Evolution of IRU Membership

1948: 8 Founding Member Countries

Today: present in over 100 countries
One of the largest global NGOs
IRU Group Taxi and Hire Cars with Drivers (TA)

Events

Campaigns

Training

Services

Studies

Industry positions

Best practices
Taxis are part of public transport…

… probably the most innovative part

They must be recognised as public transport, where they are not
4 pillar approach

- Policy advocacy to ensure level playing field
- Global alliance of supportive institutions and bodies
- Global Taxi *Service Quality* Network (GTN)
- Re-launching the global “Taxi – Anytime, Anywhere” campaign
GLOBAL TAXI NETWORK

A network of taxi industry federations and taxi apps. Partners certified by federations by meeting a list of predefined GTN quality criteria.
Building a stronger and smarter taxi for our society
To promote the organised taxi industry leadership ...

... in ensuring high quality and safe services to customers ...

... by making use of modern technology (apps) ...

... in full respect of the regulatory framework

Global roaming area where customers use their local taxi app anytime & anywhere in the world.

What is the GTN objective?
Who can become a GTN Member?

Any Taxi trade association who is a Member or Associate Member of the IRU

Ensuring representation of the legal and professional taxi business
Any taxi smartphone application service provider is entitled to apply to become a GTN Partner.

To be eligible, the app must meet a pre-defined set of GTN service quality conditions, and sign the GTN’s Service Quality Commitment Charter.
The Global Taxi Network guarantees a minimum quality of customer service.
### Dispatching
- Orders are directly sent to properly licensed taxi companies, according to the relevant local rules; AND
- They are only dispatched by licensed taxi companies, through their own dispatch systems.

### Safety
- Only properly licensed taxi vehicles are used to provide trips; AND
- Only properly certified/authorised taxi drivers are used to provide trips.

### Service Quality
- Service response times for application requests are equal to, or better than, comparable industry standards; AND
- The application provider has effective processes & procedures for assisting
  - To recover their lost property; AND
  - Resolving customer complaints.

### Fares & Payment
- Passengers are given the possibility to only pay required fares as displayed on the in-vehicle taximeter; AND
- Passengers can use the application without having to supply their credit card details.
GTN support bodies

GTN Evaluation Committee

GTN Advisory Committee
GTN – September 2015

12 Partners

250,000 taxis

+30,000 taxis/month

Beginning of networking/roaming between partners
Global Taxi Network by March 2016

Upcoming International Evaluation Committee meetings

February, November
Events 2015 – 2016

Tehran

Las Vegas

New Delhi

Cologne

Istanbul