing a mandatory minimum pre-payment pilot to determine whether taxi pre-payment will reduce fare disputes between passengers and taxi drivers, identified by industry stakeholders and passengers as a source of conflict and a top safety concern. This approach is supported by the vehicles for hire advisory committee.

Taxi drivers are currently allowed to ask for pre-payment, but the pilot would require that all taxi passengers pre-pay on certain days and times.

Engagement

The City consulted with vehicles for hire stakeholders and the general public to gather input through an online survey for consideration to develop a mandatory taxi pre-payment pilot project. There were 917 respondents to the survey. The survey results do not represent a scientific sample, rather they provide a general sense of feedback on this topic for decision making purposes.

Promotion

The survey was promoted using the following methods:

- City of Winnipeg website – new webpage launched on May 6, 2019
- Stakeholder emails – sent to 1,923 stakeholders (drivers, owners, dispatchers, advocates, etc.) on May 7 and June 7, 2019
- News release – June 7, 2019
- Facebook (16,797 followers) and Twitter posts (78,700 followers) with 16,797 followers - June 7 to June 25, 2019
- Facebook and Twitter ads - June 7 to June 25, 2019
- City of Winnipeg public engagement newsletter with over 5,300 recipients - June 20, 2019

What We Heard

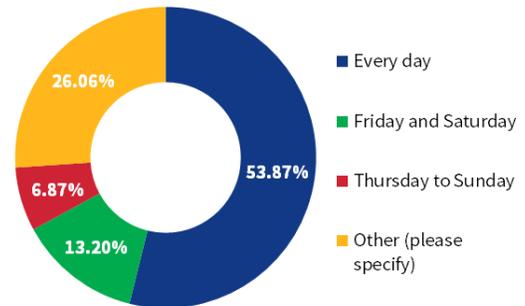
- We mostly heard from those who identified as passengers (484 of 917) and drivers (316 of 917). Other respondents included personal transportation provider driver (1), vehicle for hire owners (65), dispatchers (9), advocate or special interest groups (7), business owners (12), and other (23).

To learn more about the taxi pre-payment pilot, please visit

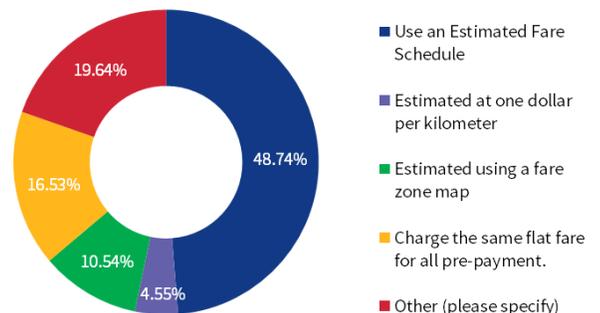
winnipeg.ca/vehiclesforhire

- Regarding days of the week for pre-payment, the most popular option was ‘every day’ (494 of 917)
- Regarding time of day for pre-payment, the most popular option was ‘other’ (359 of 917), with mostly passengers adding ‘never’ as an option (136 of 917), and mostly drivers adding ‘always’ as an option (131 of 917)
- Regarding estimating the pre-payment fare, the most popular option was ‘Use an Estimated Fare Schedule’ (407 of 835; 82 skipped)
- Regarding the pre-payment amount, the most popular option was ‘the entire estimated fare’ (387 of 835; 82 skipped)
- Regarding a maximum pre-payment amount, the most popular option was ‘I don’t think there should be a maximum amount’. (314 of 834; 83 skipped)

On which days do you think pre-payment should be mandatory?
917 responses



How do you think the pre-payment amount should be estimated?
835 responses; 82 skipped



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What We Heard*	How It Was Considered*
Create a smartphone application for pre-payment instead.	The taxi pre-payment pilot applies to those paying with cash, credit card, or debit card. The use of an app exclusively would effectively exclude those who use taxis for transportation and do not have a credit card or a smartphone. The taxi pre-payment pilot does not prevent dispatchers from creating an app for pre-payment with credit card as long as they continue to accept pre-payment via other methods.
The City should not be implementing taxi pre-payment at all.	The taxi pre-payment pilot is being implemented on a trial basis for up to one year, as one of several proposed and implemented safety measures, to determine if pre-payment will reduce fare disputes. The pilot will allow for monitoring of this approach to determine if long-term implementation makes sense.
Effective communication is required to ensure passengers are aware of the need for the pilot and the requirements of passengers.	The City is planning a public awareness campaign at the launch of the pre-payment pilot project. As well, social media and online platforms will be used to remind customers of the requirement and the rationale for requirement of pre-payment. Taxis will have information and the Taxi dispatch companies will be reminded upon bookings to let customers know. We will also notify those in the entertainment and tourism industries so they can assist in reminding passengers.
Pre-payment will cause discriminatory practices based on the passenger's race, destination, area, etc.	In order to ensure pre-payment is not implemented in a discriminatory manner, pre-payment will be mandatory for all passengers 7 days per week, between 8:00 p.m. and 6:00 a.m.
Concerns about refunding payment if the pre-payment amount is greater than the meter reading at the end of the trip. How is the pre-payment amount recorded to ensure accountability of both the driver and passenger?	Taxi drivers are required to refund the difference between any amount paid, and the meter. The meter MUST run at all times during the fare. As well, taxi drivers must be prepared to provide a receipt to the passenger for the pre-payment amount upon request. Passengers or drivers can show the prepayment amount to the camera to have it recorded.
If a passenger makes two transactions through credit or debit cards, it will be inconvenient, refunds will be challenging, and additional bank fees may apply.	This may be the case in some instances. To avoid additional fees, different methods of payment may be used for the prepayment and full fare transaction, e.g. use credit card for prepayment and pay cash for the remainder of the full fare. Similar to taking other public transportation, users should be prepared to pre-pay during the pilot project. The City of Winnipeg is working to communicate the pilot project to the general public to ensure that they are well informed and prepared with adequate forms of payment during the pilot.
Tourists' impression of Winnipeg may be negative if they are expected to pre-pay.	Those arriving to the City via the airport will be exempt from pre-payment. Otherwise, the promotion of the pilot within the taxi will provide clarity around pre-payment requirements for visitors to Winnipeg.
Pre-payment should be required every day at all times, for consistency and to avoid confusion.	In order to judge the benefits of the pilot project, we want to be able to compare times when prepayment is not required to those times when it is. The pilot will run much the same as gas stations, where there are times that prepayment is required and times that it is not. Additionally, times when prepayment is required will not interfere or impact other variables including higher traffic times such as morning and afternoon rush hours.
The taxi pre-payment pilot may protect driver safety and financial needs, but there is still a need to address passenger safety.	Reducing fare disputes is one measure to improve both driver and passenger safety. Both driver and passenger safety is addressed through other measures such as audio and video recording in taxis, improved training for drivers, driver and passenger code of conduct, and an improved complaints and accountability process.

To learn more about the taxi pre-payment pilot, please visit winnipeg.ca/vehiclesforhire

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An estimated fare schedule was the most popular option for calculating the pre-payment amount.

Although an estimated fare schedule was the most popular option on the survey, other feedback included simplifying the process to avoid confusion and reduce the chances of further disputes. To simplify the pre-payment pilot, a deposit pre-payment of \$10 for every trip was selected for the pilot.

*In addition to what we heard, a number of questions were raised and can be reviewed on the [pre-payment pilot webpage](#).

Next Steps

The taxi pre-payment pilot is expected to last nine months, beginning in early fall 2019. A public campaign to promote and clarify the parameters of the pilot will begin prior to the start of the pre-payment pilot. The pilot will be monitored and decisions around continuing the pilot will depend on the success of the pilot in reducing fare disputes.

Appendices

Appendix A – Promotional materials

Appendix B – Survey responses

To learn more about the taxi pre-payment pilot, please visit winnipeg.ca/vehiclesforhire

Appendix A – Promotional Materials

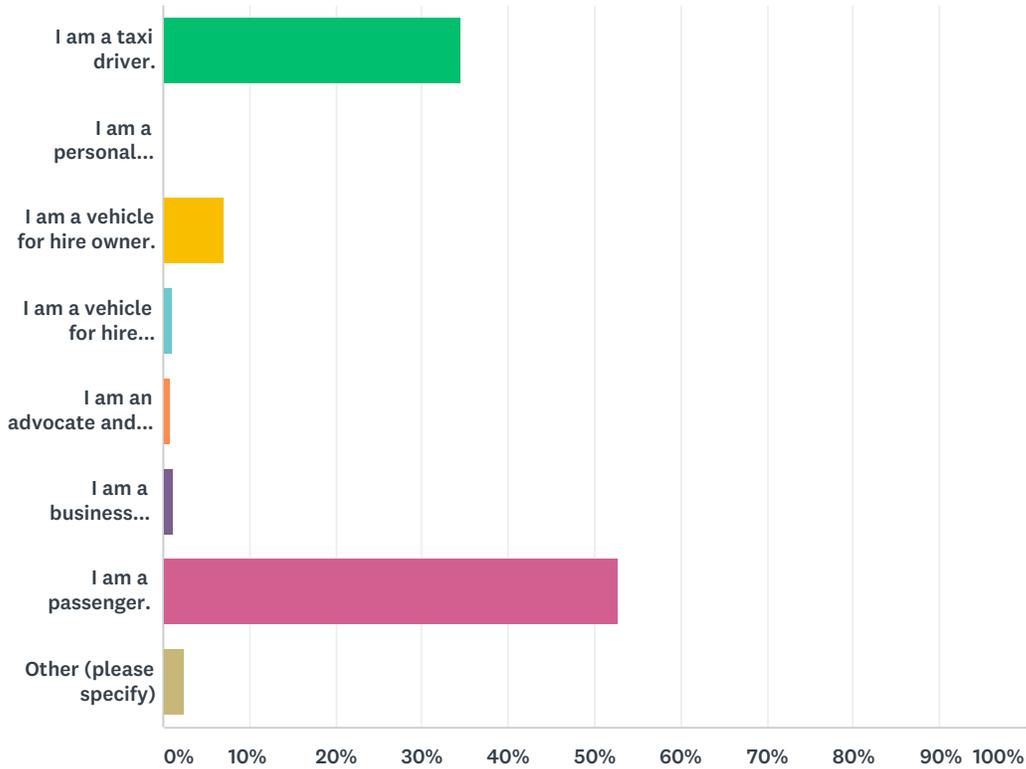
Taxi pre-payment pilot



Appendix B – Survey Responses

Q1 What is your relationship to the vehicles for hire industry in Winnipeg?
Please select the option that most closely matches your connection to the industry (select one).

Answered: 917 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a taxi driver.	34.46%	316
I am a personal transportation provider driver.	0.11%	1
I am a vehicle for hire owner.	7.09%	65
I am a vehicle for hire dispatcher/I work for a dispatch company.	0.98%	9
I am an advocate and/or represent a special interest group.	0.76%	7
I am a business owner/work at a business in an industry connected to vehicles for hire.	1.31%	12
I am a passenger.	52.78%	484
Other (please specify)	2.51%	23
TOTAL		917

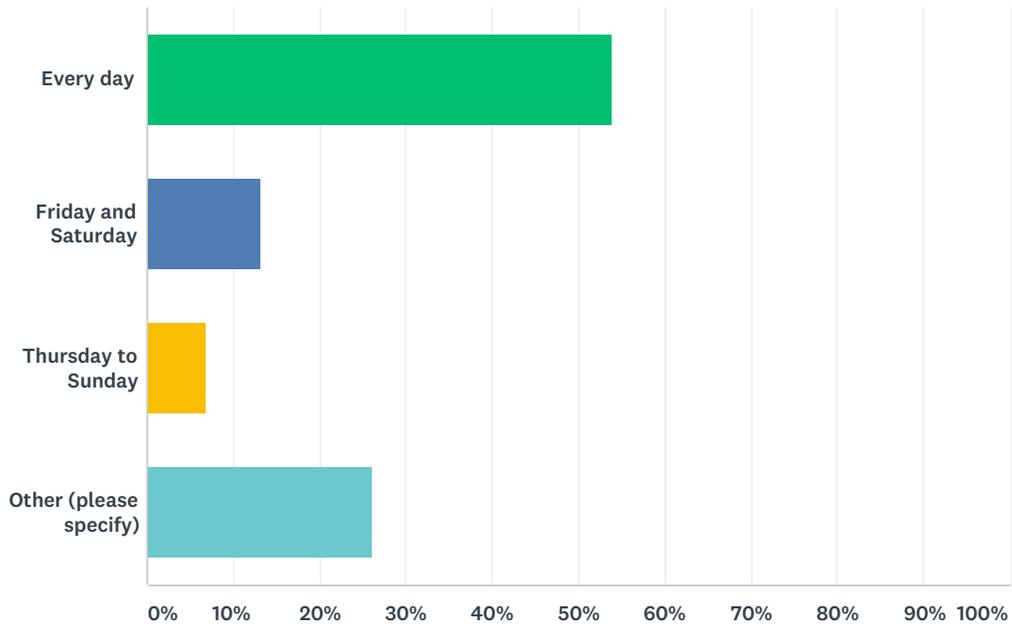
#	OTHER (PLEASE SPECIFY)	DATE
1	Citizen of Winnipeg	6/25/2019 10:11 AM
2	Fare	6/21/2019 12:20 PM
3	Pro driver	6/20/2019 7:49 PM

Taxi Pre-payment Pilot Survey

4	Concerned citizen	6/20/2019 11:38 AM
5	Citizen	6/19/2019 10:13 AM
6	every month 2 or 3 days before CCTB cheque or social assistant cheque comes out	6/18/2019 5:33 PM
7	Use bus	6/12/2019 8:35 PM
8	Have my own truck	6/12/2019 6:54 PM
9	I don't think there should be pre payment at all.	6/8/2019 4:08 PM
10	I am a citizen with no connection to the vehicle for hire industry	6/8/2019 12:30 PM
11	Passenger & saferide driver	6/8/2019 11:36 AM
12	more of an interested party	6/8/2019 11:14 AM
13	Ikwe safe rides for woman non profit	6/8/2019 10:55 AM
14	Never , bring on Uber and open things up	6/8/2019 7:13 AM
15	Concerned citizen	6/7/2019 11:40 PM
16	I used to Dispatch and Operate Taxi, Courier, and Tow Truck	6/7/2019 4:49 PM
17	Part time taxi driver.	6/7/2019 3:28 PM
18	Used to be a taxi driver	6/7/2019 1:57 PM
19	Armchair warrior/activist	6/7/2019 11:48 AM
20	I am both an advocate and passenger	5/8/2019 1:37 PM
21	Former Taxi driver	5/7/2019 2:53 PM
22	Ikwe Safe Rides director	5/7/2019 2:20 PM
23	na	5/7/2019 8:33 AM

Q2 The taxi pre-payment pilot may only be applied during certain days of the week. On which days do you think pre-payment should be mandatory?

Answered: 917 Skipped: 0



ANSWER CHOICES	RESPONSES
Every day	53.87% 494
Friday and Saturday	13.20% 121
Thursday to Sunday	6.87% 63
Other (please specify)	26.06% 239
TOTAL	917

#	OTHER (PLEASE SPECIFY)	DATE
1	Weekends	6/25/2019 9:10 PM
2	Never	6/25/2019 9:04 PM
3	Never	6/25/2019 9:04 PM
4	None	6/25/2019 7:50 PM
5	Never	6/25/2019 6:46 PM
6	None	6/25/2019 6:13 PM
7	Never	6/25/2019 5:29 PM
8	No days	6/25/2019 1:23 PM
9	None	6/25/2019 12:19 PM
10	None.	6/25/2019 11:35 AM
11	none	6/25/2019 10:42 AM

Taxi Pre-payment Pilot Survey

12	Never	6/25/2019 10:18 AM
13	Not at all	6/25/2019 10:11 AM
14	Never	6/25/2019 10:04 AM
15	Nights everyday and Friday to sunday	6/22/2019 12:44 AM
16	None	6/21/2019 12:20 PM
17	none	6/20/2019 8:07 PM
18	As a passenger, I don't care when and whether it's mandatory	6/20/2019 3:58 PM
19	Last week a cab never did show up for a trip to the airport.no trust to pay early	6/20/2019 3:45 PM
20	I am uncertain about prepaying	6/20/2019 10:51 AM
21	None	6/20/2019 10:17 AM
22	none	6/20/2019 10:16 AM
23	weekend Friday-Sunday	6/20/2019 10:08 AM
24	Never?	6/20/2019 10:04 AM
25	I don't agree with this.	6/20/2019 10:01 AM
26	If this is an "Uber type" solution, I would support everyday.	6/20/2019 9:54 AM
27	All nights between 8:30 pm and 5:30 am.	6/20/2019 9:53 AM
28	Pre-payment is not a good idea	6/20/2019 9:45 AM
29	none	6/20/2019 9:44 AM
30	Never	6/20/2019 9:36 AM
31	At the passengers convenience	6/20/2019 9:25 AM
32	None	6/20/2019 9:23 AM
33	none	6/20/2019 9:23 AM
34	None	6/19/2019 2:21 PM
35	None	6/19/2019 9:43 AM
36	I use Tapp Car. No need for pre-payment.	6/19/2019 9:31 AM
37	not sure?	6/19/2019 9:14 AM
38	Not at all	6/19/2019 9:05 AM
39	Never ,we have fight ask for upfront money anyway	6/14/2019 7:43 PM
40	NEVER	6/13/2019 4:03 PM
41	None	6/13/2019 1:00 PM
42	None	6/13/2019 11:47 AM
43	no day	6/13/2019 9:41 AM
44	none	6/13/2019 9:20 AM
45	never	6/13/2019 8:06 AM
46	None	6/13/2019 2:52 AM
47	never	6/13/2019 1:03 AM
48	None	6/13/2019 12:19 AM
49	Ideally never...if you must do it then every day	6/12/2019 10:39 PM
50	No days	6/12/2019 8:48 PM
51	None	6/12/2019 8:35 PM
52	None	6/12/2019 7:39 PM

Taxi Pre-payment Pilot Survey

53	Wkends	6/12/2019 6:54 PM
54	None	6/12/2019 6:54 PM
55	None	6/12/2019 6:38 PM
56	None	6/12/2019 6:10 PM
57	If they are going to do it then I feel like it should be at all times of the day and days of the week.	6/12/2019 5:56 PM
58	Never	6/12/2019 5:51 PM
59	None	6/12/2019 3:48 PM
60	Start with one day of the week - Fridays	6/12/2019 3:39 PM
61	NONE	6/12/2019 2:24 PM
62	I don't think there should be prepayment at all	6/12/2019 12:48 PM
63	uncertain	6/12/2019 12:29 PM
64	Not at all. It's sad that a few have ruined it for the many.	6/12/2019 12:12 PM
65	None. I do not agree with this pilot, as I also do not agree that a meter is already preset with a charge that does not include the ride.	6/12/2019 11:46 AM
66	Never. It's discriminatory. Not to mention can drivers often sexually abuse passengers or kick them out.	6/12/2019 11:12 AM
67	No days.	6/12/2019 11:05 AM
68	It should not be mandatory	6/12/2019 11:04 AM
69	This should never be applied.	6/11/2019 10:28 PM
70	None, they overcharge on pre-pay	6/11/2019 5:34 PM
71	None	6/11/2019 3:12 PM
72	None	6/11/2019 2:54 PM
73	Don't know, since I don't fully understand how this would work with payment cards (vs cash)	6/11/2019 1:44 PM
74	Sunday - Thursday (off-peak times)	6/11/2019 9:01 AM
75	Friday and sat nights	6/11/2019 8:38 AM
76	all week nights shifts	6/11/2019 3:26 AM
77	Never	6/11/2019 12:16 AM
78	Never	6/10/2019 10:28 PM
79	weekends(early morning) night time as in Edmonton as on gas bars in our city , all food stores needs cash up front before hand over your meal	6/10/2019 9:06 PM
80	None	6/10/2019 8:22 PM
81	None	6/10/2019 6:50 PM
82	None..so you are going to limit taxi usage to smartphone users?? STUUUPID!	6/10/2019 4:07 PM
83	Never	6/10/2019 3:22 PM
84	None.	6/10/2019 1:47 PM
85	Never	6/10/2019 12:27 PM
86	don't care	6/10/2019 11:43 AM
87	Never	6/10/2019 11:39 AM
88	NONE. nice survey.. saying its a done deal and forcing limited options on us	6/10/2019 10:01 AM
89	Never, switch to electronic payment	6/10/2019 9:51 AM
90	It shouldn't be	6/10/2019 8:51 AM
91	No pre-payment	6/10/2019 7:57 AM

Taxi Pre-payment Pilot Survey

92	Every day and night	6/10/2019 7:30 AM
93	Never	6/10/2019 5:03 AM
94	None	6/9/2019 9:55 PM
95	Never	6/9/2019 8:15 PM
96	None	6/9/2019 6:18 PM
97	I	6/9/2019 5:09 PM
98	Never	6/9/2019 4:38 PM
99	Never	6/9/2019 3:01 PM
100	Never	6/9/2019 10:53 AM
101	Never... no good day	6/9/2019 10:25 AM
102	None	6/9/2019 10:06 AM
103	Don't have any data to make an informed decision. Leave it to the taxi industry.	6/9/2019 9:50 AM
104	Never	6/9/2019 9:37 AM
105	You shouldn't do it.	6/9/2019 9:15 AM
106	None	6/9/2019 8:47 AM
107	Neither	6/9/2019 2:10 AM
108	Only on the day that mandatory prices are given prior to the car moving	6/8/2019 10:36 PM
109	Never	6/8/2019 10:25 PM
110	none	6/8/2019 10:00 PM
111	None	6/8/2019 8:19 PM
112	Never	6/8/2019 8:10 PM
113	Never	6/8/2019 6:01 PM
114	Never	6/8/2019 4:57 PM
115	Sine drivers are already racist towards certain races and although I understand that they are entitled to their fare, this will make the drivers attitudes worse. Only in Winnipeg is this being tried because btherr is so much racism here. dispicable.	6/8/2019 4:08 PM
116	Never	6/8/2019 4:02 PM
117	For sure on the weekends and long weekends when passengers are more likely to be out consuming alcohol. Or during festivals such as folkorama. I would suggest	6/8/2019 3:28 PM
118	never because it allows the taxi driver to decide what the trip will cost.	6/8/2019 1:17 PM
119	U	6/8/2019 12:30 PM
120	None	6/8/2019 12:29 PM
121	not really sure it should be implemented	6/8/2019 11:14 AM
122	None	6/8/2019 11:09 AM
123	Overnight	6/8/2019 10:55 AM
124	What ever days show to have the most incidents	6/8/2019 10:10 AM
125	Never	6/8/2019 10:05 AM
126	None there is no need for pre-payment	6/8/2019 9:57 AM
127	Never	6/8/2019 8:38 AM
128	When the fare is predetermined like an u er	6/8/2019 8:37 AM
129	None!!!	6/8/2019 8:11 AM

Taxi Pre-payment Pilot Survey

130	None, that's *expletive*. Taking a taxi is scary enough in this city, let alone having to give money before he does his job and gets me where I need to go	6/8/2019 8:00 AM
131	NEVER	6/8/2019 8:00 AM
132	None	6/8/2019 7:13 AM
133	Friday Saturday Sunday	6/8/2019 5:58 AM
134	It should not	6/8/2019 2:25 AM
135	Never	6/8/2019 1:10 AM
136	May be a similar credit checkup as majority of private companies do	6/8/2019 1:05 AM
137	never	6/8/2019 12:55 AM
138	Never	6/8/2019 12:09 AM
139	None	6/7/2019 10:52 PM
140	None	6/7/2019 10:45 PM
141	The days and times there are the most safety incidents	6/7/2019 10:16 PM
142	never	6/7/2019 8:43 PM
143	None	6/7/2019 8:33 PM
144	Friday, Saturday	6/7/2019 7:14 PM
145	Depends on the customer	6/7/2019 7:05 PM
146	None	6/7/2019 6:59 PM
147	Never	6/7/2019 6:50 PM
148	Not at all	6/7/2019 6:34 PM
149	None	6/7/2019 6:29 PM
150	None	6/7/2019 6:20 PM
151	None	6/7/2019 6:19 PM
152	Taxis are already doing this. At least trying to.	6/7/2019 6:14 PM
153	None	6/7/2019 6:12 PM
154	None	6/7/2019 6:05 PM
155	If you have money in your hand, the taxis should just run the meter, most taxi drivers ask for payment but DO NOT run their meter once they get the money	6/7/2019 5:50 PM
156	None	6/7/2019 5:35 PM
157	Never	6/7/2019 5:14 PM
158	Never	6/7/2019 5:11 PM
159	never, only when picking up from bar or bad address	6/7/2019 5:02 PM
160	it should not be mandatory	6/7/2019 4:58 PM
161	Never	6/7/2019 4:54 PM
162	Never	6/7/2019 4:51 PM
163	None	6/7/2019 4:50 PM
164	NEVER - not even on Sunday.	6/7/2019 4:49 PM
165	Can companies should be like Uber's and have rough estimates within a few dollars of the fare. They make they own rules late and night and when people are intoxicated	6/7/2019 4:33 PM

Taxi Pre-payment Pilot Survey

166	it should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens	6/7/2019 4:10 PM
167	Must be at night time	6/7/2019 3:58 PM
168	None	6/7/2019 3:45 PM
169	It's a poorly thought out idea.	6/7/2019 3:40 PM
170	Overnight.	6/7/2019 3:38 PM
171	It should not be implemented.	6/7/2019 3:29 PM
172	Never	6/7/2019 3:26 PM
173	Never	6/7/2019 3:24 PM
174	Weekends	6/7/2019 3:19 PM
175	Why not Uber?	6/7/2019 3:16 PM
176	Nope	6/7/2019 3:16 PM
177	Shouldn't be applied at all but if it must be Friday and Saturday nights after 2am is acceptable. Not earlier.	6/7/2019 3:13 PM
178	Majority of Taxi drivers drive unsafely or take longer routes on purpose to make extra money. Don't think any payment should be taken until you've arrived in a safely and without getting screwed over	6/7/2019 3:12 PM
179	NEVER ridiculous idea	6/7/2019 3:06 PM
180	How is this going to apply to those with taxi accounts?	6/7/2019 3:05 PM
181	non	6/7/2019 3:02 PM
182	Never	6/7/2019 2:59 PM
183	Never	6/7/2019 2:58 PM
184	None	6/7/2019 2:48 PM
185	Never. The idea is ridiculous	6/7/2019 2:46 PM
186	Not any day or time	6/7/2019 2:45 PM
187	Never	6/7/2019 2:25 PM
188	Monday	6/7/2019 2:16 PM
189	Night time	6/7/2019 2:13 PM
190	None	6/7/2019 2:11 PM
191	Night time 5 pm to 7 am	6/7/2019 2:09 PM
192	weekends	6/7/2019 2:06 PM
193	None	6/7/2019 2:05 PM
194	Never	6/7/2019 2:04 PM
195	periods where this is historically a problem (unsure of when)	6/7/2019 1:43 PM
196	Never. Get Uber. Problem solved.	6/7/2019 1:24 PM
197	I disagree and feel the passenger can get ripped off due to he said she said if prepaid....not a good idea especially if someone has medical condition in remembering ie: passenger against the word of the driver....so Not a good idea....also intoxicated people that can't remember at times would probably be taken advantage of etc...Not good idea...very bad.	6/7/2019 1:20 PM
198	None	6/7/2019 12:59 PM
199	None	6/7/2019 12:27 PM

Taxi Pre-payment Pilot Survey

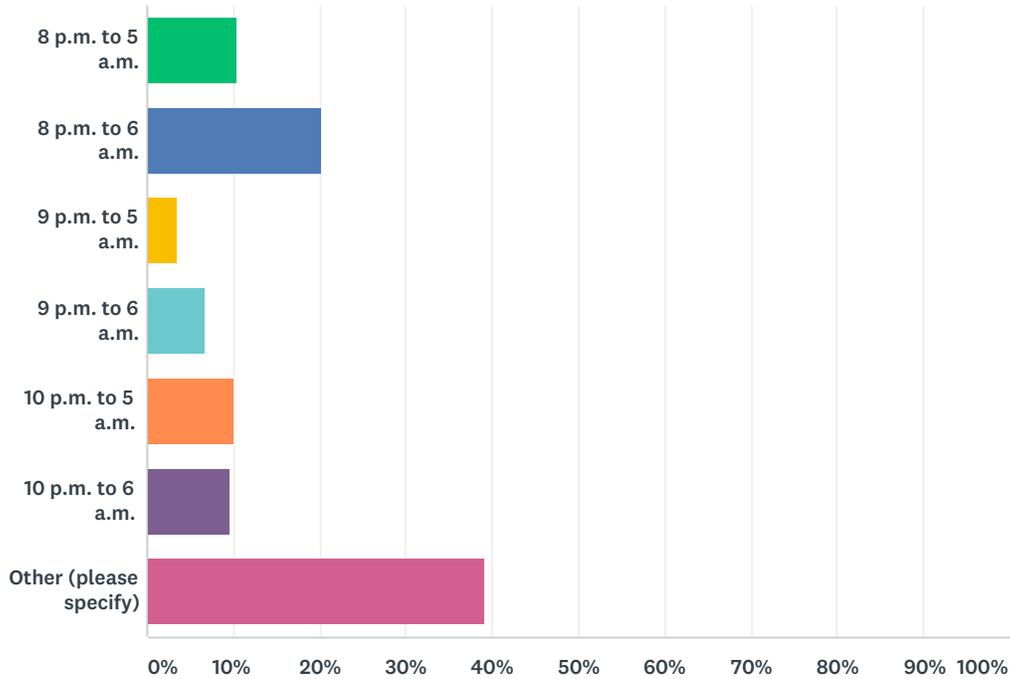
200	None	6/7/2019 12:23 PM
201	None	6/7/2019 12:10 PM
202	None	6/7/2019 12:08 PM
203	only if the passenger seems impaired	6/7/2019 12:01 PM
204	None	6/7/2019 11:56 AM
205	None	6/7/2019 11:53 AM
206	Whatever 2 days have the greatest incidents of disputes.	6/7/2019 11:48 AM
207	Night time only	6/1/2019 10:03 PM
208	Depends on simple screening categories	5/27/2019 10:32 AM
209	Every night. If customer calls taxi from other ph, then all times.	5/19/2019 12:21 PM
210	Not it all	5/15/2019 11:41 AM
211	Saturday and sunday	5/14/2019 7:19 AM
212	Any time driver feels he gonna get ripped off	5/10/2019 9:43 AM
213	If you do it that will be all the time I would not agree to change	5/9/2019 4:58 PM
214	Never	5/9/2019 10:28 AM
215	It should only be applied if it's a pre-payment program that makes sense.	5/9/2019 8:52 AM
216	It should to be applied at all as you are being exclusive of elderly people who do not have credit cards and smart phones as well as visitors who would not have a credit card registered with our taxi companies	5/9/2019 6:38 AM
217	24 hours	5/9/2019 4:57 AM
218	I m good,I don't have any problem with my passengers about the payments.	5/8/2019 7:47 PM
219	24/7	5/8/2019 5:58 PM
220	Monday to Wednesday	5/8/2019 2:22 PM
221	Should always be an OPTION	5/8/2019 1:37 PM
222	There's no certainty for type of trip on any day .	5/8/2019 1:00 PM
223	Just leave as it is	5/8/2019 12:01 PM
224	Should be voluntary	5/8/2019 11:45 AM
225	It don't need it	5/8/2019 4:15 AM
226	Nights	5/7/2019 8:28 PM
227	This should not be done as it will alienate passengers and create problems, sometimes it is important to ask for payment upfront but this should be a call a taxi driver makes on an individual basis only.	5/7/2019 7:02 PM
228	Weekend night and early morning when dark	5/7/2019 6:27 PM
229	None	5/7/2019 6:24 PM
230	For the customers are drunk or seems will not pay at destinations	5/7/2019 5:47 PM
231	Depending on what the pilot thinks of customer and pickup drop off locations	5/7/2019 5:38 PM
232	No mandatory pre-payment.	5/7/2019 4:04 PM
233	If you're going to do it, do it every day or it's just confusing.	5/7/2019 3:38 PM
234	every night	5/7/2019 3:14 PM
235	monday	5/7/2019 3:07 PM
236	Night time	5/7/2019 2:29 PM
237	Friday to Sundays and after 10pm to 8am	5/7/2019 2:15 PM

Taxi Pre-payment Pilot Survey

238	Never	5/7/2019 2:13 PM
239	na	5/7/2019 8:33 AM

Q3 The taxi pre-payment pilot will only be applied during certain hours of the day, similar to a gas bar that requires pre-payment overnight. When do you think pre-payment should be mandatory (select one)?

