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| **Questionnaire for taxi and private hire vehicle sector****Introduction**Dear Sirs,Grimaldi Studio Legale, together with Bocconi University, is carrying out the present survey in the context of the “Study on passenger transport by taxi, hire car with driver and ridesharing in the EU” on behalf of the European Commission. The purpose of the Study is to provide a thorough analysis and comprehensive overview of the European taxi, hire car with driver and ridesharing markets. The Study will review the relevant regulatory and administrative frameworks of the 28 EU Member States, plus provide for eight in-depth case studies covering selected EU cities. It will also include an overview and analysis of new and innovative services, such as digital platforms (e.g. mobile applications) that link passenger service providers with passengers. The legislative and factual review is accompanied by a market analysis with the aim to identify, quantity and analyse trends and developments in these markets and their main characteristics, including the development of different business models on these markets. In this context, Grimaldi and Bocconi are contacting the main relevant stakeholders in order to gather both qualitative and quantitative data and inputs on the current situation and developments in the EU Member States. **Purpose of the questionnaire**This questionnaire is intended for taxis and private hire vehicles operators, including their national and local associations, and trade unions. The questions have been elaborated in a way to cover all the issues relevant for the Study. However, it is not necessary for you to cover all the questions if you do not have the requested information. We would appreciate if you could reply to the questions of your competence.  |
| **Information about the respondent****Name****Address****Type of company****First year of activity****Number of employees** |
| **Questions**1. Could please identify and describe the main actors of the taxis and private hire vehicle markets, self-employed drivers, taxis operators/companies and dispatch operators?
2. Is it mandatory to be affiliated to a dispatch centre under your national or local regulation? If not, do you have an estimate of the number of drivers not using dispatch centres? Could you provide the number of the drivers using the service?
3. Are dispatch centres using a traditional model (e.g. telephone supported service) or also new models (e.g. applications or internet supported services)?
4. Is it possible for drivers to provide taxi and private hire vehicle with driver transport services using other “intermediaries”, such as providers of new mobile applications? Is it possible to use providers of new mobile applications while also being affiliated to a traditional dispatch centre? If not, please explain.
5. In case you are a taxi company/operator, could you please indicate how many licensed taxis have to be fully accessible to people with reduced mobility? Do you have any obligation to provide special service for elderly or people with reduced mobility?
6. Do you operate taxis and/or private hire vehicles with driver service **from** a port or an airport? If yes, are there any differences in the regulations applicable to the service from the airport?
7. Could you please indicate how the peak of demand varies during the day, the week and during certain period of the year?
8. Could you please describe the contractual relationship between your company and the drivers? Are the drivers employees, and if so by whom they are employed, or self-employed? If the drivers are self-employed, could you please briefly explain the contractual rights and obligations of the organising company and of the self-employed drivers?
9. Could you provide the average number of rides per day during the week and during the week-end?
10. What is the taxation regime applicable (VAT, income taxes) for the drivers/licence owners?
11. Which are the gross revenues?
12. Which is the net profit per shift, in terms of percentage?
13. Please indicate who is the owner of the licensed vehicle (e.g. individual driver; taxi company) and what are the main costs related to the vehicle (e.g. insurance, maintenance, taxes, etc.) Please quantify the costs on an annual (or daily) basis.
14. Please indicate the average administrative cost of a licence. What are the cost elements? Are there any additional costs for obtaining a licence? If so, what is their level and what do they entail?
15. Is it possible for drivers to rent licences (with cars)? If so, from who? What is the number of shifts per day? How are the pricing schemes differentiated (by time, zone etc.)?
16. Can you trade your licence? If so, what is, to the best of your knowledge, the price of the licence on the market? If not, are you aware of trading of licences nonetheless and at what price?
17. Could you please give an estimate of the average earning of a full time driver over a fiscal year for each of the two different categories (taxis and private hire vehicles)? Did you notice an increase/decrease in the average earnings in the period 2010-2015?
18. Please indicate which form of social security and protections are applicable to taxis and private hire car drivers? Who is paying for these charges and on what basis (employed and self-employed)?
19. Please indicate if the demand for taxi services and private hire cars has increased over the period 2010/2015? What were the reasons (e.g. more operators, new legislation, more accessible fares)?

During the same period, what types of rides have registered an increase/decrease in demand (e.g. airport rides, night rides, week-end rides)?1. Is simultaneous hiring of a taxi by passengers willing to share part (or all) of their journey with other passengers allowed? Is it practiced? Could you estimate the % of such rides?
2. What are in your view the main legal, regulatory and administrative obstacles to the development of new business models in the sector?
3. Are there initiatives adopted to improve the quality of the taxi service?
4. Could you please describe new and innovative mobility services (such as mobile applications) introduced by the taxi operators? Are these in any way facilitated by the public authorities (e.g. incentives; subsidies)?
5. Could you please describe the industry initiatives in order to reduce the environmental impacts and/or promote the sharing economy?
6. Are electronic payment systems accepted?
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