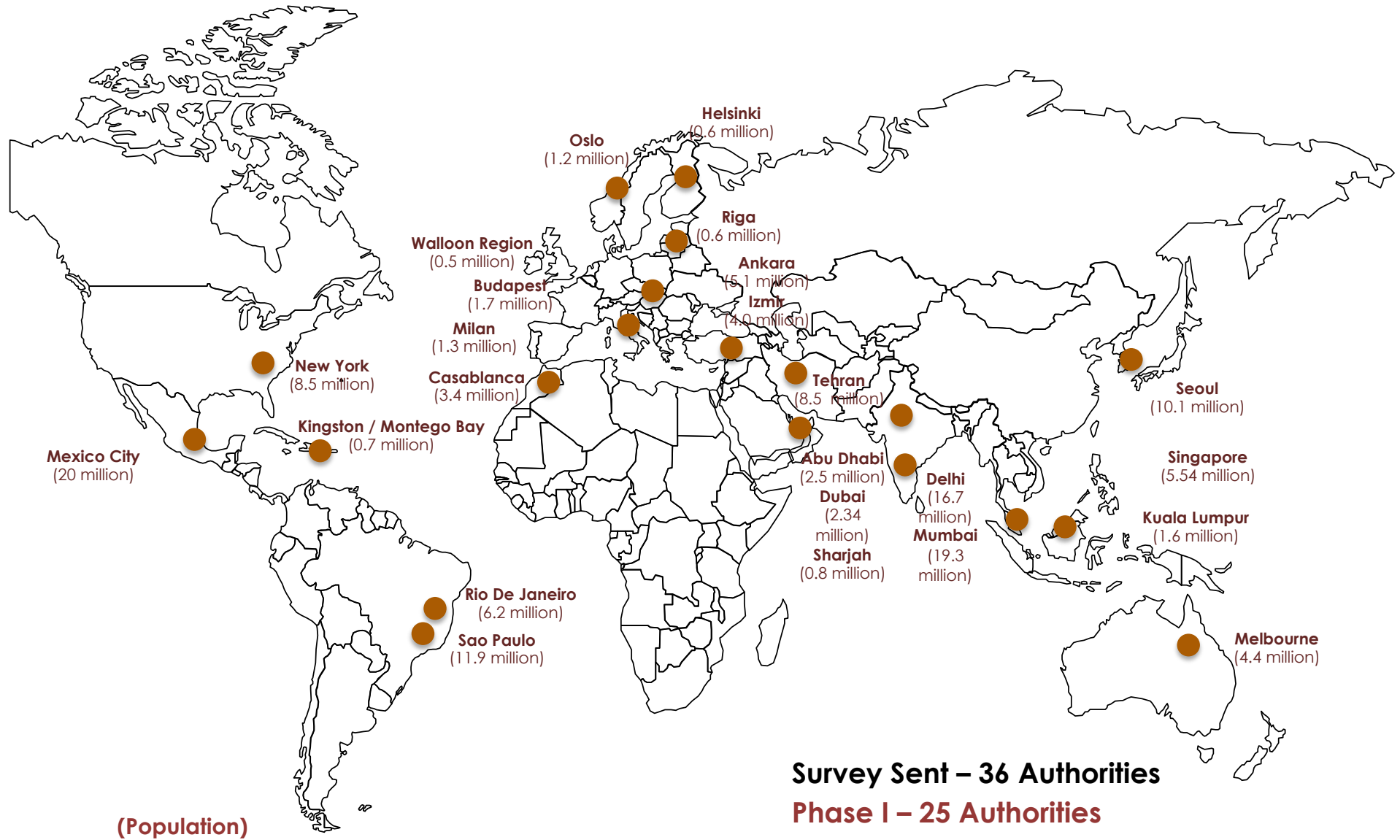# PANAROMA of TAXI TRANSPORT WORLDWIDE Results of UITP Taxi Benchmarking Study

Kaan Yıldızgöz
Training Director

UITP

COVERAGE

New York
(8.5 million)

Mexico City
(20 million)

Kingston / Montego Bay
(0.7 million)

Rio De Janeiro
(6.2 million)

Sao Paulo
(11.9 million)

Oslo
(1.2 million)

Helsinki
(0.6 million)

Riga
(0.6 million)

Walloon Region
(0.5 million)

Ankara
(5.1 million)

Budapest
(1.7 million)

Izmir
(4.0 million)

Milan
(1.3 million)

Casablanca
(3.4 million)

Tehran
(8.5 million)

Abu Dhabi
(2.5 million)

Dubai
(2.34 million)

Delhi
(16.7 million)

Sharjah
(0.8 million)

Mumbai
(19.3 million)

Seoul
(10.1 million)

Singapore
(5.54 million)

Kuala Lumpur
(1.6 million)
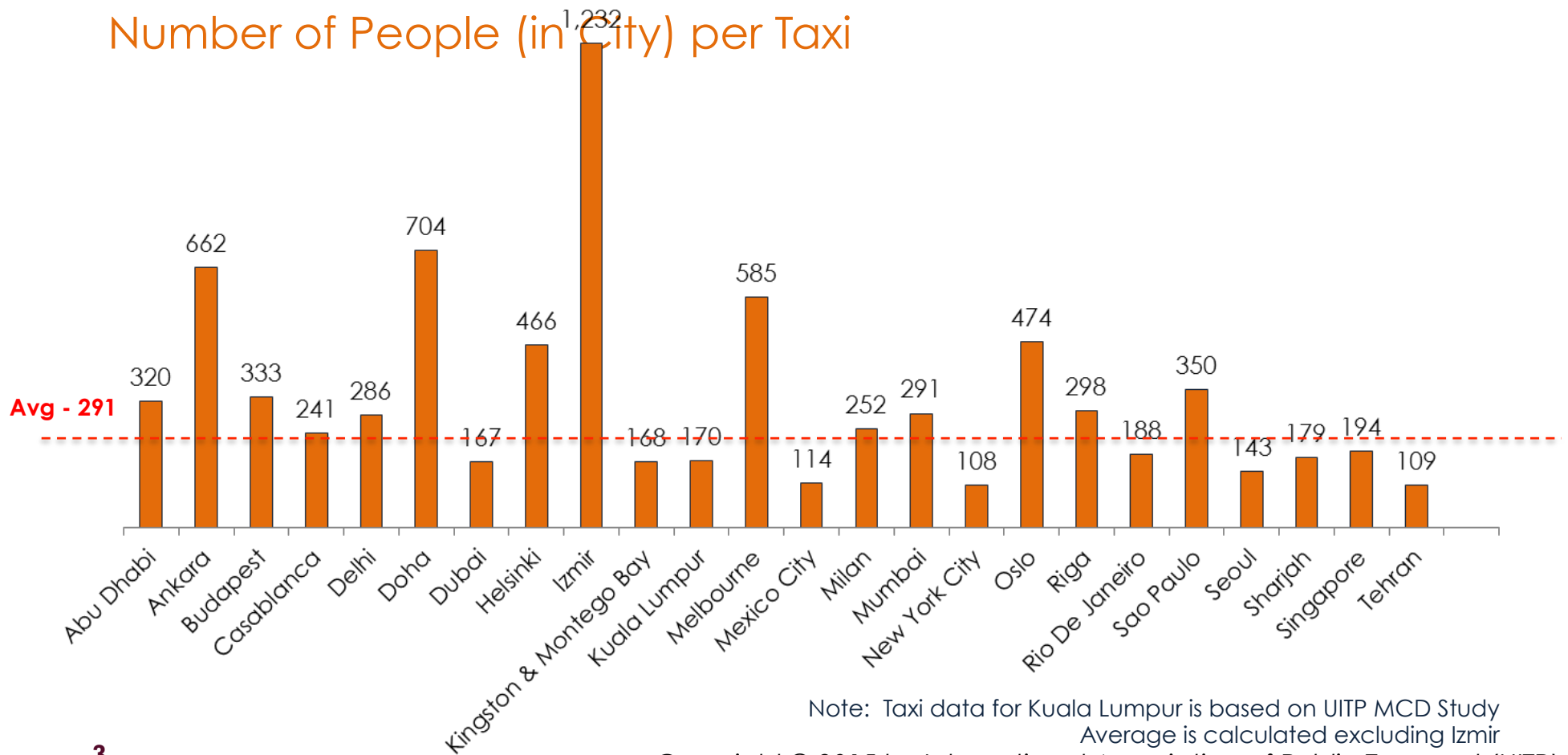
Melbourne
(4.4 million)

