

## **Guidelines on the adaptation of taxi services for Regions and Local Authorities**

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## Introduction

This document is divided into six parts. The first four are related to the issues in respect of which Article 37 (2) (m) of Decree-Law No 201 of 6 December 2011, converted, with amendments, into Law No 214 of 22 December 2011 (hereinafter: legislative decree No 201/2011) identifies the principles for adaptation of the service: (i) quota (ii) organisation of the service; (iii) fares; (iv) quality of service. The fifth part describes the data and indicators useful for monitoring the service. The sixth part is devoted to the periodic inquiries conducted by the Authority. The section relating to service organisation (ii) also encompasses the issue of the call mode/intermediation between supply and demand.

The objective scope of these Guidelines is the non-scheduled public transport service by taxi. Considering the connection between this mode of transport and the other local public transport (LPT) services, the proposed methodology is based on an economic analysis of the broader non-scheduled transport market, taking due account of the difference between services that are subject to public service obligations and services that are not.

From a subjective point of view, the Guidelines are addressed to Municipalities and Regions as Competent Bodies (hereinafter: CBs) and have effect on taxi operators, including their associations, and on intermediation platform holders.

As to the temporal scope, the Guidelines offer guidance which is applicable from the moment of their adoption by decision of the Authority. In this regard, they do not require a change or revision, e.g., of the district areas already identified by the CB, but rather provide the tools through which the CB may monitor the continuing suitability of supply to demand needs over time and identify the appropriate solutions to be implemented.

## Part I — Quota

### Preliminary remarks

Pursuant to the framework law, the municipalities shall identify the quota of vehicles/vessels to be used for taxi services. The exercise of this function should be developed by considering the broader transport planning tasks assigned to the Regions. Article 37 (2) (m) of Decree-Law No 201/2011 identifies, as one of the principles to be followed for the adaptation of taxi services by the CBs, the increase in the number of taxi licences, where necessary to ensure that an adequate level of service is provided to meet the mobility requirements identified in the relevant territory. The outlined methodology considers the importance of limiting the environmental impacts resulting from the choices made by the CB (congestion, public land occupation, polluting emissions, etc.). In this respect, the following indications plot a positive pathway to be developed by the CB starting from the assessment of any measures that may be adopted before increasing the quota (e.g., different service planning, different shifts, flexibility measures, enabling taxi sharing services).

### Determination of the quota and monitoring of service supply and demand

1. For the adaptation of taxi services, the CBs initiate an *ad hoc* preliminary inquiry to consider the mobility needs in the relevant territory to assess whether the existing supply is adequate, including in terms of

different organisation (Part II). As part of this inquiry, if deemed necessary, the increase in the number of taxi licences is identified objectively by showing costs and benefits, including environmental ones (cf. Article 37 (2) (m) of Legislative Decree No 201/2011).

2. To carry out an appropriate inquiry to determine the taxi requirements in the relevant territorial area, a specific methodology should be developed and/or applied by the CB, broken down according to the following steps described under points 9 et seq.: phase I) Analysis of demand for actual, potential and weak mobility; phase II) Analysis of the supply of taxi services and other scheduled and non-scheduled passenger transport services and proportioning of taxi supply to demand; phase III) Identification of the catchment area (or district area) of the taxi service, optimally in the framework of the planning of local and regional public transport services, or in any case taking into account such planning when it is carried out by another body.
3. The detailed analysis and methodology described in these Guidelines for the definition of the taxi quota are mainly addressed to municipalities with a population of 100,000 or more. Municipalities with less than 100,000 inhabitants may carry out simplified analyses to motivate the need to increase the taxi quota. These municipalities may e.g., use the comparative method with samples of municipalities having similar size and characteristics of production (with reference to their tourist category and tourist density<sup>1</sup>), including on the basis of data published on the Authority's website or as part of the Annual Report.
4. The inquiry for the identification of the taxi requirements starts with a consultation (e.g. by collecting observations, holding hearings, technical tables, etc.) and/or in the context of the ordinary participatory instruments used by the CB, also for the purpose of drawing up planning documents (including sustainable urban mobility plans, SUMP); all interested parties, such as taxi operators, companies operating intermediation systems between supply and demand of taxi services, including through digital platforms, environmental, consumer and citizens' associations, including at local level. Consumer associations and individual users concerned shall be involved also pursuant to Article 4 (4) of the framework law and as provided for under Article 2 (461) of Law No 244 of 24 December 2007 (cf. Part III, point 50), including for the purpose of identifying the costs and benefits deriving from the adjustment of the quota.
5. At the start of the inquiry, consideration should also be given to the possibility of defining the traffic areas served by supra-municipal taxi services (district areas), where it is assessed based on objective evidence that several neighbouring territories are inter-related in terms of users' mobility requirements, as described in points 27 et seq.
6. The inquiry shall give evidence of the benefits deriving from the increase in the quota, if any, e.g., the benefits linked to additional users, that are not served by the existing quota, which may turn to the taxi service instead of other modes of transport, including private, saving travel time and cost (estimated over a medium-term time horizon). The benefits may also include elements such as increased safety and environmental sustainability, thanks to the use of vehicles with low environmental impact, as well as better accessibility of certain territories where the taxi service is intended, even only partially, to cover mobility requirements in low-demand areas.
7. Consideration should be given both to the costs that are closely related to the increase of the quota and those related to any planned and organisational measures that the CBs intend to adopt and could affect the level of use of the taxi service, such as road traffic restrictions and/or incentives for the use of these

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<sup>1</sup> Cf. Istat, *Classificazione dei Comuni in base alla densità turistica* (Classification of Municipalities according to tourist density) as indicated by Law No 77 of 17 July 2020, Art. 182, September 2020.

services, as well as the more general effects on taxi operators, both those already holding a license, and those that will prospectively enter the market.

8. The analysis to determine the taxi licence requirements in relation to the existing supply shall firstly identify the potential users relevant for the taxi service, taking into account the specific supply and demand factors that in the relevant territorial and socio-economic context may influence the propensity to use the service. In this first stage, it is necessary to consider at least the following factors, although they are likely to be supplemented according to the characteristics of the contexts of reference.

### **I. Analysis of actual, potential and weak demand for mobility**

9. The factors to identify in an initial analysis of the demand for taxi services, which also include the quantitative variables for their measurement, are the following:

#### Demand-related factors

- a. Resident and present population (number and, where relevant and where data are available, spatial distribution, by age group<sup>2</sup>, employment, occupation, etc.);
  - b. territorial extension and associated morphological (altitude, existing rivers, lakes, or coastal areas) and urban planning (degree of urbanisation, population density, hamlets and/or districts far from the city centre, etc.) characteristics of the area;
  - c. actual mobility demand for taxi services, non-scheduled transport services in general and public and collective transport services (number of journeys/rides/passengers at different time slots carried out with various modes/types);
  - d. potential mobility demand for taxi and non-scheduled transport services, also considering unfulfilled requests due to unavailable service (unavailable PRM adapted vehicle, unavailable service at the time required by the user, refusal of the taxi driver, service not available for strike, or other causes);
  - e. demand for taxi services by persons with reduced mobility (PRM), in terms of actual number of PRM using the taxi service (as part of the estimation of actual demand referred to in point (c) above), highlighting the users under an operating arrangement with the municipality, and estimated number of PRM users who could potentially use the taxi service (as part of the estimation of the potential demand referred to in point (d) above); the potential component would be more relevant if the currently available taxi services were not adequate to meet the requirements of this demand component;
  - f. passenger movement in ports, airports, and other transport hubs;
  - g. intensity of movements for tourism, medical treatment, stay, study and work;
  - h. average income of the population or other variables representing the users' willingness to pay<sup>3</sup>, such as rides under an arrangement concluded by the employer or third parties, to be identified through *ad hoc* surveys and methodologies.
10. The variables listed above, particularly with reference to those expressing an annual variability and those not related to infrastructure equipment, should be measured over an appropriate observation period (usually, 3 years) and should be adequately updated. In this respect, the data shall be evaluated in terms of average values, by differentiating between peak and soft hours, public holidays and working days, and where relevant, considering any seasonal variations to fully appreciate the dynamic aspects of demand

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<sup>2</sup> On average, according to some studies, age groups between 35 and 45 years are those that most use taxi services.