Answered: 917 Skipped: 0



ANSWER CHOICES	RESPONSES	
8 p.m. to 5 a.m.	10.47%	96
8 p.m. to 6 a.m.	20.39%	187
9 p.m. to 5 a.m.	3.49%	32
9 p.m. to 6 a.m.	6.65%	61
10 p.m. to 5 a.m.	10.14%	93
10 p.m. to 6 a.m.	9.71%	89
Other (please specify)	39.15%	359
TOTAL		917

#	OTHER (PLEASE SPECIFY)	DATE
1	NEVER	6/27/2019 5:35 AM
2	Saying that fare theft only occurs at night is like saying *comment removed*. You can't compare to gas stations, which has P head policy at night because they're singly staffed. It's either all the time or not at all.	6/26/2019 6:31 AM
3	10pm - 3am	6/25/2019 9:13 PM
4	Never	6/25/2019 9:04 PM
5	Never	6/25/2019 9:04 PM

Taxi Pre-payment Pilot Survey

6	None	6/25/2019 7:50 PM
7	Never	6/25/2019 6:46 PM
8	None	6/25/2019 6:13 PM
9	Never	6/25/2019 5:29 PM
10	Midnight to 5 AM	6/25/2019 1:23 PM
11	None	6/25/2019 12:19 PM
12	Always	6/25/2019 11:45 AM
13	Never.	6/25/2019 11:35 AM
14	Never	6/25/2019 10:18 AM
15	Never	6/25/2019 10:11 AM
16	24 hours. Create an app like Uber	6/25/2019 10:08 AM
17	Never	6/25/2019 10:04 AM
18	None	6/21/2019 12:20 PM
19	All day	6/21/2019 3:23 AM
20	none	6/20/2019 8:07 PM
21	11to7	6/20/2019 7:49 PM
22	24 hrs - 7 days per week	6/20/2019 5:03 PM
23	As a passenger, I don't care when and whether it's mandatory	6/20/2019 3:58 PM
24	Never	6/20/2019 3:45 PM
25	All Times	6/20/2019 2:05 PM
26	24/7/365	6/20/2019 11:49 AM
27	11 p.m. to 4:00 a.m.	6/20/2019 11:27 AM
28	All day	6/20/2019 11:15 AM
29	uncertain	6/20/2019 10:51 AM
30	all times	6/20/2019 10:46 AM
31	None	6/20/2019 10:17 AM
32	none	6/20/2019 10:16 AM
33	Never	6/20/2019 10:04 AM
34	I don't agree with this either as a female and have many concerns with this	6/20/2019 10:01 AM
35	If this is an "Uber type" solution, I would support all hours.	6/20/2019 9:54 AM
36	No prepayment	6/20/2019 9:45 AM
37	never	6/20/2019 9:44 AM
38	Never	6/20/2019 9:36 AM
39	8pm-8am	6/20/2019 9:34 AM
40	This should never be mandatory	6/20/2019 9:25 AM
41	none	6/20/2019 9:23 AM
42	none	6/20/2019 9:23 AM
43	Don't pick and choose. Make it 24-7	6/19/2019 3:16 PM
44	Never	6/19/2019 2:21 PM
45	I believe it should be in effect 24/7 it sets expectations for the passenger too	6/19/2019 11:28 AM
46	None	6/19/2019 9:43 AM

Taxi Pre-payment Pilot Survey

47	N/A	6/19/2019 9:31 AM
48	24 hours	6/19/2019 9:08 AM
49	Not at all	6/19/2019 9:05 AM
50	Any time	6/18/2019 12:42 AM
51	24 hours and 7 days	6/17/2019 7:24 AM
52	Same as above	6/14/2019 7:43 PM
53	All day.	6/14/2019 5:39 PM
54	All day everyday 24/7	6/13/2019 11:03 PM
55	NEVER	6/13/2019 4:03 PM
56	N/A	6/13/2019 1:00 PM
57	Midnight depending on area	6/13/2019 11:47 AM
58	should not be mandatory at all	6/13/2019 9:41 AM
59	none	6/13/2019 9:20 AM
60	never	6/13/2019 8:06 AM
61	None	6/13/2019 2:52 AM
62	never	6/13/2019 1:03 AM
63	none	6/13/2019 12:19 AM
64	7pm to 7am	6/12/2019 11:10 PM
65	Again, ideally nothing but if you must, then go all in all the time to keep it fair	6/12/2019 10:39 PM
66	None	6/12/2019 8:48 PM
67	Jone	6/12/2019 8:35 PM
68	No times stay as is	6/12/2019 7:39 PM
69	None	6/12/2019 6:54 PM
70	None	6/12/2019 6:38 PM
71	24 hrs per day	6/12/2019 6:35 PM
72	None	6/12/2019 6:10 PM
73	All times or no times	6/12/2019 5:56 PM
74	Never	6/12/2019 5:51 PM
75	None	6/12/2019 3:48 PM
76	24hrs	6/12/2019 3:32 PM
77	NONE	6/12/2019 2:24 PM
78	No	6/12/2019 12:48 PM
79	Never.	6/12/2019 12:12 PM
80	None. I do not agree with this pilot, as I also do not agree that a meter is already preset with a charge that does not include the ride.	6/12/2019 11:46 AM
81	Again. Never. It's just as bad as being racially profiled. It's great to know racism is still alive and proud for the city of winnipeg. Go BOWMAN!	6/12/2019 11:12 AM
82	I think It should be mandatory, never.	6/12/2019 11:05 AM
83	We need Uber	6/12/2019 11:04 AM
84	24/7	6/12/2019 9:52 AM
85	Any time, it should be the right of driver	6/12/2019 9:32 AM

Taxi Pre-payment Pilot Survey

86	Never	6/11/2019 10:28 PM
87	Everytime bcz there is no limit of bad incident happening, Incidents could happen anytime.	6/11/2019 8:36 PM
88	None, they overcharge on pre-pay	6/11/2019 5:34 PM
89	None	6/11/2019 3:12 PM
90	None	6/11/2019 2:54 PM
91	Don't know, since I don't fully understand how this would work with payment cards (vs cash)	6/11/2019 1:44 PM
92	All the time	6/11/2019 8:31 AM
93	12:00 am to 5:00 am	6/11/2019 7:54 AM
94	Also never	6/11/2019 12:16 AM
95	Never	6/10/2019 10:28 PM
96	None	6/10/2019 8:22 PM
97	Never	6/10/2019 6:50 PM
98	None..so you are going to limit taxi usage to smartphone users?? STUUUPID!	6/10/2019 4:07 PM
99	Never	6/10/2019 3:22 PM
100	None	6/10/2019 1:47 PM
101	All hours of the day	6/10/2019 1:09 PM
102	Never	6/10/2019 12:27 PM
103	All the time	6/10/2019 12:12 PM
104	don't care	6/10/2019 11:43 AM
105	Never	6/10/2019 11:39 AM
106	NONE. AGAIN.. ridiculous that you just make assumptions	6/10/2019 10:01 AM
107	Never	6/10/2019 9:51 AM
108	All day	6/10/2019 9:21 AM
109	None	6/10/2019 7:57 AM
110	24 hours	6/10/2019 7:30 AM
111	Never	6/10/2019 5:03 AM
112	24 hours	6/10/2019 4:27 AM
113	Never	6/9/2019 9:55 PM
114	Never	6/9/2019 8:15 PM
115	Never	6/9/2019 4:38 PM
116	All day	6/9/2019 3:53 PM
117	Never	6/9/2019 3:01 PM
118	24 hours	6/9/2019 11:17 AM
119	Never	6/9/2019 10:53 AM
120	Absolutely NOT	6/9/2019 10:25 AM
121	Never	6/9/2019 10:06 AM
122	Don't have any data to make an informed decision. Leave it to the taxi industry.	6/9/2019 9:50 AM
123	Never	6/9/2019 9:37 AM
124	Don't do it	6/9/2019 9:15 AM
125	None	6/9/2019 8:47 AM
126	12 am till 8 am	6/9/2019 2:26 AM

Taxi Pre-payment Pilot Survey

127	Neither	6/9/2019 2:10 AM
128	All the time	6/9/2019 12:34 AM
129	Always	6/8/2019 11:47 PM
130	At all times. As well as the full cost given prior to the car moving. Make this a fair 2way deal	6/8/2019 10:36 PM
131	11 pm to 5 am	6/8/2019 10:26 PM
132	Never	6/8/2019 10:25 PM
133	Every day All day	6/8/2019 10:22 PM
134	none	6/8/2019 10:00 PM
135	12 p.m. to 4 a.m.	6/8/2019 9:56 PM
136	All hours. Make it standard. Like Uber I as the passenger should know in advance how much it will cost. My credit card info is already given. Once the ride is complete payment goes through and I get a receipt.	6/8/2019 9:24 PM
137	24 hours	6/8/2019 8:58 PM
138	9 AM to 2 AM	6/8/2019 8:34 PM
139	None	6/8/2019 8:19 PM
140	Never	6/8/2019 8:10 PM
141	Never	6/8/2019 6:01 PM
142	Never	6/8/2019 4:57 PM
143	12 a.m. to 5 a.m.	6/8/2019 4:08 PM
144	I've heard that done genuinely honest passengers have tried to get from point A to point B where someone else is paying the fare. Not good enough for these racist drivers.. the fare	6/8/2019 4:08 PM
145	None	6/8/2019 4:02 PM
146	From dusk to dawn.	6/8/2019 3:28 PM
147	24 hours	6/8/2019 3:15 PM
148	24 hours	6/8/2019 2:11 PM
149	never because it will allow the cab driver to decide what he wants to charge for the trip. A \$10.00 trip could very quickly become a \$20.00 one. As it is some drivers don't even turn on the meter and want cash only and others take a passenger out of the way and charge for a longer trip. I know this from experience. Just because I'm 75 years old it doesn't mean I'm blind and stupid. I suggest a clamp down be put on taxi drivers and a lot less fights will occur.	6/8/2019 1:17 PM
150	6pm(from dark) to 6am(or until dark)	6/8/2019 1:10 PM
151	Either do all or nothing. So tourist know in advance	6/8/2019 12:50 PM
152	24 hours.	6/8/2019 12:42 PM
153	It should be all the time or not at all. Hours will confuse people.	6/8/2019 12:40 PM
154	None	6/8/2019 12:29 PM
155	Depending on you are taking the custmer	6/8/2019 12:08 PM
156	All The Time	6/8/2019 12:03 PM
157	once again not sure about pre-payment	6/8/2019 11:14 AM
158	Always Uber does this!	6/8/2019 10:41 AM
159	What ever times have the most incidents	6/8/2019 10:10 AM
160	Should be all hours then there are no surprises	6/8/2019 10:09 AM
161	Never	6/8/2019 10:05 AM
162	You are suggesting that anyone taking a taxi after 8pm is a crook	6/8/2019 9:57 AM

Taxi Pre-payment Pilot Survey

163	All the time too many people ripping off cabbies.	6/8/2019 9:34 AM
164	All hours of the day!	6/8/2019 9:06 AM
165	Never	6/8/2019 8:38 AM
166	On mandatory days, 24 hours	6/8/2019 8:14 AM
167	None	6/8/2019 8:11 AM
168	None. Pay when you get to where you need to go.	6/8/2019 8:00 AM
169	NEVER	6/8/2019 8:00 AM
170	If you are going to do it, make it consistent to avoid calls of stereotyping, racial profiling, etc. Why not just have it a consistent thing so it becomes the norm?	6/8/2019 7:41 AM
171	12am to 6am	6/8/2019 7:19 AM
172	5am to 8pm	6/8/2019 6:01 AM
173	None	6/8/2019 2:25 AM
174	Never	6/8/2019 1:10 AM
175	This might create a unfair environment between drivers and passengers.	6/8/2019 1:05 AM
176	never	6/8/2019 12:55 AM
177	Never	6/8/2019 12:09 AM
178	11 p.m. to 6 a.m.	6/7/2019 11:50 PM
179	None	6/7/2019 10:52 PM
180	None	6/7/2019 10:45 PM
181	The times of day there are the most safety incidents	6/7/2019 10:16 PM
182	24 hours	6/7/2019 9:26 PM
183	None	6/7/2019 8:33 PM
184	6pm to 6 am	6/7/2019 7:57 PM
185	All time	6/7/2019 7:17 PM
186	Never	6/7/2019 6:50 PM
187	24/7	6/7/2019 6:45 PM
188	Not at all	6/7/2019 6:34 PM
189	None	6/7/2019 6:29 PM
190	None	6/7/2019 6:20 PM
191	None	6/7/2019 6:19 PM
192	11pm to 5am	6/7/2019 6:14 PM
193	Never	6/7/2019 6:12 PM
194	24/7	6/7/2019 6:12 PM
195	Midnight to 6 am	6/7/2019 6:05 PM
196	12 am-6am	6/7/2019 5:50 PM
197	None	6/7/2019 5:35 PM
198	Never	6/7/2019 5:14 PM
199	Never	6/7/2019 5:11 PM
200	12am to 6am	6/7/2019 5:02 PM
201	it should not be mandatory	6/7/2019 4:58 PM
202	Never	6/7/2019 4:54 PM

Taxi Pre-payment Pilot Survey

203	All hours	6/7/2019 4:53 PM
204	Never	6/7/2019 4:51 PM
205	Never	6/7/2019 4:50 PM
206	This is 'Canada', and We are ALL on the 'Honour' System every second of every minute of every waking hour. Conduct yourself accordingly.	6/7/2019 4:49 PM
207	Have a pre determined amount!!! I have been taken long routes so the driver makes more money.	6/7/2019 4:33 PM
208	Depends on customer	6/7/2019 4:30 PM
209	11:00PM To 6:00AM	6/7/2019 4:21 PM
210	noneit should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens	6/7/2019 4:10 PM
211	11pm 4am	6/7/2019 4:08 PM
212	all times	6/7/2019 4:07 PM
213	6pm to 6am	6/7/2019 3:58 PM
214	None	6/7/2019 3:45 PM
215	When the passengers are drunk	6/7/2019 3:40 PM
216	It should not be implemented.	6/7/2019 3:29 PM
217	Never	6/7/2019 3:26 PM
218	Never	6/7/2019 3:24 PM
219	Why not Uber?	6/7/2019 3:16 PM
220	Never	6/7/2019 3:16 PM
221	2am to 6am is acceptable if it must happen	6/7/2019 3:13 PM
222	24 hours	6/7/2019 3:12 PM
223	Make Taxi driver's take more accountability first, on how they drive and how they treat the passengers and then maybe give them the courtesy of pre-paying for their benefit.	6/7/2019 3:12 PM
224	Never we have Tap we should look into Uber as well. Cabbies have too many*expletive* rights. Even contracted to airport? UNFAIR	6/7/2019 3:06 PM
225	See answer to question 2.	6/7/2019 3:05 PM
226	Whole day	6/7/2019 3:02 PM
227	non	6/7/2019 3:02 PM
228	Never	6/7/2019 2:59 PM
229	24 Hours	6/7/2019 2:58 PM
230	Never	6/7/2019 2:58 PM
231	24hr	6/7/2019 2:58 PM
232	All the time	6/7/2019 2:53 PM
233	None	6/7/2019 2:48 PM
234	Have the taxi companies create an app system where credit/debit cards are used during those times they are afraid of nonpayment	6/7/2019 2:46 PM
235	Never	6/7/2019 2:45 PM
236	24 hr	6/7/2019 2:41 PM
237	Never	6/7/2019 2:25 PM
238	Depends on customer	6/7/2019 2:22 PM

Taxi Pre-payment Pilot Survey

239	All times, to avoid confusion	6/7/2019 2:17 PM
240	None	6/7/2019 2:11 PM
241	5 pm to 7 am	6/7/2019 2:09 PM
242	None	6/7/2019 2:05 PM
243	Never	6/7/2019 2:04 PM
244	12 pm to 5 am	6/7/2019 1:58 PM
245	Whole day	6/7/2019 1:57 PM
246	Never. Get Uber. Problem solved.	6/7/2019 1:24 PM
247	not a good idea....	6/7/2019 1:20 PM
248	None	6/7/2019 12:59 PM
249	Don't adjust times make it all the time.	6/7/2019 12:45 PM
250	None	6/7/2019 12:27 PM
251	None	6/7/2019 12:23 PM
252	None	6/7/2019 12:10 PM
253	None	6/7/2019 12:08 PM
254	2 a.m. to 4 a.m	6/7/2019 12:01 PM
255	All the times	6/7/2019 12:00 PM
256	None	6/7/2019 11:56 AM
257	None	6/7/2019 11:53 AM
258	During the hours when the greatest disputes occur.	6/7/2019 11:48 AM
259	24 hours	5/30/2019 8:09 AM
260	24 hrs	5/25/2019 12:05 PM
261	7 pm to 7 am	5/22/2019 7:38 PM
262	All times of the day	5/18/2019 10:52 AM
263	24 hrs	5/15/2019 9:50 PM
264	Moore-payment at all	5/15/2019 6:27 PM
265	Only driver ask if he or she thinks that person is dont have money or some other way to pay not from	5/15/2019 11:41 AM
266	24 Horus	5/14/2019 9:52 PM
267	24 h	5/14/2019 6:27 PM
268	6 p.m to 6 a.m	5/14/2019 11:37 AM
269	8 pm to 8 am	5/14/2019 7:19 AM
270	I think that pre-payment should be mandatory 24/7 because people get cheated all the time during day and night.	5/13/2019 7:40 PM
271	all day	5/13/2019 11:17 AM
272	24 hours	5/12/2019 7:19 PM
273	24 hours	5/11/2019 7:37 PM
274	24 hours	5/11/2019 7:34 PM
275	In taxi never know what time customers could jump in to the car (taxi) it could be dispatched, or from street hauling	5/11/2019 6:43 PM
276	All day	5/10/2019 1:45 PM
277	6 pm to 10 am	5/10/2019 1:19 PM

Taxi Pre-payment Pilot Survey

278	Any time driver feels he gonna get ripped off	5/10/2019 9:43 AM
279	24 hours	5/10/2019 6:12 AM
280	At all times.	5/10/2019 1:41 AM
281	Any time	5/9/2019 8:41 PM
282	Should be on time	5/9/2019 4:58 PM
283	24 HRS	5/9/2019 11:45 AM
284	24 hours	5/9/2019 11:07 AM
285	Never	5/9/2019 10:28 AM
286	The pre-payment plan needs to make sense, which our industry does not feel it does the way it is laid out in this survey.	5/9/2019 8:52 AM
287	All day	5/9/2019 7:41 AM
288	n/a - what will visitors use if they do not have their credit cards registered with a Winnipeg taxi company. This is the issue with Tapp Cars for visitors. They are not signed up. Also some visitors do not want to use Wi-Fi when they are in the city unless it is free.	5/9/2019 6:38 AM
289	All time	5/9/2019 6:02 AM
290	24 hours	5/9/2019 5:29 AM
291	24 hours	5/9/2019 4:57 AM
292	24 hours	5/8/2019 10:50 PM
293	24 hours	5/8/2019 8:46 PM
294	I m good,no need. I don't have any bad experience about my payment.	5/8/2019 7:47 PM
295	Every time	5/8/2019 7:35 PM
296	All the time 24/7	5/8/2019 6:44 PM
297	24 hour	5/8/2019 5:58 PM
298	24/7	5/8/2019 5:02 PM
299	6 am to 600 pm	5/8/2019 2:22 PM
300	All day and night	5/8/2019 2:11 PM
301	Should always be an OPTION	5/8/2019 1:37 PM
302	No certainty for type of trip any time of the day .	5/8/2019 1:00 PM
303	all the time	5/8/2019 12:31 PM
304	Not necessary	5/8/2019 12:01 PM
305	All times	5/8/2019 6:59 AM
306	All day	5/8/2019 6:16 AM
307	24 hours	5/8/2019 4:27 AM
308	It don't need it	5/8/2019 4:15 AM
309	All the time	5/8/2019 2:08 AM
310	5pm to 5am	5/8/2019 12:16 AM
311	24 hours	5/7/2019 11:02 PM
312	6pm to 6am	5/7/2019 10:17 PM
313	All time all days	5/7/2019 9:47 PM
314	It should be valid for all the times but generally we are not asking fare upfront from everyone, point here is that if you put or present a time limit we can not ask the cash upfront afterwards but we are getting the customers without the money all around the day/night times.	5/7/2019 9:33 PM

Taxi Pre-payment Pilot Survey

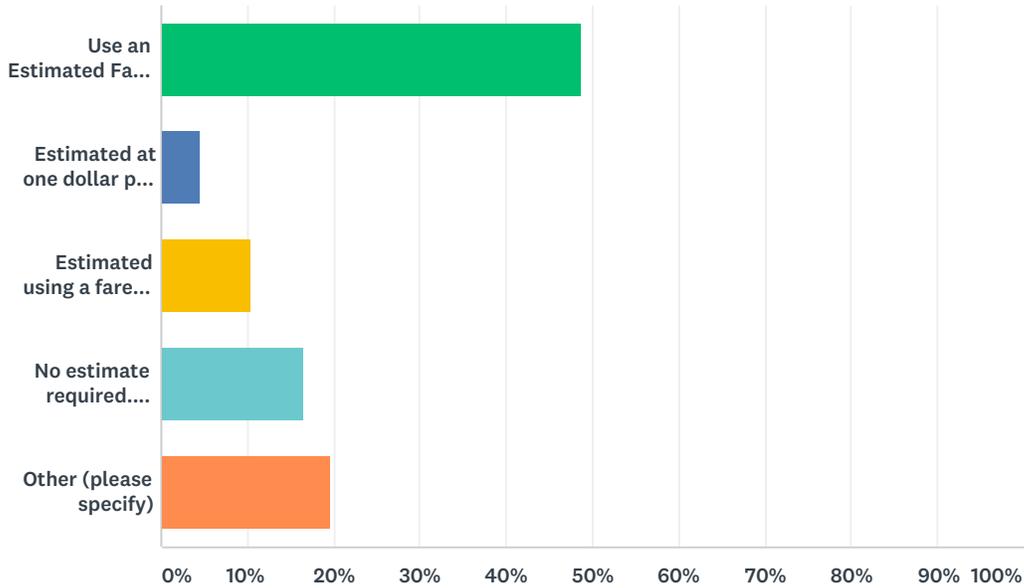
315	24 hour	5/7/2019 8:34 PM
316	Anytime up to driver	5/7/2019 7:56 PM
317	10 a.m to 4 a.m	5/7/2019 7:53 PM
318	Depend on situation	5/7/2019 7:43 PM
319	Always	5/7/2019 7:41 PM
320	24 hrs	5/7/2019 7:25 PM
321	This should not be done.	5/7/2019 7:02 PM
322	All the rime	5/7/2019 6:44 PM
323	It's depend of coustomer	5/7/2019 6:26 PM
324	None	5/7/2019 6:24 PM
325	All the time	5/7/2019 6:24 PM
326	24 hours. People pay for service transportation. When you buy a flying ticket you pay full price upfront. It should be same in taxi industry.	5/7/2019 6:14 PM
327	24 hours a day.	5/7/2019 6:13 PM
328	Will depends on factors like customers are drunk or seems will not pay at destinations	5/7/2019 5:47 PM
329	it depends on situation and depends on which area u got customer and how he dealing with you	5/7/2019 5:46 PM
330	24/7	5/7/2019 5:45 PM
331	If customer is drunk or on something it could even be a Monday morning at 8:30am	5/7/2019 5:38 PM
332	24hrs uptothedriver undercertin cercomsents	5/7/2019 5:28 PM
333	All the time	5/7/2019 5:26 PM
334	All the time	5/7/2019 5:23 PM
335	Depends on the customer not the time slot. All the time	5/7/2019 5:10 PM
336	24 hours	5/7/2019 5:06 PM
337	Anytime when driver feel Customer will not pay	5/7/2019 5:05 PM
338	11PM to 4AM	5/7/2019 5:00 PM
339	24Hrs	5/7/2019 4:28 PM
340	All the time	5/7/2019 4:11 PM
341	All day	5/7/2019 4:11 PM
342	the problem is not time specific. Driver should ask for a deposit when needed.	5/7/2019 4:04 PM
343	All the time	5/7/2019 3:46 PM
344	24 hour	5/7/2019 3:24 PM
345	24 hours	5/7/2019 3:18 PM
346	All day	5/7/2019 3:18 PM
347	24 hours	5/7/2019 3:15 PM
348	10 pm to 0300am	5/7/2019 3:15 PM
349	7PM to 7AM	5/7/2019 3:14 PM
350	24 hours	5/7/2019 3:13 PM
351	All time	5/7/2019 3:00 PM
352	24 hours if driver think he is not going to paid after ride I should ask for pre paid. Sometimes drivers rip-off in day time to	5/7/2019 2:57 PM
353	24 hour	5/7/2019 2:46 PM

Taxi Pre-payment Pilot Survey

354	24 hours daily	5/7/2019 2:23 PM
355	All time	5/7/2019 2:23 PM
356	10pm to 8am	5/7/2019 2:15 PM
357	Never	5/7/2019 2:13 PM
358	na	5/7/2019 8:33 AM
359	All times	5/6/2019 3:13 PM

Q4 The pre-payment amount could be estimated in a number of ways before the trip. How do you think the pre-payment amount should be estimated?