(Population)

Survey Sent – 36 Authorities

Phase I – 25 Authorities

Phase II – 11 Authorities

2

TAXIS CABS & POPULATION

New York city has the highest numbers of Taxis, i.e. 78,974 taxis for 8.5 million inhabitants.
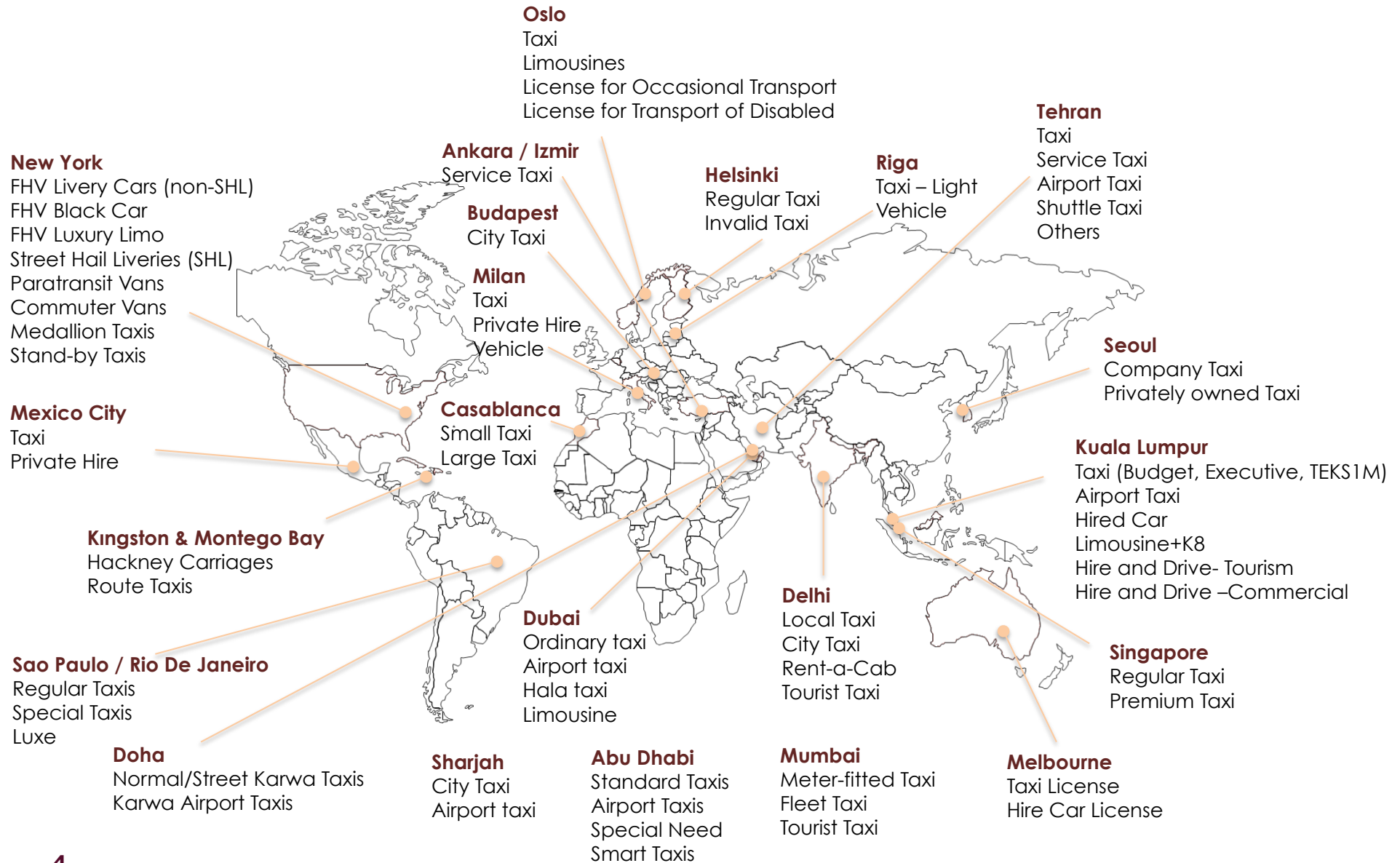
Number of People (in City) per Taxi

City	Value
Abu Dhabi	320
Ankara	662
Budapest	333
Casablanca	241
Delhi	286
Doha	704
Dubai	167
Helsinki	466
Izmir	1,232
Kingston & Montego Bay	168
Kuala Lumpur	170
Melbourne	585
Mexico City	114
Milan	252
Mumbai	291
New York City	108
Oslo	474
Riga	298
Rio De Janeiro	188
Sao Paulo	350
Seoul	143
Sharjah	179
Singapore	194
Tehran	109

Avg - 291

Note: Taxi data for Kuala Lumpur is based on UITP MCD Study
Average is calculated excluding Izmir

3

TYPES OF TAXI PERMITS

Oslo
Taxi
Limousines
License for Occasional Transport
License for Transport of Disabled

Tehran
Taxi
Service Taxi
Airport Taxi
Shuttle Taxi
Others

New York
FHV Livery Cars (non-SHL)
FHV Black Car
FHV Luxury Limo
Street Hail Liveries (SHL)
Paratransit Vans
Commuter Vans
Medallion Taxis
Stand-by Taxis

Ankara / Izmir
Service Taxi

Helsinki
Regular Taxi
Invalid Taxi

Riga
Taxi – Light
Vehicle

Budapest
City Taxi

Milan
Taxi
Private Hire
Vehicle

Seoul
Company Taxi
Privately owned Taxi

Mexico City
Taxi
Private Hire

Casablanca
Small Taxi
Large Taxi

Kuala Lumpur
Taxi (Budget, Executive, TEKS1M)
Airport Taxi
Hired Car
Limousine+K8
Hire and Drive- Tourism
Hire and Drive –Commercial

Kingston & Montego Bay
Hackney Carriages
Route Taxis

Delhi
Local Taxi
City Taxi
Rent-a-Cab
Tourist Taxi

Singapore
Regular Taxi
Premium Taxi

Sao Paulo / Rio De Janeiro
Regular Taxis
Special Taxis
Luxe

Dubai
Ordinary taxi
Airport taxi
Hala taxi
Limousine

Doha
Normal/Street Karwa Taxis
Karwa Airport Taxis

Sharjah
City Taxi
Airport taxi

Abu Dhabi
Standard Taxis
Airport Taxis
Special Need
Smart Taxis

Mumbai
Meter-fitted Taxi
Fleet Taxi
Tourist Taxi

Melbourne
Taxi License
Hire Car License

4

CONTRACT PERIOD - BETWEEN AUTHORITIES & OPERATORS

Most of the cities are giving taxis license to individuals owner / operators

License to Individuals

City	Period
Ankara	Unlimited
Budapest	n/a
Casablanca	n/a
Helsinki	Unlimited
Izmir	Unlimited
Kingston & Montego Bay	1 year
Kuala Lumpur	7 years
Melbourne	1 year
Milan	Unlimited
Mexico City	10 years
New York City	n/a
Oslo	6 years
Riga	n/a
Sao Paulo	1 year
Seoul	Unlimited