<sup>3</sup> Willingness to pay: maximum price a customer (passenger) is willing to pay for a product or service.

and allow the CB to assess the measures to be implemented. In this context, the CB will consider any exceptional, potentially distortive factors that may affect the representativeness of the results.

11. Data and information related to the indicated variables can be obtained either from official statistical sources, in the case of structural data on population (e.g., in particular, distribution by age group, employment, occupation, income) and on territorial and housing characteristics (such as, in particular, population and housing density, extension in square meters, hamlets, if any), or through mobility surveys, studies and transport simulations carried out directly by the CB, or commissioned by the CB to independent third parties.
12. Potential demand may be estimated both through *ad hoc* surveys, among which those based on the stated preferences method are particularly fit for purpose, and through data collection on unsatisfied demand and related causes. The latter may be measured by the number of calls for the service which remained without response or unsatisfied, that may be also identified with the access to the data collected through single booking number and/or intermediation systems between demand and supply of taxi services, also through digital platforms (see below), or by checking the number of service cancellations at the parking areas; the share of unsatisfied demand by persons with reduced mobility (PRM) should be quantified as well.
13. For demand variables, the higher the level of breakdown in terms of time and territorial distribution, and social and personal characteristics, the higher the predictive ability of the variables. In particular, for the analysis of the temporal distribution of demand, it is appropriate to differentiate between the different periods of the day/week/month in which the demand varies significantly (peak/soft periods), as well as the geographical location of the movements inside the municipality or area of reference. In this respect, to monitor the development of demand, a set of typical days (weekdays and holidays) in the year (high season/low season) should be identified. Even if no district area (see below) has been established, but significant mobility requirements addressed to the territory of neighbouring areas or municipalities were identified, the CBs should consider these requirements when estimating the demand for mobility. As regards the extent of actual demand, it will also be necessary to identify the recurring O-D relationships (between centres of attraction), which may be a useful reference for the identification of fixed fares (see below).
14. On the basis of the analyses carried out on the factors attracting demand, the CB shall quantify the actual and potential demand for taxi services, also taking into account any future scenarios (events, changes in economic, labour, educational dynamics, etc.), planning choices of transport supply, including with innovative services (demand-responsive transport, micro-mobility, sharing mobility, etc.) and mobility policies, which the CB or other Competent Authority have adopted or intend to adopt. In addition, when identifying potential demand, the CB shall consider weak demand analyses related to general travel requirements, as this demand component may be partially satisfied through taxi services, supplementing traditional public scheduled transport services.

## **II. Analysis of supply of taxi services and other scheduled and non-scheduled passenger transport services and proportioning of taxi supply to demand**

15. Once the potential demand for taxis has been identified, the existing and potential supply should be assessed, including for the future, by taking into account all modes of transport potentially competing with taxis, including new forms of mobility using digital platforms, and by considering already adopted mobility policies. Based on the number of already operating licences, the CB assesses the following factors over an appropriate period:

## 16. Supply-related factors

- a. Actual taxi supply and characteristics of the current organisation of the service, considering, in particular, the rules governing ordinary and supplementary shifts, any temporary licensing, the degree of use of substitute drivers;
  - b. Potential taxi supply resulting from operations which, under unchanged quota, allow to better satisfy demand in its social, temporal and territorial structure, e.g., by enabling existing licences to transport sharing and PRM transport, changes in the organisation of the service (including in terms of adequate quantity and distribution of parking areas and their use), as further specified in Part II, or town-planning and traffic measures (e.g. reserved lanes, traffic management, traffic restrictions);
  - c. Supply of other individual (Private Hire Vehicles with driver, PHV) and collective non-scheduled transport services (e.g., demand-responsive transport), including shared transport and micro-mobility, and related modal share covered;
  - d. Supply of scheduled public transport and modal share covered;
  - e. Level of integration, including fares, between scheduled public services of different modes and DRT services, among which taxi services, including with reference to integration on digital platforms;
  - f. Planning policies related to the supply and, in general, mobility policies, with particular reference to existing deterrents for private mobility (e.g., pay parking, presence and size of restricted traffic areas, access fees to such areas, fees for public parking) and for the promotion of public and collective mobility (reserved lanes, incentives for use of public/collective/taxi transport, financial support, etc.).
17. The above-mentioned supply- and demand-related factors shall be assessed irrespective of the size of the municipal/district area of reference, considering that, where these territorial areas have a smaller size, the measure of the factors is simpler, as certain circumstances are not in place or the events to be measured are less severe.
18. Based on the results of the analyses of the above-mentioned supply- and demand-related factors, the CB assesses the level of adequacy of the existing taxi service as compared to the demand for travel, considering the potential and weak demand components. Where the comparison between the potential demand and supply of taxis as assessed prospectively over a period of at least 5 years (so-called project scenario), shows a lack of taxi licences compared to the existing situation (current scenario), the CB initiates the statutory procedures for adjustment of the quota, by modulating the issuance of licences over time, according to the results of the analyses.
19. Efficient management of the service allows to adequately address peak demand also related to extraordinary events and to ensure a service that meets the actual mobility needs even at night and/or on public holidays. For this purpose, the CBs should assess appropriate flexibility measures to be implemented/allowed with regard to the organisation of the service, which are proportionate to the user mobility needs, by allowing licence holders more freedom of organisation.
20. Provision should be made for at least the issue of:
- i. temporary or seasonal licences, pursuant to Article 6 (1) (c) of Decree-Law No 223 of 4 July 2006, converted, with amendments, into Law No 248 of 4 August 2006 (hereinafter: D.L. 223/2006) to be issued, by way of example but not limited to, in tourist areas, on the occasion of events;
  - ii. shift diversification, supplementary shifts in addition to ordinary shifts, with use of substitute drivers;
  - iii. taxis for collective use, to be appropriately promoted and advertised.
21. Such arrangements may be initiated on an experimental basis through appropriate test periods.
22. In addition, for efficient management of mobility flows and effective satisfaction of travel needs, the CB should develop and promote the integration of scheduled and non-scheduled services, where applicable

on digital platforms, including in terms of fares. In this regard, the CB assesses the opportunity to acquire appropriate tools for data collection and management, also for the purpose of promoting Mobility as a Service (MaaS) solutions, by identifying the appropriate measures for the provision of data by the holders of such data.