Answered: 835 Skipped: 82



ANSWER CHOICES	RESPONSES	
Use an Estimated Fare Schedule (uses the approximate trip distance to provide the estimated fare)	48.74%	407
Estimated at one dollar per kilometer	4.55%	38
Estimated using a fare zone map	10.54%	88
No estimate required. Charge the same flat fare for all pre-payment.	16.53%	138
Other (please specify)	19.64%	164
TOTAL		835

#	OTHER (PLEASE SPECIFY)	DATE
1	NONE. THIS IS A LUDICROUS IDEA	6/27/2019 5:37 AM
2	It should not be implemented.	6/25/2019 9:06 PM
3	No prepayments	6/25/2019 7:51 PM
4	Nothing. The problem is not can drives getting ripped off, it's that they are*comment removed*. They have no respect for their passengers.	6/25/2019 6:50 PM
5	No prepayment period	6/25/2019 6:14 PM
6	There should be no pre-payment!	6/25/2019 5:30 PM
7	Do not implement this	6/25/2019 12:23 PM
8	There should not be any estimated pre-payment.	6/25/2019 11:38 AM
9	Not at all	6/25/2019 10:12 AM
10	Don't Do it	6/25/2019 10:04 AM

Taxi Pre-payment Pilot Survey

11	Should not be used, if the driver is terrible, doesn't know where they are going or I get a "feeling about that driver" I'm not going to continue the fare, how would I get my money back?	6/21/2019 12:25 PM
12	Base on the actual amount per kilometer - where the driver actually drives the speed limit and doesn't pretend not to know the destination or fact they can pass other slower moving vehicles	6/20/2019 5:11 PM
13	Never	6/20/2019 3:47 PM
14	None	6/20/2019 10:18 AM
15	I don't agree with this either deal with the issues	6/20/2019 10:05 AM
16	Flat fares should be established like uber	6/20/2019 9:59 AM
17	Utilize an app based system of booking and payment estimation. If not app booked, using a fare zone map.	6/20/2019 9:56 AM
18	this is a terrible idea, because you are beginning from the assumption that passengers may cheat cab drivers. It is terrifying to know that this is how our city government thinks about citizens!	6/20/2019 9:49 AM
19	Do what Tapp car does	6/20/2019 9:29 AM
20	Like a gas bar... prepay a set amount, then are charged finally for what the fare actually was.	6/20/2019 9:26 AM
21	no pre-payment	6/20/2019 9:25 AM
22	N/A	6/19/2019 9:33 AM
23	10-20 dollars depending on the distance and usual cost.	6/19/2019 9:20 AM
24	Do not prepay	6/19/2019 9:06 AM
25	use estimate amount if there is a balance just return	6/18/2019 12:50 AM
26	Estimated at two dollar per kilometer. One dollar per kilometer is very low.	6/17/2019 3:02 PM
27	Ask money in advance and put on the meter	6/14/2019 7:47 PM
28	DONT CHARGE DRIVERS DONT GIVE CHANGE	6/13/2019 4:06 PM
29	None, this is a horrible idea.	6/13/2019 1:03 PM
30	no pre-payment and no flat rate	6/13/2019 9:50 AM
31	Shouldn't be estimated	6/13/2019 9:22 AM
32	none	6/13/2019 8:07 AM
33	None	6/12/2019 8:50 PM
34	We pay more than a enough	6/12/2019 7:43 PM
35	Flatrate	6/12/2019 6:57 PM
36	None	6/12/2019 6:12 PM
37	No pre-payment	6/12/2019 5:54 PM
38	This pre-payment will open up opportunities for discrimination	6/12/2019 3:50 PM
39	None	6/12/2019 12:49 PM
40	None. I do not agree with this pilot, as I also do not agree that a meter is already preset with a charge that does not include the ride.	6/12/2019 11:48 AM
41	You shouldn't.	6/12/2019 11:10 AM
42	The two taxi companies are terrible	6/12/2019 11:05 AM
43	None	6/11/2019 3:14 PM
44	None	6/11/2019 2:56 PM
45	Anything, as long as it doesn't require the cabbie's judgment about trip distance. Half the drivers here don't know major landmarks, let alone have the ability to estimate the trip distance in KM.	6/11/2019 1:50 PM
46	Distance + Time	6/11/2019 9:02 AM
47	Use fare zone map with minimum, e.g. \$15	6/11/2019 6:36 AM

Taxi Pre-payment Pilot Survey

48	As \$0	6/11/2019 12:21 AM
49	None	6/10/2019 6:52 PM
50	This question shows exactly the fallacy of implementing something like this	6/10/2019 4:10 PM
51	No pre-payment	6/10/2019 3:24 PM
52	None. There would be no difference to using UBER or other ride programs which are cheaper	6/10/2019 2:10 PM
53	Never	6/10/2019 12:29 PM
54	Digital estimate, using maps like something similar to TappCar or Uber	6/10/2019 12:18 PM
55	electronic display that generates a standardized charge based on the estimated distance and time the mapping software routes the car from current location to target location, similar to google maps	6/10/2019 11:46 AM
56	you guys are idiots if you dont think the cabbies will take advantage of people with this	6/10/2019 10:03 AM
57	None	6/10/2019 7:59 AM
58	N/a	6/9/2019 9:56 PM
59	Should not be	6/9/2019 8:18 PM
60	It's only a estimate (not the whole fare as you don't really know where customer wants to get off)i	6/9/2019 5:12 PM
61	Never	6/9/2019 4:39 PM
62	Use the meter	6/9/2019 1:37 PM
63	It should not be estimated at all.	6/9/2019 10:55 AM
64	Should not apply.	6/9/2019 10:26 AM
65	Let the industry figure out what works for them. City should not be involved.	6/9/2019 9:57 AM
66	How about you don't do it	6/9/2019 9:16 AM
67	Don't trust drivers to estimate fairly, regardless of method	6/9/2019 8:50 AM
68	Be like Uber and have exact fare prior to departure	6/8/2019 10:39 PM
69	Exact fare, like Uber	6/8/2019 10:27 PM
70	Estimate using Km distance for proper fare amount. Allow for only \$3 over charge for wait during non rush hour and \$6 during rush hour.	6/8/2019 10:26 PM
71	It shouldn't	6/8/2019 8:22 PM
72	Your crazy	6/8/2019 8:12 PM
73	No prepayment	6/8/2019 6:06 PM
74	None	6/8/2019 4:59 PM
75	No estimate because these drivers will most certainly add on extra money. Guaranteed. I worked at slm3 major can companies as a telephone operator and I know how these ppl from other countries are and I'm not being racist, it's the truth.	6/8/2019 4:14 PM
76	Do not estimate. Cabs are not Uber's.	6/8/2019 4:04 PM
77	I have already answered this question.	6/8/2019 1:21 PM
78	No pre-payment	6/8/2019 12:31 PM
79	not really sure it should be done	6/8/2019 11:16 AM
80	Sounds like an administrative nightmare	6/8/2019 11:13 AM
81	This is a bad idea	6/8/2019 10:07 AM
82	I do not have confidence the driver knows the quickest route to pre-charge	6/8/2019 10:00 AM
83	Never	6/8/2019 8:41 AM
84	Pre set amount like an uber	6/8/2019 8:39 AM
85	No pre-payment.	6/8/2019 8:04 AM

Taxi Pre-payment Pilot Survey

86	Never	6/8/2019 8:01 AM
87	I cannot answer, I don't know the current charge per km	6/8/2019 6:01 AM
88	No	6/8/2019 2:26 AM
89	Long as they don't RIP you off. Taxis love to do that.	6/8/2019 1:46 AM
90	May be a membership program can be implemented.	6/8/2019 1:10 AM
91	No pre-payment	6/8/2019 12:12 AM
92	None	6/7/2019 10:48 PM
93	it shouldn't	6/7/2019 8:46 PM
94	No prepayment should be done	6/7/2019 8:36 PM
95	None	6/7/2019 7:17 PM
96	I	6/7/2019 7:03 PM
97	No estimate	6/7/2019 6:52 PM
98	Prepayment is unethical	6/7/2019 6:35 PM
99	No charge	6/7/2019 6:21 PM
100	No pre charges	6/7/2019 6:14 PM
101	None	6/7/2019 5:36 PM
102	Never	6/7/2019 5:16 PM
103	it should not be mandatory	6/7/2019 5:00 PM
104	Taxi Drivers are not trustworthy	6/7/2019 5:00 PM
105	Pre-payment should not be required.	6/7/2019 4:56 PM
106	What a waste of TaxPAYer-Resources this 'Survey' is...	6/7/2019 4:54 PM
107	No pre-payment at all	6/7/2019 4:53 PM
108	it should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens	6/7/2019 4:12 PM
109	Distance and time	6/7/2019 4:01 PM
110	Pay for use	6/7/2019 3:50 PM
111	It should not be implemented.	6/7/2019 3:31 PM
112	Security deposit of only 20\$	6/7/2019 3:29 PM
113	They shouldn't because taxi driver's are shady enough as it is and not to be trusted.	6/7/2019 3:27 PM
114	The only way prepayment is acceptable is if everyone is kept honest with a system such as the one Uber uses. Otherwise the city might as well dissolve the taxi board and just let Uber take it over, they seem to be able to manage it better anyways.	6/7/2019 3:19 PM
115	Why not Uber?	6/7/2019 3:16 PM
116	Well most of the time the Taxi's don't use GPS or it doesn't work so probably not a good idea	6/7/2019 3:15 PM
117	Do it and I would walk before using a cab	6/7/2019 3:08 PM
118	NO PREPAY	6/7/2019 3:02 PM
119	Should not be applicable	6/7/2019 2:50 PM
120	Not at all	6/7/2019 2:06 PM
121	None	6/7/2019 2:06 PM
122	Never. Get Uber. Problem solved.	6/7/2019 1:26 PM

Taxi Pre-payment Pilot Survey

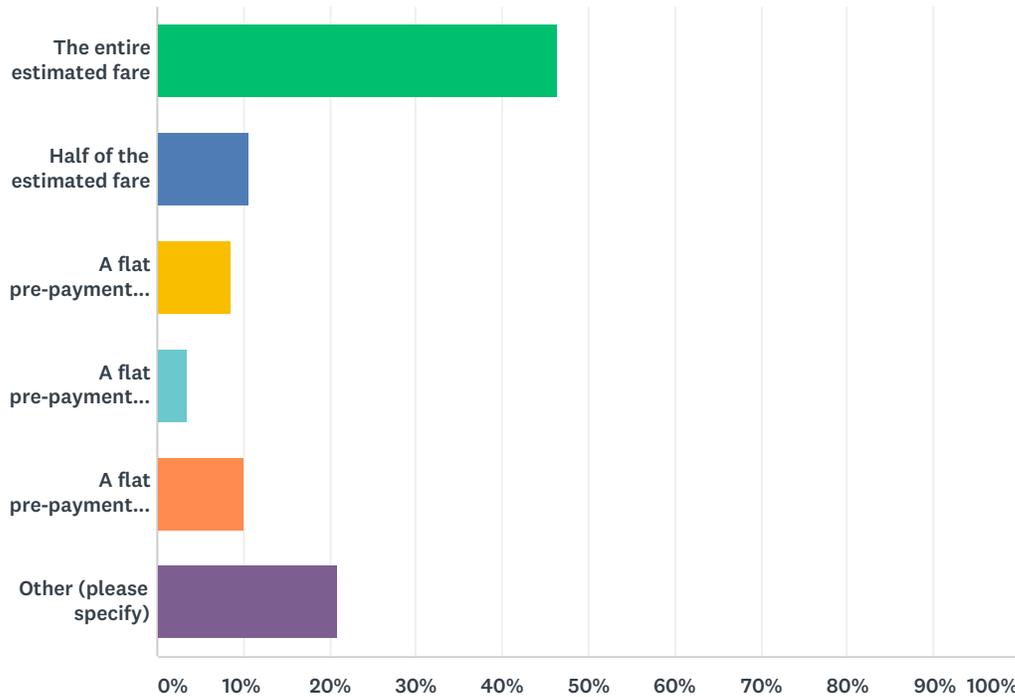
123	there is No proof as to how much was prepaid and people can get ripped off....Not a good idea....	6/7/2019 1:24 PM
124	None	6/7/2019 1:05 PM
125	None	6/7/2019 12:30 PM
126	None	6/7/2019 12:25 PM
127	None	6/7/2019 12:09 PM
128	No prepayment	6/7/2019 11:56 AM
129	The fare should be estimated as \$2.00 per kilometre.	6/4/2019 7:08 PM
130	A deposit Probably not exceeding the cost of fare	5/27/2019 10:38 AM
131	\$20.00 up front and the difference should be paid to the customer or if meter is hire then the driver should get the difference	5/22/2019 3:50 AM
132	End of the ride whatever the meter rated	5/19/2019 1:20 PM
133	Approximate advance as per distance and refund if less on meter or customer should pay if meter more than advance	5/19/2019 12:29 PM
134	two dollars per kilometer	5/14/2019 9:59 PM
135	It's ok for decent customers, but some people customers change their mind, for instance, direction, and waiting time	5/11/2019 6:48 PM
136	I	5/10/2019 6:15 AM
137	K	5/9/2019 8:48 PM
138	Flat fare	5/9/2019 5:01 PM
139	Never	5/9/2019 10:29 AM
140	Should be the cost - Uber and Lyft have figured out how to estimate the fare.	5/9/2019 6:41 AM
141	waiting time+ estimated time of ride	5/9/2019 5:36 AM
142	1.60 per km	5/8/2019 2:37 PM
143	1.60 per km	5/8/2019 2:25 PM
144	Many people have multiple undecided stops , there's no way to convince them for a flat rate or estimate.	5/8/2019 1:13 PM
145	May b take extra fare and gave back the difference after fair ends	5/8/2019 12:13 PM
146	I think 1\$ per kilometre plus 3.75 base fare	5/8/2019 11:42 AM
147	Use the current Taxi Fare Rate	5/8/2019 6:19 AM
148	K	5/8/2019 2:15 AM
149	1 \$ per KM Plus \$3.75 (meter start off)	5/8/2019 12:29 AM
150	Since most (all?) drivers have a cell phone it would be easy to load a map (most probably have the app on their phones) to estimate the distance for the trip. AFTER estimating the fare for distance ADD 10% for unexpected delays. This way the customer should be receiving a little refund at the end of the trip.	5/7/2019 9:53 PM
151	Fare calculator should be provided	5/7/2019 9:48 PM
152	Calculate distance and multiply by two	5/7/2019 8:44 PM
153	It shouldn't be done	5/7/2019 7:08 PM
154	Could be used as pre estimate, or customer should pay \$10 in advance, and once that \$10 is over keep paying installment of \$10, and should get his or her remainder back.	5/7/2019 7:01 PM
155	None	5/7/2019 6:31 PM
156	It should be approximate fare by the distance on GPS and final adjustment should be made by arriving to final destination	5/7/2019 6:26 PM

Taxi Pre-payment Pilot Survey

157	Provide an estimated fare. At the end to your trip return money if the estimate was too high, or charge more if it was too low.	5/7/2019 5:47 PM
158	Estimate fare using approximate trip distance and estimated time required for the trip	5/7/2019 4:54 PM
159	No need to astimate when you are taking a deposit only. From experience when customer is asked for a deposit, they don't hesitate unless they don't have the money.	5/7/2019 4:18 PM
160	20 dollar up front be nicer	5/7/2019 3:49 PM
161	2 dollars per km	5/7/2019 3:32 PM
162	Estimated at two dollars per kilometer	5/7/2019 3:19 PM
163	By app	5/7/2019 3:07 PM
164	One dollar per kilometre plus the base fare	5/7/2019 2:21 PM

Q5 The taxi pre-payment pilot will require that all passengers pre-pay before their trip. At the end of the trip, if the meter reading is less than the pre-paid fare, the difference is refunded to the passenger. If the meter reads more than the pre-paid amount, the customer would be required to pay the amount owing to the driver, unless an agreement was made regarding the pre-payment amount. How much do you think should passengers pre-pay?

Answered: 835 Skipped: 82



ANSWER CHOICES	RESPONSES	
The entire estimated fare	46.35%	387
Half of the estimated fare	10.66%	89
A flat pre-payment fare of \$10 for every ride	8.62%	72
A flat pre-payment fare of \$15 for every ride	3.47%	29
A flat pre-payment fare of \$20 for every ride	10.06%	84
Other (please specify)	20.84%	174
TOTAL		835

#	OTHER (PLEASE SPECIFY)	DATE
1	NONE. THIS IS A LUDICROUS IDEA .	6/27/2019 5:37 AM
2	75% of the estimated fare.	6/26/2019 6:36 AM
3	\$5	6/25/2019 9:12 PM

Taxi Pre-payment Pilot Survey

4	Nothing. This is a terrible idea.	6/25/2019 9:06 PM
5	No prepayments	6/25/2019 7:51 PM
6	Nothing	6/25/2019 6:50 PM
7	Make the prepaid fares a set rate based on a zonal map.	6/25/2019 6:33 PM
8	None	6/25/2019 6:14 PM
9	None	6/25/2019 5:30 PM
10	None	6/25/2019 12:23 PM
11	Meter should not be used. Knowing the price in advance is more peaceful for everybody.	6/25/2019 11:54 AM
12	\$0.00 There should not be any estimated pre-payment.	6/25/2019 11:38 AM
13	What the hell? Like, \$3 tops??	6/25/2019 10:21 AM
14	Nothing	6/25/2019 10:12 AM
15	Nothing	6/25/2019 10:04 AM
16	None at all	6/21/2019 12:25 PM
17	i don't know	6/20/2019 8:12 PM
18	In my experience many drivers attempt to prolong rides especially if they think you don't know city	6/20/2019 5:11 PM
19	Will be using other transportation options	6/20/2019 3:47 PM
20	Do the same as Uber - just charge the person the estimate. It should all come out in the wash - some will pay 'more' and some will pay 'less'	6/20/2019 11:52 AM
21	This shouldn't be estimated. It isn't a hard problem to solve. Pre-payment should be the exact amount required.	6/20/2019 10:51 AM
22	None	6/20/2019 10:18 AM
23	Hahaha this has disaster written all over it	6/20/2019 10:07 AM
24	Please see this from the female view	6/20/2019 10:05 AM
25	No estimates but establish flat fares	6/20/2019 9:59 AM
26	nothing, this is a terrible and terrifying plan.	6/20/2019 9:49 AM
27	Tapp car	6/20/2019 9:29 AM
28	none	6/20/2019 9:25 AM
29	none	6/20/2019 9:24 AM
30	None	6/19/2019 2:24 PM
31	A flat rate but based on zones and how many zones you would be travelling through	6/19/2019 10:16 AM
32	None	6/19/2019 9:44 AM
33	N/A	6/19/2019 9:33 AM
34	metered and only metered.	6/19/2019 9:20 AM
35	Taxi drivers will not be refunding customers	6/19/2019 9:06 AM
36	Estimate fare	6/17/2019 7:29 AM
37	I don't know	6/14/2019 7:47 PM
38	10% of fare	6/13/2019 6:40 PM
39	NOTHING DRIVERS WONT GIVE YOUR MONEY BACK	6/13/2019 4:06 PM
40	Passengers shouldnt have to prepay anything	6/13/2019 1:03 PM
41	No pre-payment	6/13/2019 9:50 AM
42	Go by the meter	6/13/2019 9:22 AM

Taxi Pre-payment Pilot Survey

43	none	6/13/2019 8:07 AM
44	None of it	6/13/2019 2:54 AM
45	nothing	6/13/2019 1:09 AM
46	This has soo many pitfalls. Taxis barely give change back now on cash fares.	6/12/2019 10:45 PM
47	No amount	6/12/2019 8:50 PM
48	None	6/12/2019 7:43 PM
49	Its not a good idea	6/12/2019 6:57 PM
50	None	6/12/2019 6:55 PM
51	None	6/12/2019 6:12 PM
52	None	6/12/2019 5:54 PM
53	This pre-payment plan will allow for discrimination against POC and individuals living in low-income areas	6/12/2019 3:50 PM
54	None	6/12/2019 12:49 PM
55	None. I do not agree with this pilot, as I also do not agree that a meter is already preset with a charge that does not include the ride.	6/12/2019 11:48 AM
56	Nothing.	6/12/2019 11:10 AM
57	The two taxi companies are terrible	6/12/2019 11:05 AM
58	Depend upon the trip distance	6/12/2019 9:36 AM
59	Zero	6/11/2019 10:29 PM
60	None, they overcharge on pre-pay	6/11/2019 5:35 PM
61	None	6/11/2019 3:14 PM
62	None	6/11/2019 2:56 PM
63	I think the flat pre-payment of \$20 would make sense. You could give a \$20 bill or put a \$20 preauthorized charge on your card. Then, at the end of the ride, you take back your \$20 (or cancel the preauthorized payment), and just pay for your ride like you usually would. No complexity of handling differences.	6/11/2019 1:50 PM
64	Nothing	6/11/2019 12:21 AM
65	prepaid fare balance would be owed /refunded	6/10/2019 9:10 PM
66	None	6/10/2019 6:52 PM
67	None..pay for the service once the service has actually been provided.	6/10/2019 4:10 PM
68	0	6/10/2019 3:24 PM
69	a flat \$5	6/10/2019 3:24 PM
70	none	6/10/2019 2:10 PM
71	5.00	6/10/2019 1:33 PM
72	None	6/10/2019 12:29 PM
73	Entire estimated fare, but no extra. If the taxi can't accurately estimate the cost beforehand, they shouldn't be in business.	6/10/2019 12:18 PM
74	The passenger should just pay what the estimated fare was, similar to how Uber charges for their trips.	6/10/2019 11:46 AM
75	0	6/10/2019 10:03 AM
76	None	6/10/2019 7:59 AM
77	If Uber can give you a price to your destination so can the cab companies	6/9/2019 10:24 PM
78	None	6/9/2019 9:56 PM

Taxi Pre-payment Pilot Survey

79	\$0	6/9/2019 8:18 PM
80	Never	6/9/2019 4:39 PM
81	This practice is wrong.	6/9/2019 10:55 AM
82	None	6/9/2019 10:08 AM
83	The taxi industry should take responsibility for this and bear the brunt of any blowback, not the city. Stay out of it unless you want the litigation that follows any "issues" that arise if it doesn't work right.	6/9/2019 9:57 AM
84	Nothing	6/9/2019 9:39 AM
85	They should only pay once the trip has been completed	6/9/2019 9:16 AM
86	None. This system is ripe for abuse and vulnerable passengers are going to be exploited	6/9/2019 8:50 AM
87	The entire fare. But they customer deserves to know the fare prior to departure	6/8/2019 10:39 PM
88	The exact fare	6/8/2019 10:27 PM
89	See previous comment or like the gas station model once my card is entered I choose the fill up option with a max dollar amount. The balance is refunded if less. When I book an Uber or cab in other cities I know the fare total before I depart.	6/8/2019 9:28 PM
90	None	6/8/2019 8:22 PM
91	Nothing	6/8/2019 8:12 PM
92	5\$	6/8/2019 6:19 PM
93	\$0	6/8/2019 6:06 PM
94	None	6/8/2019 4:59 PM
95	Never leave this trnsncst5 of money up to the cab drivers no.	6/8/2019 4:14 PM
96	This is a ridiculous problem created by this ludicrous concept.	6/8/2019 4:04 PM
97	There should be no pre-payment because many of the cab drivers cannot be trusted as I stated above.	6/8/2019 1:21 PM
98	Just the pre paid amount. You run into the same problems as you have now doing it this way.	6/8/2019 12:55 PM
99	None	6/8/2019 12:31 PM
100	once again not sure about pre-pay - if I am coming from the airport I would not want to pre-pay now or ever	6/8/2019 11:16 AM
101	Sounds like an administrative nightmare issuing refunds	6/8/2019 11:13 AM
102	Does anyone think this is feasible?	6/8/2019 10:07 AM
103	None	6/8/2019 10:00 AM
104	0	6/8/2019 8:41 AM
105	None. Pre-payment is *expletive*.	6/8/2019 8:04 AM
106	Never	6/8/2019 8:01 AM
107	3 dollars	6/8/2019 7:38 AM
108	Nothing	6/8/2019 2:26 AM
109	.50	6/8/2019 12:57 AM
110	\$0 this is a stupid idea	6/8/2019 12:12 AM
111	None	6/7/2019 10:53 PM
112	Should not pay before their trip	6/7/2019 10:48 PM
113	Using an estimated fare schedule	6/7/2019 10:20 PM
114	0	6/7/2019 8:46 PM
115	None - I hear too often of cab drivers refusing to give back change	6/7/2019 8:36 PM

Taxi Pre-payment Pilot Survey

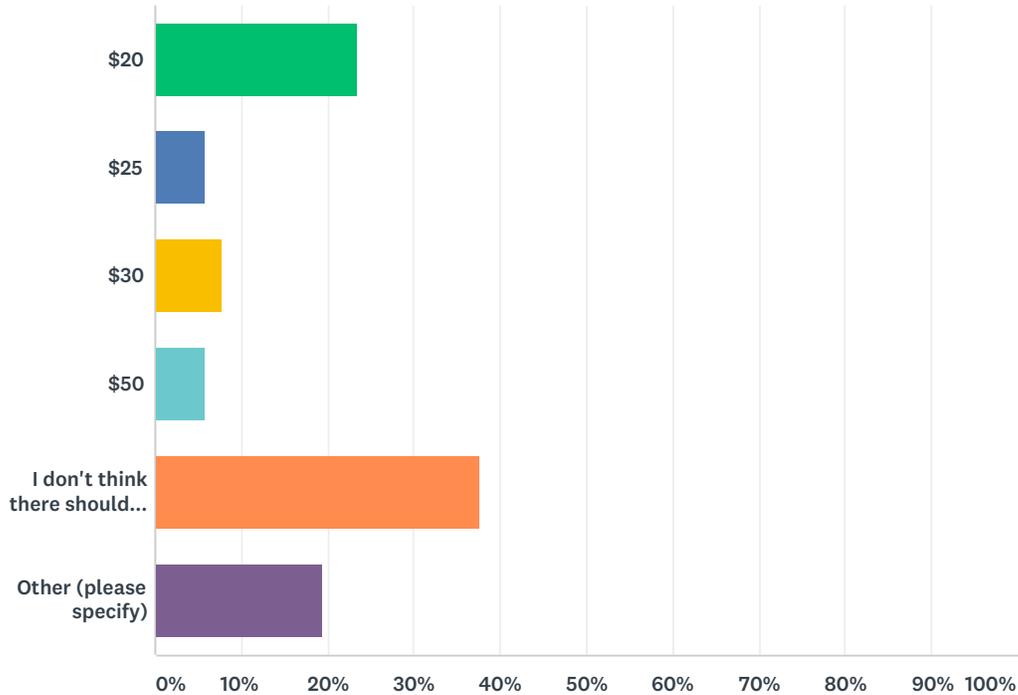
116	None	6/7/2019 7:17 PM
117	Should just be the amount indicated no more or less	6/7/2019 7:01 PM
118	None	6/7/2019 6:52 PM
119	Nothing	6/7/2019 6:35 PM
120	No pre payment	6/7/2019 6:21 PM
121	None	6/7/2019 6:14 PM
122	whose to say the driver won't assume the change is a tip?? This has happened to me	6/7/2019 6:07 PM
123	None	6/7/2019 5:36 PM
124	0	6/7/2019 5:14 PM
125	it should not be mandatory	6/7/2019 5:00 PM
126	Should not pre pay. Don't trust the taxi driver to give me what he owes if fares under. They may take an alternate route other then the quickest/estimated route. May kick you out for another fare and keep the entire pre pay amount even if destination was not reached then it's his word vs my word and WILL cause problems	6/7/2019 5:00 PM
127	None	6/7/2019 4:56 PM
128	Yeah - that's nice in 'Theory' but it just doesn't work out that way sometimes - especially with Drunks and the WILLFULLY OBTUSE.	6/7/2019 4:54 PM
129	Nothing	6/7/2019 4:53 PM
130	Pay the entire estimated but cab driver better have change cause that's a common excuse or they just try the flat rate trick.	6/7/2019 4:36 PM
131	Whats the point of a pre payment if the ride might be more once we arrive? What if someone else pre paid for me and I'm the passenger who has nothing on me to pay with.	6/7/2019 4:30 PM
132	it should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens	6/7/2019 4:12 PM
133	50 dollars	6/7/2019 4:10 PM
134	If you have problems now, it will be worse. , Never had the problem before. Not right to pay before use!!!	6/7/2019 3:50 PM
135	It should not be implemented.	6/7/2019 3:31 PM
136	Nothing. Take an uber.	6/7/2019 3:27 PM
137	\$5 down should be acceptable. If the payment is made via interac and the full dollar value isn't used it will take 3-5 days to recieve the refund. This is impractical to the customer for something that doesn't actually seem to be a problem.	6/7/2019 3:19 PM
138	Why not Uber?	6/7/2019 3:16 PM
139	No pre-paying	6/7/2019 3:15 PM
140	The cab take the longest routes and drive up public costs. Cabs are filthy and they 85% of the time are on the phone???	6/7/2019 3:08 PM
141	Will this apply to account holders?	6/7/2019 3:07 PM
142	They shouldn't have to pay	6/7/2019 3:02 PM
143	None	6/7/2019 2:50 PM
144	The idea is a waste of time.	6/7/2019 2:49 PM
145	Flat fare based on regions of the city from the region you're currently in	6/7/2019 2:26 PM
146	None at all	6/7/2019 2:06 PM
147	None	6/7/2019 2:06 PM

Taxi Pre-payment Pilot Survey

148	Never. Get Uber. Problem solved.	6/7/2019 1:26 PM
149	not a good idea....things will escalate from this....	6/7/2019 1:24 PM
150	None	6/7/2019 1:05 PM
151	\$5.00	6/7/2019 12:36 PM
152	None	6/7/2019 12:30 PM
153	None - and try asking a driver for money back... yeah right	6/7/2019 12:25 PM
154	\$5	6/7/2019 12:11 PM
155	None	6/7/2019 12:09 PM
156	20%	6/7/2019 11:58 AM
157	No prepayment	6/7/2019 11:56 AM
158	Fare has a minimum already. That should be the pre-payment. Eliminates refund issues.	6/7/2019 11:50 AM
159	Non	5/19/2019 1:20 PM
160	M	5/10/2019 7:48 PM
161	Never	5/9/2019 10:29 AM
162	Pre-payment should be like uber or lyft -- the ride is estimated and that's the price paid. No meter required. The paying back a difference etc. seems like a safety concern/hassle/finicky.	5/9/2019 9:00 AM
163	Should be what it will cost.	5/9/2019 6:41 AM
164	according to distance+estimated time of travell	5/9/2019 5:36 AM
165	If inside Taxi fare meter then depends how far he or she going advance fare driver may ask	5/8/2019 6:52 PM
166	What about traffic , construction blockades ? These make considerable differences .	5/8/2019 1:13 PM
167	U	5/8/2019 9:35 AM
168	K	5/8/2019 2:15 AM
169	See previous comment.	5/7/2019 9:53 PM
170	Not a good idea	5/7/2019 7:08 PM
171	None	5/7/2019 6:31 PM
172	Flat rate can only work if negotiated between driver and passenger. Customer may have multiple stops and abruptly change their destination.	5/7/2019 4:18 PM
173	Depends how far customer wants to go	5/7/2019 3:23 PM
174	Depends on the distance and time.	5/6/2019 3:17 PM

Q6 The taxi pre-payment pilot may include a maximum allowable pre-payment amount. What do you think the maximum allowable pre-payment amount should be?

