

Flexible

Comfortable

Accessible

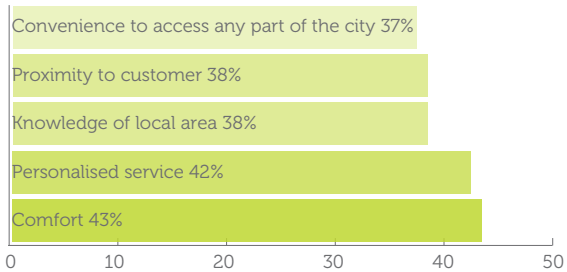
Safe

Green

## Taxis provide high levels of comfort and convenience, supported by drivers' professionalism

The quality of taxi services, in which comfort plays a paramount role, together with the professionalism of drivers, is highly appreciated by taxi users.

Customers' preferences



CNRS-LATTS, Paris, France, 2010. Cities covered in the survey: Paris, London, Berlin, Lisbon, Dublin, Amsterdam and Stockholm, with 400 representative respondents per city.  
<http://halshs.archives-ouvertes.fr/docs/00/55/70/99/PDF/RD10-TaxiIRUb.pdf>

### High quality standards

It is the taxi industry's priority to further improve the quality of the service to customers by appropriate education and training of both managers and drivers, as provided through the IRU Academy.



In the Netherlands, the taxi industry took the lead in improving the services to customers by introducing an ISO-based Quality Mark (TX-Keur) system for taxi vehicles, drivers and services, with both regular and unexpected checks carried out by an independent body. As a result, research carried out by the Dutch national authorities\* shows that taxi scores on average a 7.8 out of 10.

Since 2005, taxi dispatch centres in Finland have begun to develop their own quality schemes to ensure that the quality of the whole service chain remains high.



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### Quality controls

Vehicle quality standards were first introduced in London already in 1906 through the Metropolitan Conditions of Fitness (MCF) standard. Since then, these standards have been constantly improving. More recently, legislation requiring some taxis to be able to carry wheelchairs is also being introduced.



In Austria, the specific comfort requirements for taxi vehicles, such as dimensions, number and size of doors, size of the luggage compartment, etc., are discussed and updated every year to fit customers' requirements.

According to surveys carried out by the Danish Competition Authority, Danish taxi customers are very satisfied with the comfort, service and safety provided. On average, the Danish taxi fleet scores 4 out of 5 points, regarding comfort, service quality or safety among the Danish population.

In France, a survey conducted in Paris by Union Nationale des Industries du Taxi (UNIT)\*\* found that 93% of taxi customers were satisfied with the vehicle's cleanliness, comfort and general state, with 47% giving a "Very Good" or "Excellent" rating.



\* Taximonitor Gebruikers, Ministerie van Verkeer en Waterstaat, The Netherlands, 2010.  
<http://www.rijksoverheid.nl/documenten-en-publicaties/rapporten/2008/06/01/toekomst-voor-de-taxi.html> (in Dutch only)  
\*\* UNIT annual barometer, 2010.