### *Tools to promote environmental sustainability and social inclusiveness of taxi services*

23. In order to mitigate the potential environmental impacts associated with the increase of the quota, even when necessary, in terms of climatic emissions, noise, road congestion and, in general, occupation of public spaces (carriageway, pavement, parking lots, rest or parking areas), and in order to integrate LPT lines, the CB should consider introducing shared taxi rides, so-called “*taxi sharing*” (on the subject of “environmental sustainability” see also points 96-98).
24. As regards the use of taxi services, the “*taxi sharing*”, on the one hand, allows to optimise the use of the taxi fleet, alleviating traffic congestion with associated benefits in terms of environmental sustainability; on the other hand, it makes it possible to share and, consequently, reduce the costs for individual passengers, encouraging the use of the service. It may also be used for rides on specific dates and/or slots and operates when on the same route several passengers are accommodated on board, with the following modes of service performance:
- a single place of departure and destination;
  - a single place of departure and different destinations, on a compatible route;
  - different places of departure and one destination only;
  - different places of departure and different destinations on a compatible route.
- Taxi sharing must be used at the direct request of the user or upon the user’s acceptance of the taxi driver’s proposal.
25. Once the quota has been determined, a portion of the licences should be allocated to meet the needs of persons with reduced mobility (PRM), providing for adequate coverage in the organisation of the service in all time slots and all days of the week. For this purpose, the CB identifies, on the basis of quantitative data arising from inquiries and surveys, the minimum threshold of taxi licences for PRM; if no quantitative data are available on the basis of which to define the minimum threshold, the CB refers to other data sources, such as the impact on the national population of persons with severe limitations in the activities usually carried out, as identified by ISTAT survey<sup>4</sup>, i.e. 5%. Once the minimum threshold has been identified, if the verifications on the potential supply (see point 16 et seq.) show that it is impossible to meet the requirements of PRM under the already operating licences, the CB evaluates the opportunity to issue new licenses dedicated to PRM.
26. Similarly, the CB shall pay particular attention to certain user categories representing demand with peculiar characteristics (such as PRM or elderly people), which may be better satisfied by taxi services rather than by traditional LPT; in this respect, the taxi service should be properly integrated with the scheduled LPT, both in terms of planning of the supply and through public policies that encourage demand (vouchers for specific user categories, including related to certain routes/time slots). This approach, in addition to meeting the demand for travel, may favour an expansion of the relevant market for taxi services.

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<sup>4</sup> “*Conoscere il mondo della disabilità: persone, relazioni e istituzioni*” ISTAT, 2019.



### III. Identification of catchment area (or district area) of taxi services

27. As part of the transport planning activities underpinning the identification of appropriate transport modes to meet the mobility demand, the Region, or the person responsible for planning transport services in the supra-municipal area (e.g. large area authority, metropolitan city, etc.), analyses the data of non-systematic, actual and potential travel demand, in order to identify traffic district areas where non-systematic mobility needs are self-contained and taxi services can be managed efficiently given the realisation of economies of scale resulting from the aggregation of municipalities. In this respect, all the elements referred to in paragraph 9 above for the estimation of non-systematic demand and for the perimeter of the catchment area must be taken into consideration. As regards the verification of the interdependencies of mobility flows between several neighbouring territories, relevant are the provisions of ART's Decision No 48/2017 on the analysis of mobility needs and ensuing identification of the supply of services to satisfy them, as well as the outcomes in the context of stakeholders' consultation (see above).
28. Individual Municipalities, through the analysis of non-systematic demand, promote initiatives for the aggregation of Municipalities, identifying a catchment area of supra-municipal traffic, to pursue the aforementioned economies of scale in the context of the taxi quota determination.
29. In addition, the municipality without taxi services in its territory should consider, at least every three years, the opportunity to award taxi licences, taking into account the possibility of joining with other municipalities (paragraph 28), possibly through flexible solutions (paragraph 30).
30. For the purpose of promoting the use of taxi services and for the benefit of mobility needs, dynamic forms of deployment of supra-municipal district areas of taxi services may be adopted, e.g., by allowing, at specified time slots (such as in the evening) or at certain times of the year (in the case of places with a high level of tourism), the service to be carried out in supra-municipal areas.
31. For the unitary management of taxi services in the district areas identified in accordance with the criteria set out in the preceding paragraphs, the tools provided for in Articles 30 through 33 of Legislative Decree No 267 of 18 August 2000 laying down the "Consolidated act of the laws governing local authorities" may be applied.

### Regular and systematic monitoring of the service provided (demand and supply)

32. In order to ensure over time that the supply of the service complies with the proven and objective mobility needs relating to the municipal/district area of reference, the CBs should provide in the legal acts under their remit for a system of regular and systematic monitoring of supply- and demand-related data, which is suitable for the characteristics of the services concerned and of the area of reference. The data on demand and supply may be acquired through single booking number, and/or taximeters, and/or operators of intermediation systems between demand and supply of taxi services, including through technological platforms (see below), and/or through checks at taxi ranks. The data acquisition shall take place in compliance with the legislation on the protection of the confidentiality of personal data, in anonymised and aggregated form, and on the protection of commercial and industrial confidentiality. As regards supply-related data, the CB may consider introducing geolocation-based systems for the monitoring of the service, in this case, too, in compliance with the legislation on the confidentiality of personal data. The variables to be collected through the monitoring system for the periodic assessment of the adequacy of the service to the users' mobility needs are set out in Part V of this document.

33. For municipalities with a population of less than 100,000 inhabitants, a simplified monitoring system can be adopted to identify unsatisfied service requests and users' waiting times at different hours of the day, days of the week and periods of the year.

## Part II — Organisation of the service

### Background and general principles

34. Pursuant to Article 37 (2) (m) (2) of Decree-Law No 201/2011, the principles to be complied with in the adaptation of taxi services include *“allowing license holders - in agreement with municipalities - more freedom in the organisation of the service, both to address special extraordinary events or periods of expected increase in demand and in a number proportionate to the users’ needs, and to develop new integrated services, e.g. taxis for collective use or other forms”*.
35. The organisation is of fundamental importance for the assessment of the adequacy of the service, and, as indicated in paragraphs 15 and 16 above, it is one of the factors identified for the determination of the supply of the taxi service, to be taken into account when establishing the quota.
36. It is of primary importance that, when determining an adequate number of licences so as to meet the users’ demand for mobility, consideration be given to the characteristics of the organisation of the service, taking into account, in particular, the rules governing ordinary and supplementary shifts, any issuance of temporary licences, degree of use of substitute drivers, possible provision and regulation of innovative forms of service to users, such as taxis for collective use<sup>5</sup>. This is aimed at ascertaining whether any shortage in the supply of the service derives not so much from a shortage in the number of taxi licences, but rather from the irrational management of the service from a strictly organisational point of view, considering the institutions made available to the CBs by the legislation in force to meet the demand for mobility relating to a specific territorial area.

### Taxi parking areas

37. Among the aspects of the organisation of the service to be considered is also the regulation of the parking areas, however referred to (stands, ranks) for waiting and picking up of passengers, in particular at infrastructure nodes, such as stations, bus stations, airports and ports. Accessibility and use of the areas, which should be distributed on the territory as appropriately as possible, shall be ensured to all operators, including by allowing web or app booking of taxi services originating from the same nodes. For this purpose, the CB may evaluate whether to provide dedicated parking areas for taxi services requested via web or app, and for taxi sharing. Further, the CB may assess, including in the context of wider initiatives within its remit, the opportunity to equip taxi parking areas with electric vehicle charging systems.