Answered: 834 Skipped: 83



ANSWER CHOICES	RESPONSES	
\$20	23.38%	195
\$25	5.88%	49
\$30	7.79%	65
\$50	5.76%	48
I don't think there should be a maximum pre-payment amount	37.65%	314
Other (please specify)	19.54%	163
TOTAL		834

#	OTHER (PLEASE SPECIFY)	DATE
1	NONE. THIS IS A LUDICROUS IDEA.	6/27/2019 5:37 AM
2	10	6/25/2019 9:16 PM
3	You do not want to make it unattainable for people \$10	6/25/2019 9:12 PM
4	There should be no prepayment at all.	6/25/2019 9:06 PM
5	No prepayments	6/25/2019 7:51 PM
6	Make the prepaid fares a set rate based on a zonal map	6/25/2019 6:33 PM
7	0	6/25/2019 6:14 PM

Taxi Pre-payment Pilot Survey

8	N/a	6/25/2019 5:30 PM
9	10	6/25/2019 1:25 PM
10	Do not charge any	6/25/2019 12:23 PM
11	\$0.00 There should not be any estimated pre-payment.	6/25/2019 11:38 AM
12	Like \$3? This idea *comment removed*	6/25/2019 10:21 AM
13	\$0	6/25/2019 10:04 AM
14	Should not be done at all	6/21/2019 12:25 PM
15	Whatever the fare is.	6/21/2019 3:25 AM
16	\$20 is too high; it should be based on difference between zones	6/20/2019 8:12 PM
17	Not sure from what area of city to ? would cost \$50 ...	6/20/2019 5:11 PM
18	Pay full estimate	6/20/2019 3:53 PM
19	None	6/20/2019 10:18 AM
20	Flat fares based on GPS kilometers	6/20/2019 9:59 AM
21	\$10	6/20/2019 9:56 AM
22	You are obviously trying to protect cab drivers from passengers, but not the other way around. What guarantees do we as passengers get from cab drivers?	6/20/2019 9:49 AM
23	Tapp car	6/20/2019 9:29 AM
24	no pre-payment	6/20/2019 9:25 AM
25	None	6/19/2019 9:44 AM
26	N/A	6/19/2019 9:33 AM
27	should be depending on the distance and usual cost or estimates.	6/19/2019 9:20 AM
28	Should be no charge	6/19/2019 9:06 AM
29	The entire estimated fare should be favourable.	6/17/2019 3:02 PM
30	If cab booking for hour at least \$50	6/17/2019 7:29 AM
31	10.00 dollars	6/13/2019 6:40 PM
32	N/A	6/13/2019 1:03 PM
33	No pre-payment	6/13/2019 9:50 AM
34	No pre payment	6/13/2019 9:22 AM
35	0	6/13/2019 8:07 AM
36	\$0	6/13/2019 2:54 AM
37	one dollar	6/13/2019 1:09 AM
38	None	6/12/2019 8:50 PM
39	I don't think pre-payment is a good idea..	6/12/2019 7:43 PM
40	It should depend on your destination	6/12/2019 6:57 PM
41	10	6/12/2019 6:55 PM
42	None	6/12/2019 6:12 PM
43	I don't think there should be a pre-payment	6/12/2019 5:54 PM
44	This pre-payment plan will allow for discrimination against POC and individuals living in low-income areas	6/12/2019 3:50 PM
45	\$10	6/12/2019 2:25 PM
46	No	6/12/2019 12:49 PM

Taxi Pre-payment Pilot Survey

47	\$10	6/12/2019 12:13 PM
48	None. I do not agree with this pilot, as I also do not agree that a meter is already preset with a charge that does not include the ride.	6/12/2019 11:48 AM
49	It's great to know we have city civil servants wasting time on survey monkey. WAY TO GO!	6/12/2019 11:15 AM
50	I think \$20 unless traveling out of town	6/12/2019 11:11 AM
51	The two taxi companies are terrible	6/12/2019 11:05 AM
52	None, they overcharge on pre-pay	6/11/2019 5:35 PM
53	None	6/11/2019 2:56 PM
54	I think the maximum pre-payment amount should be fixed and universal so that cabbies can't differentially apply it by race/etc.	6/11/2019 1:50 PM
55	There shouldn't be a pre-payment amount	6/11/2019 12:21 AM
56	None	6/10/2019 6:52 PM
57	\$5.00	6/10/2019 4:10 PM
58	0	6/10/2019 3:24 PM
59	\$5	6/10/2019 3:24 PM
60	no prepayment at all	6/10/2019 2:10 PM
61	\$0	6/10/2019 12:29 PM
62	The passenger should just pay what the estimated fare was, similar to how Uber charges for their trips.	6/10/2019 11:46 AM
63	0	6/10/2019 10:03 AM
64	10	6/10/2019 9:16 AM
65	None	6/10/2019 7:59 AM
66	10.00	6/10/2019 1:50 AM
67	Again if Uber can tell you how much it will be to your destination so can the taxi companies	6/9/2019 10:24 PM
68	N/a	6/9/2019 9:56 PM
69	\$0	6/9/2019 8:18 PM
70	Never	6/9/2019 4:39 PM
71	\$0	6/9/2019 10:08 AM
72	Taxi industry should handle its own issues. Not city business. Let them thrive or fail on their own actions.	6/9/2019 9:57 AM
73	Nothing	6/9/2019 9:39 AM
74	See previous answer	6/9/2019 8:50 AM
75	Pre pay the estimated full fare	6/8/2019 11:53 PM
76	\$30 inside city limits. \$50 outside.	6/8/2019 10:26 PM
77	\$0	6/8/2019 8:22 PM
78	Nothing	6/8/2019 8:12 PM
79	No pre payment amount	6/8/2019 6:06 PM
80	None	6/8/2019 4:59 PM
81	No amount is appropriate	6/8/2019 4:04 PM
82	There should be no prepayment	6/8/2019 1:21 PM
83	Estimated. Sometime out of town rides cost over\$ 100. & if at drop off address, passenger refuse to pay the owing amount then driver can do nothing. Unfortunately neither any taxi company or vfh fo anything I this regard.	6/8/2019 12:46 PM

Taxi Pre-payment Pilot Survey

84	No pre-payment	6/8/2019 12:31 PM
85	\$10	6/8/2019 12:21 PM
86	nope no pre-payment	6/8/2019 11:16 AM
87	Bad idea	6/8/2019 10:07 AM
88	Stop	6/8/2019 8:01 AM
89	0	6/8/2019 2:26 AM
90	10.00	6/8/2019 1:46 AM
91	\$0 prepayment is idiotic ... Stupid stupid idea	6/8/2019 12:12 AM
92	0	6/7/2019 8:46 PM
93	Depend on fare	6/7/2019 7:21 PM
94	Pre-payment is wrong	6/7/2019 6:35 PM
95	No prepayment	6/7/2019 6:21 PM
96	None	6/7/2019 6:14 PM
97	None	6/7/2019 5:36 PM
98	0	6/7/2019 5:14 PM
99	it should not be mandatory	6/7/2019 5:00 PM
100	This is a bad idea.	6/7/2019 4:56 PM
101	This is insanity with too many variables to mention	6/7/2019 4:54 PM
102	Nothing	6/7/2019 4:53 PM
103	25-30 at 2am not many place from downtown that are more than 25-30 dollars	6/7/2019 4:36 PM
104	it should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens	6/7/2019 4:12 PM
105	i think it should be a flat rate	6/7/2019 3:55 PM
106	No charge before use.	6/7/2019 3:50 PM
107	It should not be implemented.	6/7/2019 3:31 PM
108	\$5. See above.	6/7/2019 3:19 PM
109	Why not Uber?	6/7/2019 3:16 PM
110	No pre-paying	6/7/2019 3:15 PM
111	I think it should be \$10 on short trip and \$20 if longer	6/7/2019 3:11 PM
112	Not even considering it	6/7/2019 3:08 PM
113	No amount	6/7/2019 2:50 PM
114	What the drive feels is fair	6/7/2019 2:17 PM
115	No amount at all. Bad idea	6/7/2019 2:06 PM
116	None	6/7/2019 2:06 PM
117	N/A. Get Uber. Problem solved.	6/7/2019 1:26 PM
118	This will lead to further chaos...not a good idea....	6/7/2019 1:24 PM
119	None	6/7/2019 1:05 PM
120	Max \$30 if the destination is within city limits \$50 if it is up to 30 km outside and an additional \$50 for every 50 km outside the city beyond that.	6/7/2019 12:49 PM

Taxi Pre-payment Pilot Survey

121	None	6/7/2019 12:30 PM
122	\$0.00	6/7/2019 12:25 PM
123	None	6/7/2019 12:09 PM
124	There should be no prepayment	6/7/2019 11:56 AM
125	N/A - just make it the minimum.	6/7/2019 11:50 AM
126	It depends on the distance to be covered.	5/22/2019 7:40 PM
127	Estimated amount	5/19/2019 4:27 PM
128	Non	5/19/2019 1:20 PM
129	The little more than estimated fare keeping in view red lights or customer wants to pick food or waiting time should be allowed	5/19/2019 12:29 PM
130	Depends where customer is going	5/15/2019 9:56 PM
131	Depends upon distance	5/14/2019 2:58 PM
132	It depends on the situation , if Custmer going out of town then it depends on how far he/she going or some Custmer going for round trip, so in my opinion it really depends on the situation	5/11/2019 5:10 PM
133	Depending the distance	5/10/2019 9:53 AM
134	According to the trip	5/10/2019 6:15 AM
135	The full estimated fare to include(Rush Hour/Stop Over)	5/10/2019 1:42 AM
136	3/4 of estimated fare	5/9/2019 12:19 PM
137	0	5/9/2019 10:29 AM
138	according to distance+estimated time of travell	5/9/2019 5:36 AM
139	How far the ride is on fare zone map	5/8/2019 6:28 PM
140	Number 5 is good	5/8/2019 5:08 PM
141	40	5/8/2019 2:25 PM
142	estimated	5/8/2019 12:34 PM
143	It depends on distance of trip	5/8/2019 12:13 PM
144	K	5/8/2019 2:15 AM
145	Depend on distance (how for)	5/8/2019 12:27 AM
146	All estimated amount	5/7/2019 9:48 PM
147	Its depend on the distance where the customer is going, driver will ask the fare accordingly.	5/7/2019 9:45 PM
148	Calculate by distance	5/7/2019 8:44 PM
149	Depends on ride	5/7/2019 7:47 PM
150	0	5/7/2019 7:08 PM
151	\$10 in installments, if meter goes over.	5/7/2019 7:01 PM
152	None,,, that would not work for drivers ,,its would be worse for owners and drivers relations ,,	5/7/2019 6:31 PM
153	There's no maximum. When it is estimated according to GPS is should be exact amount calculated by distance	5/7/2019 6:26 PM
154	It's depends on the distance traveling by the customer. Like — 3.75 meter start and 1.6 per km travel amount.	5/7/2019 5:52 PM
155	it depends how far he going	5/7/2019 5:49 PM
156	Depends on the trip type and distance. Example someone wants to go to selkerik manitoba and back?	5/7/2019 5:14 PM
157	Distance calculate by the driver that much money	5/7/2019 5:08 PM

Taxi Pre-payment Pilot Survey

158	Some time we go to the other towns so there shouldn't be a maximum cap for the payment it should depend on distance and per km rate	5/7/2019 3:33 PM
159	It's depends on distance. Call	5/7/2019 3:26 PM
160	It should be according to the distance and wait time if customer make any stop on the way	5/7/2019 3:19 PM
161	It should be approximately full fare	5/7/2019 3:03 PM
162	should depend on the distance how far the customer wants to go	5/7/2019 2:16 PM
163	Within city \$20 pre-payment and outside city should be negotiable	5/6/2019 3:17 PM

Q7 The taxi pre-payment pilot will require that all taxis display a sticker on the inside of the taxi clearly indicating that pre-payment is required on certain dates and times. We recognize there will be a transition period while drivers and the public are learning about how the pilot will work and want to ensure the transition is as smooth as possible. Do you anticipate any issues with pre-payment we should be aware of?

Answered: 529 Skipped: 388

#	RESPONSES	DATE
1	YES!!! THIS IS A TERRIBLE IDEA AND WILL BE EMBARRASSING FOR THIS CITY.	6/27/2019 5:37 AM
2	No	6/26/2019 4:00 PM
3	If only one service does it they will loose a lot of business. The pilot must be across the board with all for hire services following it.	6/26/2019 3:58 PM
4	Refunds of estimated prepayment make no sense. If the customer pre-paid in cash, that means the cab driver has to carry a slope to make change. This increases the amount of cash that he's carrying, which increases the risk. Refunds to a credit card are cumbersome, and it means the consumer hast to wait days for their refund which isn't instant. How to customers prove The amount of pre-payment they've made, to ensure that they get the proper refund? What if the #TAXI doesn't take them to the agreed-upon destination and insists on letting them out early as has happened - how much do they get back then?	6/26/2019 6:36 AM
5	This isn't a safety measure. There is always a chance for hostility for both drivers and passengers. I am a regular rider and to be asked to prepay would deter me from taking a taxi as frequently. Also what is the guarantee for the passenger will get to their destination on time or be refunded the money that is owned if the amount is less than the prepay rate? Your information doesn't address these	6/26/2019 12:48 AM
6	Definitely dont think regular customers who call on a weekly or monthly bases should pay this fair! not fair. i use a taxi to go to hospital apts same with my disable mother. its hard busing and some taxis dont even shut off the meter when theres a train. thats absolutely ridiculous!!!!	6/25/2019 11:37 PM
7	I don't trust them to take the most efficient route, once I prepay they'll take whatever route earns then the largestprepaid amount	6/25/2019 9:16 PM
8	Cab drivers already harrass and sexually assault women on the regular. What is to stop them from not giving money back	6/25/2019 9:12 PM
9	This is a terrible idea, aimed mostly at the aboriginal community. This is a work around for the already racist practice of most taxi drivers. This practice is implemented no where else in the world and this is a horrible thing for Winnipeg to consider.	6/25/2019 9:06 PM
10	If someone is in distress and no access to phone to call 911 and a taxi driver shows up, if this person can't pay, does that mean that are refused help? And if this person goes missing, who's responsible? This just about the stupidest thing I've ever heard of.	6/25/2019 6:50 PM
11	Yes, cab drivers often break traffic laws your requiring a deposit to allow them to endanger your life	6/25/2019 6:14 PM
12	Yes. If my child takes a taxi he might not have money and I pay for it when he gets home. Will he be stranded because he has no credit card or cash? How will this impact the safety of Indigenous girls and women?	6/25/2019 5:30 PM
13	Credit card Payments ? How will that be pre paid ?	6/25/2019 1:25 PM
14	Travelers arriving from airport; It would be nice if the first experience of Winnipeg wasn't distrust. And as ride-share isn't really well structured in Winnipeg, taxis are often the only next closest choice for those travelers.	6/25/2019 12:31 PM

Taxi Pre-payment Pilot Survey

15	Oh my soooo many issues. It is difficult enough when drivers say their credit card machine is 'not working' to encourage cash payments. The length of time these transactions take doing it once is lengthy. Now twice?!?!? What about those times that due to unsafe drivers e.g. distracted with technology, falling asleep whilst driving (and I have experienced both multiple times) and the need	6/25/2019 12:23 PM
16	to exit the vehicle quickly? If someone took your wallet and you need to come back home where you can then pay the taxi driver. How can you do? Or if you don't have cash and your payment limit is reached, you can still	6/25/2019 11:54 AM
17	withdraw but not pay but there is no atm close to the location you are? Usually I would ask the taxi to stop at an atm in the way.	6/25/2019 11:38 AM
18	Paying for services before rendered will anger the public	6/25/2019 10:43 AM
19	Extra fees associated with paying by debit or credit.	6/25/2019 10:31 AM
20	Drivers being dishonest. It's gonna *comment removed* and people aren't gonna wanna do it, cab drivers already harass	6/25/2019 10:21 AM
21	vulnerable people for upfront payment and by requiring it you're only putting more people in danger... why should someone pay a cab driver to take them to a strange place and rape them?	6/25/2019 10:13 AM
22	Unsure	6/25/2019 10:12 AM
23	Discrimination against marginalized people Our taxi industry is untrustworthy. Use an app to charge a predetermined amount for the ride like	6/25/2019 10:09 AM
24	Uber	6/25/2019 10:04 AM
25	This is bad legislation. A lot of issues, there are a lot of bad, undesirable people driving taxi in this City, why should a fare	6/21/2019 12:25 PM
26	feel obligated to prepay and be stuck in a taxi with someone who makes them uncomfortable	6/21/2019 3:25 AM
27	Yes, Natives will refuse to pay it!	6/20/2019 11:46 PM
28	no	6/20/2019 10:27 PM
29	no as a female passenger, I don't always feel safe travelling by myself by taxi. Pre-pay doesn't	6/20/2019 8:12 PM
30	address the passenger side.	6/20/2019 7:51 PM
31	No	6/20/2019 7:32 PM
32	No	6/20/2019 7:32 PM
32	How do we account for driver error when calculating totals at the end of the trip?	6/20/2019 6:28 PM
33	As said - those drivers who take advantage of people especially when assume not familiar with routes that regularly travel - slow down to make sure sit at red lights - make like they are unfamiliar	6/20/2019 5:11 PM
34	with area - can't find your housse heard it all	6/20/2019 4:01 PM
35	No	6/20/2019 4:01 PM
35	Some clients will not have money and may argue with driver	6/20/2019 3:53 PM
36	Riders do not trust cab will show up	6/20/2019 3:47 PM
37	Yes. GET UBER AND LYFT. WOULD SOLVE A LOT OF ISSUES.	6/20/2019 2:21 PM
38	Yes, Taxi drivers will not use an estimated tool and demand higher pre-payments, then not refund. Please make taxi companies make a tool that can be used by passenger's smartphones that load	6/20/2019 2:09 PM
39	from a web browser so passengers can check the estimate on their own device.	6/20/2019 2:09 PM
39	I would find it annoying to pay twice, especially if using credit or debit.	6/20/2019 12:57 PM
40	It's going to take longer since there will have to be a transaction processed at the start and at the end. I'm not sure how that could be avoided	6/20/2019 12:44 PM
41	Companies adding on a technical fee on top of the estimated fair like Tapp car does. It has made me stop using them as they are more expensive than taxis now with that \$2 fee is added to each fare. Also drivers taking a slower route to a destination causing the estimate to be lower than the fare and you end up paying extra to cover the destination.	6/20/2019 12:43 PM
42	those with no credit card may not be able to use service	6/20/2019 11:52 AM

Taxi Pre-payment Pilot Survey

43	The slow speed of credit card payments	6/20/2019 11:28 AM
44	Perhaps display something also during pre-payment times specifically + outline how prepays can be paid (cash, debit, credit)	6/20/2019 11:23 AM
45	no	6/20/2019 11:16 AM
46	Cash vs credit card	6/20/2019 10:56 AM
47	Could people who don't have a credit card still pre-pay? Does initiating a pre-pay policy make using taxis less accessible for people without a credit card?	6/20/2019 10:54 AM
48	Yes. You're going about it wrong. Taxis should know the exact amount before a trip starts. Charge that amount, no more, no less. There's no excuse to do otherwise, the problem is a very simple one.	6/20/2019 10:51 AM
49	People being unaware but that will happen no matter how extensively the program is communicated.	6/20/2019 10:44 AM
50	Always going to be something to dispute about	6/20/2019 10:37 AM
51	What happens if you are an account holder and have a taxi slip at time of entering the cab?	6/20/2019 10:31 AM
52	No	6/20/2019 10:27 AM
53	I think you will push more people to rideshare apps.	6/20/2019 10:18 AM
54	why are you activating this? People don't pay? The reason would be helpful in answering q.	6/20/2019 10:13 AM
55	Taxi drivers tend to lie and will not do this.	6/20/2019 10:11 AM
56	Seriously? It's like you've never taken a cab. Suddenly drivers "won't have change" to refund amounts. Magically their cc machine won't work to be able to refund overpayment money. Stiff, stiff penalties will need to be in place to stop driver shenanigans. This is a horrible plan for anyone who has ever interacted with a taxi driver.	6/20/2019 10:07 AM
57	Yes I think this is a police issue and they should look into the gang members they pick up	6/20/2019 10:05 AM
58	Lots of media advertising should be done so people are aware before the program starts	6/20/2019 10:00 AM
59	Not bother with estimates . Just establish flat fares	6/20/2019 9:59 AM
60	Dispute of estimate versus actual.	6/20/2019 9:56 AM
61	Certain venues ought to be excluded: schools, hospitals, Concert Hall, RMTTC, government offices	6/20/2019 9:56 AM
62	Don't turn the meter on during pre-paid trips. It is whatever was charged at beginning.	6/20/2019 9:56 AM
63	I would hope that passengers will boycott this incredibly hateful plan that views all citizens as potential criminals. It will certainly motivate passengers to use other forms of transportation, some of which may be unsafe. I am very disappointed in my city government for even thinking about such a plan. Why don't you begin with assuming good faith on both sides instead of viewing all citizens as potential criminals?	6/20/2019 9:49 AM
64	Lack of cash or other payment options for pre-payment. Should be able to tap any card.	6/20/2019 9:48 AM
65	I can foresee prepaying and the taxi never showing up...or being so late that I had to make other arrangements.	6/20/2019 9:39 AM
66	Seniors and other vulnerable populations using taxis may be scammed and may be unaware of new changes. Refund requests should be dealt with through whoever is running the program and not be left to the driver as I can see refunds being an issue to obtain.	6/20/2019 9:39 AM
67	No	6/20/2019 9:35 AM
68	Yes, people who are not aware may have an issue.	6/20/2019 9:34 AM
69	Some users will always be unaware of changes	6/20/2019 9:31 AM
70	Growing pains. Learn from companies doing it	6/20/2019 9:29 AM
71	Nope. I think it's a good idea.	6/20/2019 9:26 AM
72	People will hate it and it will just make taking a Taxi even less desirable compared with the ride-sharing alternatives.	6/20/2019 9:25 AM

Taxi Pre-payment Pilot Survey

73	There's too many cab drivers who make me prepay and don't even have the meters on. I pay \$17-18 from garden city to downtown all the time. Yet coming home with no traffic it's always \$25. Wtf?	6/19/2019 3:18 PM
74	It's a horrible idea. Countless cities have allowed ride share programs (Uber, Lyft) that increase accountability on both the driver and passenger side. Profiles, real time location, cancellation and no-show penalties ensure good customer service and good customers. This pilot program is a waste of time and meaningless, promote and help transition cab companies to be competitive in today's market	6/19/2019 2:24 PM
75	None	6/19/2019 1:53 PM
76	Having to pay twice (or even once) and potentially deal with refunds is less convenient than most app based ride sharing. All local companies should get on 1 app?	6/19/2019 1:33 PM
77	Needs to be advertised more, even if it's just on news sites and news papers	6/19/2019 10:18 AM
78	Drivers refunding overpayment and citizens not paying the remaining amount owing	6/19/2019 10:16 AM
79	Reimburse in case trip is not completed for any reasons	6/19/2019 9:51 AM
80	Prepayment should be a flat fee or issued a receipt so there is no disputing with the driver about how much extra is needed or how much the refund will be at the end of the ride. The taxi fare (meter) should not be started until the prepayment is finished (I.e. extra time is not added to fare just for the time it may take to do a credit card transaction before the trip. It should be made as easy as possible since there are likely to be arguments and delays while passengers try to calculate how much they should prepay or how much they are owed back or have to pay at end of trip. Many will have to get out their phone calculators! Also be aware that tips for drivers may go down	6/19/2019 9:49 AM
81	The pre-payment amount should be low so that there is no need to try to get a refund on the pre-payment, as that could cause uncomfortable situations if you require a refund but the driver assumes that it is kept as a tip.	6/19/2019 9:49 AM
82	Marginalized persons may not be able to prepay, especially if using a taxi to evade danger	6/19/2019 9:44 AM
83	Drivers trying to get prepayment customers to pay more to complete the trip. Drivers will try to hold people hostage - especially when they aren't receiving cash.	6/19/2019 9:38 AM
84	All transactions of pre-payment should be recorded for legal challenges against dishonest cab drivers!	6/19/2019 9:33 AM
85	Who would settle disputes if any arise. City of Winnipeg should arbitrate since they are involved this far already.	6/19/2019 9:20 AM
86	Won't have to worry about a tip.	6/19/2019 9:10 AM
87	Yes. It *comment removed*. The taxi driver will take the money and then not drive you or won't drive you where you want..	6/19/2019 9:06 AM
88	i don't get it	6/18/2019 12:50 AM
89	What is the action the driver should take if the customer does not abide with the rules of the pilot project during this transition period?	6/17/2019 3:02 PM
90	No issue	6/17/2019 7:29 AM
91	People might make drivers stop at banks or fast food restaurants but how would customers pay for the stopping time? Or should the taxi drivers not stop anywhere other than their destination?	6/15/2019 10:45 AM
92	No	6/14/2019 10:30 PM
93	Couple of things to consider: treatment of difficult passengers may be less than ideal if money is already in hand, and/or, potential for conflict if additional amount owing beyond pre-payment. Some people may be vulnerable to exploitation	6/14/2019 5:05 PM
94	No	6/13/2019 11:12 PM
95	No	6/13/2019 11:10 PM
96	yes, taxi drivers taking a longer route to increase fare	6/13/2019 6:40 PM
97	Special interest groups and social justice warriors will see racism here and will not want anything resembling responsibility or common sense	6/13/2019 5:09 PM

Taxi Pre-payment Pilot Survey

98	YES MANY TIMES DRIVERS HAVE REFUSED TO GIVE CHANGE OR CLAIM THEY HAVE NO CHANGE RECEIPTS SHOULD BR GIVEN WHEN ANY PRE PAYMENT IS MADE AS STATED DRIVERS CLAIMTO HAVE NO CHANGE OR CLAIM THEY CANT SPEAK ENGLISH AND KEEP YUOR MONEY	6/13/2019 4:06 PM
99	Drivers already to push for prepayment, and are always reluctant to give anything back if fare comes under the expected amount. This will create the incentive to pad the meter to that minimum payment amount to make more money. They will slow down, take longer routes and ensure that minimum is reached. Not a good idea at all	6/13/2019 1:03 PM
100	Drivers trying to go longer ways. People trying to argue about pre payment	6/13/2019 12:35 PM
101	Taxi drivers already try this & More times often than not DO NOT return the fare owed	6/13/2019 11:49 AM
102	Not at this time	6/13/2019 10:27 AM
103	No body is going to take cabs if this is implemented	6/13/2019 9:50 AM
104	Taxi's taking our money it happens!!	6/13/2019 9:22 AM
105	Fully support the idea. No different than mobile-app based ride-sharing services in other cities requiring credit card confirmation to book a ride. Hope it goes through.	6/13/2019 9:13 AM
106	driver will throw you out in 2 blocks keep the money	6/13/2019 8:07 AM
107	paying with cash	6/13/2019 7:37 AM
108	Taxi Drivers making up prices/trying to extort money	6/13/2019 2:54 AM
109	The amount on the meter goes up over time, not distance. I have had the experience where the driver drives slower the closer he gets to the destination, so the meter goes up a little higher, and then you have to pay more.	6/13/2019 1:09 AM
110	No, prepay or we use Uber	6/12/2019 11:08 PM
111	no	6/12/2019 10:50 PM
112	Fix the safety problems first. Try being a female grabbing a cab late and night alone. That must be fixed for this plan to work. No judgement on who takes a cab or when. Treat everyone equal, drivers don't get to judge and must be upheld to better safety practices.	6/12/2019 10:45 PM
113	Altercations, customers left out in cold weather	6/12/2019 8:50 PM
114	The cost	6/12/2019 7:43 PM
115	I think its better	6/12/2019 6:57 PM
116	It won't work	6/12/2019 6:55 PM
117	People don't like changing so expect resistance. Explain why this step is necessary. Remind passengers you need to pay at some point so it just makes everyone accountable for the service they requested.	6/12/2019 6:38 PM
118	no	6/12/2019 6:12 PM
119	Yes, the taxi driver cheating the passenger.	6/12/2019 6:12 PM
120	Traffic slow downs will pre payment is made, versus jumping in and moving on and discussing destinations on route.	6/12/2019 6:08 PM
121	No	6/12/2019 6:06 PM
122	Yes, I feel there will be issues if you try to apply it for certain times on certain days. Just do it all the time for EVERY passenger so its equal for all.	6/12/2019 6:00 PM
123	Dishonest taxi drivers.	6/12/2019 5:54 PM
124	the usual cries of racism, sexism, profiling by native groups	6/12/2019 5:12 PM
125	drivers all have to uphold the rules consistently and the same	6/12/2019 3:58 PM
126	This pre-payment plan will allow for discrimination against POC and individuals living in low-income areas. There is animosity between indigenous women and cab drivers already. I've been asked personal questions about my relationship status and if I live with people. This will not resolve issues with taxi drivers and Indigenous folks in the city.	6/12/2019 3:50 PM

