The Forum will be preceded by the **1st International Taxi Business Reception**, to take place on 9 November 2012, in Köln, starting at 18:30 at the Rheinterrassen, Rheinparkweg 1, 50679 Köln-Deutz. All IRU Members and their operators present in Cologne, and all Forum participants are invited to join the Gathering

**Forum Programme**

Moderated by **Oleg Kamberski** (IRU)

Working languages: English, German, Russian

Registration is free of charge

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| 8:30 | Welcome coffee |
| 9:00 | **Opening** |
|   | **Peter Zander**, President, Europäische Taximesse |
|   | **Thomas Grätz**, Managing Director, BZP and Vice President IRU Taxi Group |
|   | Intervention from the IRU International Taxi Forum official partner, **Nissan Europe SAS** |
| **1st interactive session: Taxi – Anytime, Anywhere: *Why*?** |
|   | **The Customer First: Results and recommendations of the EuroTest survey on taxi service quality in 22 European cities****Luca Pascotto**, Director of Mobility, Fédération Internationale de l’Automobile (FIA) |
|  | **The Taxi as Part of the Public Transport Chain: Results of the “Collecto” night taxi service in Brussels and prospects for the future** **Kristof De Mesmaeker**, Adviser, Cabinet of Minister Brigitte Grouwels, Public Works, Transport, Port of Brussels, Information Policy, Brussels-Capital Region |
|  | **Taxi - the flexibility champion: Best practices from around the world****Wim Faber**, *Specialist journalist (taxis) and Director/Co-founder* *Taxi Research Network* |
| **2nd interactive session: Taxi – Anytime, Anywhere: *How*?** |
|   | **Access to the Profession: The UK and London recipe for high quality taxi services** **Roger J. Silvers,** *MA, LL.M, , RJS Management Services Limited* |
|   | **Professional Training: The royal path to quality of services**  **Patrick Philipp***, Head*, *IRU Training Academy*  |
|   | **The Appeal of Technology: Opportunities and threats** **James Cooper,** PhD, *Transport Research Institute, Edinburgh Napier University, Director, Taxi Research Network and* **Richard Darberra***, Director of the IVM (Cities on the Move) Taxi Research Program,* *Taxi Research Network* |
| ***3rd interactive session: Taxi – Anytime, Anywhere: The role of authorities*** |
|  | **The state’s policy in the field of taxis services regulation in Russia*****Vyacheslav Lysakov.*** *Chairman of the Board, National Taxi Council of Russia, First Deputy Chairman, The State Duma Committee for Constitutional Legislation*  |
|  | **The City and the Taxi:  Combining industry initiative and business friendly regulation** **Prof*.* Dr*.* Mustafa Ilıcalı**, Senior Advisor to Lord Mayor of Istanbul, and President of Bahçeşehir University Transportation Research Center, Istanbul Turkey |
|  | **The Law and the Taxi:  The right regulatory mix** – **the challenge of emerging technologies and smart phone applications****Matthew Daus***, President, International Association of Transportation Regulators (IATR)* |
| 12:45-13:00 | **Conclusions** |
|   | **Hubert Andela**, IRU Taxi Group President |
| 13:00–14:30 | **Walking lunch -** Offered by the official Forum partner, **Nissan Europe SAS** |