### Monitoring

38. The monitoring system referred to in paragraphs 32 and 33 above is intended to collect data on the way the service is performed, including with reference to the use of parking areas, to verify that the declared shifts are actually respected.
39. In order to enable the Authority to fulfil its tasks concerning the monitoring and verification that the quality of the taxi service is consistent with the needs of the different urban areas (cf. Article 37 (2) (m) of Legislative Decree No 201/2011), it is useful that the CBs in charge of municipalities with more than 100,000 inhabitants annually transmit to the Authority the results of the monitoring referred to in the previous paragraph, by sending a report on the inquiries conducted and the methodology adopted, without prejudice to the need that all CBs submit the necessary information in the context of the requests for opinion to the Authority.

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<sup>5</sup> These aspects have been often reiterated by the Authority in its advisory activity as referred to in Article 37 (2) (m) of Legislative Decree No 201/2011.

40. The need to encourage a constant adaptation of the service to technological developments is particularly relevant for the organisation of the service. Article 6 of Decree-Law No 233/2006 and Article 37 of Decree-Law No 201/2011 are applicable in this respect. The first refers to the need to introduce “*innovative forms of service to users*” (paragraph 1 (e)); the second pertains to technological innovations both as regards “*more freedom in the organisation of the service*”, to be granted to licence holders, and for the purpose of “*improving the quality of the service supply*” (paragraph 2 (m), (2) and 4, respectively).

### Contact point

41. To simplify contacts between licence holders, users and the administrative structure in charge of taxi services, the functions related to licensing, organisation of the service, shift management and supervision should be centralised in a single contact point, which can be identified among already existing offices. The Municipality (and, in general, the competent body) publicises this organisational structure also through its website.
42. The dedicated website area consists of several sections devoted to the relationship with users (e.g. complaints) and to the interaction with taxi drivers (licensing, organisation, shift management, etc.).

### Supply-demand intermediation services through technology platform

43. Supply-demand intermediation services through technological platform, in addition to the traditional channels of purchase of taxi rides, can contribute to increasing the efficiency of the service. In addition to the traditional modes (presence or direct call at ranks, taxi hailed on the street, radio taxi, etc.), web applications using open technology platforms to connect users and operators of the service should appropriately be included in the rules governing the purchase mode of the ride. In any case, the provision of certain modalities for requesting the service should not limit any further developments such as the introduction of new purchase channels to improve the efficiency of the service. The licence holder shall be free to use all the channels that are deemed appropriate to purchase rides, with no limitations or constraints imposed by the Municipality and/or the Regions, by associations of taxi drivers providing radio taxi services, and by third parties, and to make known the availability of these channels through logos or distribution of information material to users, in compliance with the existing legislation on vehicle advertising.
44. Municipalities are required to promote the establishment, development and dissemination of open, innovative, and competitive systems that allow to connect users and taxi service operators, without any constraints, including through the geolocation of user and taxi driver, in compliance with the existing legislation on the protection of personal data, and by allowing the evaluation of the service rendered and the electronic payment, including via app.

### Prohibition of exclusivity clauses

45. In order to develop the positive effects of technological innovation on the sector, action shall be taken against practices aimed at inhibiting them, including exclusivity clauses that oblige the licence holder to use a specified communication channel for the purchase of a taxi ride.
46. In order to remove any constraints on the procedures for requesting services, and given the public nature of the service, the Municipalities ensure that no exclusivity clauses are included in the arrangements between taxi drivers and their associated organisations such as cooperatives and consortia, nor restrictions on use in the contracts with owners/operators of web applications, or radio taxi services (or others), which

involve undue impositions on the parties (thus limiting the matching of supply and demand and unduly restricting competition, with obvious negative effects on the users of the service).

## Part III — Fares

### Introduction

47. The national legislation on taxi fares is laid down in Article 13 of the Framework Law and Article 37 (2) (m) of Legislative Decree No 201/2011, which provides that the levels of fares, and those of supply and quality of the service, shall meet the needs of different urban areas, in accordance with the criteria of reasonableness and proportionality, so as to guarantee the users' right to mobility. The same provision also identifies, among the principles to be followed for the adaptation of the taxi service by the competent bodies, greater freedom in setting the fares, their correct and transparent advertising to protect consumers and the possibility for users to take advantage of fares pre-determined by the municipality for pre-established routes. The principle of transparency has its equivalent in that of simplification, since simpler fares, that are less subject to variations under certain conditions (even difficult to assess as a whole), are more comprehensible and allow an immediate comparison with other competing mobility services, for the purpose of improving consumer choices. Consequently, when developing fares on the basis of the criteria laid down in the Framework Law, the CBs shall take account of the principles set out above, as later introduced in the legislation.

### Identification of fares. Principles

48. As to the fare structure, the Framework Law merely establishes that the taxi fare is multiple-based for urban services and kilometre-based for suburban services, without providing any further indications or specific criteria useful for quantification. In this respect, for the purposes of determining the fares, the CB should consider — in addition to the general principles of reasonableness and proportionality — the criterion of orientation to the cost of production of the service (including both operating and capital costs, such as the costs of fuel, vehicle maintenance, insurance, amortisation of vehicle cost and including the cost of self-employment provided by the licence holder). The latter criterion constitutes the basis for the tariff structure of public services, and implies the acquisition of all the necessary data, including economic, in compliance with the rules on the protection of personal data, from those who have the availability of such information (license holders, associations, intermediation platforms, etc.).
49. In the determination of the fares, account should also be taken of the principle of sustainability in terms of impact on users, with reference to the specific mobility needs of the territorial area concerned, using, for this purpose, the analysis of the actual and potential mobility demand, for which reference is made to the methodology set out in point 9 of Part I, including in the context of the catchment area of taxi services under point 27. In this respect, consideration should be given to the users' willingness to pay, which is necessarily differentiated by user type: usually higher for business and tourist users, the categories that most use the taxi service, in addition to the elderly whose willingness to pay is on average lower.
50. From the application of the principle laid down in Article 37 (2) (m) (3) of Decree-Law No 201/2011 to *"allow[ing] more freedom in setting fares"* it follows that the fares set through administrative channels are not to be understood as fixed amounts but as maximum amounts; therefore, the price of the service can be freely subject to reductions. Any discounts on taxi rides shall be properly advertised to produce competitive dynamics for the benefit of users. The CBs should in any case facilitate the possible use of forms of flexibility also through arrangements or travel cards with third parties (companies, entities, etc.).
51. In accordance with Article 4 (4) of the Framework Law and by analogy to the provision laid down in Article 2 (461) of Law No 244/2007, which provides for the obligation to consult consumer associations when concluding public service contracts and involve them in the periodic updating of such contracts, the CBs,

when establishing taxi fares and their updates, shall provide for appropriate involvement, in addition to trade associations representing taxi operators, of consumer associations and other stakeholders such as taxi service intermediation platforms, so as to ensure they are effectively involved in the decision-making process.

