



Ridesharing Government Regulation for the 21st Century



How can taxis compete with ride sharing services?

Taxis operate in a highly regulated environment so competing with rideshare companies, which are minimally regulated and offer convenient benefits to riders, is tough. Technology has become the disrupter, changing the status quo across the industry. To stay competitive – and relevant - taxi companies need to leverage technology in new ways too, integrating efficiencies and conveniences such as a digital meter, mobile hailing and dispatch, and digital payments.

Lessen the burden of regulations

Taxi regulations are costly. Many of the expenses are the result of maintaining in-the-field staff to enforce regulations, but this cost can be significantly reduced by streamlining the regulation requirements into a CABiQ digital system. The administrative regulatory burdens placed on taxi companies, including recording trips, collecting taxes, and licensing, can be integrated too. And digitally tracking all trips and the locations of cabs at all times and launching digital apps that allow customers to rate taxi drivers or report complains and concerns, automates regulation.

CABiQ: Digitizing Taxi Services

CABiQ brings together the digital tools and technology that the taxi industry need to stay competitive in modern times. It's a powerful business intelligence platform that powers a number of regulatory solutions.

Unified Data Collection Hub

The core of CABiQ is a platform agnostic, centralized cloud data hub that collects taxi trip information from third party digital meters. This infrastructure allows taxi regulators to efficiently handle record keeping and administrative tasks, and respond to regulatory complaints, with a host of easily analyzable data. The data hub reduces the need for staff in the field to perform enforcement checks - many of these tasks can be performed remotely with CABiQ.

Location, Trip Tracking and Digital Regulation

- Digital regulation reduces costs for both the regulating agency and the taxi cab drivers.
- CABiQ tracks the location of all taxis using GPS, and digitally records all trips, replacing pen-and-paper records of the past
- This gives regulatory agencies insight into the position of all cabs as well as trip history, while reducing regulatory costs
- The system also makes it easier for riders to file complaints and for regulators to address them
- Inefficient, on-the-ground regulations are improved by digitally tracked data combined with simple business intelligence reports to point out likely violations



Digital Taxi Meters and API

CABiQ provides an open unified API, a set of web services endpoints, enabling interactions between ridesharing services and the government regulator (data hub). With this API, cities won't need to mandate specific taximeter hardware and only requiring compliance with the city API, taxi companies can choose to use a third-party digital meter or the optional built-in meter in CABiQ.

The CABiQ digital taximeter records time, route, and miles driven to calculate riders fare via a smartphone, then reports the data to the agency API. The taximeter also provides traffic and navigation information and ties in seamlessly with universal dispatch and digital payment capabilities.

To learn how EastBanc Technologies can help your organization, contact:

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Business Intelligence: Performance Analysis

CABiQ provides business intelligence capabilities, capable of processing large amounts of data. In order for the business user to drill down, explore, and answer to business questions, CABiQ also incorporates an intuitive dashboard interface with charts providing real-time information on top of Microsoft Power BI infrastructure.

In addition, the solution's powerful mapping interface leverages data about vehicle locations to map underserved areas, show popular trip destinations and origination points, resulting in more informed decision-making and monitoring capabilities.

CABiQ reports include:

- Driver records including names, addresses, date of birth, and contact information
- Fleet size and structure, with details such as vehicle type/manufacturer
- Trip activity
- Lost and found data—statistics, retrieval counts, and trends
- Customer complaint case tracking, and open and closure rates, time to close, and historical reports
- Impounded vehicle reports—reasons and dynamics.
- Map-based insights into pick-up and drop-off locations, as well as under-served areas

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