Contract with Operators

City	Period
Abu Dhabi	5 years
Delhi	5 years
Doha	5 years
Dubai	3 years
Mumbai	5 years
Rio De Janeiro	7 years
Sharjah	3 years
Singapore	10 years
Tehran	Unlimited
Walloon Region	5 years

5

TAXI OPERATORS IN THE CITY

| City	Key Operators
Budapest	6*6 (423) / City (811) / FŐTAXI (1091) / Max (160) / Mb Elite (91) / RT5 (500) / T2000 (261) / Taxi4 (310) / Taxi Plus (470) / Tele5 (136)
Kuala Lumpur	Uptownace (M) SDN BHD (2,588) / Public Cab SDN BHD (1,299) / Innovasi Timur SDN BHD (852) / Destination Transport (M) SDN BHD (747) / Konsortium Teksi Bandar Kuala Lumpur SDN BHD (703)
Sharjah	Sharjah Taxi (1178) / Emirtes Cab (1200) / Union Taxi (1187) / Citi Taxi (1146)
Mumbai	Meru Cabs (2,100) / TabCab (2,000) / Mega Cabs (800) / Easy Cabs (300) / Mumbai Gold (500)
Singapore	Comfort Transportation Pte Ltd (12,668) / CityCab Pte Ltd (4,344) / SMRT Taxis Pte Ltd (3,550) / Trans-Cab Services Pte Ltd (4,947) / Premier Taxis Pte Ltd (2,017) / Prime Car Rental & Taxi Services Pte Ltd (856)
Milan	024040 (1,900) / 028585 (1,400) / 026969 (1,000)
Delhi	Meru Cabs (1,459) / Easy Cabs (1,386) / Mega Cab (1,016) / WynCabs (185) / Yo Cab (50) / NTL Taxi (55) / Megic Sewa (10)
Abu Dhabi	National Taxi (1,706) / Arabia Taxi (1,334) / Al Ghazal (1,093) / Emirates Taxi (1,246) / Cars Taxi (1,022) / Tawasul (1,022) / Airport Taxi (222)
Helsinki	Helsingin Taksi-Data Oy (1249)
Oslo	Oslo Taxi (1034) / Christiania Taxi (240) / Norgestaxi Oslo (299) / ByTaxi (56) / Taxi 2 (72)
Dubai	Dubai Taxi (4,773) / Cars Taxi (1,800) / National Taxi (1,425) / Arabia Taxi (927) / Metro Taxi (755) / City Taxi (35)
Doha	Mowasalat Karwa Taxi (895) / Al Million Trad. & Cont. (800) / Al Ijarah Holding (915) / Profit Trad./Cars Taxis (499) / Ibn Ajayan Capital Taxis (258)

CAR DISTANCE IN THE CITY

Average Distance per car per day in KM

Authorities	Average Distance (km)	Paid Distance %	% of Double shift cars of total fleet
Abu Dhabi	324	49%	10.00%
Ankara	210	--	70.00%
Delhi	220	52%	22.00%
Doha	314	56%	42.00%
Dubai	675	58%	100.00%
Izmir	250	35%	100.00%
Kuala Lumpur	280	40%	40.00%
Milan	150	66%	8.00%
Mumbai	225	53%	35.00%
New York City	308	--	90.00%
Oslo	223	47%	--
Sao Paulo	220	--	24.00%
Seoul	244	56%	--
Sharjah	293	--	0%
Singapore	440	68%	68.10%
Tehran	225	--	80%

CAR TRIPS IN THE CITY

Most of the cities with good taxi system have high numbers of trips per car per day.

Average Trips Per Car Per Day
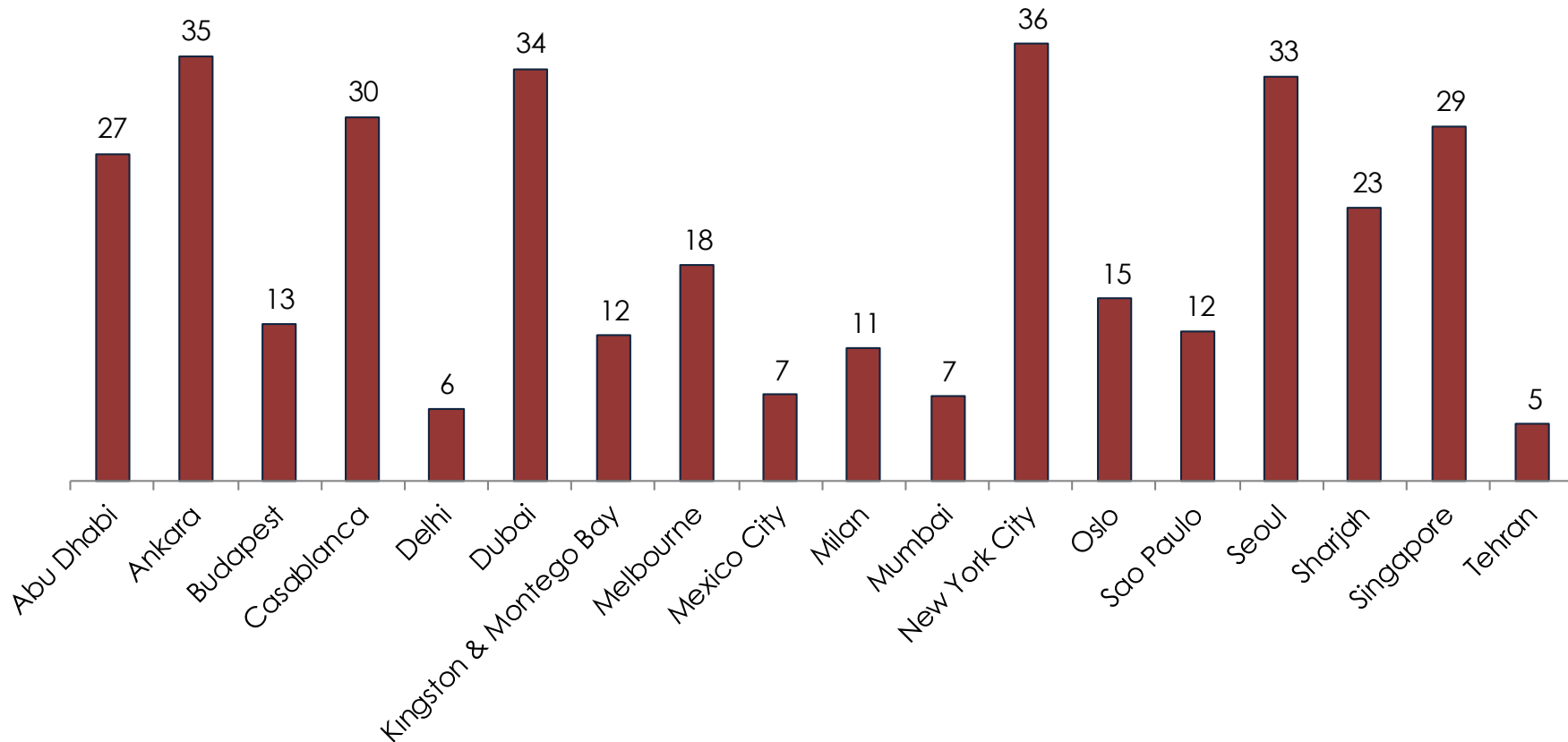
NO. OF PASSENGERS

New York Yellow Taxis carry highest numbers of passengers owing to high number of trips and number of passengers per trip