52. Regarding fares, the CBs shall take all appropriate actions to ensure maximum transparency, including pursuant to Article 37 (2) (m) (3) of Decree-Law No 201/2011, which expressly lays down this principle for consumer protection. In the operational practice of municipalities, the instrument by which fares are publicised is the “taxi fare table”. This should include — in a clear form — all the components of the current fare system and cover all fares determined by the CBs (urban and suburban, fixed, for collective taxi service, supplements, discounts and exemptions) and the main transport conditions and be drafted in such a way as to be easily readable and comprehensible by users.
53. The fare table specifies whether tolls of any kind (e.g., motorway, ferry, etc.) included in the journey shall be borne by the customer.
54. The fare table includes the theoretical price of a standard journey for 1 person with no luggage, based on an urban route of 5 km with 5 minutes stop/waiting in traffic in daytime weekdays.
55. The fare table shows logo of the competent body, number, and date of fare approval and, in particular, contact details of the office to which suggestions and/or complaints may be submitted (telephone, e-mail, electronic means).
56. The fare table is published, in addition to Italian, at least in the English language and, in municipalities with particular tourist relevance and metropolitan cities, possibly in other foreign languages as well.
57. The fare table is displayed in a clearly visible way inside the vehicles and published on the municipality’s website, under the same section where the Regulations are published. The list is also displayed at the places where the service is most requested, such as, but not limited to, railway stations, bus stations, ports, airports, hospitals, courts, exhibition centres, tourist information offices, taxi ranks and main tourist sites.
58. In order to allow users to estimate, with an acceptable degree of approximation, the cost for a taxi ride, the municipalities should publish the average cost (as a variation interval, too) related to taxi rides for connections between strategic places (e.g., routes between stations and hospitals, between ports and stations, between historic centres and exhibition centres), also differentiated by weekday and/or time slot in case of high variability, that may constitute benchmarks for users that may be used as a general indication of the estimated cost of the service.
59. During the ride, the taximeter, installed on board in a prominent position, shall allow the price of the ride to be displayed to the users. Payment of the ride via POS shall always be possible.

## Update of fares

60. The fares are periodically updated, with a frequency established by the CB and indicated in the Regulations, usually every five years, and in any case considering the need to ensure the principle of accessibility of taxi services, without prejudice to the need to adjust them as a result of unforeseeable major increases of the costs of the service borne by the operators.
61. The update of the fares can be related both to the change in the cost of living (with reference to ISTAT FOI<sup>6</sup> and/or HICP index) and to the costs of production of the service (with reference to fuel cost, vehicle maintenance, insurance costs, etc.). In addition to these criteria, the update of the fares may also be linked

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<sup>6</sup> Italian consumer price index for blue and white-collar worker households (TN).

to a change in the level of quality of the service, documented, for example, by customer satisfaction surveys, and/or resulting from surveys concerning the quality of the service.

### **Simplification and transparency: supplements, discounts, exemptions**

62. The operational practice has highlighted the almost constant existence of supplements, often in large numbers, which run counter to the principles of simplification and transparency, making it difficult to anticipate the overall final cost of the ride. Therefore, supplements should be limited in number, linked to an objective increase in costs or a higher level of provision of the service.
63. As far as fare discounts are concerned, there may be reductions related to specific cases, including but not limited to:

- accessible taxi: percentage discount on taximeter amount or special fares for rides made by users with disabilities, in addition to free transport of wheelchairs and guide-dogs;
- pink taxi: percentage discount on taximeter amount or special rates for rides made by single women, in the evening or accompanied by children;
- silver taxi: percentage discount on taximeter amount or special fares for rides made by users over a certain age;
- disco taxi: percentage discount on taximeter amount or special rates for rides made from/to discos or entertainment venues;
- hospital taxi: percentage discount on taximeter amount or special fares for rides from/to hospitals or nursing centres;
- eco taxi: percentage discount on taximeter amount or special rates for rides made in days with traffic ban;
- city centre taxi: percentage discount on taximeter amount or special rates for rides from/to the city centre.

In addition, fixed discounted fares for specified routes may be offered by taxi drivers provided that they are in the form of the maximum guaranteed fare to be paid if the taximeter cost is higher.

64. Subscriptions or loyalty cards providing for discounts should be promoted, as referred to in paragraph 50 above.

### **Fixed fares**

65. In line with the principle of proper and transparent advertising of taxi fares for the purpose of consumer protection and simplification, the CB should assess whether it is possible to introduce fixed and/or maximum guaranteed fares for pre-established routes. In the case of maximum guaranteed fares, the taximeter must always be switched on at the start of the ride, and the applicable amount will be the lower between that of the taximeter and the maximum rate.
66. Fixed fares are intended per ride and apply from the place of departure to the place of destination. Any interruptions in the application of the fixed fares due to impassability of the pre-established route shall be communicated in advance to the user.
67. Fixed fares must be more beneficial to users than the prices through the application of pay-as-you-go rates, as per appropriately highlighted simulation. Therefore, in order to determine the amount of each fixed fare, the competent bodies shall carry out a test through appropriate field simulations in different days (weekdays/holidays) and time slots (both peak and off-peak) of the week, collecting the final taximeter prices for at least 20 rides made by at least 3 different types of taxi cab, highlighting for each ride the value of the shortest route (km), the average distance of the rides (km) and the average travel time (minutes).



To ensure that the fixed fares are actually favourable, the amount shall be obtained through the previously mentioned simulation as follows: for pre-established fixed fares lower than the average price, for maximum guaranteed fares lower than the maximum price.

68. The routes included in the fixed fares encompass the most popular routes and the most important or characteristic places of the municipal or supra-municipal territory, including, but not limited to, station/hospital, city/port, city/railway station, city/airport, etc. To identify the most popular routes that are subject to fixed fares, the CB carries out appropriate market surveys, including taxi drivers, consumer associations and operators of taxi intermediation platforms.
69. With a view to simplification and transparency for the benefit of users, fixed fares shall be:
  - a) referred to a ride for a specific O-D;
  - b) including all supplements, discounts, or reductions;
  - c) reciprocal (i.e., they must be offered for the roundtrip and with the same price for the journey in both directions);
  - d) brought to the users' attention through the fare table.
70. For the sake of simplification, it is preferable to group the fixed-fare routes according to criteria of geographical location of the point of departure, so as to limit their number. For example, if fixed fares are intended to be established for hotel-station routes, it is appropriate not to refer to a specific hotel but to the city area where several hotels are located.

### The taxi-sharing fare

71. All licences should be provided with authorisations for the collective use of the service or taxi sharing, which takes place from one or more points of departure to a single destination, or to different destinations but located along the same route; each user of the shared ride gets a discount on the amount of the taximeter fare or on the fixed fare.
72. The collective use of the taxi is applied at the request of the passengers or following the users' acceptance of a proposal from the taxi driver and the method of calculating the relevant fares shall be clearly specified in the fare table, for the sake of clarity and transparency towards users. The CBs shall favour methods of calculating the sharing fare that provide for automatic calculation, per person, through the taximeter, or in addition, any other tool allowing to be informed about the fare when requesting the service. In this regard, the CB prioritises technological solutions that allow to provide users with real-time information about the fare (therefore, at the time of the request/acceptance of the service as well). The competent bodies define the fares in such a way as to allow, compared to the ordinary ride, a saving for the user and, at the same time, a more advantageous remuneration for the taxi driver.

### Controls on fare application

73. The monitoring system adopted by the CB (cf. Part I, points 32-33) also extends to checks on the correct application of the existing fare system, the proper functioning of the taximeter, including when it is switched on or when the applicable fare is selected, and on the appropriate display of the fare table on board, by taxi drivers, it being understood that the use of digital platforms allows the CB to acquire all the related data, including those for the application of fares, booking and payment of rides. The same monitoring system also collects data on the fares paid by users for certain types of journey, for the purpose of verifying the adequacy of the fare system.
74. The results of these checks are made available by the CBs to improve the quality of the service.