Taxi Pre-payment Pilot Survey

127	What will you do to the Taxi drivers that say they only accept cash and then do not turn on their meters? This is a common occurrence in Winnipeg.	6/12/2019 3:42 PM
128	People would find alternate and cheaper transportation	6/12/2019 2:25 PM
129	While not every taxi driver is dishonest, there are those who will take advantage of an intoxicated person.	6/12/2019 1:29 PM
130	If certain individuals pay cash, that would mean handling cash in a taxi which is not a safe practice.	6/12/2019 1:03 PM
131	I disagree with any kind of prepayment, no one should be subject to this	6/12/2019 12:49 PM
132	no	6/12/2019 12:49 PM
133	no	6/12/2019 12:33 PM
134	Safety of the passenger and also the driver. Arguments and fights could arise	6/12/2019 12:30 PM
135	Possibly	6/12/2019 12:24 PM
136	no	6/12/2019 11:55 AM
137	Yes. Some drivers have a bad habit of taking longer routes or routes that consume more time to already increase their fair. How are you going to handle these situations in prepayment?	6/12/2019 11:48 AM
138	There could be problems with drivers not refunding people who have pre-paid, or not giving them od service beacuse they have already received some money.	6/12/2019 11:40 AM
139	Yes. I don't like being sexually assaulted then not being taken seriously by authorities	6/12/2019 11:15 AM
140	Not that I can think of	6/12/2019 11:11 AM
141	These days there gonna be a problem one way or the other. Doesn't matter how ready you are for it.	6/12/2019 11:11 AM
142	Yes the public don't want it, we want safer taxis. Considering that the women and some men in my life experience overly sexual taxi drivers, or taxis without door handles at least once a month.	6/12/2019 11:10 AM
143	We deserve a better service	6/12/2019 11:05 AM
144	No	6/12/2019 9:58 AM
145	Pre payment should be any time. Driver can ask and give them estimate fare cost as per distance	6/12/2019 9:36 AM
146	Yes. No one will want to pay for a taxi ride before service is provided. This is none of the city's business.	6/11/2019 10:29 PM
147	There is no issue.	6/11/2019 8:41 PM
148	Yes, they overcharge on pre-pay	6/11/2019 5:35 PM
149	Being ripped off, different routes for longer fares	6/11/2019 3:56 PM
150	Yes, taxi drivers tend to be sketchy. If they owe me money at the end for too high of a prepaid I imagine they won't give it back. This would just push more people to rideshare.	6/11/2019 3:14 PM
151	Unreliable connection. Double charges	6/11/2019 2:56 PM
152	How long does the preauthorized credit card charge stay before being reversed? How do you deal with cabbies who can't properly estimate distances? How do you prevent them from differentially applying the rules (min, max, etc.) by ethnicity/race? How much will taking card payment twice for a trip make cab rides even slower than they are? Will cabbies refuse to take fares who don't have cash (card only)?	6/11/2019 1:50 PM
153	Most turn off the meter if a agreement was made. I once paid \$10 for a \$8.50 (estimated) ride.	6/11/2019 9:13 AM
154	The driver will keep money if ride is less then prepaid amount. They will want to keep it for a tip. Won't refund the money. Will have to argue with them go get any money back they owe for ride of paid lots from start.	6/11/2019 8:41 AM
155	No	6/11/2019 8:32 AM
156	Makes credit card payment more inconvenient, less efficient for passengers as they wait for the accounting at the end of the trip	6/11/2019 6:36 AM

Taxi Pre-payment Pilot Survey

157	As someone who pays by debit when using a taxi cab, this can cause additional service charges from my bank as I may need to make multiple payments for a single taxi ride, which is already being paid at a premium. I've also experienced times where I've called a taxi fully knowing I had no money on me with the explicit plan to stop at an ATM along the way to my destination so I would be able to pay. With a pre-payment system that option is no longer available and would leave me unable to use a taxi service.	6/11/2019 12:21 AM
158	it will be great	6/10/2019 9:10 PM
159	Customers being ripped off by drivers.	6/10/2019 6:52 PM
160	No tips from those that have prepaid.. . Not going to put a tip on up front and not going to put 5 bucks on my visa for a tip (which costs the vendor too forore transactions)	6/10/2019 6:39 PM
161	It should be well advertised before being implemented and even stated by the dispatcher when the cab is called until the public gets used to it.	6/10/2019 6:29 PM
162	Yep entirely disregards people with no smartphones. I expect issues with refunds when they owe.	6/10/2019 4:10 PM
163	Making sure the taxi driver isn't asking for an unreasonable prepayment and ripping off a customer who is unfamiliar with the city. Would pre payment only be done by credit and debit card?	6/10/2019 3:49 PM
164	Out-of-town tourists may be unaware of the pilot until they literally get into the taxi.	6/10/2019 3:24 PM
165	people will not take taxis	6/10/2019 1:58 PM
166	no	6/10/2019 1:10 PM
167	There is not enough trust in Taxi companies/drivers for this to be a sensible program.	6/10/2019 12:29 PM
168	Anyone using credit cards for payment will be especially inconvenienced unless they do not need to perform a second use of the payment terminal at the end of the trip. Having to do so at the beginning and end of the trip adds more time than passengers, and likely drivers, will want. Drivers may also start the timer before the prepayment, which could lead to higher charges overall depending on how long the pre payment takes to complete.	6/10/2019 12:16 PM
169	The obvious ones that you get right now where people don't want to pre-pay	6/10/2019 11:46 AM
170	*comment removed*	6/10/2019 10:49 AM
171	Ensuring that pre payments are refunded appropriately if the fare is less.	6/10/2019 10:13 AM
172	No	6/10/2019 10:08 AM
173	THE DRIVERS WILL STEAL FROM THE PASSENGERS. TAXI CHITS WILL NO LONGER WORK	6/10/2019 10:03 AM
174	Absolutely	6/10/2019 9:52 AM
175	no	6/10/2019 9:32 AM
176	Some drivers try to take the longer routes to increase the fare	6/10/2019 9:16 AM
177	Not having cash on me, and not trusting card readers in cabs	6/10/2019 8:52 AM
178	Yes, confusion for passengers, unfair to those that do not have financial resources	6/10/2019 7:59 AM
179	whatever is paid for prepayment should be the FINAL price.	6/10/2019 7:49 AM
180	Just allow ride sharing apps like Uber, lyft... they handle all of these issues for you. Why are you even talking about this.	6/10/2019 5:21 AM
181	24*7 pre-payment plan can promote increase ride share companies on the cost of taxi drivers.	6/10/2019 2:03 AM
182	If passenger is paying by debit card then the passenger would have to make two transactions and pay banking fees.	6/10/2019 1:50 AM
183	I find that a large majority of taxi drivers go about advising on prepayments very disrespectfully to customers. I think there needs to be some guidelines set in places regarding how taxi drivers can treat their customers, especially within matters relating to pre-payment. If we do not feel we were treated fairly, or given honest service and charged properly, there isn't even a resourceful contact to inquire about this as any of the contact centres treat customers calling in upset or looking to clarify a situation/speak with management VERY disresctfully as well. I think something needs to also be done to correct how customers are treated before a change like this can be implemented.	6/10/2019 12:23 AM

Taxi Pre-payment Pilot Survey

184	Taxi are already notorious for driving the longest routes home to increase fare price. You should have to pay before you get into the car and know exactly how much it's going to cost you. In the age of technology there shouldn't be any estimating required	6/9/2019 10:24 PM
185	Bad idea	6/9/2019 9:56 PM
186	no	6/9/2019 9:54 PM
187	Taxi drivers are notorious for taking longer routes and driving slow on purpose. Making someone pay any cost up front opens the door for theft from drivers	6/9/2019 8:18 PM
188	In my experience i find that the drivers execution of asking for money upfront. They deal with some pretty unruly types day today but they must understand not everybody is like that. So if they would just point to the sticker and be polite maybe there wouldn't be so many issues but I find that most cab drivers are very very rude and very arrogant	6/9/2019 6:42 PM
189	Will stop using cabs. Come on Uber get here faster	6/9/2019 6:19 PM
190	Thanks	6/9/2019 6:11 PM
191	Not really	6/9/2019 5:12 PM
192	Yes because sometimes people have their cabs paid for by others	6/9/2019 1:37 PM
193	Show sticker inside and outside	6/9/2019 11:22 AM
194	When Uber and Lyft arrive, Winnipegs taxi industry will vanish.	6/9/2019 10:55 AM
195	No other city in Canada does this. It makes us look like the backwards cousin to outsiders, and will drive people further into ridesharing apps.	6/9/2019 10:08 AM
196	There are always issues when you impose further regulations on people. Less than honest clients and drivers will both look for ways to make it more profitable or beneficial to themselves. Drivers will overestimate, clients will argue with estimates, drivers will pretend they have no change for overpayments.... and on and on. Why are you setting the city up for litigation when a driver or client takes issue with something?	6/9/2019 9:57 AM
197	Some people have to leave unsafe situations quickly and this puts women (in particular) in a vulnerable situation.	6/9/2019 9:39 AM
198	Yes. There are too many issues with this policy and taxi drivers in Winnipeg. Don't do this.	6/9/2019 9:16 AM
199	The lack of instant accountability or protection for passengers should be disqualifying. This is a terrible idea	6/9/2019 8:50 AM
200	I know for a fact maybe disputes if I don't have change it just started how that affected somebody pays a prepayment and it takes up more money and the taxi guy says I don't have change then what give him a tip not going to happen it's been too many discrepancies with these people	6/9/2019 8:38 AM
201	I don't have any problem	6/9/2019 7:47 AM
202	I have had many a driver demand pre payment in a aggressive manner demanding \$20 or telling me i have to exit the cab. Scary to a woman who is alone. please address the customer courtesy before this is rolled out. Being polite is very important in a public industry& appreciated:)	6/9/2019 2:40 AM
203	I don't like the idea.	6/9/2019 2:12 AM
204	Nil	6/9/2019 12:36 AM
205	Yes the ones who would ride n run or simply not pay will be removed n up to now our poor taxi cab drivers have *comment removed* which is NOT AT ALL FAIR n should never have been allowed to occur in the very first place...shame on u fir stealing from them this way n not acting sooner...u only acted on the deaths of the taxi drivers n cared nothing for their lives n needs like anyone else to make a buck to feed their tummy n that of their familys...n thats that n *expletive* u !!	6/8/2019 11:53 PM
206	no	6/8/2019 10:45 PM
207	Yes. Cab companies are crooks that should be forced to have clean, safe/6month inspected vehicles. And give a fare prior to driving	6/8/2019 10:39 PM
208	Taxi drivers have a bad habit of sitting in traffic when another lane moves because sitting gets them more money. They'll just do that more often unless they have to NOT.	6/8/2019 10:26 PM
209	No	6/8/2019 9:29 PM

Taxi Pre-payment Pilot Survey

210	No. Just do it.	6/8/2019 9:28 PM
211	A driver must have his own judgment	6/8/2019 8:37 PM
212	If Pre payment is a high priority there should be no exchange of cash and all taxi services should be Pre booked and paid online or through a mobile app.	6/8/2019 8:22 PM
213	Slower service to build up the fare	6/8/2019 8:12 PM
214	If you want to pay by credit card will there be two separate charges? One for the prepayment and another for the remainder of the fare?	6/8/2019 7:11 PM
215	Angry passengers	6/8/2019 6:06 PM
216	No one will take the taxi	6/8/2019 4:59 PM
217	Lol..if you don't don't know , you're in for an awakening. Drivers will ask for more than the fare. It's ridiculous to leave this up to drivers that barely know the city. I got one ei not be taking a taxi except to the airport.	6/8/2019 4:14 PM
218	There needs to be a standard across the board. No minimum/ maximum so drivers aren't passing judgement and requiring \$20 prepayment from one person and \$50 from the next when the distance was the same.	6/8/2019 4:12 PM
219	The entire program is flawed in concept	6/8/2019 4:04 PM
220	Some people are assholes and may want to dispute this just because.	6/8/2019 3:33 PM
221	I agree for pre-payment.	6/8/2019 3:18 PM
222	it would be so much more helpful if there was an app option	6/8/2019 3:12 PM
223	no	6/8/2019 2:14 PM
224	Change in the destination that earlier use to estimate the pre payment fare.	6/8/2019 1:48 PM
225	There will be lots of opposition from passengers	6/8/2019 1:42 PM
226	No	6/8/2019 1:22 PM
227	Yes, it's been my experience on numerous occasions that a cab driver go far out of the way to charge extra.	6/8/2019 1:21 PM
228	People will be stuck in the old way of doing business	6/8/2019 1:08 PM
229	None.	6/8/2019 1:02 PM
230	Yes with charging more or less than the fare and trying to get the drivers to reimburse or the passengers to pay more it turns into the same issues there is now.	6/8/2019 12:55 PM
231	A public notice should of issued regarding mandatory pre payment.	6/8/2019 12:46 PM
232	Yes. You will here people decry racism for sure . Always happens. You need major news coverage indicating this applies to all people and is meant to provide safety to both passengers and drivers alike	6/8/2019 12:45 PM
233	Set times will cause issues. It should be either all the time or never.	6/8/2019 12:42 PM
234	Angry customers and scammy drivers	6/8/2019 12:31 PM
235	IT Will benefit Both The Driver and Passenger	6/8/2019 12:07 PM
236	Yes ppl who have someone else paying at drop off.	6/8/2019 11:40 AM
237	People who get dinged bank fees for every transaction will not appreciate having to pay twice when you can pay once. I know i won't appreciate it and i can tell you i will be looking at alternate transporation methods and not use car services during the times that get specified. And i think if people paid the full estimated fares up front there will be issues with actually getting refunds back. So thanks, but no thanks i will not be using car services if this is implemented.	6/8/2019 11:37 AM
238	yeah - some of the drivers will still be dishonest as will some of the passengers -	6/8/2019 11:16 AM
239	Administrative nightmare slowing process down. Elderly and vulnerable people may struggle with this especially depending how much technology is involved	6/8/2019 11:13 AM
240	Someone not noticing the sticker and often times the language barrier.	6/8/2019 10:56 AM

Taxi Pre-payment Pilot Survey

241	Will cash be accepted, low income people may not have a debit/credit card	6/8/2019 10:43 AM
242	No certain days or time always like stores	6/8/2019 10:26 AM
243	Should prepay when booking taxi - end of story	6/8/2019 10:12 AM
244	Yes.	6/8/2019 10:07 AM
245	Many drivers today do not know the shortest routes this will be even worse	6/8/2019 10:00 AM
246	I did not have any way of paying my fare until I arrived at my destination, upon release from hospital. People who don't have credit cards or debit cards will not be happy.	6/8/2019 9:41 AM
247	I think it should be an app like Uber uses!	6/8/2019 9:36 AM
248	You pay the whole fee up front and if the taxi decides to go site seeing like they so frequently do, it's on his dime not mine! Too many times I get in and driver asks which route I want him to take and he decides to take a congested route with more lights !	6/8/2019 9:13 AM
249	Out of all of these questions, why was the question not put in that someone disagrees completely with pre-payment? The only options you give limit a person to assuming that they agree with pre-payment at all.	6/8/2019 8:41 AM
250	Cabbies kicking passengers out and them being out of the fare	6/8/2019 8:39 AM
251	No. Happy to comply to protect the taxi drivers.	6/8/2019 8:35 AM
252	What will happen if driver doesn't take you to your destination? Many stories where cabbies kick a person out before destination.	6/8/2019 8:29 AM
253	Arguments and fights	6/8/2019 8:19 AM
254	Drug dealers and users who only pay cash won't be happy	6/8/2019 8:17 AM
255	Yes, a million things. This city is known for taxi drivers already taking advantage of passengers, and now you want to add theft to it? You pay after you get to your destination, not before	6/8/2019 8:04 AM
256	Yes this is racists	6/8/2019 8:01 AM
257	You will always have people upset about something. Just do it!	6/8/2019 7:43 AM
258	Taxi drivers have refused to drive me on the meter before and I highly doubt you will be able yo get them to consistently refund overpaid amounts to passengers. This is a *expletive* policy and it's disgusting.	6/8/2019 7:38 AM
259	no	6/8/2019 7:20 AM
260	Less taxi usage	6/8/2019 7:16 AM
261	no	6/8/2019 6:04 AM
262	Yes, if the payment is made in cash, any over-payment has to be refunded in cash only	6/8/2019 6:01 AM
263	No	6/8/2019 2:26 AM
264	Taxis might not be willing to give proper change back if pre paid amount is less than the fair.	6/8/2019 1:46 AM
265	Yes, please provide a written message for a flat fee	6/8/2019 1:10 AM
266	yes cab drivers try to rio them off	6/8/2019 12:57 AM
267	If a company is paying for fare either to work or from work and any other function where a company is paying fare	6/8/2019 12:32 AM
268	Why should passengers have to pay twice? If paying by credit or debit they would incur extra fees. Stupid Stupid idea!!	6/8/2019 12:12 AM
269	Some people might not be able to read, not know how or are visually impaired.	6/7/2019 11:55 PM
270	Only from dishonest citizens	6/7/2019 11:42 PM
271	How are we suppose to know the cab driver isn't ripping us off? Pocketing the money?	6/7/2019 10:53 PM
272	Taxi drivers should not charge pre pay, they don't always give change even so why should we pay before out trip ends	6/7/2019 10:48 PM

Taxi Pre-payment Pilot Survey

273	No	6/7/2019 10:25 PM
274	It will slow down service and cause friction between driver and passenger	6/7/2019 10:20 PM
275	No. This is good plan	6/7/2019 9:49 PM
276	Should only be by card	6/7/2019 9:06 PM
277	Most taxis have "broken" card machines or refuse to use machines, refuse to have change, this will cause confusion with visitors from other towns, this will drive people away from taxis towards ride-sharing	6/7/2019 8:46 PM
278	I have heard far too many accounts of people not receiving their change and amount due back when they've been forced to repay as it is. I do not think that with the current issues with cab drivers that this will work it be fair to either can drivers or passengers	6/7/2019 8:36 PM
279	There should not be an issue	6/7/2019 8:00 PM
280	Drivers never carry change and i take a taxi daily	6/7/2019 7:38 PM
281	Display a sticker for prepaid cabs	6/7/2019 7:21 PM
282	*comment removed*	6/7/2019 7:17 PM
283	Intoxicated people refuse to pay, people refuse to get out unless driver takes them even if they dont pay.	6/7/2019 7:13 PM
284	Passengers will be offended and hostile. For asking pre-payment	6/7/2019 7:04 PM
285	Yes there are so many unscrupulous drivers that the general public can and will be taken advantage of. Tacos need to be regulated better than they are and the public protected	6/7/2019 6:52 PM
286	City of Winnipeg is corrupt.	6/7/2019 6:35 PM
287	Yes: (1) if the refund is not issued immediately, how will you protect customers and enforce the refund? (2) what if the person wants to pay with cash? (3) this will require that debit card users insert it twice, which may cause issues with some cards. (4) taxi drivers will have incentives not to return the difference.	6/7/2019 6:33 PM
288	Winnipeg Taxis seem to have a problem showing up in the first place. Such an unreliable service asking for pre-payment is ridiculous	6/7/2019 6:21 PM
289	Big time. Some people wont like it. It will be the same issue's wpg transit has right know	6/7/2019 6:21 PM
290	Often cab drivers have language barriers and are argumentative. I anticipate some would keep the money or not have change to provide refunds or the ability to refund by debit or credit	6/7/2019 6:20 PM
291	Drivers not wanting to give change if ride is less than the pre-payment	6/7/2019 6:18 PM
292	Credit card skimming	6/7/2019 6:16 PM
293	Yes. Women will not be safe.	6/7/2019 6:14 PM
294	The "50% up front" payment arrangement exists in lots of industries. Make pre-payment fair and universal. Make it the normal way of conducting business. Otherwise it may be seen as targeting specific groups of people.	6/7/2019 6:14 PM
295	Young folks won't like it but it's actually what the ride share companies do anyway- and it helps with the driver safety issues.	6/7/2019 6:11 PM
296	What is the taxi driver tries to drop you off before your stop. This kind of situation has been in the news.	6/7/2019 6:08 PM
297	yes, will the meter be run every trip, will there actually be change given if your trip doesn't cost what the pre-payment covers, will cab drivers be required to carry enough change in order to pay the remainder of what's left? will they count the change as a tip they didn't earn because of rude, racist or discrimitory behaviour during the trip? what if the cab driver kicks you out during the trip??	6/7/2019 6:07 PM
298	Show us pictures of drivers who are picking us up.	6/7/2019 5:53 PM
299	Profiles and instills racial prejudice	6/7/2019 5:36 PM
300	Never use it	6/7/2019 5:16 PM
301	People paying by card, with an account, covered by an agency. Shall I go on ...	6/7/2019 5:14 PM

Taxi Pre-payment Pilot Survey

302	Some people will argue about it because they don't like change!	6/7/2019 5:12 PM
303	no	6/7/2019 5:10 PM
304	unfare amounts wanted in prepay	6/7/2019 5:04 PM
305	The passenger leaving without paying the remaining amount if it is higher than the estimated	6/7/2019 5:02 PM
306	it should not be mandatory	6/7/2019 5:00 PM
307	Yes, Taxi drivers have a monopoly in this city so they don't care about customer service at all. They cheat people all the time and don't care because they know a lot of people depend on them. Taxis are already asking people for under the table flat rates and then if the meter is less they keep the entire flat rate or they take a longer route to get more or they kick you out and keep the entire flat rate claiming they drove the passenger all the way there when they didn't. Complaints never seem to matter to Unicity or Duffy's, a driver will assault a passenger or rip them off and Duffy's or Unicity will still keep them employed because they have a monopoly. Stop trying to make the public and these cabbies get along. Let us have ride-sharing where the drivers actually care about there reputation and have to provide good customer service.	6/7/2019 5:00 PM
308	People pay with credit cards -- and the available system is already slow; I do not trust taxi drivers to properly administer cash refunds, especially to members of already marginalized groups	6/7/2019 4:56 PM
309	Yes. The driver can easily not give change or charge more for no reason as it has happened to me	6/7/2019 4:56 PM
310	You're the one on glue - you tell me.	6/7/2019 4:54 PM
311	Yes - Cases where, due to traffic or poor route selection, the actual fare is much higher than the estimated fare. A cap should be implemented based on a percentage of the estimated fare that is the absolute maximum the passenger can be charged in the event of a large discrepancy between the fare estimate and the actual fare	6/7/2019 4:51 PM
312	Shouldn't be only on restricted days. It's should be every day.	6/7/2019 4:44 PM
313	I do for people wanting to pre pay with debit or credit. This is a common issue at 2am when the cab drivers want a flat rate. Have had several issues before and when calling the cab company to complain been told to *expletive* off.	6/7/2019 4:36 PM
314	The only problem is that people will pre pay and the taxi drivers will take a longer route and then make the customer pay the extra... cause taxi drivers ALWAYS like to take the longer route especially when they know the person in their taxi has been drinking.	6/7/2019 4:30 PM
315	20	6/7/2019 4:24 PM
316	i think this would cause more fuss	6/7/2019 4:23 PM
317	Some customers may respond adamant behavior towards pre payment, thus they may not pay the fare advance and even may not leave the cab too. Because sometimes customers have weapons.	6/7/2019 4:23 PM
318	Drivers have fired the last year when asking for a prepayment usally ask for 200% or more of the the actual fare. After they collect often times they dont turn on the meter. Then if you ask why they take a longer route. If a prepayment is enforced it should be the same between all drivers and businesses	6/7/2019 4:13 PM
319	No	6/7/2019 4:12 PM
320	it should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens . you will have a ton of calls, legal issues etc from un happy clients. We already see the taxi companies in the news papers and media daily for harrassment, sexual advances, and now we have to prepay... I guarentee youll have more back lash and bad media than ever winnipeg.	6/7/2019 4:12 PM
321	The pre-payment should apply to every rider so that it doesn't appear discriminatory. Also, if a person doesn't want to pay, they won't be allowed to ride.	6/7/2019 4:12 PM
322	drivers can be untrustworthy too... a receipt should be issued upon deposit	6/7/2019 4:10 PM
323	No	6/7/2019 4:01 PM
324	There are specific reasons for problems, get rid of them.	6/7/2019 3:50 PM

Taxi Pre-payment Pilot Survey

325	NO	6/7/2019 3:44 PM
326	Yes the idea of certain times and days is stupid. Former cab driver for 20 years.	6/7/2019 3:44 PM
327	Drunk people argue	6/7/2019 3:39 PM
328	No	6/7/2019 3:38 PM
329	This delays the trip time, adds unnecessary process and inconveniences passengers.	6/7/2019 3:31 PM
330	Adequate public awareness is important.	6/7/2019 3:31 PM
331	Cab drivers trying to take advantage of drunk or weak passengers like 9/10 do now	6/7/2019 3:29 PM
332	No	6/7/2019 3:28 PM
333	You should be able to prepay using your debit or credit card using the taxi company's app. then yo never have to exchange money with the driver.	6/7/2019 3:28 PM
334	2 payment transactions on a debit card is costly. Most banks that have unlimited transactions cost over \$15 a month, therefore affecting the lowest income people first.. Who uses cabs? People with low income who cant afford the costs of a car/maintenance/etc. This is a BAD idea.	6/7/2019 3:27 PM
335	Just how rude drivers tend to be to the indigenous community.	6/7/2019 3:20 PM
336	Pre-paying and the driver not refunding the difference, or only refunding a portion of the difference due to the driver assuming an automatic tip. As well, there is already issues with drivers telling customers the debit/credit machines are nto working and that it is only cash, so they can claim cash only for pre-payment. The route used as an estimate (if that will be the way a pre-payment is done) would need to be easily identifiable by the passenger so they can track it as well. Otherwise the fare will likely go over the pre-paid amount often. It should not be left at the discretion of the driver as to which route to take unless there is a possibility the passenger can agree upon that route and make sure the driver maintains that route.	6/7/2019 3:20 PM
337	Absolutely, what is going to happen for all the people who go to a place where the person at the destination will pay the fare? Why should we pay for a service that has a variable price before we recieve said service?	6/7/2019 3:19 PM
338	Yes, most Taxi driver's drive unsafely and are rude to passengers so pre-paying for their benefit or for them to take advantage of that shouldn't happen until they change that or take more accountability	6/7/2019 3:15 PM
339	No issues	6/7/2019 3:14 PM
340	Taxi drivers need to be more nice about it, when asking or telling the passenger. Some can be very rude	6/7/2019 3:11 PM
341	Why would I pay for something I have not used? Screw these Aholes	6/7/2019 3:08 PM
342	Yes, how will this apply to account holders?	6/7/2019 3:07 PM
343	No	6/7/2019 3:05 PM
344	yes	6/7/2019 3:03 PM
345	I think it might impact drivers tips in a negative way. It'd be nice to have it set up as a pre-auth on a debit or credit card but the final transaction is at the end.	6/7/2019 3:03 PM
346	Taxi drivers are going to kick passengers out of their cars before theyre at the destination and the passengers will be without money in the wrong part of city and no way home. It'll really screw over passengers. It's happened to myself before and I know it'll happen again. You should not have to pay before receiving a service. You don't do this with haircuts. You don't do this with groceries. I should not have to pay before I am home.	6/7/2019 3:02 PM
347	Yes	6/7/2019 3:00 PM
348	Yes, drivers trying to keep the rest of the fare if theres amount owing to the rider! There will always be disputes about fares until you hold the drivers to a higher standard as in other provinces	6/7/2019 2:50 PM
349	Yes they would be issues. Pre pay for a cab and they will go the longest route to the destination. Hence getting more money out a person.	6/7/2019 2:50 PM
350	A few rotten apples should not cause the taxi industry to chop down the tree.	6/7/2019 2:49 PM
351	Taxi cab drivers trying to scam unwitting visitors.	6/7/2019 2:42 PM

Taxi Pre-payment Pilot Survey

352	no	6/7/2019 2:40 PM
353	No	6/7/2019 2:32 PM
354	No	6/7/2019 2:27 PM
355	The fact that I don't think prepay should be required	6/7/2019 2:26 PM
356	No. I have to pay one way or the other, so why not pay at the beginning of the trip.	6/7/2019 2:20 PM
357	No	6/7/2019 2:18 PM
358	There should no sticker because sometimes we feel that some will run off on us so we ask for cash up front if there is a sticker that will create more argument people will say it's not that time zone or something	6/7/2019 2:17 PM
359	Drivers overcharging and taking advantage of those vulnerable	6/7/2019 2:14 PM
360	Sometimes if they drunk want free ride if you refuse they trying to hit vehicle or you.	6/7/2019 2:12 PM
361	Display sticker for prepayment must be outside and inside the cabs. So customer have not any difficulty to know about rules.	6/7/2019 2:09 PM
362	Yeah. Passengers wont want to pay. It's a bad idea.	6/7/2019 2:06 PM
363	As a young woman I rarely, if ever, feel safe in a taxi. I will be super upset if I have to pre-pay for a cab ride that ends up making me feel unsafe and uncomfortable.	6/7/2019 2:06 PM
364	Some customers might not want get refunded with remaining change with cash if they pre-pay by debit/credit card. There should be a way to somehow charge the exact amount on the meter to the card. For instance, at gas stations , it doesn't matter if you put say\$20 at machine. The machine will charge the exact amount as that of fuel pumped.	6/7/2019 2:02 PM
365	how will refunds via credit card be addressed, could affect driver tipping, violence / harassment of driver for declining if passenger is unable or unwilling to pay.	6/7/2019 1:48 PM
366	Yes. Arguments. Disputes. Same old issues. You know who doesn't have those issues due to the use of tech? Uber. It's the 21st century. Get Uber to this city. Literally every taxi issue- safety, payments, mistreatment of passengers/drivers, is solved by using Uber's tech.	6/7/2019 1:26 PM
367	This should NOT be allowed...it will cause more problems.	6/7/2019 1:24 PM
368	Not convenient for passengers.	6/7/2019 1:05 PM
369	As long as the customer is given a slip to show the prepayment amount before the driver begins the trip no (no argument that way) you pay before riding a bus, taking groceries home, getting gas. This is no different.	6/7/2019 12:49 PM
370	No	6/7/2019 12:33 PM
371	Trust. The lack of trust towards taxi drivers might be an issue. Some may not want to give money back if it was overpaid.	6/7/2019 12:31 PM
372	Payment should be made after the service is giving. You dont pay upfront to have you lawn cut . Or your cell phone bill.	6/7/2019 12:30 PM
373	Yes - it may be difficult getting refunds if the prepayment amount exceeds the actual cost.	6/7/2019 12:25 PM
374	There shouldn't be any issues. You have to pay your fares. It doesn't matter to me when I pay .	6/7/2019 12:12 PM
375	Cappier service	6/7/2019 12:11 PM
376	Lots of issues	6/7/2019 12:09 PM
377	1. Non agreement on estimated fare. 2. Making sure both parties pay the dues at the end of trip.	6/7/2019 12:04 PM
378	No	6/7/2019 12:03 PM
379	Mmm	6/7/2019 11:58 AM
380	Unscrupulous cab drivers, more arguments arising, the driver assuming it's a tip of there is an overpayment	6/7/2019 11:56 AM
381	Pre-pay should only be for cash/debit fares. CC users should tap to pre-authorize (like at a gas station) and then only the total fare charged at end of ride.	6/7/2019 11:50 AM
382	No.	6/4/2019 7:08 PM