Average No. of Passengers Per Car Per Month

Abu Dhabi: 1,620 | Ankara: 1,838 | Casablanca: 1,800 | Delhi: 360 | Dubai: 1,799 | Mexico City: 210 | Milan: 660 | Mumbai: 525 | New York City: 2,160 | Sao Paulo: 484 | Seoul: 1,499 | Singapore: 1,235
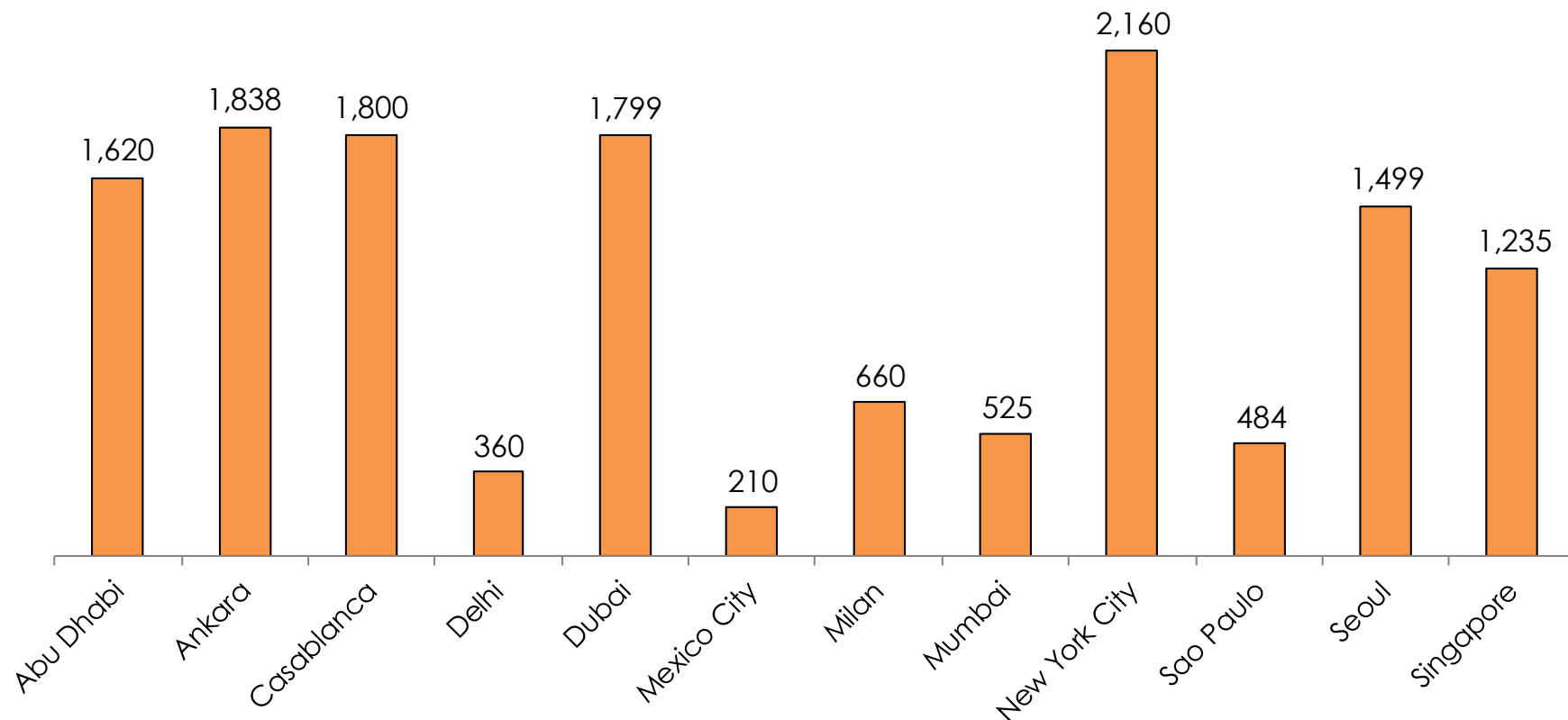
TAXIS VEHICLES

In some of the cities, there is mandatory requirement to replace the vehicle after certain age.

Age of Taxi Vehicle – **Average Age of Fleet** Vs. **Age of Oldest Car**
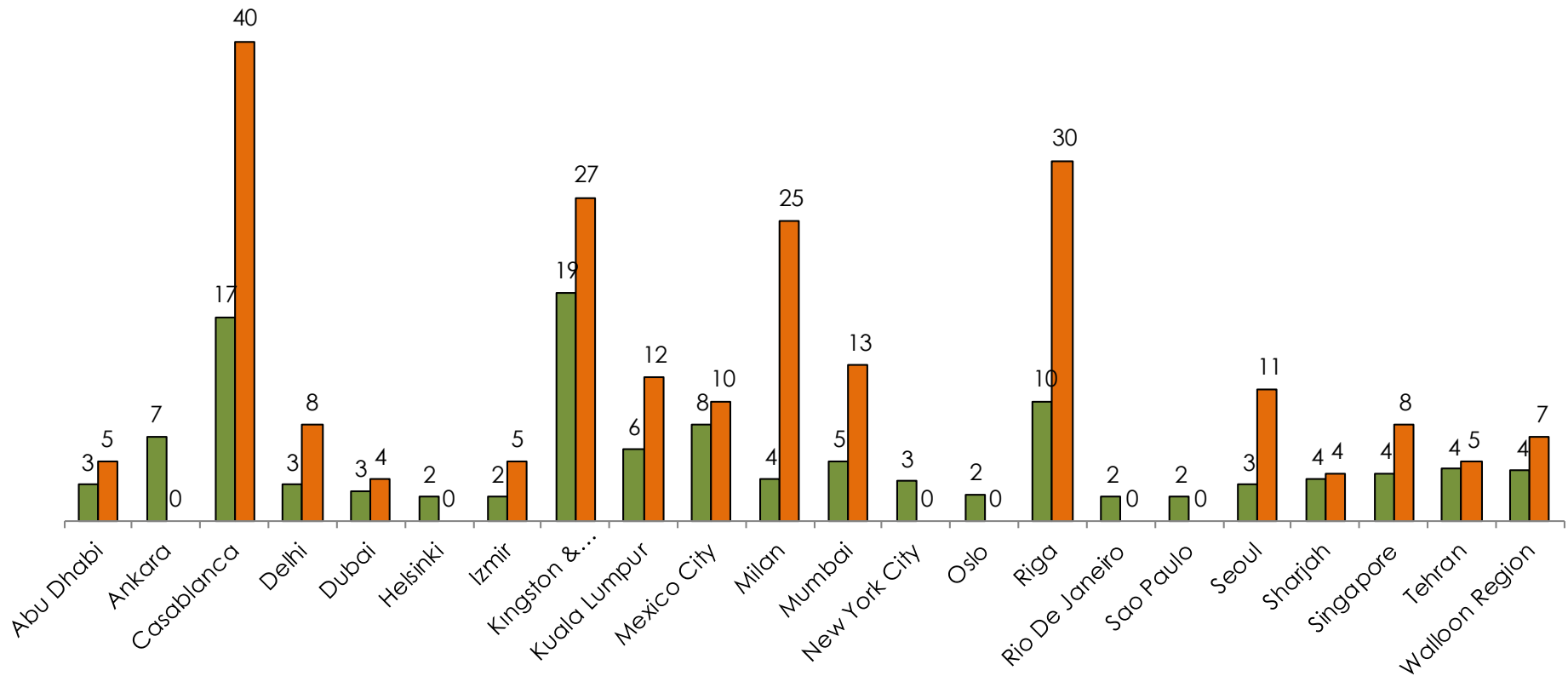
TAXI VEHICLE BRANDS IN THE CITY

Toyota's and Hyundai's vehicles are among the more popular taxi models.