## Part IV — Quality of service

### Preliminary remarks and principles

75. Among the principles laid down by Article 37(2)(m)(4) of Decree-Law 201/2011 for the adaptation of the taxi service, is the improvement of the service quality *“by identifying criteria aimed at increasing the vocational training of the operators, in particular with reference to road safety and knowledge of foreign languages, as well as of the related civil-law, administrative and tax legislation, by encouraging investment in new technologies for the purpose of organisational and environmental efficiency of the service and by adopting service charters at regional level”*.
76. Also relevant for the purpose of the quality of the taxi service are the provisions of Article 101 (3) of Legislative Decree No 206/2005 (Consumer Code), that provide as follows: *“Users shall be entitled, through forms of representation, to participate in the procedures for the assessment and determination of the quality standards required by law”*, as well as the provisions of Article 11 (1) of Legislative Decree No 286/1999 which provides as follows: *“National and local public services shall be provided in a manner that promotes quality improvement and ensures the protection of citizens and users and their participation, in the forms recognised by law, including associations, in the relevant procedures for the assessment and determination of quality standards”*.
77. The quality of service can be pursued through three main instruments:
- (i) Taxi regulation, which shall contain adequate and verifiable quality standards for the service provided, as laid down in the Quality Charter and digital applications, covering both vehicles and drivers, and appropriate monitoring and sanctioning systems;
  - (ii) Quality Charter and other tools to publicise the conditions of service provision under the same Regulations, on a digital platform;
  - (iii) Service monitoring system, including through the functionalities offered by digital platforms.

### Indicators and standards of quality in the Regulations and Quality Charter

78. In line with the provisions of Article 37 (2) (m) (4) of Legislative Decree No 201/2011, the CBs adopt indicators and standards of quality, concerning both vehicles and drivers, that are publicised in the Quality Charter, which constitutes a technical annex to the Regulations, and in the digital applications used.
79. Indicators and standards of quality are adopted following consultations with stakeholders, including organisations representing taxi operators, taxi intermediation platforms and consumer associations, also in the context of the consultations provided for the purpose of determining the other aspects of the taxi service (quota, organisation, fares) (cf. point 4).
80. The indicators and levels (or targets) of quality are established in line with the principles set out in Prime Minister’s Decree of 30 December 1998 laying down *“General reference scheme for the preparation of the charter of public services in the transport sector (Mobility Charter)”*: equality and impartiality, continuity, participation, efficiency and effectiveness, freedom of choice. Indicators defined in quantitative or qualitative terms and levels of service quality are monitored over time for progressive improvement, in order to meet user expectations. In the context of the different cases underlying quality indicators, the CB will consider any exogenous factors affecting the performance subject to monitoring. A list of indicators that may adequately represent quality factors from the user’s point of view are reported here below:

- Regularity (percentage of rides made, including by time slots/days of the week/periods of the year):

$$Regularity = \left( \frac{PREN - PREN, noneff}{PREN} \right) \cdot 100$$

where:

*PREN* = total number of rides booked via app or radio-taxi/single booking number (net of rides cancelled by the user);

*PREN, noneff* = total number of rides booked via app or radio-taxi/single booking number and not made by the taxi driver;

- Availability (percentage of calls handled, including by time slots/days of the week/periods of the year):

$$Availability = \left( \frac{RICH - RICH, inev}{RICH} \right) \cdot 100$$

where:

*RICH* = total number of rides requested via app or radio-taxi/single booking number;

*RICH, inev* = total number of rides requested via app or radio-taxi/single booking number but rejected due to unavailability of taxis;

- Punctuality (percentage of punctual rides at pick-up):

$$Punctuality = \left( \frac{CORSE, pren - CORSE, rit}{CORSE, pren} \right) \cdot 100$$

where:

*CORSE, pren* = total number of rides made by booking via app or radio-taxi/single booking number;

*CORSE, rit* = total number of rides arriving late at pick-up point compared to the agreed time at the time of booking by app or radio-taxi/single booking number;

- Average delay (average delay of taxi at pick-up point):

$$Average\ delay = \left( \frac{\sum_{i=1}^{CORSE, pren} ("Orario\ di\ prelievo" - "Orario\ programmato")}{CORSE, pren} \right)$$

where:

"Orario di prelievo" = actual pick-up time;

"Orario programmato" = agreed pick-up time upon booking by app or radio-taxi/single booking number;

*CORSE, pren* = total number of rides made by booking via app or radio-taxi/single booking number;

- Average waiting time (average waiting time compared to the user's desired time):

$$Average\ waiting\ time = \left( \frac{\sum_{i=1}^{CORSE, pren} ("Orario\ di\ prelievo" - "Orario\ programmato")}{CORSE, pren - app} \right)$$

where:

"Orario di prelievo" = actual pick-up time;

"Orario programmato" = pick-up time requested by the user upon booking via app;

*CORSE, pren-app* = total number of rides made by booking via app;

Where reservation systems other than apps allow the collection of the elementary data described above, the indicator may also be extended to services booked through these additional channels;

- User information prior to the journey. Minimum user information in the pre-journey phase is ensured through the publication and dissemination of the information listed in Table 1, broken down by available communication channel and taking into account any availability/use of apps, including owned by third parties, and the opportunities provided by these communication tools, e.g., in terms of real-time information. In this respect, the CB considers the opportunity of assessing separately, with a dedicated indicator, the quality of the information provided by the apps subscribed to by the taxi service. The indicator is binary and assumes 1 if 100% of the information listed in Table 1 is available, and 0 if not. The information is deemed to be available where it is also compliant; if the information is non-compliant, it is considered as not available. The information shall be provided, in addition to Italian, at least in English and shall be disseminated and published or communicated in a plain language for users (including PRM) and occasional users, and for the public, without using technical terms.

**Table 1 Minimum pre-journey information**

Order No.	Type of information	Channels/Points of Interest				
		Taxi parking areas	Website of cooperative/consortium and/or of taxi driver	CB's website	App	
Static	1	Full fare table and discounts	x	x	x	x
	2	Contact for information and complaints (telephone, email, website)	x	x	x	x
	3	Complaint form	—	—	x	x
	4	Indication of apps and digital platforms through which the taxi service is provided	x	x	x	x
	5	Services for PRM	x	x	x	x
	6	Accepted methods of payment	x	x	x	x
	7	Possible taxi sharing	x	x	x	x
	8	Transport mode for pets	x	x	x	x
	9	Quality charter	x	x <sup>1</sup>	x	x <sup>2</sup>
	10	Taxi Regulations	x	x <sup>1</sup>	x	x <sup>2</sup>
	11	Lost & Found information	x	x	x	x
	12	Indication of taxi parking areas in the municipal area	—	x	x	x
	13	Average cost for connections between strategic points	—	x <sup>1</sup>	x	x <sup>2</sup>
Dynamic	14	Time of arrival at pick-up point	—	—	—	x
	15	Delays and/or changes in travel conditions	—	—	—	x

<sup>1</sup> The site provides at least the link to the CB's website where the document is available.

<sup>2</sup> The app provides the link to the CB's website where the document is available.