Taxi Pre-payment Pilot Survey

383	Driver should be allowed judgemental call for pre-payment at any time	5/30/2019 8:22 AM
384	There are always issues because of racial profiling and drivers overcharging either due to greed or inexperience	5/27/2019 10:38 AM
385	no	5/26/2019 11:16 AM
386	no	5/25/2019 12:07 PM
387	It is the best way to run cab business in such a rough city. Moreover, driver safety will increase drastically with prepayment	5/22/2019 7:40 PM
388	no	5/22/2019 3:50 AM
389	No	5/19/2019 4:27 PM
390	No	5/19/2019 1:20 PM
391	No	5/19/2019 12:29 PM
392	No	5/18/2019 10:54 AM
393	Some customer they mind it	5/15/2019 9:56 PM
394	Many complaints about service refusals	5/14/2019 9:59 PM
395	The requirement should be at any time of the day.	5/14/2019 9:57 PM
396	I think the only issue will be that alot of people will not be happy with the change and might not like to do a pre-payment	5/13/2019 7:56 PM
397	Yes	5/12/2019 7:21 PM
398	No	5/12/2019 3:26 PM
399	I think whoever is receiving the service should be aware of the per-payment legalization.	5/11/2019 7:43 PM
400	Yes	5/11/2019 6:48 PM
401	When Custmer book a cab they should receive a massage about pre- pay method every time in between 8pm to 5am	5/11/2019 5:10 PM
402	na	5/10/2019 7:30 PM
403	no	5/10/2019 5:38 PM
404	Credit and debit card payments for fares less than prepaid amount.	5/10/2019 4:26 PM
405	no	5/10/2019 1:20 PM
406	Pre-payment strictly enforced at all times.	5/10/2019 1:42 AM
407	By some media passengers must be made aware of pre payments	5/10/2019 1:13 AM
408	No	5/9/2019 11:50 PM
409	Should be for eveyone	5/9/2019 12:38 PM
410	No	5/9/2019 12:19 PM
411	Intoxicated riders who don't have money and decide to hop in a vehicle instead. I'm not saying it's fair that they hop in and don't pay the cab driver but the flip side is something to consider.	5/9/2019 9:00 AM
412	Taxi Drivers accepting pre payment than kicking passengers out before there destination. Taxi drivers not returning the change if the ride was less than the actual pre payment amount.	5/9/2019 8:53 AM
413	No	5/9/2019 7:43 AM
414	Pre-payment should only be by credit card and not cash. That is what is so great about Uber and Lyft. There are no surprises.	5/9/2019 6:41 AM
415	mostly thepassenger will not accept it	5/9/2019 5:36 AM
416	No	5/8/2019 8:49 PM
417	Depend on the distance of the trip	5/8/2019 7:42 PM
418	Should pre -payment	5/8/2019 6:52 PM

Taxi Pre-payment Pilot Survey

419	1. For example if the costumer is using a card to pay for his/her ride and they reach their destination, they use their card but the card gets declined so they tell us that they don't have cash either so they go home and what happens is that we give a free ride to them which is not fair 2. Another thing is that I don't want to take half of the money at front because the customer doesn't pay after they reach their destination and if we try to tell them about it they start arguing with us so that's why they should give full money at front. 3. Sometimes a customer calls more than one taxi company at the same time and at the end whichever taxi he/she sees he/she sits in that cab and leaves. So the problem here is that the other cabs that have come there, their time is wasted and so it their gas. 4. Sometimes one customer calls for a cab from different locations but the same phone number but no one comes out of the place we needed to pick them up from so they just make the taxi go into different places. There should be a charge for the phone because then if the costumer REALLY needs a cab then he will call instead of wasting peoples times!!	5/8/2019 6:28 PM
420	No	5/8/2019 5:08 PM
421	Customers are not use to it, so there are chances of disputes.	5/8/2019 2:30 PM
422	A 'sticker' would not be accessible to blind or paritally-sighted consumers. As long as the pilot is adequately advertised; and info available in other formats that would suffice.	5/8/2019 1:41 PM
423	Convincing people is a major consideration . Weekends , people from bars , clubs , they are under influence of alcohol which is a big deal if we get into such a hassle .	5/8/2019 1:13 PM
424	no	5/8/2019 12:34 PM
425	Disadvantage to cab industry I think city is bringing cab industry to same level as ride sharing it is permoting ride sharing in a hidden ways.	5/8/2019 11:49 AM
426	How we take approval if someone say he will pay with debit or credit	5/8/2019 11:42 AM
427	How will the pre payment be tracked and by who? there are challedges with these types of systems.	5/8/2019 8:30 AM
428	N/A	5/8/2019 6:19 AM
429	One issue first come to mind is, refunding at the end of the trip for payments made by credit card.	5/8/2019 3:56 AM
430	no	5/8/2019 2:58 AM
431	No	5/8/2019 2:19 AM
432	No	5/8/2019 2:15 AM
433	Yes	5/8/2019 12:50 AM
434	No	5/8/2019 12:31 AM
435	NA	5/8/2019 12:29 AM
436	No	5/8/2019 12:27 AM
437	Rude behaviour	5/8/2019 12:25 AM
438	When driver goes out of town to pick customers driver reach at customer home and he says I don't want taxi now this situation driver should get some money	5/7/2019 11:16 PM
439	no	5/7/2019 10:59 PM
440	none if properly explained to the public	5/7/2019 10:15 PM
441	No	5/7/2019 10:00 PM
442	Should be WELL advertised.	5/7/2019 9:53 PM
443	Driver be ready to reimburse excess amount	5/7/2019 9:48 PM
444	there is no problem to put the sticker in the cab but it should not be time frame mentioned on the sticker because bad customers found the way to escape from paying upfront, if they found any time limit they will argue with the driver that not ask the fare at this time of the day and they will pay when they get there and thats the biggest lie in the taxicab business and nobody will pay you when you reach the other end, we have lots of examples that customers run away when we reach the other end.	5/7/2019 9:45 PM
445	It happens many time.	5/7/2019 9:18 PM

Taxi Pre-payment Pilot Survey

446	I don't think there should be any issue	5/7/2019 9:16 PM
447	None	5/7/2019 8:59 PM
448	No	5/7/2019 8:44 PM
449	Prepayment is very much needed at night time	5/7/2019 8:41 PM
450	No this will help the drivers as well as the customer for any disputes.	5/7/2019 8:08 PM
451	No	5/7/2019 8:01 PM
452	No	5/7/2019 7:55 PM
453	No	5/7/2019 7:55 PM
454	Na	5/7/2019 7:47 PM
455	Nothing	5/7/2019 7:44 PM
456	Entire estimated fare should be prepaid as any amount less than entire fare could lead to more disputes or the passengers could be stranded on the way once fare exceeds the prepayment amount,which is risky in severe weather conditions and could lead to another dispute	5/7/2019 7:32 PM
457	regular customers doesnt like it	5/7/2019 7:29 PM
458	- The fare amount and whether or not to accept trips outside Winnipeg better be left to the discretion of the driver. Also the driver should be able to refuse a request for ride when he thinks it is dangerous for his/her safety. Certain areas of the city and certain customers such as those who are suspected to be high or have mental problems are very dangerous for drivers.	5/7/2019 7:17 PM
459	This will alienate passangers and create more tension between passangers and drivers. A good taxi driver should only ask for payment up front if he gets the feeling that he might not get paid but this should be a judgment call made on an individual basis. Making payment up front as a policy will hurt the industry more than it already is and is going to be.	5/7/2019 7:08 PM
460	No	5/7/2019 7:05 PM
461	If you make prepayment mandatory, 99.9% of the problems will be resolved.	5/7/2019 7:01 PM
462	yes	5/7/2019 6:59 PM
463	No	5/7/2019 6:47 PM
464	Yes	5/7/2019 6:31 PM
465	That is only for rideshare vehicles ,,,,taxi is not ride share	5/7/2019 6:31 PM
466	Yes	5/7/2019 6:29 PM
467	No	5/7/2019 6:28 PM
468	Yes	5/7/2019 6:27 PM
469	Pre payment must all the time for everyone like UBER,LYFT etc	5/7/2019 6:27 PM
470	Winnipeger's aren't ready for this kind of pilot, it should be huge compain on media sources like radio YouTube Facebook snapchat and TVs, to prepare and explain. All services like uber and Lift work with prepayment. Prepayment it's the warranty or guaranty of respect and proper treatment to taxi drivers. Every service should be paid!	5/7/2019 6:26 PM
471	No	5/7/2019 6:16 PM
472	Yes	5/7/2019 6:12 PM
473	No	5/7/2019 6:07 PM
474	No	5/7/2019 6:05 PM
475	It's good if May mentioned. " driver can request for pre-payment before start"	5/7/2019 5:52 PM
476	drivers get rip off during the day time as well not only nights so you should give driver right to ask money up front some time we get good customer we don't ask for money some time we deal with trouble maker u never know what time of the day u gonna get what kind of customer	5/7/2019 5:49 PM
477	Insideandoutsidestickers	5/7/2019 5:32 PM

Taxi Pre-payment Pilot Survey

478	No	5/7/2019 5:31 PM
479	No	5/7/2019 5:29 PM
480	If we put pre-payment stickers inside the cab, There should be no time frame mentioned on the stickers because we can get a broke customer any time of the day and they can argue with driver for asking cash-Upfront only for specific time shown on sticker. That can create problem for the drivers who drive during day time. How can we stand on that situation.	5/7/2019 5:28 PM
481	No	5/7/2019 5:23 PM
482	No	5/7/2019 5:19 PM
483	That's all for the drivers saftey. Because everyone is working for the money. If we go to the grocery store at the end of the shopping of we don't have enough money, are we saying to cashier we have just 5\$ if we are on the roads 24*7 to serve the city. Then citizenz of the city also have to pay for the work what we are doing.	5/7/2019 5:19 PM
484	Time slot is a biiger issues. Time slots is dictating prepayment not the condition of the person. I strongle belive time slot is not a good idea.I am available for debate if required.	5/7/2019 5:14 PM
485	No	5/7/2019 5:08 PM
486	No	5/7/2019 5:08 PM
487	There are times when customers do not have enough to cover the cost of the entire fare, due to this reason, there will be customerseho do not have enough money to cover the minimum prepayment.	5/7/2019 4:54 PM
488	no	5/7/2019 4:28 PM
489	Yes. It will creates confusion and make the ride tense and unpleasant for the customer.	5/7/2019 4:18 PM
490	No	5/7/2019 4:15 PM
491	N/A	5/7/2019 4:03 PM
492	Also a sticker of drivers can ask money upfront	5/7/2019 3:59 PM
493	No	5/7/2019 3:48 PM
494	Language translation. How to ensure all passengers, including tourists, understand? This isn't a practice in other parts of the world, so it'll be confusing.	5/7/2019 3:40 PM
495	As a driver I have lots of trouble asking fare in advance so making it a by late will solve lots of issues and it's more safer towards drivers	5/7/2019 3:33 PM
496	Make a app for estimated fare based on base fair per (meters or kms)	5/7/2019 3:29 PM
497	No	5/7/2019 3:26 PM
498	No	5/7/2019 3:22 PM
499	No issues	5/7/2019 3:19 PM
500	Lots of customers say somebody else is paying on the other end,those customers create trouble most of the time	5/7/2019 3:19 PM
501	Just make it happen ASAP please. Getting tired of getting robbed for trips.	5/7/2019 3:18 PM
502	People travelling from their residences should be excluded from pre-payment. Customers are anxious to arrive on time at the airport, and may feel more anxious if the process of pre-paying takes too long.	5/7/2019 3:17 PM
503	As mentioned above it will take time for public to filly understand and get used too of it.But meanwhile city of Winnipeg must advertise the pilot project.because i know good customers get offended when a driver ask fare upfront. So to reduce unpleasant incidents between driver and customers city must advertise it properly .thanks	5/7/2019 3:15 PM
504	Hold some money after ride back balance	5/7/2019 3:12 PM
505	no	5/7/2019 3:11 PM
506	No	5/7/2019 3:08 PM

Taxi Pre-payment Pilot Survey

507	People not gonna understand that it gonna make it more complex especially at night they can be offended what i think you should ask companies to do as same as ride sharing companies do pre payment through the app	5/7/2019 3:08 PM
508	No	5/7/2019 3:07 PM
509	No	5/7/2019 2:58 PM
510	The estimation might be wrong	5/7/2019 2:55 PM
511	No	5/7/2019 2:49 PM
512	Yes	5/7/2019 2:38 PM
513	Yes	5/7/2019 2:34 PM
514	Not really	5/7/2019 2:31 PM
515	Yes i think pre payment should only applied in some area because most of our customers get offended when we ask for pre payment. Most of the time if we ask for pre payment from a person who is earning good and allways pays if we ask for payment upfront they might get offended and it will creat wrong impression of the company and it is not considered as good customer service. The best thing is would recommend is to ask the company to update there payment feature on the app so that custimer can pay through app this will be the best for the business like uber does	5/7/2019 2:30 PM
516	Must be pre paid	5/7/2019 2:28 PM
517	No	5/7/2019 2:25 PM
518	No	5/7/2019 2:24 PM
519	If a customer uses a pre-paid credit card and at the end of the trip the customer is owed a few dollars back, a refund is not possible into a prepaid card.	5/7/2019 2:22 PM
520	Sometimes when you ask the passenger to prepay a certain amount of money they get rude and try to damage the car. Some people can be really aggressive, so please make sure that you let the public know about pre payment pilot properly otherwise there can be serious issues with the safety of deivers	5/7/2019 2:21 PM
521	Advertise it around the city, so that everyone in city should know about Pre-Payment Program is in affect .	5/7/2019 2:19 PM
522	Passengers may get feel bad and they fight sometimes	5/7/2019 2:18 PM
523	Estimation	5/7/2019 2:18 PM
524	No	5/7/2019 2:17 PM
525	By display on every cars & trip	5/7/2019 2:17 PM
526	No	5/7/2019 2:16 PM
527	There has never been issue dealing with good/understanding people. People who don't want to pay have always an issue whether you ask money upfront or later.	5/7/2019 2:16 PM
528	Not enough of the public being aware of the pre-payment and being upset with drivers upon entrance into the cab.	5/7/2019 2:15 PM
529	No	5/6/2019 3:17 PM

Taxi Pre-payment Pilot Survey

Q8 Do you have anything else you would like to add regarding the taxi pre-payment pilot?

Answered: 431 Skipped: 486

#	RESPONSES	DATE
1	Pre-authorized payment	6/27/2019 9:39 AM
2	THIS IS ONE OF THE WORST IDEAS THIS BUMBLING CITY HAS EVERY COME UP WITH!	6/27/2019 5:38 AM
3	Taxi drivers must accept all forms of payment for the pre-payment. And a complaint system needs to be set up to ensure that there are no abuses by taxi drivers charging too much and not wanting to return any excess fare.	6/26/2019 4:00 PM
4	This is absurd. When the rideshare companies made the same safety arguments in favour of pre-payment, they were shot down because it was "exclusive" and "discriminatory to certain segments of the population". Now the cab industry is in favour... but there are still no protections for the passenger as there would be with the rideshare.	6/26/2019 6:39 AM
5	Where is the data that supports prepayment is successful and operates without incident? I think it may deter regular riders like myself from using a taxi. Might as well rent a limo or take a bus.	6/26/2019 12:53 AM
6	Dont do it for regular customers :(6/25/2019 11:38 PM
7	Just get rid of them and let uber in, they screwed the city over enough for the last 20 years and now that there's competition and they can't bully us with a monopoly, they want any and every war to make more money	6/25/2019 9:18 PM
8	What safety precautions are you putting in place to protect the passengers. You seem more concerned with the drivers than the passengers.	6/25/2019 9:13 PM
9	Do not do this. It is a cover for the already racist practice of making aboriginal passengers pay up front. We should not do this. This will be a stain on Winnipeg..	6/25/2019 9:06 PM
10	I am against the prepayment plan.	6/25/2019 7:51 PM
11	Why is there no surgery regarding the several complaints made against these cab companies for the sexual harassment of young women?	6/25/2019 6:51 PM
12	Consider zonal fares for pre paid hours	6/25/2019 6:34 PM
13	It should not be permitted	6/25/2019 6:14 PM
14	I don't think it will increase safety for non-taxi drivers	6/25/2019 5:31 PM
15	Prepayments are not a good strategy and it punishes the many as a result of issues with the few.	6/25/2019 12:24 PM
16	I don't like this. I'd rather prefer someone that doesn't pay a taxi fare than someone stealing a car and driving on drugs.	6/25/2019 11:57 AM
17	Unless the pre-payment is mandatory there will be discrimination and selective enforcement to certain sectors of the public.	6/25/2019 11:39 AM
18	Dumbass idea from rich white people. Get bent.	6/25/2019 10:21 AM
19	I think it's very important to have standardization across the board so that EVERYBODY gets charged the exact same prepayment no matter where they live in the city. I think it's important to have this prepayment occur every night as well, or just weekends. I think that standardizing it will lower (not completely eliminate) the chances of push back. It's extremely important that this effects everybody equally. I can not stress that point enough.	6/25/2019 10:15 AM
20	I think this has the potential to be very detrimental to certain segments of Winnipeg's population	6/25/2019 10:13 AM

Taxi Pre-payment Pilot Survey

21	Eliminate cash fares and require an app like Uber where the charges are applied to the credit card. Yes this will cause issues with "cash fares" but pre-paid credit cards are readily available. The use of credit cards and an app will prevent robbery for the driver as no cash will be available to steal (all electronic) and it will also put an end to the "cash only fares" that drivers use to pocket money. The use of an app will also eliminate the "oh the machine is broken, cash only" which is another tactic unscrupulous drivers use to pocket the fare. The ride is logged, the driver is held accountable, and the passengers are accountable because they require a credit card.	6/25/2019 10:13 AM
22	Don't do it.	6/25/2019 10:05 AM
23	Drivers should be better screened, there needs to be a taxi cab complaint site created for passengers to file on line complaints and other potential passengers can see and comment as well.	6/21/2019 12:27 PM
24	I'd take taxis more often if the drivers would shower once in awhile!	6/21/2019 3:26 AM
25	Having two points on the map, today's taxi driver can determine fare at the beginning of a trip. Passenger should pre-pay \$10 (or less if the fare is lower) and pay amount agreed at the beginning.	6/20/2019 11:52 PM
26	no	6/20/2019 10:27 PM
27	I feel the estimated fares between zones should be more transparent so that i have reassurance that the driver is not taking a detour to get to my destination. Other cities have done this. Regarding pre-payment, what is the passenger recourse if the driver doesn't want to pay the extra-charge?	6/20/2019 8:17 PM
28	I like the idea because it should improve driver safety. Could clients prepay a larger amount and then just have a declining account balance.	6/20/2019 3:55 PM
29	Get UBER and LYFT. So frustrating that MPI gets to dictate everything.	6/20/2019 2:21 PM
30	There are a lot of bad taxi drivers who drive for taxi companies. The issue with pre-payments is typically caused by these bad drivers, not bad passengers. Bad passengers exist but it seems like the drivers are more the issue.	6/20/2019 2:10 PM
31	I'm sorry that cab drivers have been stiffed of their fares by thoughtless riders. I'm sorry that I have to be involved in this pre-payment precaution because of other people's bad behaviour.	6/20/2019 12:59 PM
32	Taxi drivers are workers - and this is a workplace safety issue. The policy should be applied to all passengers so there is no room for discrimination to be applied.	6/20/2019 11:18 AM
33	Could there be an option to pay half in cash upfront when entering the taxi instead of pre-paying online?	6/20/2019 10:54 AM
34	As presented, this project will not be successful.	6/20/2019 10:51 AM
35	Keep it affordable for those who need the service. A \$20 bill for pre-payment is more than enough	6/20/2019 10:37 AM
36	What consideration will be given to existing and long standing account holders?	6/20/2019 10:32 AM
37	It should be easy to pay with debit or credit card.	6/20/2019 10:28 AM
38	The more you regulate this industry, the more you will make the competition which is not regulated attractive for people. That will end up harming the taxi industry. You're going in the wrong direction. If you want to regulate the taxi industry, make sure they can keep up with alternatives.	6/20/2019 10:19 AM
39	If I knew the context to why it is being initiated my answers would be different	6/20/2019 10:14 AM
40	It is a good idea in theory, but the cab drivers in Winnipeg are not trustworthy and I can see them using this to scam people and not provide refunds. You need to revamp the cab drivers and system first before implementing this.	6/20/2019 10:12 AM
41	As above, trust for cab drivers is near zero. This whole plan has "massive numbers of complaints and an oversight department that won't do a thing about them" written all over it.	6/20/2019 10:08 AM
42	see previous comments	6/20/2019 10:06 AM
43	With today's technology flat fares should be established based on kilometers traveled predetermined by GPS from origin to destination	6/20/2019 10:01 AM
44	Prefer "Uber type" solution with great visibility of the drivers and their information/rating/driving history and same for passengers. The virtual booking and payment, I find much safer for both parties.	6/20/2019 9:58 AM

Taxi Pre-payment Pilot Survey

45	See prior comment	6/20/2019 9:56 AM
46	This survey clearly indicates that you begin from the assumption that all passengers (citizens of Winnipeg and guests arriving in the city) are potential criminals that seek to defraud or cheat cab drivers. Where does this assumption come from? What is your view of people in general to make such a sweeping assumption? This survey also clearly demonstrates that you are not at all interested in protecting passengers from cab drivers and cab companies, despite evidence that they need more protection from cab drivers than vice versa. Finally, you clearly believe that citizens are really so stupid not to understand that this is a racist policy directed at poor and indigenous people. Today, after reading this survey, I am deeply ashamed of my municipal government's parochial, racist actions. Shame on you!	6/20/2019 9:53 AM
47	Here's what I'd like to see: I would be able order a taxi by way of an app, and use my credit card to pay some of the fare in advance, if I choose to. In return for pre-payment, I would get preferential service in terms of when my cab would show up. This option would be available at any time -- no mandatory period -- although passengers would be more inclined to do it during peak times, like Saturday night. This would make this whole thing optional, simple and positive. Taxis wouldn't have to waste so much time driving to passengers who are not really waiting for them.	6/20/2019 9:43 AM
48	That drivers do not ask to hold Cell phones during ride.	6/20/2019 9:34 AM
49	Yes. No personal phone calls while driving customers. Pay attention and listen or traffic. This should be illegal	6/20/2019 9:30 AM
50	Taxi companies could easily solve this problem with reasonable electronic payment systems, as are established with other ride-sharing companies. The need to have two financial transactions seems to just complicate matters, as opposed to ride-sharing companies that have significantly reduced the friction of such transactions.	6/20/2019 9:29 AM
51	It's same as most of the gas station ask to pre pay at night	6/20/2019 12:08 AM
52	Should be exactly like Uber. and I've seen it first hand the stereotyping from drivers towards passengers.	6/19/2019 3:18 PM
53	No	6/19/2019 2:24 PM
54	How do we prevent scummy taxi drivers from ripping people off, while not every passenger is rude when the taxi drivers deal with that all night they start to act rude in default	6/19/2019 10:19 AM
55	Taxi drivers are well known not to declare their income honestly, collecting cash. This need to be checked. It's unfair to honest tax payers.	6/19/2019 9:52 AM
56	My comments are in the previous question.	6/19/2019 9:50 AM
57	I think it is a great idea as long as it is applied evenly across a specific time frame. If everyone has to pay it, and it's a set amount, then people can be aware and hopefully it creates less conflict.	6/19/2019 9:50 AM
58	I think it is a bad idea and will isolate marginalised individuals even further.	6/19/2019 9:46 AM
59	This should not be implemented unless it is subject to all passengers. This should not be an excuse for racial profiling.	6/19/2019 9:23 AM
60	can the payment recognized by electronic device illness of UBER	6/18/2019 5:38 PM
61	no	6/18/2019 12:51 AM
62	This is very important pilot project for us as Taxi CAB drivers since we are facing numerous difficulties collecting payments from customers after completing the trip. After the pilot project the authorities should legalize this action to protect us from this difficult situation.	6/17/2019 3:08 PM
63	No	6/17/2019 7:30 AM
64	yes. taxi cabs should start having cleaner cars. drivers don't stink of cologne or worse. Drivers can be rude.	6/13/2019 6:42 PM
65	DRIVERS TRY AND RIP OFF PASSENGERS ALL THE TIME TO GIVE THEM MONEY UP FRONT WITHOUT RECEIPTS IS UN LAWFUL AND UNABLE TO REGAIN MONIES SPENT IN ADVANCE	6/13/2019 4:08 PM
66	Horrible idea that will lead to many passangers being ripped off.	6/13/2019 1:04 PM
67	No	6/13/2019 12:35 PM
68	Good idea if you want more people complaining of being ripped off	6/13/2019 11:50 AM

Taxi Pre-payment Pilot Survey

69	No thanks	6/13/2019 10:28 AM
70	The taxi company and drivers are going to regret this stupid decision. I, for one will use alternative transportation if this is implemented.	6/13/2019 9:51 AM
71	This shouldn't happen!! Half the time I dont even trust being in a cab alone with the drivers because they are unpredictable. They have control of your life and can do anything to you.	6/13/2019 9:23 AM
72	Fully support a pre-pay system. Adds accountability.	6/13/2019 9:14 AM
73	I think its an awful idea. It would be too easy for Taxi Drivers to take advantage of the uninformed public, plus even if the public is informed it doesn't change the fundamental flaws/problems regarding taking Taxi's in the first place. Why should the public have to pre-pay for an awful service?	6/13/2019 2:58 AM
74	I do not believe that taxi drivers will be fair in determining a pre-payment amount. They will try to get as much money out of you that they can.	6/13/2019 1:11 AM
75	Fares must be clearly posted. change when using cash must be available. When paying by debit it must be one transaction.	6/12/2019 10:47 PM
76	I'll figure out other transportation or taxi service when visiting Winnipeg or go to Regina instead	6/12/2019 8:52 PM
77	No	6/12/2019 8:01 PM
78	Stop the plan	6/12/2019 7:44 PM
79	Nope	6/12/2019 6:57 PM
80	I think pre-paying is stupid and it feels like it will disproportionately affect certain groups of people and that seems unfair	6/12/2019 6:56 PM
81	Good idea. If it keeps costs lower for the rest of us then everyone should be ok with it.	6/12/2019 6:40 PM
82	Don't.	6/12/2019 6:13 PM
83	Its ab out time	6/12/2019 6:12 PM
84	As someone who takes a taxi often. I wonder about taxi drivers who like to tip themself. Regarding giving back the money if the fair isnt over the pre payment.	6/12/2019 6:11 PM
85	This would be a fair way of handling people who don't want to pay for their usage.	6/12/2019 5:29 PM
86	If you know the estimated cost up front and have top pay that amount prior to the trip, there is no reason for passengers to argue about the fare when reaching their destination. This will reduce the risks of violence against the drivers and ensure that they also receive the fare for the trip. Passengers who are trying to scam the driver will be asked to leave the car prior to the trip rather than at the end when they can bolt from the car and leave the driver with nothing for his time and fuel.	6/12/2019 5:17 PM
87	Please ensure that the prepayment is applied equally and that low income or indigenous people are not exempt. If they cannot pay why have they engaged the services of a taxi.	6/12/2019 4:25 PM
88	Drivers cannot change the prepayment as they wish. everyone must be treated equally	6/12/2019 3:59 PM
89	This pre-payment plan will allow for discrimination against POC and individuals living in low-income areas. This program will not resolve the foundational problems around safety and animosity between cab drivers and Indigenous women.	6/12/2019 3:51 PM
90	One other concern: What if you prepay in cash and then the taxi driver says he didn't receive it? Or what if the driver kicks you out and doesn't give you back what you prepaid? I think you need to be more concerned with passenger rights.	6/12/2019 3:44 PM
91	How many murders will this cause	6/12/2019 3:34 PM
92	I am against it because of the history of the Winnipeg taxi industry and the dishonesty involved.	6/12/2019 1:30 PM
93	Not at this time	6/12/2019 1:03 PM
94	If a passenger has full intention of obeying the law and paying the fare (which they should) then there should not be any issues. I think it's a great deterrent for deadbeats that have no intention of paying.	6/12/2019 12:53 PM