New York
1. Toyota Sienna
2. Lexus Rx
3. Dodge Grand Caravan
4. Nissan NV 200
5. Ford Transit

Casablanca
1. Mercedes-Benz
2. Dacia Lodgy
3. Ssang Young
4. Peugeot
5. Fiat Doblo

Riga
1. Ford
2. Toyota
3. Mercedes Benz
4. Volkswagen

Tehran
1. Peugeot
2. Samand
3. Paykan
4. Pride
5. Hyundai
6. Proton
7. Renault

Oslo
1. Mercedes-Benz
2. Toyota
3. Volvo
4. Volkswagen
5. Ford
6. Skoda

Milan
1. Toyota Prius & Hybrid
2. Toyota Auris & Hybrid

Sao Paulo
1. Fiat Siena / Dobló
2. Ford Focus / Fiesta
3. Chevrolet Meriva / Zafira
4. Honda-New Fit / City
5. Nissan Livina / Tiida / Leaf
6. Renault Logan / Gran Tour
7. Volkswagen Voyage / SpaceFox
8. Toyota Corolla / Prius

Mexico City
1. Nissan Sentra
2. Nissan Tsuru

Seoul
1. Hyundai Sonata / Equus
2. KIA Lotize / K5 / Carnival
3. Renault Samsung SM5

Dubai
1. Toyota Camry
2. Nissan Altima
3. Toyota Innova / Sonata
4. Chevrolet Malibu

Singapore
1. Hyundai i40 / Sonata / i30
2. Chervrolet Epica
3. Toyota Wish / Axio / Camry / Prius / Premio
4. Renault Latitude
5. Kia Magentis / Optima

Abu Dhabi
1. Mercedes Vito
2. Toyota Innova
3. Toyota Camry
4. Nissan Altima

Doha
1. Toyota Camry
2. Nissan Altima
3. Volkswagen Jetta
4. Skoda Superb
5. Hyundai Sonata
6. Toyota Innova / Previa / Firtybar

Sharjah
1. Toyota Camry / Innova / Hiace
2. Nissan Altima
3. Hyundai Sonata / H1 / i40

Delhi / Mumbai
1. Maruti Suzuki Dezire
2. Toyota Eitos
3. Hyundai Santro

Kuala Lumpur
1. Naza Citra / Ria
2. Nissan Serena
3. Proton BLM / Exora / Iswara / Persona / Waja / Wira
4. Toyota Innova

11

TAXI VEHICLE BY TYPE OF CONVENTIONAL & ALTERNATIVE FUEL USED

	HEVs (Hybrid)	BEVs (Electric)	LPG	CNG
Abu Dhabi	13			1,815
Ankara				6,160
Charleroi	2		4	
Delhi		38		18,073
Dubai	243			
Izmir			2,596	
Mexico City		30		
Milan	2,500			
New York	8,152			
Oslo	500			
Sao Paulo	33,081(Ethanol) / 116 (Gas)	10		
Seoul			48,891	698
Sharjah	20			
Singapore	1,736			1,968
Tehran	50,882			

DISPATCH/CALL CENTER

Most of taxis operators are shifting towards mobile-app booking but Call Center plays a critical role in some cities

Number of Dispatch Jobs Per Day

City	Calls Received	Jobs Done	% of jobs done	Time To Reach
Abu Dhabi	10,000	9,800	98%	7 min
Doha	1,333	645	48%	15-20 min
Dubai- RTA	20,186	17,508	87%	14 min
Milan	30,000	28,500	95%	3 min
Seoul	57,000	--	--	10 min
Sharjah	1,700	822	48%	12-15 min
Singapore	91,685	93,659*	102%	5 min

* Some bookings were made from other sources like third party taxi service providers as well as taxi companies' own booking application

PASSENGERS' COMPLAINTS

**Most of the cities do not have centralized database to monitor passengers' complaints.**

No. of passenger complaints per 100,000 KM

City	Value
Abu Dhabi	0.72
Doha	2.00
Dubai	0.75
Melbourne	1.17
New York City	0.66
Seoul	0.37
Sharjah	0.6516
Singapore	0.0020

CARS ACCIDENTS

Most of the cities do not have centralized database to monitor cars accidents.

No. of Accidents per 100,000 KM

| City	Value
Abu Dhabi	0.8
Dubai	0.25
Oslo	0.017
Seoul	0.124
Sharjah	2.5
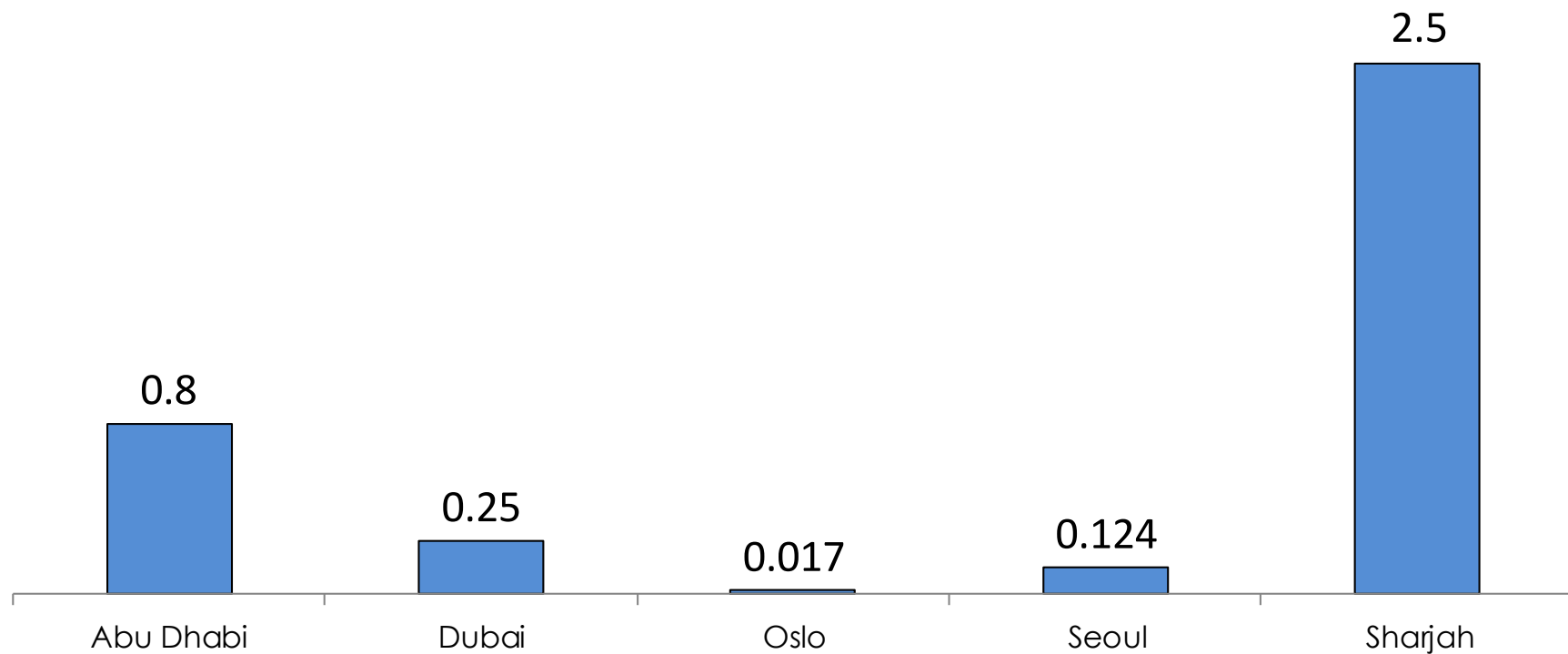
Singapore - Only for accidents where drivers are at fault