- User information during the journey. Minimum user information during the journey is ensured through the availability on board of the elements listed in Table 2 and taking into account the availability/use

of apps, including owned by third parties, and the opportunities provided by these communication tools, e.g., in terms of real-time information. In this respect, the CB considers the opportunity of assessing separately, with a dedicated indicator, the quality of the information provided by the apps subscribed to by the taxi service. The indicator is binary and assumes 1 if 100% of the information listed in Table 2 is available, and 0 if not. The information is deemed to be available where it is also compliant; if the information is non-compliant, it is considered as not available. The information shall be provided, in addition to Italian, at least in English and shall be disseminated and published or communicated in a plain language for users (including PRM) and occasional users, and for the public, without using technical terms.

**Table 2 Minimum on-board information during the journey**

Order No.	Type of information	Channel	
		On board	App
Static	1 Available taximeter	x	—
	2 Full fare table and discounts	x	x
	3 Contact for information and complaints (telephone, email, website)	x	x
	4 Indication of apps and digital platforms through which the taxi service is provided in the area	x	—
	5 Services for PRM	x	x
	6 Accepted methods of payment	x	x
	7 Possible taxi sharing	x	x
	8 Transport mode for pets	x	x
	9 Quality charter	x	x <sup>1</sup>
	10 Taxi Regulations	x	x <sup>1</sup>
	11 Lost & Found information	x	x
Dynamic	12 Taxi location on map	—	x
	13 Expected time of arrival	—	x

<sup>1</sup>See Table 1.

- Provision of access channels to the service (adequate access channels):

$$Provision\ Access\ Channels = \left( \frac{TAXI, acc}{VEIC} \right) \cdot 100$$

where:

*TAXI,acc* = number of vehicles in the fleet with adequate access channels (radio taxi system, innovative and competitive open intermediation systems, at rank, “hailed on the street”);

*VEIC* = total number of vehicles used for taxi transport;

- Available payment channels (adequate provision of payment channels):

$$Available\ Payment\ Channels = \left( \frac{TAXI, pag}{VEIC} \right) \cdot 100$$

where:

*Taxi,pag* = number of vehicles in the fleet equipped with appropriate payment channels (POS, ATM, at least one credit card network, at least one payment system via app).

*VEIC* = total number of vehicles used for taxi transport;

- Comfort (percentage of vehicles equipped with air conditioning):

$$Comfort = \left( \frac{TAXI, clima}{VEIC} \right) \cdot 100$$

where:

*TAXI, clima* = number of vehicles in the fleet equipped with air conditioning;

*VEIC* = total number of vehicles used for taxi transport;

- Accessibility (percentage of vehicles equipped for wheelchair users):

$$Accessibility = \left( \frac{TAXI, carr}{VEIC} \right) \cdot 100$$

where:

*TAXI, carr* = number of vehicles in the fleet equipped for the transport of wheelchair users;

*VEIC* = total number of vehicles used for taxi transport;

- Supplementary services (percentage of shared rides)

$$Supplementary\ services = \left( \frac{CORSE, share}{CORSE, tot} \right) \cdot 100$$

where:

*CORSE, share* = total number of rides provided through sharing of the service by several users heading to the same destination or with different destinations but located on the same route, to which the taxi sharing fare is applied;

*CORSE, tot* = total number of rides made with any purchase mode;

- Environment (percentage of eco-vehicles):

$$Environment = \left( \frac{TAXI, eco}{VEIC} \right) \cdot 100$$

where:

*TAXI, eco* = number of vehicles in the fleet with low environmental impact (e.g. hybrid, electric, hydrogen);

*VEIC* = total number of vehicles used for taxi transport.

81. Quality indicators and standards are revised and adapted to new user needs at regular intervals approx. not exceeding five years.

## Quality Charter and other digital tools to publicise the conditions for the provision of the service

82. To protect the principle of transparency of the fares, all the obligations imposed on taxi drivers, references and procedures to lodge a complaint, list of consumer associations and their contact details and, in general, all the conditions governing the provision of the service, measured by appropriate indicators, such as those referred to in paragraph 80 above, as provided for in the Regulation, are highlighted in the Quality Charter and in the context of other digital tools.

83. The Quality Charter is properly publicised on the CB's website and in the context of other tools, including digital, for communication with the users.

## Monitoring and inquiries on the quality of service

84. The monitoring system adopted by the CB encompasses the assessment of quality indicators and standards, including for the purpose of fulfilling the legal obligations regarding the improvement of the quality of service referred to in Article 6 (1) (g) of Legislative Decree No 223/2006, which provides for the setting up of the Standing Committee on Taxi Service Monitoring to promote regular and efficient provision of the service, steering it constantly towards actual demand.
85. To measure the quality perceived by users to better plan the service or apply incentive or reward schemes to taxi drivers, the use of customer satisfaction surveys (CSS), targeting potential or actual users of the service, is well established. These surveys are carried out in accordance with appropriate methodological criteria aimed at providing meaningful results in statistical terms and in compliance with the principles of publicity and transparency, consistency and exhaustiveness of the survey methodology, qualification, and impartiality of the entity in charge of the survey, homogeneity of criteria and methods, consistency, and inter-working of the survey system. CSS allow to study also type and satisfaction of customers, characteristics and purpose of travel, reasons for using the service or not.
86. The CB carries out CSS (in municipalities with a population of more than 100,000 inhabitants) on a regular basis (usually, once a year) and monitors their outcome, in collaboration with consumer associations, so as to improve the quality perceived by the users of the service.
87. Listed below, in line with the above-mentioned quality indicators, are the most relevant aspects to assess the quality of the service rendered, which could be used in the questionnaires to the users; these include, but are not limited to:
- waiting time for service after taxi call (to be differentiated, if applicable, as to different call modes/purchase of ride);
  - consistency of the ride price with the information available before and during the journey (as per fare table);
  - overall adequacy of on-board temperature during the journey;
  - availability and correct application of discounts;
  - availability and effective operation of taximeter;
  - availability and correct application of fixed fares on pre-established routes;
  - availability and correct application of taxi sharing fares;
  - availability and operation of electronic payment devices (POS, ATM, credit cards and digital applications);
  - consistent identification and completion of the route (time/km) including on account of any external constraints, or unexpected events during the journey that are not attributable to the taxi driver's liability;
  - communication level (customer relations, efficiency of communication tools, use of foreign languages);
  - relations and customer-experience (kindness, friendliness, reliability, driving behaviour of the taxi operator);
  - respect for the environment (vehicle's fuel system);
  - internal and external integrity of vehicle, propriety, internal and external cleaning of vehicle;
  - suitability of transport means with respect to required needs (e.g., transport of animals, bulky luggage, number of persons on board);
  - response to expectations (ability to understand specific needs and turn them into service supply);

- suitability of on-board information and of the information channels used (e.g. availability of Quality Charter, fare table, arrangements for submission of complaints).

The Regulations govern the collaboration of the operators (taxi drivers, associations, bodies that manage the intermediation between taxi service demand and supply including through technological platforms) for the proper operation of the monitoring.

88. The CBs regulate the (even automatic) procedures for the monitoring and verification of the (delivered and perceived) quality on a regular basis, which may be provided through random checks and inspections, including by considering the information arising from complaints and alerts received by users. Municipalities with less than 100,000 inhabitants may consider using a simplified system, without calculating the indicators described in the previous Guidelines, or adopting a subset thereof. The monitoring activity can also use the information and data collected by the bodies that manage the intermediation between demand and supply of taxi services also through technological platforms, as per point 32 *“Periodic and systematic monitoring of the service provided (demand and supply)”*. The results of the verification of the quality perceived by users (carried out through inspections/surveys/examination of complaints) are linked to the existing sanctioning system defined by the Body and appropriately referred to in the Regulations.