Taxi Pre-payment Pilot Survey

95	I certainly think other issues regarding cabs should be looked at first , stereotyping all native people and harrassment to native women , I was asked for prepayment before and I refused . There are way too many issues concerning the current cab companies .	6/12/2019 12:52 PM
96	no	6/12/2019 12:34 PM
97	It might be a good idea, but really hard to say in Winnipeg	6/12/2019 12:31 PM
98	No	6/12/2019 12:25 PM
99	no	6/12/2019 11:55 AM
100	I disagree with this program. I take a taxi in Winnipeg only when I have to, as I find the majority of drivers to be rude, drive illegally and try to manipulate the meter. I have traveled to other cities and experienced alternate transportation services, such as Uber and Lift, and these programs add a high level of security and customer service that can accommodate a prepay structure. Our current taxi companies do not provide these safe measures and so this program will only cause more conflict, not less. This program in no way increases safety.	6/12/2019 11:51 AM
101	If the driver has to kick the passenger out of the vehicle because of a dangerous situation, then there should be some fine print as to whether or not a violent passenger will get a refund or not. Also I think that the passenger should have a right to a full refund if the driver is violent, inappropriate, etc.	6/12/2019 11:43 AM
102	Please let this be across the board and not up to the decision of a driver. Drivers can be intrusting too.	6/12/2019 11:18 AM
103	Bring it on	6/12/2019 11:12 AM
104	The two taxi companies are terrible, we deserve better	6/12/2019 11:05 AM
105	No	6/12/2019 9:59 AM
106	Whole purpose of this to avoid free riders and worse incidents. This is a awareness, it will not fix the issue completely but atleast resolve the issue to certain percentage.	6/12/2019 9:39 AM
107	This is none of your business. Taxi drivers are the most likely to cause problems related to payment by refusing to accept credit cards/debit cards in order to take payments "under the table". The Uber model is much better where the passenger knows the cost of the trip before-hand and pays automatically (with the option to tip) once the ride is completed.	6/11/2019 10:30 PM
108	It must be applicable everytime for everyone even people with there infants they ripped off poor cab drivers.	6/11/2019 8:44 PM
109	Don't do it. Enforce punishment to taxi drivers that demand pre-pay.	6/11/2019 5:36 PM
110	It's a bad idea. See my last comment	6/11/2019 3:15 PM
111	Don't bother	6/11/2019 2:56 PM
112	I think this is a fine idea, but it really needs to be smooth/seamless from a customer perspective. Cab rides are already painful ("oh, the debit machine doesn't work, could you pay cash", etc.) compared with Uber/Lyft. I could see this slowing down cab rides even more (handling payment both at pickup AND dropoff), with cabs sitting even longer blocking traffic/sitting in diamond lanes/etc while they sort out payment.	6/11/2019 1:53 PM
113	The meter should not be turned off while ride is in effect.	6/11/2019 9:14 AM
114	Max payment should b 10 bucks only and should b allowed to prepay with credit card, debit and cash. Not only cash.	6/11/2019 8:42 AM
115	No	6/11/2019 8:32 AM
116	Make it easier for services like Uber/Lyft to operate in Winnipeg	6/11/2019 6:37 AM
117	Is it possible taxi co. Can use debit machines same like gas station uses pre_approval and customer is charged exact amount of the fare..	6/11/2019 4:35 AM
118	See previous statements	6/11/2019 12:21 AM
119	every thing is clear	6/10/2019 9:11 PM
120	Please do not enforce pre-payment for taxis.	6/10/2019 6:54 PM

Taxi Pre-payment Pilot Survey

121	It has to be made exceedingly clear what the pre-payment is for and about so tourists or non-regular riders don't think this is an extra cost over and above the metered fare. And how do you acknowledge the receipt of the pre-payment?	6/10/2019 6:34 PM
122	Start with \$5. After reviewing the pilot, consider the pros and cons of increasing to \$10.	6/10/2019 3:25 PM
123	it's idiotic. accept the reality of non-monopolized ride sharing	6/10/2019 1:59 PM
124	Learn from the mistakes of other Provinces	6/10/2019 1:34 PM
125	Just charge the estimated fare, based on distance, time of day and traffic conditions	6/10/2019 1:11 PM
126	It's a great idea, long overdue	6/10/2019 11:48 AM
127	Transitioning to pre-payment is easy if you decide to not add/subtract the additional cost at the end of trip for the 'actual' distance travelled and instead just use the estimated distance and time to charge for the fare.	6/10/2019 11:47 AM
128	How can we be sure the taxi driver will be honest about the prepayment he received . He could say the passenger on prepaid \$10 when in fact it was \$20. Will there be something in place to document this transaction such as a receipt or inputting the prepayment amount on the meter ?	6/10/2019 10:11 AM
129	This allows for easy abuse by taxi drivers who wish to extort money from intoxicated or vulnerable passengers.	6/10/2019 9:53 AM
130	I would really really (not a typo I'm trying to emphasize) like the City of Winnipeg to get their act together. If the City of Winnipeg wants to act like a Smart City they should figure out the insurance thing like every other City that has Uber and Lyft. The City of Winnipeg is a Joke when it comes to ride sharing. Uber and Lyft have exact amounts pre-paid on every ride and it only makes sense to pay upfront and you agree to the amount posted!	6/10/2019 9:41 AM
131	no	6/10/2019 9:32 AM
132	N/A	6/10/2019 8:00 AM
133	A refund option Incase you don't have a good experience cab right and leave mid drive	6/10/2019 6:14 AM
134	We need Uber and lyft. This is a dumb pilot since those handle this issue for you already. Why can't we enter the 21st century?	6/10/2019 5:22 AM
135	24*7 can badly effect taxi business.	6/10/2019 2:05 AM
136	By advertising customers about prepayment	6/10/2019 12:02 AM
137	I appreciate the safety concerns for hard working drivers, however I am not comfortable having to pay in advance for services I've yet to receive	6/9/2019 9:57 PM
138	no	6/9/2019 9:54 PM
139	Don't do this. They should have cameras in there instead.	6/9/2019 8:19 PM
140	The rates per mile are way too high considering they prétend they don't speak English and don't know where they're going. Now if their job is to get us to our destination as quickly and safely as possible, they shouldn't take routes that make no sense, they have a GPS right in front of them. they use their excuse of not speaking English as a way to make more money. I find that racist and not right in so many ways that it makes me sick that they're trying to ask for money up front. Thank you	6/9/2019 6:47 PM
141	This is such an antiquated business	6/9/2019 6:19 PM
142	This should not happen	6/9/2019 4:39 PM
143	Cab drivers try to rip people off a lot they don't drive the speed limit they purposely drive under and on top of that they don't use gps which is always using the fastest route to your destination	6/9/2019 1:38 PM
144	No	6/9/2019 11:23 AM
145	This program will expedite the end of taxis in Winnipeg.	6/9/2019 10:57 AM
146	This, similar to Parking Authority, would be another City useless involvement.	6/9/2019 10:28 AM
147	No other city in Canada does this. It makes us look like the backwards cousin, and will only drive more people out of taxis and into ridesharing.	6/9/2019 10:09 AM

Taxi Pre-payment Pilot Survey

148	Why is the city of Winnipeg getting involved at all? Government should stay out of it and let the industry figure out its own problems. Do you not have enough to do managing the problems that the City of Winnipeg has? What's next? Mandatory up-front fee to enter a store in case you try to steal something?	6/9/2019 10:00 AM
149	Yes. You should have included a question asking me if I event wanted it. This is a bad idea, plain and simple. You're essentially putting people at risk.	6/9/2019 9:17 AM
150	Have a 24-hour hotline so if there is a discrepancy you can call it and tell the person and make sure it is a person that you're getting ripped off by the cab driver or whatever and make sure that the ID is at least at the front of the cab or behind the shield that protects a cab driver so you can actually see it	6/9/2019 8:40 AM
151	nothing further.	6/9/2019 2:41 AM
152	I just don't like the idea, seems like passengers will be paying more overall for this service.	6/9/2019 2:13 AM
153	Shame on u all...u robberd..stealing from them all this time...u should have done this long long ago..when the first death of our beloved taxi cab driver...the full fare pre payment should have been installed right then was ur opportunity to protect them in that way too...u assholes!!#	6/8/2019 11:56 PM
154	no	6/8/2019 10:45 PM
155	This is 100% for the cab companies and unfair to any customer. Theybgivebterrikke estimates and then RIP you off. The fair should be given prior to departing just like uber and such. Unless the full fare is given to the passenger before the trip starts, no pre payments should ever be expected.	6/8/2019 10:41 PM
156	Bring on Uber	6/8/2019 10:40 PM
157	I don't agree with it	6/8/2019 10:28 PM
158	Let us have Uber. Taxi's are dangerous, there is no way to rate the drivers and warn others, it requires carrying cash where Uber/Lyft does not, and Taxi's ARE FINE with not allowing pick ups of people at addresses on their no drive list even if it's not that person ordering a cab.	6/8/2019 10:28 PM
159	Authorities should let the know public about this as much as can . & take necessary actions asap	6/8/2019 9:32 PM
160	No Winnipeg is behind other cities here.	6/8/2019 9:29 PM
161	It should not be the responsibility of a driver to request Pre payment. This debate was started due to the safety of the drivers. This practice does not improve safety. Payment should take place online or via a mobile app.	6/8/2019 8:24 PM
162	Depending how far destination	6/8/2019 7:18 PM
163	Very dumb idea. Hopefully it doesn't go thru	6/8/2019 4:59 PM
164	Scrap it. Its not good for a racist city such as Winnipeg. Indigenous people will suffer loss of money and be subjected to even more racial insults by these mostly immigrants that have no respect. They assume everyone that lives in the north end or west end operate on welfare and that's simply not true. Winnipeg is definitely the most racist city in Canada. Maclean's magazine got that right. Implement this and word will get around across Canada how very racist the cab drivers are in Winnipeg.	6/8/2019 4:21 PM
165	No	6/8/2019 4:12 PM
166	This is a band-aid approach to a problem that requires surgery. This will not solve one large problem, rather, it will create 50 small ones.	6/8/2019 4:05 PM
167	I think it's a great idea. I am not a regular taxi user however I do use taxi's when I have or will be drinking. I think the drivers put up with a lot of unnecessary crap from people and would hope that having a pre payment rule/law would help make their jobs a bit easier and more enjoyable	6/8/2019 3:35 PM
168	Not	6/8/2019 3:18 PM
169	city taxis need to get apps with tracking	6/8/2019 3:13 PM
170	If the city had proper ride share competition (Uber & Lyft) like Saskatchewan, maybe this would be a non-issue.	6/8/2019 2:26 PM
171	Still its not safe to drive at night time.so i think back cover sheet should cover both seats.driver or passanger..	6/8/2019 2:16 PM
172	No.	6/8/2019 1:48 PM

Taxi Pre-payment Pilot Survey

173	No	6/8/2019 1:43 PM
174	What , if some body is trying to trick the cab driver saying I will be paying at the end by card and he does not have any money in card. It has happened to me in few cases.	6/8/2019 1:26 PM
175	No	6/8/2019 1:08 PM
176	Force the cabs to have apps where you can pay by credit card like uber or tappcar. It allows the passengers to know the driver and the driver to know the passengers	6/8/2019 12:56 PM
177	Good ideaalso need to have drivers screened with criminal records checks and VSS if they aren't already and all vehicles should be equipped with gps trackers for safety reasonspeople are scared of drivers. Need the gps and other measures to make taking a taxi safe againmaybe on board live stream cameras too	6/8/2019 12:48 PM
178	It should not be implemented. Period.	6/8/2019 12:31 PM
179	People Will Know If the don t Have money they cant take taxi.They will Pre arrange their money.There will be no fight between Driver and Passenger.Driver have less Stress on His mind.Will Prove the service.	6/8/2019 12:12 PM
180	Stop letting taxi drivers who drive women to other destinations get away with using language as a barrier for why they're being creepy/ why they drive ppl to isolated locations when caught. Like the situation with My family member who was driven somewhere else n taken to a back alley until he realized my young child family member had a ph and was calling someone then he got out of the car and waited for police. Acted like he couldn't speak English when he was earlier! N they believed that! No more unsafe taxis plz	6/8/2019 11:45 AM
181	Maybe improve and deal with the passenger safety that single women have to deal with, with some really creepy cab drivers. I once had a driver tell me his ideal living situation was basically to go live in the middle of no where with a woman who was essentially at his beck and call. Taking me through back areas that were dark. I was so scared I had to call a friend while I was in the cab. Deal with crap like that before fare issues.	6/8/2019 11:40 AM
182	do not do it - because if you are coming in on a flight at midnight there is no reason for a pre-payment from the airport	6/8/2019 11:18 AM
183	You will lose a lot of good customers. It's getting to be a confusing and complicated process and people want simple process.	6/8/2019 11:15 AM
184	We are not selling any things Prepayments like city bus all the time	6/8/2019 10:31 AM
185	Should prepay for entire trip when booking taxi so drivers don't have to deal with any charges, cash etc	6/8/2019 10:13 AM
186	As a passenger, I would choose a non-taxi option to a pre-paid taxi. Whole system sounds very convoluted.	6/8/2019 10:09 AM
187	If the taxi drivers cannot drive during those hours without old ladies and fear of being robbed they are in the wrong business. Big show to keep Uber out and now the taxie cab companies was pre-payment....No thanks but I would love to see Uber come in and maybe just maybe they will be able to handle being a cab driver better than the cab drivers now and won't ask me for my money upfront because the think I am a thief, crook or will stiff them!! PLEASE stop this and bring in a company or companies that want to drive like Uber and others this cab cartel in Winnipeg just shut down.....	6/8/2019 10:06 AM
188	Nope	6/8/2019 9:36 AM
189	Take half the cab licenses out and bring in more ride share drivers! Taxi cab business is corrupt !	6/8/2019 9:15 AM
190	This survey is skewed and will not get accurate results. It is biased towards taxi company. It is too long and most people would just stop answering the questions.	6/8/2019 8:42 AM
191	This is a bad idea. Because of the taxi board there is zero accountability and I can see people finding trouble with this	6/8/2019 8:40 AM
192	I understand the necessity, but I believe it should just be on weekends to start with, then proceed to full-time if necessary. Many incidents involving taxies occur during the weekend. We all deserve safety... even the riders!	6/8/2019 8:31 AM
193	Something so stupid doesn't surprise me from this city. The list is miles long of the ridiculously stupid things the city has done, built, put in place. Sure, let's add another way for taxi drivers to take advantage of people in the city and make us feel more unsafe.	6/8/2019 8:08 AM

Taxi Pre-payment Pilot Survey

194	This should NOT be permitted	6/8/2019 8:04 AM
195	If it's going to reduce conflict and result in people being responsible and accountable, implement it. We have gone to far in listening to complaints and discontent so not holding people responsible.	6/8/2019 7:45 AM
196	It's a stupid idea and a waste of resources	6/8/2019 7:39 AM
197	no	6/8/2019 7:20 AM
198	What is the recourse when the cab you ordered doesn't bother to show up, like now? Open up to UBER and Lufthansa and become a real city Free Pre	6/8/2019 7:19 AM
199	no	6/8/2019 6:05 AM
200	If the prepaid fare is paid in cash, any over-payment has to be refunded in cash. For security reasons, we never use a credit card for taxi fares, only cash.	6/8/2019 6:03 AM
201	I personally think it's a little insulting. I have never not paid my can and just because some people do bad things doesn't mean we should have to do this kind of stuff. I already can't get cash out at night because the stores with ATM's don't allow people inside the store at night or its in a location that is locked at night. This is getting worse and worse. How about we deal with the crime problem?	6/8/2019 3:17 AM
202	Winnipeg taxi drivers already has too much power. Giving them more power it's not going to be fair. Those morons are going to drop us off middle of the destination because they got a better fair customer. And will act don't understand what I'm speaking. Taxi board is to the drain. Not this please....	6/8/2019 2:28 AM
203	bring in uber	6/8/2019 12:57 AM
204	no	6/8/2019 12:32 AM
205	I will be sure to avoid using the taxi service during this pilot. Such an idiotic idea. Forcing passengers to pay twice!!!	6/8/2019 12:13 AM
206	I think it's a ridiculous idea. Allow über to come to Winnipeg. The cabs we have now stink & you don't know who your driver is & know nothing about the person. Everytime I call for a cab the dispatcher is rude & often times I have been on hold for a long time. There is also the fear of the cab arriving before I am ready & then being charged for them having to wait. If the city of winnipeg is serious about making changes they need to start with the level of service the cab companies are providing to their patrons. That bar can be raised by A LOT.	6/7/2019 10:57 PM
207	Not a good idea, not every taxi driver honest and I don't support idea of pre paid pilot	6/7/2019 10:50 PM
208	No	6/7/2019 10:26 PM
209	I see this as a weak attempt to save a dying industry. The rest of the world is moving to ride sharing like Uber and Lyft and Winnipeg insists on protecting the status quo. Wake up.	6/7/2019 10:24 PM
210	City should take responsibility when customer doesn't pay appropriate amount of fare to minimum driver's losses	6/7/2019 9:52 PM
211	No	6/7/2019 9:06 PM
212	Prepayment isn't a good idea. There should be more concerns about customer service, being able to receive prompt service and not waiting for taxis to be dispatched,	6/7/2019 8:49 PM
213	How and when the driver will get payment specifically when driver works part time.	6/7/2019 8:39 PM
214	This is not something I see working	6/7/2019 8:37 PM
215	No	6/7/2019 8:00 PM
216	Drivers always want at least 3 bucks extra hoping you won't ask for it and seldom carry small change and expect the money. People will be thieved and this will cause more controversies at point of pick up. The people who steal the rides do not even have 5 dollars so make it low so people are not offended by the drivers and people feel comfortable.	6/7/2019 7:44 PM
217	All time prepaid cabs	6/7/2019 7:22 PM
218	Need more competition both main company's are crappy	6/7/2019 7:18 PM
219	Our taxi drivers need to clean up their cars if they want pe- payment.	6/7/2019 7:17 PM

Taxi Pre-payment Pilot Survey

220	Make sure to spread the word far and wide in papers social media radio TV. Anywhere and anyway possible so a lot less people said I didnt know that. Which makes more work for dispatchers driver and authorizaties.	6/7/2019 7:16 PM
221	No	6/7/2019 7:09 PM
222	Make it simple. Pay an amount for a certain destination and that's it	6/7/2019 7:02 PM
223	It's a stupid idea and takes advantage of honest people when the taxi companies have many undesirable workers	6/7/2019 6:53 PM
224	I haven't taken a cab in years. Too many bad experiences as a young attractive woman. Friends also have experienced terrible situations with cab drivers propositioning them, and when we have complained, nothing happened. I will never use a cab and instead use ride sharing. Lyft, Uber type services instead.	6/7/2019 6:48 PM
225	No	6/7/2019 6:46 PM
226	Biased surveys show predetermined outcomes.	6/7/2019 6:38 PM
227	Nothing at the moment.	6/7/2019 6:34 PM
228	I believe that the issue of cab drivers sexually harassing women is something that needs to be dealt with before we worry about pre-paying them. I also believe that the issue of cab drivers purposely taking the longest route to get the most money should be dealt with before we worry about this.	6/7/2019 6:24 PM
229	Be prepared for some issue's at first .	6/7/2019 6:22 PM
230	You need to check with all taxi companies now because some are already asking for pre-payment	6/7/2019 6:20 PM
231	Rate taxi drivers! Cab cleanliness, driving practises, knowledge of city/use GPS	6/7/2019 5:54 PM
232	ALL cab companies should have there drivers take culturalfb sensitive training or 2 strike rule where they lose there licences	6/7/2019 5:38 PM
233	Do not use it	6/7/2019 5:17 PM
234	A poor idea. Places an extra burden on poor and radicalized groups. This will unlikely withstand a Charter challenge.	6/7/2019 5:17 PM
235	People should have to prepay the whole estimated cost of the trip to make things simpler and safer for taxi drivers.	6/7/2019 5:14 PM
236	I've heard many stories from taxi drivers about how passengers threaten them instead of paying at the end of a trip, or just assault the driver and leave. Having prepay can help with this because if they can't pay the driver won't have to drive them to their destination, saving time and money for the driver. Safety is an essential component of any occupation, so it is vital to understand that for drivers the taxi is their workplace. If it can be made safe by the input of prepay method then why not?	6/7/2019 5:06 PM
237	it should not be mandatory	6/7/2019 5:01 PM
238	It won't work	6/7/2019 5:00 PM
239	This is a bad idea.	6/7/2019 4:58 PM
240	Use an app for pre payment and payment. Type the address you're at and then where you are going and it calculates the amount and is then paid thru the app once cab order has been placed	6/7/2019 4:58 PM
241	Bring Uber. The taxi Mafia is too expensive	6/7/2019 4:54 PM
242	It shouldn't be to only restricted days.	6/7/2019 4:44 PM
243	Yea I think the culture needs to be fixed in the cab industry. I don't think driving and people around who are paying good money and the driver are on the phone talking to other cab drivers, or wives is safe. It is still distracted driving. There is no accountability in the service anymore it is a monopoly and thanks why there are issues with people paying. Seen it to many times people not being allowed in cabs cause they "don't take debit or credit" cause the machine is broke. Or they only do flat rates. The city needs to look at why this is happening also.	6/7/2019 4:39 PM
244	No	6/7/2019 4:34 PM
245	O	6/7/2019 4:24 PM

Taxi Pre-payment Pilot Survey

246	Nothing	6/7/2019 4:24 PM
247	just leave everything the way it is	6/7/2019 4:23 PM
248	If this comes into effect the cab companies must be fined if they are not following the guide lines. Payment must be allowed with debit card and not just cash. Aswell not allowed to double dip with fees when using a debit card. Cab companies shouldn't be charging debit fees in the first place.	6/7/2019 4:17 PM
249	The program could also be in place 24 hours a day to further eliminate confusion as to when a person has to pay in advance. The driver could ask for the payment before the rider even gets into the vehicle - for safety reasons.	6/7/2019 4:15 PM
250	it should not be forced as some do not have credit cards etc. seems a bit un reasonable to elderly or non technologically advanced individuals or if you have a terrible experience you should have the right to refuse if they were driving unsafe. almost harmed you etc which happens more often than you would think and as a customer you have to protect your rights because the taxi board and city will not help you when this happens	6/7/2019 4:12 PM
251	it would be good if there was a way for credit or debit card payments to be placed on hold like they do at the gas pump until you finish pumping gas, or at restaurants for tipping. you could use your card at the beginning and then approve the amount at the end.	6/7/2019 4:12 PM
252	i would personally be hesitant to prepay for a service that i haven't yet received which is part of the reason why i believe if you are looking to charge such a fee - it should be a small flat rate	6/7/2019 4:05 PM
253	No	6/7/2019 3:50 PM
254	From a former 20 year cab driver. The premise is STUPID. It should be just the decision of the driver. But his/her decision must not be prejudiced in any way. A passenger might be drunk at 9 AM Sunday morning just as easily as midnight Friday.	6/7/2019 3:50 PM
255	3 - 6 months trial - with all parties able to submit their input and concerns.	6/7/2019 3:45 PM
256	They run away without pay	6/7/2019 3:42 PM
257	Increase the fare	6/7/2019 3:40 PM
258	Think it is unnecessary.	6/7/2019 3:32 PM
259	Flat prepayment of 20\$ incase anything happens on either end.	6/7/2019 3:30 PM
260	Prepay using paypal, debit or credit at the time that you book using an app based on estimated trip distance. no more and no less will be charged. jsut like every other ride company!	6/7/2019 3:29 PM
261	I think it only makes cab driver's look worse. They are half their problem in Winnipeg and I would NEVER pre-pay a cab driver. Uber and other ride shares will become more popular if taxi's charge upfront.	6/7/2019 3:28 PM
262	The city of Winnipeg shouldn't even be wasting time or resources with this. Either dissolve the taxi board and let the ride share platforms take their place, or force them to have competitive prices and use a system (app) that states the final cost of your trip before you even get in to the car and pay for it upfront. It's ridiculous that the city even still negotiates with the cab board after the way they tried to neuter the new ridesharing platforms before they even got to our market.	6/7/2019 3:25 PM
263	Drivers work on their social skills and treat everyone with dignity and respect.	6/7/2019 3:21 PM
264	Why not Uber?	6/7/2019 3:17 PM
265	passenger payment history Like very good,good,poor	6/7/2019 3:16 PM
266	this would not be an issue if Uber was in Winnipeg. What are procedures going to be once a parent want his or her child home, and the taxi wont take the ride? Why is this all of a sudden is this an Issue when Indigenous People have been having to do this for years already, being discriminated against by taxi drivers.	6/7/2019 3:11 PM
267	Whos 5he idiotwho thought 5his up?	6/7/2019 3:09 PM
268	How will all of this impact account holders who never pay in cash and, in the case of booked rides, inform the dispatcher of their account number?	6/7/2019 3:09 PM
269	No	6/7/2019 3:06 PM
270	It's a good idea and I'm sort of surprised we don't do this already.	6/7/2019 3:05 PM
271	It's not a smart thing to do. Drivers are going to take advantage of it.	6/7/2019 3:03 PM

Taxi Pre-payment Pilot Survey

272	No	6/7/2019 3:01 PM
273	Again, this is a backwards answer to a non issue. Implement ride sharing and stop wasting tax dollars.	6/7/2019 2:51 PM
274	As women I'm not comfortable with this because they are demading when they ask to pre pay.	6/7/2019 2:51 PM
275	Make this mandatory and Uber-ize it. No money changing hands should ever be necessary - build it into a secure app. For those challenged financially and/or whom do not have a credit card - a real barrier for the less fortunate - accept cash where possible. But primary option should be app-based payment. A plurality of people do not trust cab drivers and their card machines that are often broken, or "forgotten" so that a driver can attempt to coerce a cash payment.	6/7/2019 2:44 PM
276	no	6/7/2019 2:40 PM
277	Both should pay less than estimated or more than estimated at the end of the trip.if less driver will return or if more customer will pay.	6/7/2019 2:29 PM
278	No	6/7/2019 2:19 PM
279	Should be 24hrs	6/7/2019 2:17 PM
280	No	6/7/2019 2:16 PM
281	Ensure the driver always has the correct change	6/7/2019 2:15 PM
282	It must be allow to all cabs that certain time for prepayment only otherwise customer can't follow the rules because they are confused. If some drivers pick up without prepayment that time.	6/7/2019 2:12 PM
283	I have major qualms about pre-paying for a taxi, because taxis are not safe, especially when you're a woman. Every time I get in a cab, I text a friend the company and car number in case something happens. And things have happened. Pre-paying gives the driver more power over women.	6/7/2019 2:07 PM
284	Horrible idea. I wont take cabs, like a lot of people	6/7/2019 2:06 PM
285	Bring uber	6/7/2019 2:00 PM
286	It should exclude people going to work or airport.	6/7/2019 2:00 PM
287	Yes. It's dumb. You're trying to fix a broken system with a band-aid solution. Bring Uber to the city, and the broken system is fixed. Taxis can't compete? Maybe they should offer better service.	6/7/2019 1:27 PM
288	Very very very bad idea....As this will "escalate" situations with he said she said...especially if the passenger may be taken advantage of OR vise versa....very very Bad idea.	6/7/2019 1:25 PM
289	Yes. Some taxi drivers take advantage of seniors and women. It's hard to trust the taxi driver if they owe you money. Is there a number to call if passengers feel they've been lied or taken advantage of by a taxi driver?	6/7/2019 12:33 PM
290	Bad idea	6/7/2019 12:31 PM
291	This is not something that should mandated/regulated by the city. Each company should be allowed to implement its own policy how they see fit.	6/7/2019 12:27 PM
292	I think it's a great plan, and I think the whole fare should be paid up front. This way there is no disputes, or discrimination.	6/7/2019 12:14 PM
293	Another reason on my list of why I avoid taking a taxi at all costs. As a young female I feel very uncomfortably using taxis.	6/7/2019 12:12 PM
294	That it be scrapped	6/7/2019 12:10 PM
295	More education to the general public needed. Most passengers think drivers have no legal right to ask pre payments.	6/7/2019 12:07 PM
296	Why can't the city simply make Uber and Lyft options, taxi drivers will be forced to find a solution or will not be competitive and face the consequences of supply and demand.	6/7/2019 12:04 PM
297	No	6/7/2019 11:58 AM
298	I STRONGLY disagree with this proposal	6/7/2019 11:56 AM
299	Interesting idea to politely screen problem fares.	6/7/2019 11:51 AM
300	No.	6/4/2019 7:09 PM