TAXI DRIVERS- AUTHORITIES

Authorities	No. of Drivers	No. Nationalities	Major Nationalities
Abu Dhabi	14,042	37	Bangladesh – Pakistan - Nepal
Ankara	14,630	1	Turkey
Budapest	5,500-6,000	1	Hungarian
Casablanca	30,000	1	Morocco
Delhi	40,000	1	Indian
Doha	4,762	19	Bangladesh – Nepal - Kenya
Dubai	21,819	26	Pakistan – Bangladesh - India
Kingston	2,000	1	Jamaica
Kuala Lumpur	37,002	1	Malaysia
Melbourne	15,442	--	Australia - Asia
Mexico City	300,000	1	Mexican
Milan	5,150	1	Only 2% foreigners
Mumbai	65,000	1	India
New York City	138.36	10	Bangladesh – India - USA
Oslo	4,500	1	Norway – Pakistan – Somalia
Rio De Janeiro	60,000	1	Brazilin
Sao Paulo	80,135	1	Only 5% foreigners
Seoul	87,789	1	Korea
Sharjah	5,417	20	Pakistan – Bangladesh - India
Singapore	55,000	1	Singapore
Tehran	104000	1	Iranian
Walloon Region	627	17	Belgium – Morocco – Algeria

DRIVERS / TAXI RATIO
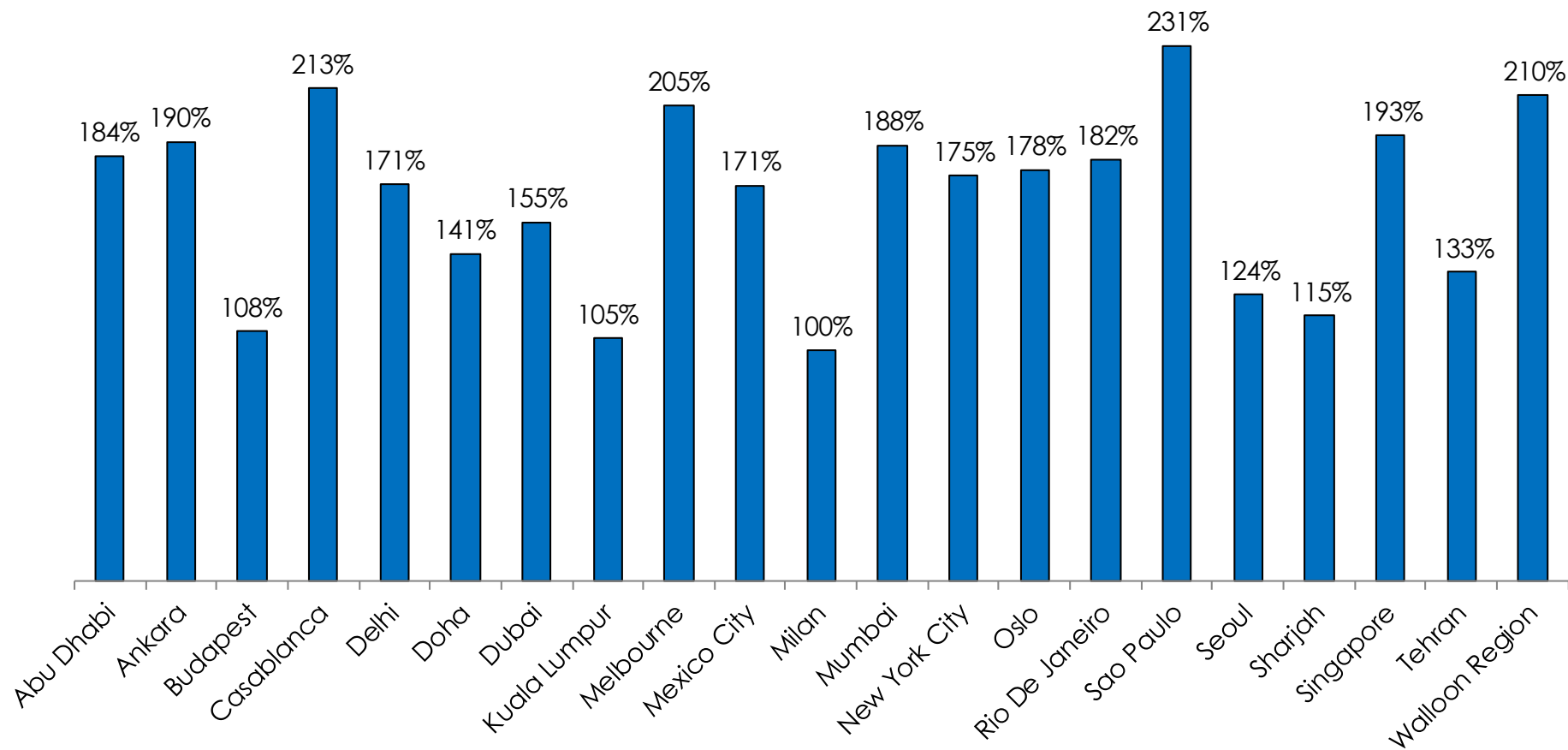
DRIVER PERMIT CONDITIONS

Authorities	Age in Years	Validity	Language Requirements	Other Conditions
Abu Dhabi	21-50 years	1 year	Arabic - English	Medical Fitness / Security Clearance
Ankara	40 years	Lifetime	Turkish - English	--
Budapest	21 years	5 years	Regional/Local	PÁV II (special exam for professional drivers)
Casablanca	23 years	5 years	Regional/Local	--
Delhi / Mumbai	20 years	3 years	Regional/Local	Police Record / Local Domicile
Doha	20-45 years	5 years	Arabic - English	Eye Test / NOC from Sponsor
Dubai	21 – 60 years	10 years	Arabic - English	Medical Certificate / Driver Training
Helsinki	18-70 years	--	Finnish – Swedish	No Crime Record (5 years)
Kıngston	21 years	5 years	English	Police Record / Recommendation Letter
Kuala Lumpur	23 year	1 year	Malay – Tamil – English - Chinese	No accidents record
Melbourne	18 years	--	English	Knowledge Test of Melbourne
Milan	21 years	5 years	Italian - English	No Serious Crime
New York City	< 19 years	1 year	English	Drug Test / Medical Exam
Oslo	18 years	Lifetime	Regional/Local	--
Riga	21 years	--	Regional/Local	3 years Driving Experience
Rio De Janeiro	18-65 years	1 year	Regional /Local	--
Sao Paulo	18 -65 years	1 year	Regional/Local	--
Seoul	21 years	1 year	Korean	5 years commercial driver experience with no accidents
Sharjah	23-55 years	6 months	Arabic - English	Medical Certificate
Singapore	30 - 75 years	3 years	Regional/Local	Criminal Background Check / Medical Fitness& pass an English assessment test (WPL)
Tehran	23 years	1 year	Persian	Married / Diploma or Degree
Walloon Region	21 years	1 year	Regional/Local	Written Test

