

Flexible

Comfortable

Accessible

Safe

Green

The safety and security of both customers and the driver are among the primary concerns of taxi professionals



Taxis retain an enviable safety record. Safety is a key element in the taxi licensing and control regulations, as well as in taxi drivers' professional training.

Public opinions in Denmark or New Zealand, as well as public authorities in the UK, to name but a few, rate taxis as particularly safe and secure.

Vehicle inspections, safety features and security devices

Across Europe and North America, vehicle safety

inspections are carried out at least once per year, but in many cases, every six months.

In Germany, 80% of all taxi vehicles contain the highest active and passive safety features.

In Finland, the average age of taxi vehicles is 2.5 – 3 years. As a result, they benefit from the latest safety technology.

In France, taxi vehicles must be less than 7 years old, and less than 3.5 years old if operated under double shifts.

In the Netherlands, taxi companies in Rotterdam have installed cameras on top of the roof of taxis since 2011. They already had cameras for driver and passenger protection in the taxis. Now cameras also film the direct surroundings of the taxi, on or of the taxi stand.

In Rotterdam and Amsterdam, more and more taxis offer the possibility to pay by credit cards or other cash cards, as less cash payments in cabs lead to less incidents in or outside taxis, thereby improving security for both the driver and the passenger.



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Drivers' professionalism

Thanks to their professionalism, taxi drivers are much less likely to be involved in a traffic incident.

In New York, 4.6 accidents are reported per million miles driven by taxis, which is one third less than for other types of vehicles (6.7)*. And in Denmark, taxis accounted for only 1.5% of all accidents in 2007.

A study carried out in New Zealand**, revealed that 82% of customers are of the opinion that taxis are indeed safe or very safe and secure, whilst 78% of them think drivers are professional or very professional.

The UK Department for Transport issued security guidance for passengers***, including taxi passengers, in which taxis and hire cars are promoted among the travelling public as a safe and secure way to travel.

Professionalism and local knowledge are key to anticipate risks and ensure safe transport. London drivers have to learn 320 routes. A driver will typically need two to four years to pass 'the knowledge test' before being permitted to operate a taxi in London.

In Finland, where a regime for accessing the profession of taxi manager and driver exists,

satisfaction rates of businesses and customers dealing with taxis are extremely high. The taxi professionals are among the most trusted professions by Finnish citizens, and the taxi industry in Finland has one of the best safety records.

* <http://www.schallerconsult.com/taxi/crash06.pdf>

** <http://www.nzta.govt.nz/resources/perceptions-safety-taxi-users/index.html>, 2008.

*** <http://www.dft.gov.uk/pgcr/crime/taxiphv/taxiguideance>