### Connectivity services

89. While referring to the indications in Part II concerning the service organisation in the context of supply-demand intermediation services through technology platforms, the new connectivity systems are also relevant for the quality of the service as appropriate tools to simplify the matching of demand and supply and optimise the procedure of taxi call through geolocation.
90. The new connectivity systems allow consumers, through mobile devices (smartphone or tablet), to easily access the new ways of supply of demand-responsive transport, booking and payment services and, in addition to increasing transparency thanks to the prior communication of the applicable fare, to evaluate the service rendered through feedbacks.
91. Moreover, these connectivity systems have a positive impact both on the quality of the service provided to users and on the activities of the operators themselves, as they improve the territorial distribution of the service and reduce the waiting time for passengers, that will have more tools to enjoy the entire service supply.
92. Data collection facilitated by the new technologies also allows the CBs to carry out analyses aimed at monitoring the service to improve its quality as referred to in the previous paragraph.

### Competition procedure for the award of licenses

93. With reference to the competition notices for the award of licenses, the public competition based on qualifications and exams best guarantees the principles of transparency and impartiality and the quality of the service provided. The CBs should therefore provide in their legal acts for the issue of licenses based on this type of competition.
94. With specific reference to the examination subjects, Article 37 (2) (m) (4) of Decree-Law No 201/2011, with a view to improving the quality of the service provision, has provided for the identification of criteria aimed at broadening the vocational training of the operators, in particular with respect to road safety and knowledge of foreign languages, as well as knowledge of tax, administrative and civil laws applicable in the sector. Periodic refresher courses on these subjects may be provided in the Regulations, aimed at the continuous improvement of the quality of the service supplied.



95. In this respect, the knowledge of the English language at a basic level should be made compulsory in the competition notices. The subjects covered in the exam should preferably include the following: knowledge of the Regulations and legislation of the sector, places of major tourist interest, ability to manage navigation applications, knowledge of first aid techniques and rules of behaviour in the event of accident. Knowledge of a second foreign language could be assessed as a preferential title, especially with respect to geographical areas with touristic relevance or close to the national borders.

### **Environmental sustainability and vehicle characteristics**

96. Pursuant to Article 37 (2) (m) (4) of Decree-Law No 201/2011, municipalities are required to contribute to improving the quality of the service also *“by encouraging investment in new technologies for the purpose of the organisational and environmental efficiency of the service”*.
97. For the above purposes, incentive policies for the development of vehicle fleets with low environmental impact should be favoured.
98. These include, e.g.:
- contributions to the financing of the purchase of environmentally friendly cars, including, but not limited to, newly registered vehicles with low environmental impact, with the following fuel types: pure electric, hybrid (petrol/electric only Full Hybrid or Hybrid Plug In), exclusive methane/LNG, methane or bi-fuel LPG (petrol/methane and petrol/LPG);
  - provision, in the notices for the award of new licences, of exclusion criteria of vehicles authorised to operate taxis which are not environmentally friendly;
  - provision of award criteria in the notices that encourage operators to use environmentally friendly vehicles;
  - contributions to the launch of user information campaigns on the impact of pollutant emissions associated with the use of individual cars and the adoption of alternative forms of mobility, including use of taxi sharing, or with the request for environmentally friendly cars;
  - establishment of reserved areas at certain points of purchase of the ride;
  - adoption of innovative connection systems that, using geolocation of users and taxi drivers, optimise the routes of taxi operators and their emissions.

## Part V — Data to submit to the monitoring of the Competent Body

99. The variables/data to submit to the monitoring of the CB (ref. points 32-33) for determination and verification of the adequacy of quotas, verification of the respect of the assigned shifts, proper organisation of the service, definition of the fare structure and levels and determination of the quality levels are outlined here below.

### Taxi service supply

- Total number of **rides** carried out, differentiated by booking method (radio taxi/single booking number phone call, app, “hailed on the street” or at taxi rank), with their **distances in km, duration and related economic elements (costs borne by operators, fares actually applied, etc.)**;
- total number of rides carried out in shared mode;
- total number of rides with delay in arrival at pick-up point as compared to the time agreed upon booking via app or radio taxi/single booking number;
- most frequent **origin-destination (O-D)** relationships relating to the total number of rides carried out;
- number of **taxi vehicles scheduled in service**;
- number of **taxi vehicles actually in service**;
- **taxi waiting time** (time in minutes between the time required by the user and the arrival time of the taxi at the agreed pick-up point);
- **taxi delay time** (time in minutes elapsed between the time agreed upon booking and the time of arrival of the taxi at the pick-up point);
- number of fleet vehicles equipped with **air conditioning system**;
- number of fleet vehicles with adequate access channels (radio taxi system, innovative and competitive open intermediation systems, at ranks, “hailed on the street”);
- number of fleet vehicles equipped with appropriate payment channels (POS, ATM, at least one credit card network, at least one payment system via app);
- number of fleet vehicles **equipped for the transport of wheelchair users**;
- number of fleet vehicles with **low environmental impact** (e.g., hybrid, electric, hydrogen).

### Demand for taxi service and customer care

- number of **calls/requests** received by users for the service broken down by booking mode (radio taxi/single booking number call, app, “hailed on the street” or at ranks);
- number of **unsatisfied calls/requests** received by users for the service (radio taxi/single booking number call, app) (rejected due to taxi unavailability) broken down by causes (where applicable);
- number of **bookings made** by users (and not cancelled by them afterwards) for the service broken down by booking mode (radio taxi/single booking number call, app);
- number of **passengers carried** with and without luggage;
- number of passengers carried in sharing mode with and without luggage;
- number of **requests for cars equipped** for wheelchair users;
- **number of alerts sent to taxi organisations** by service users, broken down by main critical issues;
- number of **complaints** collected by the *ad hoc* **Municipality Office**.

100. The basic data listed above may be segmented/aggregated based on:

- i. time slots provided for in the fare table;
- ii. shifts;
- iii. days of the week/type of day (weekday, holiday, strike);
- iv. periods of the year (high, mid, low season)<sup>7</sup>;
- v. booking methods;
- vi. routes at fixed fares under the regulation;
- vii. most frequent O-D relationships or related to infrastructure nodes/transport hubs, attractive hubs, etc.

101. The collection of basic data and the proposed aggregations are used by the CB to define the quality indicators (Part IV), as well as at least the following indicators that are useful for the other definitions of the taxi service (quota, shifts, organisation of the service, fares):

- average kilometre distances by time slots provided for in the fare table;
- average duration of rides;
- average number of taxi vehicles actually in service per hour and per time slot;
- average number of passengers per ride (load factor);
- average number of rides per taxi vehicle.

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<sup>7</sup> To be defined by the CB based on the characteristics of the municipality/catchment area.

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## Part VI — Periodic inquiries by the Authority

102. To enable the Authority to carry out its tasks for monitoring and verification that the levels of taxi service supply correspond to the needs of the different urban areas, pursuant to Article 37 (2) (m) of Legislative Decree No 201/2011, the Authority has, over the years, carried out periodic monitoring of taxi (and PHV) services. The results of this activity have been published in the Annual Reports on the Authority's activities submitted to the Parliament, together with analyses of international benchmarks, and are available on the Authority's website in the transport database dedicated section (<https://bdt.autorita-trasporti.it/>). The information contained therein may already be usefully employed by CBs to adapt the taxi service under the different aspects (quota, organisation, fares, quality).