CREDIT CARD PAYMENT OPTION

Milan
Electronic Meter
Credit Card Payment
20-30% of all trips

Oslo
Electronic Meter
Credit Card Payment

Riga
Electronic Meter
Credit Card Payment

Budapest
Electronic Meter
POS Terminals are
installed in taxis

New York
Electronic Meter
Credit Card Payment
55% of all trips

Seoul
Electronic Meter
Credit Card Payment
66% of all trips

Ankara
Electronic Meter
Credit Card Payment
10-12% of all trips

Izmir
Electronic Meter
Credit Card Payment
10% of the transaction

Kuala Lumpur
Electronic Meter
Credit Card Payment
– Only in TEKS1M

Singapore
Electronic Meter
Credit Card Payment

Mexico City
Electronic Meter
Credit Card Payment - Uber

Delhi / Mumbai
Electronic Meter
Credit Card Payment

Melbourne
Electronic Meter
Credit Card Payment

Sao Paulo / Rio De Janeiro
Electronic Meter
Credit Card Payment

Dubai
Electronic Meter
Credit Card Payment
8.5% of all trips

Abu Dhabi
Mobile Data Terminal
Only in Airport Taxis

OTHER TAXI SERVICES

City	Ladies Taxi	Disabled/Special Needs	Students Taxi	Others (Family Taxi)
Abu Dhabi	Yes (60 taxis)	Yes	No	
Budapest	No	No	No	
Casablanca	No	No	No	
Delhi	Yes (70 taxis)	No	No	
Doha	No	Yes (5 taxis)	No	
Dubai	Yes (100 taxis)	Yes (11 taxis)	Yes	Aunak (10 taxis)
Melbourne	No	Yes (480 taxis)	No	
Milan	No	Yes	No	
Mumbai	Yes	No	No	
New York City	No	Yes (578 taxis)	No	--
Oslo	Yes (10 taxis)	Yes (200 taxis)	No	
Riga	Yes	No	No	
Sao Paulo	No	Yes	No	
Seoul	No	Yes (423 taxis)	No	
Sharjah	Yes (14 taxis)	Yes (5 taxis)	No	
Singapore	No	Yes (200 taxis)	No	
Tehran	Yes (1,000 taxis)	No	Yes (14,000 taxis)	
Walloon Region	No	Yes (10 taxis)	No	

KEY PERFORMANCE INDICATORS - CITIES

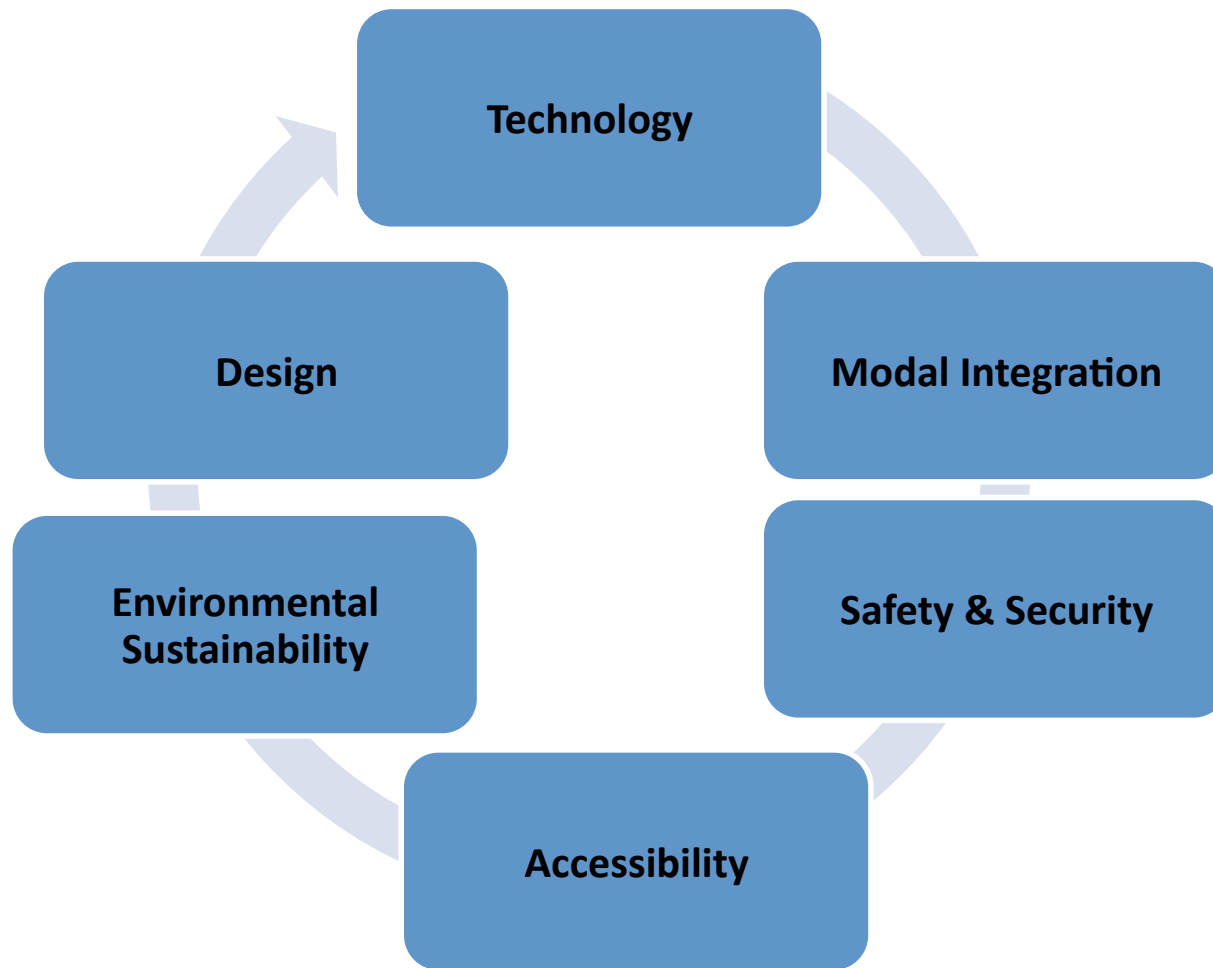| RTA- Dubai	Trans AD- Abu Dhabi	LTA- Singapore
Complaints per 100,000 km	Complaints /100,000km	Percentage of Calls answered by dispatch System
Drivers Fines per 100,000km	Drivers Fines /100,000km	Waiting Time for dispatch system to answer
Dispatch Job acceptance Rate	Dispatch Job acceptance Rate	Percentage of jobs done
Accidents Rate per 100,000 km	Accidents / 100,000km	Waiting time for dispatch center to confirm taxi
Customer Satisfaction survey	Avg. Time required to reach customer	Passenger waiting time for taxi to arrive
Fleet Utilization	Customer Satisfaction	First Inspection Rate
Drivers Satisfaction survey	CNG Vehicles out of total fleet	Accident Rate
Mystery Shopper Audits	Drivers Satisfaction	Offense Rate
Complaint Rate per 100,000 Km	Mystery Shopper	Percentage of taxis on the Road During Peak Periods
	Fleet Utilization	Percentage of taxis with Minimum daily mileage of 250km
	Percentage of Ladies taxi	

TAXI TARIFF

Helsinki is the most expensive Taxi system followed by Walloon Region

Taxi Charge for 5 Km – **Day Charge** Vs. **Night Charge**
(Figures in US$)

Avg – US$ 5.58
Avg – US$ 6.75

City	Day Charge	Night Charge
Abu Dhabi	3.1	3.4
Ankara	5.9	5.9
Budapest	6.4	6.4
Casablanca	2.0	3.0
Charleroi (Walloon)	10.1	15.2
Delhi	1.8	2.2
Doha	2.7	3.6
Dubai	3.7	3.7
Helsinki	15.0	18.4
Izmir	5.2	5.2
Kingston & Montego Bay	0.9	0.9
Kuala Lumpur	1.9	2.9
Liege (Walloon)	10.3	13.0
Melbourne	8.8	9.5
Milan	9.6	13.1
Mexico City	1.8	2.2
Mumbai	1.7	2.1
Namur (Walloon)	12.2	15.0
New York City	11.3	13.0
Oslo	7.7	9.9
Riga	5.7	5.7
Rio De Janeiro	4.0	4.6
Sao Paulo	4.7	5.7
Seoul	4.5	5.4
Sharjah	3.1	3.3
Singapore	3.9	5.8
Tehran	2.6	3.1

Note: In Riga, both distance and time based fare is applicable. It is assumed that 5 kms distance is covered in 15 minutes.