Taxi Pre-payment Pilot Survey

301	No	5/30/2019 8:23 AM
302	Without proper training will probably cause more trouble than it's worth	5/27/2019 10:40 AM
303	no	5/25/2019 12:07 PM
304	It should be advertised to the public before implementation.	5/24/2019 11:53 AM
305	No	5/19/2019 4:28 PM
306	Pre payment shouldn't be allowed	5/19/2019 1:21 PM
307	Any customer not coming within 5 minutes then waiting time need to be charged. No time off during trip. If customer is insisting like card at home, driver may agree with some of his phone or ID, so that can be reported to city of Winnipeg if not paid and necessary action is taken by city of Winnipeg.	5/19/2019 12:40 PM
308	Public awareness is required	5/14/2019 9:59 PM
309	I would like to add that it will be alot better if pre-payment is done online instead of in cash. Which can help avoid disagreement between drive and passenger.	5/13/2019 7:59 PM
310	Pre paid good	5/13/2019 3:56 AM
311	As per kilometre	5/12/2019 7:21 PM
312	Pre payment should be of wntire estimated fare. That way the driver donthave to again ask for the fare and risk not getting paid.	5/12/2019 3:29 PM
313	Pre-payment should be given to the Taxi pilot without an harassment or bulling the service provider.	5/11/2019 7:46 PM
314	Yes sometimes customers call all company, but they need only ONE and it waste time, creating problems for service, creating pollution, sometimes customers call from apps, but driver go to door THEN THEY CANCEL, so in that sense they they should be charged for, setup and some %should go to city, and it could create revenue for city and etc.	5/11/2019 6:56 PM
315	This is good thing for everybody It should implement Thanks for it In advance	5/11/2019 5:11 PM
316	City should also do advertising about pre-payment to aware people.	5/11/2019 3:09 PM
317	It's depend on area tooo like north end always people ripped off	5/11/2019 7:36 AM
318	No	5/10/2019 11:36 PM
319	Another issue I foresee is drivers not wanting to turn on the meter... Perhaps we can advertise that the meter should always be running when we advertise the pre-payment pilot project!	5/10/2019 4:28 PM
320	It will certainly relief the stress being remunerated at the other end and this will create a better relationship with Drivers / Riders.	5/10/2019 1:56 AM
321	No	5/9/2019 11:51 PM
322	Should be advertise on some bill boards so people should not blame taxi drivers for pre payment thing	5/9/2019 12:39 PM
323	The pre-payment program via cash seems troublesome, but my credit card it could work -- especially if it was done by uber or lyft. I worry about taxi cab driver safety from handling cash as the start of the ride and then again at the end.	5/9/2019 9:01 AM
324	Good luck with it.	5/9/2019 8:55 AM
325	I am not in support of pre-payment by cash. The cabs can tell you what the fare is like Uber and Lyft	5/9/2019 6:42 AM
326	it should be at every cost.	5/9/2019 5:37 AM
327	It will be more safe for drivers as lots of customers are in habit of non payment.	5/8/2019 8:51 PM
328	No	5/8/2019 7:43 PM
329	May be driver is safe	5/8/2019 6:54 PM
330	It should be pre-payment must must must	5/8/2019 5:10 PM
331	Good idea	5/8/2019 2:37 PM

Taxi Pre-payment Pilot Survey

332	More advertising regarding pre payments to make awareness to avoid any complications.	5/8/2019 2:31 PM
333	Good for driver safety and customer too	5/8/2019 2:26 PM
334	I currently use Duffy's. I like their current online 'ordering' form. Provides an estimate and allows for 'notes'. For example, if I wanted to send my teenager in a taxi to a friend's, I like the idea of being able to pay in advance so he/she doesn't have to exchanged cash.	5/8/2019 1:44 PM
335	I don't really think it's gonna be realistic .	5/8/2019 1:14 PM
336	it's right thing to do	5/8/2019 12:35 PM
337	It should b done asap bcz lots of driver ripped off everynight.	5/8/2019 12:17 PM
338	Prepayment is good idea, but aware the public through media so they know what charges are coming in this industry and ready to pay for their ride in advance	5/8/2019 11:47 AM
339	no	5/8/2019 10:35 AM
340	I think its a good idea and there might be some growing pains. I think that persons with mobility aids should have to pay the same fair. Not more.	5/8/2019 8:31 AM
341	Customer need to pay for the vomiting in car minimum \$100 charges.	5/8/2019 8:13 AM
342	Vomiting/puke Minimum \$100 cleaning change	5/8/2019 8:13 AM
343	If you to any fast food restaurants you have to pay before you get the food people need to think same with paying up front to the cab driver	5/8/2019 7:40 AM
344	N/A	5/8/2019 6:20 AM
345	Would it be possible to create an App that would estimate a pre-payment amount based on Google's trip distance?	5/8/2019 4:02 AM
346	Pre payments is required on every trip	5/8/2019 2:15 AM
347	Just like Ride sharing services. Why can't conventional cabs/companies integrate payment methods setup in the Apps that automatically make a transaction at the end of a trip.	5/8/2019 12:33 AM
348	It is very good idia bcz so many happen between Taxi driver and public about fare.	5/8/2019 12:30 AM
349	Upfront does not the solution make some laws about not paying having a hard time in north end with customers	5/8/2019 12:26 AM
350	Taxi owners are taking \$100 for everyday from drivers, it is too much	5/7/2019 11:19 PM
351	No	5/7/2019 9:54 PM
352	Receipt should be issued for all payments. It is good to account for all payments made.	5/7/2019 9:48 PM
353	it is a good step we can stand with it sometime customers start arguing that you can not ask fare upfront from you its not the law. Therefore it is a good step we can it is a law now. Anyway we are not asking fare upfront from everyone.	5/7/2019 9:47 PM
354	No	5/7/2019 9:18 PM
355	None	5/7/2019 9:00 PM
356	Should be mandatory .	5/7/2019 8:47 PM
357	No	5/7/2019 8:41 PM
358	Pre Payment is right step to go.	5/7/2019 8:28 PM
359	No	5/7/2019 8:01 PM
360	In order to determine the customer feedback certain hours pilot survey is not enough. Should be 1 week or more	5/7/2019 7:57 PM
361	No	5/7/2019 7:55 PM
362	No	5/7/2019 7:47 PM
363	Safe for everyone and good	5/7/2019 7:45 PM

Taxi Pre-payment Pilot Survey

364	Taxi drivers should be responsible for refund if the fare is less than prepaid amount/Drivers should be trained how to calculate the prepaid fare/once destination is provided by passengers driver should calculate the the fare according to the distance shown by gps/minimum fare should be added to pre calculated fare	5/7/2019 7:41 PM
365	No	5/7/2019 7:31 PM
366	If customer keep paying \$10 in installments, once meter is over \$10, get his/her remainder of \$10 back at the destination. There should be no problems.No more my mom will pay or my boyfriend will pay. It will make the cabbie happy that he is getting paid for the job he or she is providing. Please! Also do something when customer doesn't get of the cab when cabbie does not feel comfortable driving a rude costomer.Issued some kind of fine to that rude customers, who holds the cabbies for not driving.	5/7/2019 7:15 PM
367	No	5/7/2019 7:08 PM
368	Proper awareness among people	5/7/2019 7:06 PM
369	no	5/7/2019 7:00 PM
370	No	5/7/2019 6:48 PM
371	it should be compulsory because anyone go to McDonald's and tim hortons its small amount but they get money first then they give food so some time fare is up to \$40 its many times happened with me people don't pay my fare mostly young generation thanks	5/7/2019 6:38 PM
372	No	5/7/2019 6:32 PM
373	None	5/7/2019 6:32 PM
374	We should allow to ask cash at front from coutomers. Because sometimes they ran without paying and we paid fare from our own pocket	5/7/2019 6:30 PM
375	No	5/7/2019 6:29 PM
376	U should make new system like UBER & LYFT ..for prepayment,taxi app,taxi tracker etc	5/7/2019 6:29 PM
377	City should advertise this change.	5/7/2019 6:27 PM
378	I sincerely hope this pilot will become a low!	5/7/2019 6:27 PM
379	Not really.	5/7/2019 6:16 PM
380	None	5/7/2019 6:14 PM
381	It should be advertised every where u people that know about it other wise we will face the same problem	5/7/2019 6:13 PM
382	Police should response quickly on taxi driver complains as if no one pays the fare	5/7/2019 6:09 PM
383	No	5/7/2019 6:06 PM
384	It's good that city is thinking for drivers. But it's not a specific time we don't get payments from customers. This happens during day time also. So it will definitely help if we have "driver may ask pre-payment before starting trip" sticker in taxi	5/7/2019 5:55 PM
385	no	5/7/2019 5:49 PM
386	The pre-payments should be mandatory for all open trips e.g. casinos, pubs and bars. The app trips or trips from airport can be exempted from this. An option can also be included on the app trips to give an estimation for the fare from pick up to drop and payment can be taken from the credit card automatically.	5/7/2019 5:28 PM
387	No	5/7/2019 5:24 PM
388	No	5/7/2019 5:20 PM
389	No	5/7/2019 5:20 PM
390	Should't be based on time slot or the day.Do it all the time	5/7/2019 5:14 PM
391	No	5/7/2019 5:09 PM
392	When ever driver feels like he can ask the cash up front from anybody,	5/7/2019 5:09 PM

Taxi Pre-payment Pilot Survey

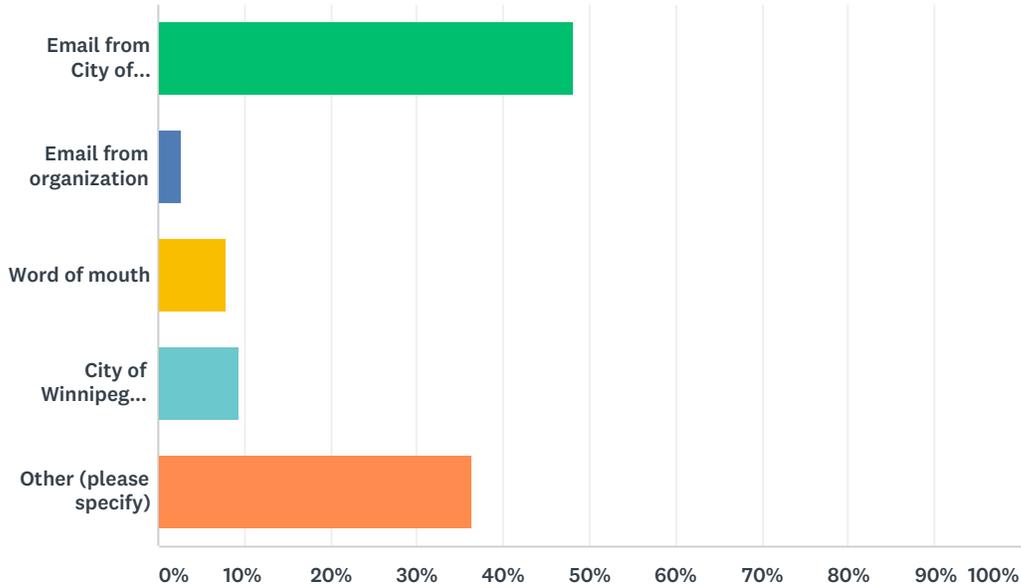
393	Some times customer change mind to go any where else or some stop no the way. In that time how it will work?	5/7/2019 5:07 PM
394	no	5/7/2019 4:28 PM
395	I am totally against the mandatory pre-payment. Politely ask for a deposit is just fine. Passengers who decline a deposit most likely won't pay. Driver may ask for a deposit sign should be on all taxis inside and very visible.	5/7/2019 4:26 PM
396	I think every person should pay 80 % of total payment first for safety of all drivers.	5/7/2019 4:18 PM
397	N/A	5/7/2019 4:04 PM
398	It is good initiative to make safe the transit for both drivers and passengers	5/7/2019 3:49 PM
399	24/7 telephone line for customers with issues on there first pre payment	5/7/2019 3:30 PM
400	N	5/7/2019 3:29 PM
401	No	5/7/2019 3:26 PM
402	Pre payments should be	5/7/2019 3:26 PM
403	No	5/7/2019 3:23 PM
404	Please put that thing in the news it ll make impact on customers and discribe about the fines if somebody doesn't pay the fare..	5/7/2019 3:22 PM
405	No	5/7/2019 3:19 PM
406	Please lower the cost to retain the license. It almost cost over \$300 every year just to keep your license.	5/7/2019 3:19 PM
407	Airport passengers should be excluded from the pilot project . Since many of them are visitors. It might give bad first impression about the city.	5/7/2019 3:16 PM
408	Customer support	5/7/2019 3:14 PM
409	no	5/7/2019 3:12 PM
410	No	5/7/2019 3:09 PM
411	It should be publicly announces and advertised properly and continuesly even before it stars so they can be aware of that	5/7/2019 3:09 PM
412	Not	5/7/2019 3:08 PM
413	This is a really important project. It ensures drivers as well as customers safety, Specially in a City like Winnipeg.	5/7/2019 3:02 PM
414	No	5/7/2019 2:58 PM
415	I think all fare should be pre-payment according to distance and time travel. By this method there will be less inconvenience between driver and passengers.	5/7/2019 2:58 PM
416	It would be much easier, if the customers could just pay using an app	5/7/2019 2:58 PM
417	No	5/7/2019 2:50 PM
418	I really appreciate	5/7/2019 2:45 PM
419	It should be announced on radio or Tv	5/7/2019 2:39 PM
420	No, pre-payment will solve most of the problems between customer and drivers..	5/7/2019 2:39 PM
421	Nope	5/7/2019 2:32 PM
422	Yes. Ask company to update there app with payment feature and tip option. Asking pre payment from a good businessman will create a wrong impression.	5/7/2019 2:32 PM
423	Must be pre payment	5/7/2019 2:29 PM
424	It will be fair practice to implement pre-payment pilot project.	5/7/2019 2:26 PM
425	NO	5/7/2019 2:19 PM
426	No	5/7/2019 2:18 PM

Taxi Pre-payment Pilot Survey

427	I think it's a great idea	5/7/2019 2:18 PM
428	Being taxi driver for last 5 years I has experienced so many times people don't pay their fare, so it's very good move for the sake of taxi drivers . Appreciate it . Thanks .	5/7/2019 2:18 PM
429	No	5/7/2019 2:18 PM
430	No	5/7/2019 2:17 PM
431	Should be fair to passengers as well as drivers.	5/6/2019 3:18 PM

Q9 How did you hear about this project? Please check all that apply.

Answered: 803 Skipped: 114



ANSWER CHOICES	RESPONSES
Email from City of Winnipeg	48.07% 386
Email from organization	2.62% 21
Word of mouth	7.97% 64
City of Winnipeg website	9.46% 76
Other (please specify)	36.36% 292
Total Respondents: 803	

#	OTHER (PLEASE SPECIFY)	DATE
1	Twitter	6/27/2019 5:38 AM
2	Facebook	6/26/2019 6:39 AM
3	Facebook	6/26/2019 12:53 AM
4	Twitter	6/25/2019 9:13 PM
5	Facebook Ad.	6/25/2019 9:06 PM
6	Facebook	6/25/2019 6:51 PM
7	Facebook	6/25/2019 6:34 PM
8	Twitter	6/25/2019 5:31 PM
9	Facebook	6/25/2019 2:37 PM
10	Twitter	6/25/2019 12:33 PM
11	Facebook	6/25/2019 11:57 AM
12	Twitter	6/25/2019 11:39 AM
13	City of Winnipeg Facebook	6/25/2019 10:43 AM

Taxi Pre-payment Pilot Survey

14	CBC	6/25/2019 10:15 AM
15	Facebook	6/25/2019 10:13 AM
16	Media	6/25/2019 10:05 AM
17	Facebook	6/22/2019 12:45 AM
18	Facebook	6/21/2019 12:27 PM
19	Facebook	6/21/2019 3:26 AM
20	Twitter	6/20/2019 3:48 PM
21	News Media	6/20/2019 12:10 PM
22	Friend forwarded me City of Winnipeg e-mail	6/20/2019 11:24 AM
23	Television	6/20/2019 9:56 AM
24	Web searching for a regular prepaid car service.	6/20/2019 9:56 AM
25	Twitter	6/19/2019 3:18 PM
26	Twitter	6/19/2019 2:24 PM
27	Twitter	6/19/2019 1:33 PM
28	City of Winnipeg twitter	6/19/2019 10:19 AM
29	Facebook	6/19/2019 10:16 AM
30	Media story	6/19/2019 9:50 AM
31	City of Winnipeg social media	6/19/2019 9:50 AM
32	Twitter	6/19/2019 9:46 AM
33	Twitter	6/19/2019 9:44 AM
34	Twitter	6/19/2019 9:39 AM
35	twitter	6/19/2019 9:12 AM
36	Twitter	6/19/2019 9:11 AM
37	Winnipeg Free Press	6/14/2019 5:40 PM
38	CTV news story	6/13/2019 11:11 PM
39	winnipeg sun	6/13/2019 6:42 PM
40	News	6/13/2019 5:09 PM
41	Google News	6/13/2019 1:04 PM
42	city councillor face book page	6/13/2019 12:38 PM
43	News post	6/13/2019 12:35 PM
44	News article	6/13/2019 10:33 AM
45	CTV Wpg. news site	6/13/2019 10:28 AM
46	media	6/13/2019 10:03 AM
47	News	6/13/2019 9:51 AM
48	News (CTV)	6/13/2019 9:14 AM
49	news	6/13/2019 8:08 AM
50	news	6/13/2019 7:37 AM
51	ctv news	6/13/2019 1:11 AM
52	news	6/12/2019 11:12 PM
53	News	6/12/2019 11:09 PM
54	News. Honestly... this is a horrible idea. Fix the safety first, gain trust.	6/12/2019 10:47 PM

Taxi Pre-payment Pilot Survey

55	News article	6/12/2019 10:14 PM
56	News	6/12/2019 10:06 PM
57	Facebook	6/12/2019 8:52 PM
58	Social media	6/12/2019 7:44 PM
59	Ctv news	6/12/2019 6:57 PM
60	Free Press	6/12/2019 6:56 PM
61	News	6/12/2019 6:40 PM
62	News	6/12/2019 6:13 PM
63	news	6/12/2019 6:12 PM
64	News feed	6/12/2019 6:09 PM
65	News Media	6/12/2019 6:07 PM
66	News article on CTV website	6/12/2019 6:01 PM
67	CTV news	6/12/2019 5:54 PM
68	news	6/12/2019 5:31 PM
69	news online	6/12/2019 5:29 PM
70	CTV news	6/12/2019 5:17 PM
71	News coverage	6/12/2019 4:25 PM
72	ctv news website	6/12/2019 3:59 PM
73	Sent around via facebook	6/12/2019 3:51 PM
74	CTV News Article re: Assembly of MB Chiefs	6/12/2019 3:44 PM
75	CTV	6/12/2019 3:34 PM
76	News outlet	6/12/2019 2:14 PM
77	CTV News	6/12/2019 1:51 PM
78	news	6/12/2019 1:30 PM
79	My toba News Sports and Entertainment site.	6/12/2019 1:03 PM
80	Facebook and News	6/12/2019 12:52 PM
81	news	6/12/2019 12:31 PM
82	Facebook	6/12/2019 12:25 PM
83	CTV news	6/12/2019 11:55 AM
84	Global News	6/12/2019 11:51 AM
85	CTV News Winnipeg	6/12/2019 11:43 AM
86	News story	6/12/2019 11:27 AM
87	news	6/12/2019 11:20 AM
88	CTV News	6/12/2019 11:16 AM
89	Facebook media	6/12/2019 11:12 AM
90	News outlet	6/12/2019 11:05 AM
91	Twitter	6/11/2019 10:30 PM
92	News site	6/11/2019 2:56 PM
93	Reddit	6/11/2019 11:34 AM
94	Google News	6/11/2019 9:14 AM
95	reddit.com/r/winnipeg	6/11/2019 9:02 AM

Taxi Pre-payment Pilot Survey

96	Radio	6/11/2019 8:42 AM
97	Reddit	6/11/2019 7:56 AM
98	Kevin Klein	6/11/2019 6:37 AM
99	Winnipeg sun	6/11/2019 12:21 AM
100	Tweet from councillor	6/10/2019 6:39 PM
101	News	6/10/2019 4:11 PM
102	Twitter post	6/10/2019 3:50 PM
103	media	6/10/2019 3:25 PM
104	winnipeg news papers	6/10/2019 2:11 PM
105	news	6/10/2019 1:59 PM
106	Social media	6/10/2019 1:34 PM
107	/r/winnipeg	6/10/2019 1:11 PM
108	Reddit	6/10/2019 12:29 PM
109	social media	6/10/2019 12:19 PM
110	Reddit	6/10/2019 12:16 PM
111	Reddit	6/10/2019 11:57 AM
112	reddit	6/10/2019 11:47 AM
113	Reddit	6/10/2019 10:14 AM
114	Read in newspaper	6/10/2019 10:13 AM
115	reddit	6/10/2019 9:53 AM
116	Other news website	6/10/2019 9:41 AM
117	CTV news	6/10/2019 9:16 AM
118	news	6/10/2019 7:49 AM
119	Newspaper	6/10/2019 1:50 AM
120	CTV News Winnipeg Newspaper	6/9/2019 10:25 PM
121	Winnipeg Sun	6/9/2019 9:57 PM
122	Twitter	6/9/2019 8:19 PM
123	City councilor twitter account	6/9/2019 4:43 PM
124	Radio	6/9/2019 4:39 PM
125	Councillor Facebook post	6/9/2019 1:38 PM
126	Media	6/9/2019 11:21 AM
127	COUN. Klein's twitter	6/9/2019 10:57 AM
128	online news	6/9/2019 10:09 AM
129	Twitter	6/9/2019 10:00 AM
130	Google News	6/9/2019 9:39 AM
131	story on google news from Chris.D	6/9/2019 8:40 AM
132	I heard of it n replied so *expletive* u	6/9/2019 2:41 AM
133	Twitter	6/8/2019 11:56 PM
134	Twitter	6/8/2019 10:41 PM
135	On line	6/8/2019 10:40 PM
136	news	6/8/2019 10:28 PM

Taxi Pre-payment Pilot Survey

137	Facebook	6/8/2019 10:28 PM
138	Twitter	6/8/2019 10:07 PM
139	city councillor web page	6/8/2019 10:03 PM
140	television	6/8/2019 9:52 PM
141	From friend	6/8/2019 9:32 PM
142	News	6/8/2019 9:29 PM
143	My city councillor	6/8/2019 8:24 PM
144	News	6/8/2019 8:13 PM
145	CBC website	6/8/2019 7:13 PM
146	Facebook	6/8/2019 6:19 PM
147	Councillor Klein Social Media	6/8/2019 4:53 PM
148	CTV news on line	6/8/2019 3:35 PM
149	news	6/8/2019 3:13 PM
150	CTV News	6/8/2019 2:26 PM
151	Twitter	6/8/2019 2:03 PM
152	reading ctv news	6/8/2019 1:23 PM
153	City of Winnipeg Facebook post	6/8/2019 1:13 PM
154	tv news/newspaper	6/8/2019 1:08 PM
155	ChrisD.com	6/8/2019 1:02 PM
156	Facebook	6/8/2019 12:56 PM
157	News paper	6/8/2019 12:48 PM
158	News.	6/8/2019 12:43 PM
159	Facebook	6/8/2019 12:31 PM
160	Chrisd.ca	6/8/2019 12:21 PM
161	News site	6/8/2019 12:21 PM
162	Facebook	6/8/2019 11:45 AM
163	seen information about pilot coming through news outlets	6/8/2019 11:40 AM
164	the news on the radio	6/8/2019 11:18 AM
165	City council	6/8/2019 11:15 AM
166	Facebook post shared	6/8/2019 10:56 AM
167	News article	6/8/2019 10:44 AM
168	Facebook	6/8/2019 10:13 AM
169	WPG Free Press	6/8/2019 10:09 AM
170	Councillor Klein's Tweet	6/8/2019 9:36 AM
171	On CTV news	6/8/2019 9:15 AM
172	CTV news	6/8/2019 9:10 AM
173	Councillor Klein	6/8/2019 8:52 AM
174	This survey is skewed and will not get accurate results. It is biased towards taxi company. It is too long and most people would just stop answering the questions.	6/8/2019 8:42 AM
175	Kevin Klein	6/8/2019 8:40 AM
176	Facebook post	6/8/2019 8:39 AM

Taxi Pre-payment Pilot Survey

177	Online paper	6/8/2019 8:35 AM
178	Councillor kevin klein facebook post	6/8/2019 8:31 AM
179	Ctv winnipeg	6/8/2019 8:19 AM
180	Drug dealers and users who only pay cash won't be happy	6/8/2019 8:18 AM
181	Facebook	6/8/2019 8:08 AM
182	Social Media	6/8/2019 8:04 AM
183	Social media	6/8/2019 7:45 AM
184	CoW on facebook	6/8/2019 7:39 AM
185	news	6/8/2019 7:20 AM
186	Free Press	6/8/2019 7:19 AM
187	mytoba website	6/8/2019 6:05 AM
188	Social media	6/8/2019 6:03 AM
189	News Source	6/8/2019 3:17 AM
190	Ctv news	6/8/2019 1:46 AM
191	Instagram	6/8/2019 1:10 AM
192	ctv app	6/8/2019 12:57 AM
193	news	6/8/2019 12:32 AM
194	facebook	6/8/2019 12:13 AM
195	CTV article	6/7/2019 11:56 PM
196	CTV news article	6/7/2019 11:43 PM
197	News story by Chris D	6/7/2019 10:57 PM
198	Facebook	6/7/2019 10:26 PM
199	CTV news app	6/7/2019 10:24 PM
200	Taxi cab drivers	6/7/2019 9:52 PM
201	Winnipeg Sun	6/7/2019 9:06 PM
202	Facebook	6/7/2019 7:17 PM
203	Facebook	6/7/2019 7:16 PM
204	News	6/7/2019 7:04 PM
205	CTV news	6/7/2019 7:02 PM
206	The news	6/7/2019 6:53 PM
207	news site	6/7/2019 6:49 PM
208	CTV	6/7/2019 6:48 PM
209	News media	6/7/2019 6:38 PM
210	Social media	6/7/2019 6:34 PM
211	CTV news	6/7/2019 6:24 PM
212	Ctv news	6/7/2019 6:22 PM
213	CTV News	6/7/2019 6:20 PM
214	News	6/7/2019 6:16 PM
215	News	6/7/2019 6:14 PM
216	ChrisD.ca	6/7/2019 6:14 PM
217	Twitter	6/7/2019 6:12 PM

Taxi Pre-payment Pilot Survey

218	media reports	6/7/2019 6:07 PM
219	Free Press website	6/7/2019 5:44 PM
220	Fb	6/7/2019 5:38 PM
221	Twitter	6/7/2019 5:17 PM
222	Facebook	6/7/2019 5:14 PM
223	CTV news Website	6/7/2019 5:10 PM
224	news website	6/7/2019 5:01 PM
225	Facebook	6/7/2019 5:00 PM
226	City of Winnipeg Twitter	6/7/2019 4:58 PM
227	The news	6/7/2019 4:58 PM
228	'Social Media' :)	6/7/2019 4:55 PM
229	News	6/7/2019 4:54 PM
230	Social Media	6/7/2019 4:51 PM
231	CBC News App	6/7/2019 4:49 PM
232	CTV.	6/7/2019 4:39 PM
233	CTV News Article	6/7/2019 4:37 PM
234	CTV news	6/7/2019 4:31 PM
235	CTV NEWS	6/7/2019 4:23 PM
236	Link from CTV news app	6/7/2019 4:15 PM
237	Chrisd	6/7/2019 4:12 PM
238	My toba news	6/7/2019 4:12 PM
239	media	6/7/2019 4:05 PM
240	Twitter	6/7/2019 3:50 PM
241	Global News	6/7/2019 3:32 PM
242	Facebook	6/7/2019 3:28 PM
243	CTV Winnipeg.	6/7/2019 3:28 PM
244	Local News	6/7/2019 3:25 PM
245	Twitter.	6/7/2019 3:21 PM
246	Twitter	6/7/2019 3:17 PM
247	Facebook post/article from chrisd.ca	6/7/2019 3:17 PM
248	news	6/7/2019 3:11 PM
249	News	6/7/2019 3:06 PM
250	Facebook	6/7/2019 3:05 PM
251	News posted article on Facebook	6/7/2019 3:03 PM
252	Facebook	6/7/2019 2:51 PM
253	Ctv news fb	6/7/2019 2:51 PM
254	Facebook	6/7/2019 2:50 PM
255	Facebook	6/7/2019 2:45 PM
256	Social Media (Your Facebook page)	6/7/2019 2:44 PM
257	facebook	6/7/2019 2:40 PM
258	Facebook	6/7/2019 2:15 PM

Taxi Pre-payment Pilot Survey

259	Facebook	6/7/2019 2:06 PM
260	ctv	6/7/2019 2:02 PM
261	news article	6/7/2019 2:00 PM
262	read news article with hyperlink	6/7/2019 1:49 PM
263	Facebook	6/7/2019 1:28 PM
264	Twitter	6/7/2019 1:27 PM
265	News on line	6/7/2019 1:25 PM
266	Facebook	6/7/2019 12:50 PM
267	City of Winnipeg Facebook page	6/7/2019 12:34 PM
268	Facebook	6/7/2019 12:33 PM
269	Social Media	6/7/2019 12:27 PM
270	City of Winnipeg Facebook page	6/7/2019 12:14 PM
271	Twitter	6/7/2019 12:12 PM
272	Facebook	6/7/2019 12:10 PM
273	Facebook page if city	6/7/2019 12:07 PM
274	Twitter	6/7/2019 12:04 PM
275	Twitter	6/7/2019 11:58 AM
276	Social media	6/7/2019 11:56 AM
277	twitter	6/7/2019 11:51 AM
278	Twitter	6/7/2019 11:50 AM
279	Internet	5/23/2019 10:43 AM
280	Duffys monitor	5/22/2019 7:40 PM
281	Message from company.	5/19/2019 12:40 PM
282	System message in taxi	5/13/2019 7:59 PM
283	Email	5/10/2019 1:47 PM
284	Hi	5/9/2019 11:09 AM
285	some others taxi drivers	5/9/2019 5:37 AM
286	A post on Facebook , criticising this pilot project.	5/8/2019 1:14 PM
287	This email.	5/7/2019 9:54 PM
288	News	5/7/2019 9:00 PM
289	N	5/7/2019 8:51 PM
290	Group	5/7/2019 7:45 PM
291	Dispatch company	5/7/2019 7:31 PM
292	Radio	5/7/2019 6:27 PM