Key Areas of Development

- Technology
- Modal Integration
- Safety & Security
- Accessibility
- Environmental Sustainability
- Design

MODAL INTEGRATİON

- Taxis are increasingly acknowledged as extension of public transport systems
- Policies for taxis are usually already integrated with other transport policies, while operations are still fairly separated
- Some taxi regulators are taking steps to use technology to assist the integration of taxi services and public transport needs (e.g. automated data collection and fares integration)

MODAL INTEGRATION – POLICY&MANAGEMENT
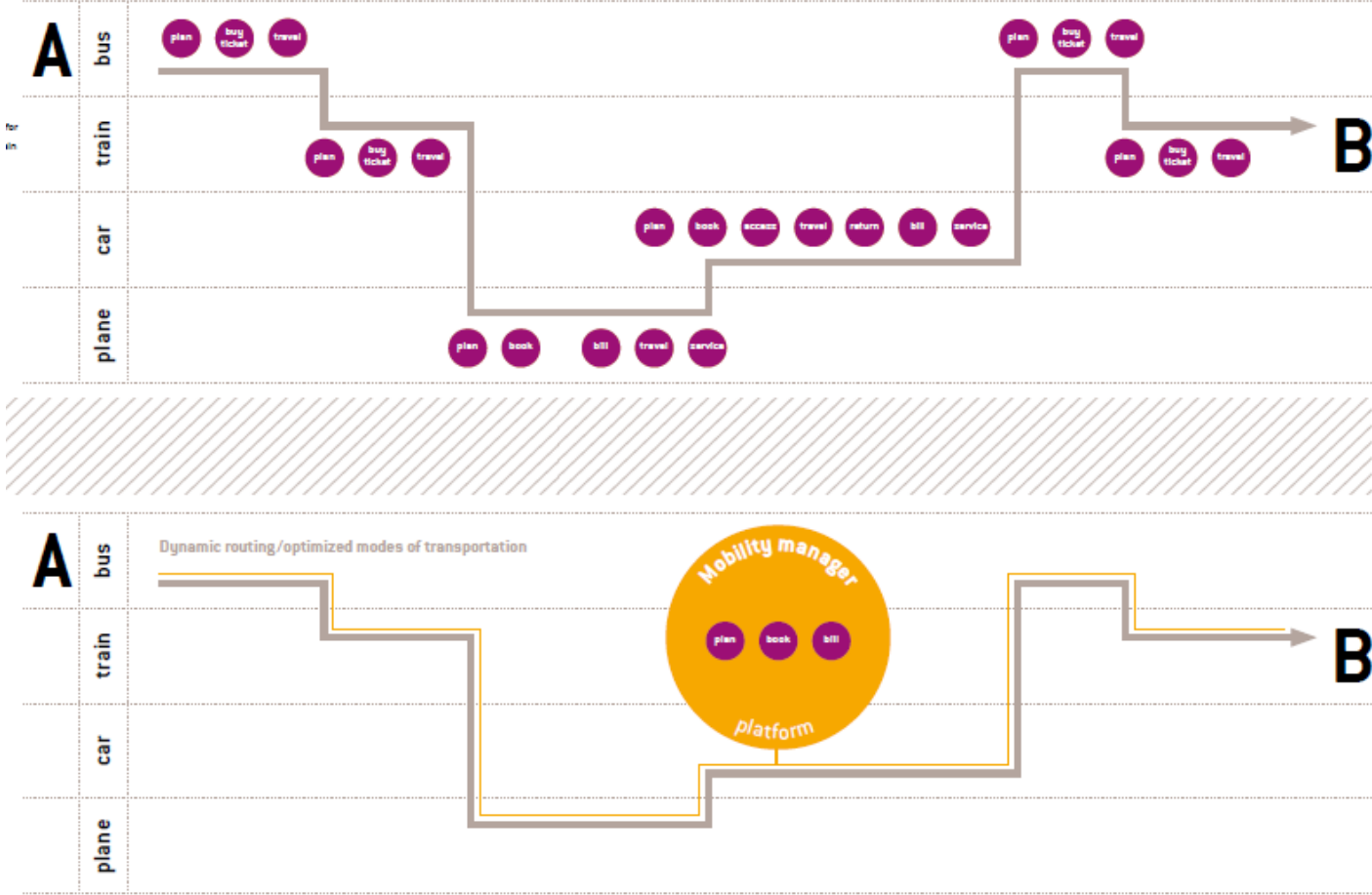
Source: Roland Berger

MODAL INTEGRATION – TICKETING & FARE

In Hannover (Germany), Hannovermobil is a joint ticket that integrates public transport, car-sharing, taxis, German rail services, the bicycle and other services.
Combining transport modes
is the best way to meet today's
diversified and complex
transportation needs

In Singapore and Shangai PT Cards can be used in Taxis. Soon in Dubai…

MODAL INTEGRATION – PHYSICAL INTEGRATION
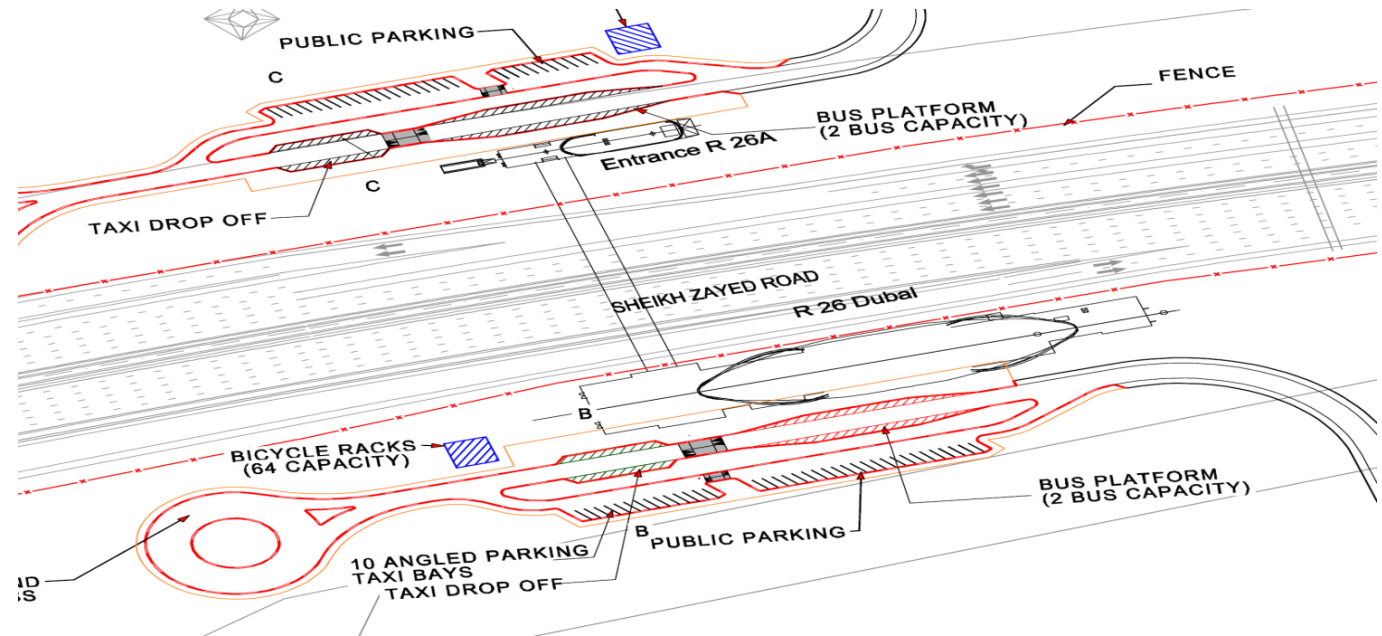
THANK YOU!!

For further information, please contact:

Kaan Yıldızgöz - kaan.yildizgoz@uitp.org

UITP

Copyright Notice