

THE TAXI TAKT

In theory, it sounds so quick and simple: you hop off a plane or train and step directly into a taxi to go to a business meeting or personal appointment. But all too often, there can be unnecessary delays and stress. At peak times many taxi stands are crowded beyond capacity. Vehicles can get in each other's way, and passengers frequently have to wait too long or walk too far.

But that doesn't have to be the case, as shown by this model of an ideal taxi stand. It serves more passengers in less time—and lean principles make getting a taxi more efficient.

4 LOADING

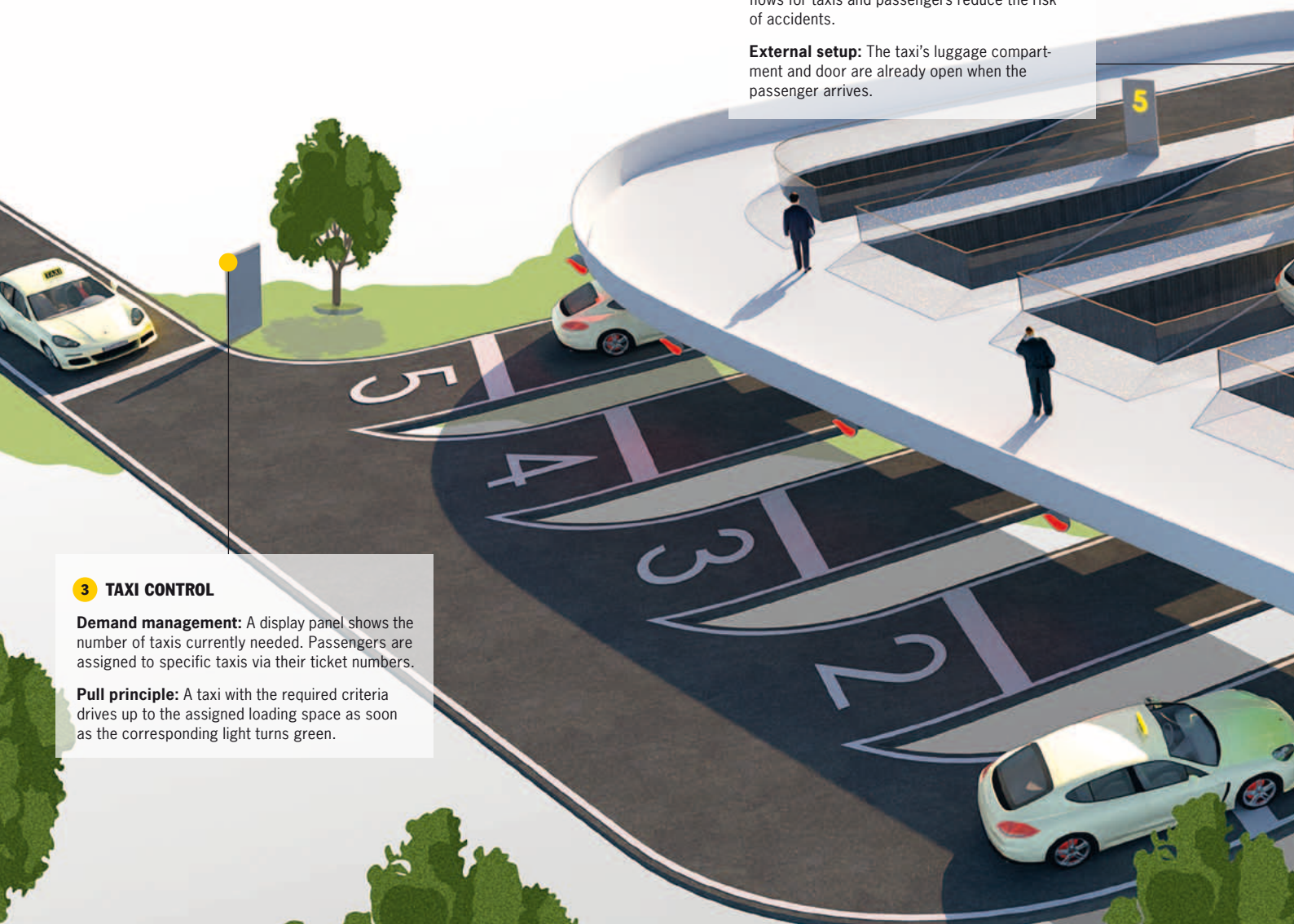
Zero-defects principle: Passengers reach their reserved taxis via a platform. Separate flows for taxis and passengers reduce the risk of accidents.

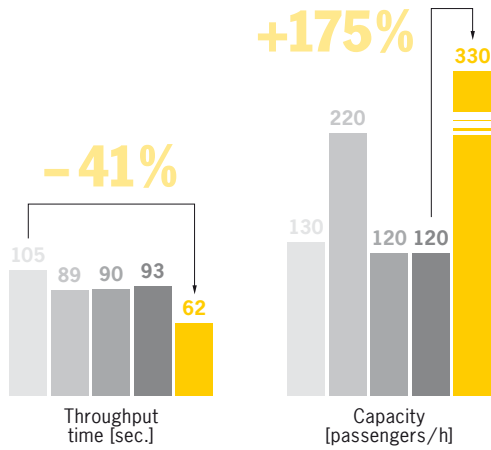
External setup: The taxi's luggage compartment and door are already open when the passenger arrives.

3 TAXI CONTROL

Demand management: A display panel shows the number of taxis currently needed. Passengers are assigned to specific taxis via their ticket numbers.

Pull principle: A taxi with the required criteria drives up to the assigned loading space as soon as the corresponding light turns green.





MORE TAXIS IN LESS TIME AND GREATER CUSTOMER SATISFACTION

BENEFITS OF A LEAN TAXI STAND

- Reducing throughput times for passenger loading by as much as 41 percent
- Increasing passenger capacity at the stand by as much as 175 percent
- Reducing accident rates by separating taxi and passenger flows
- Increasing passenger satisfaction by assigning the ideal taxi for each trip (vehicle size, payment type)

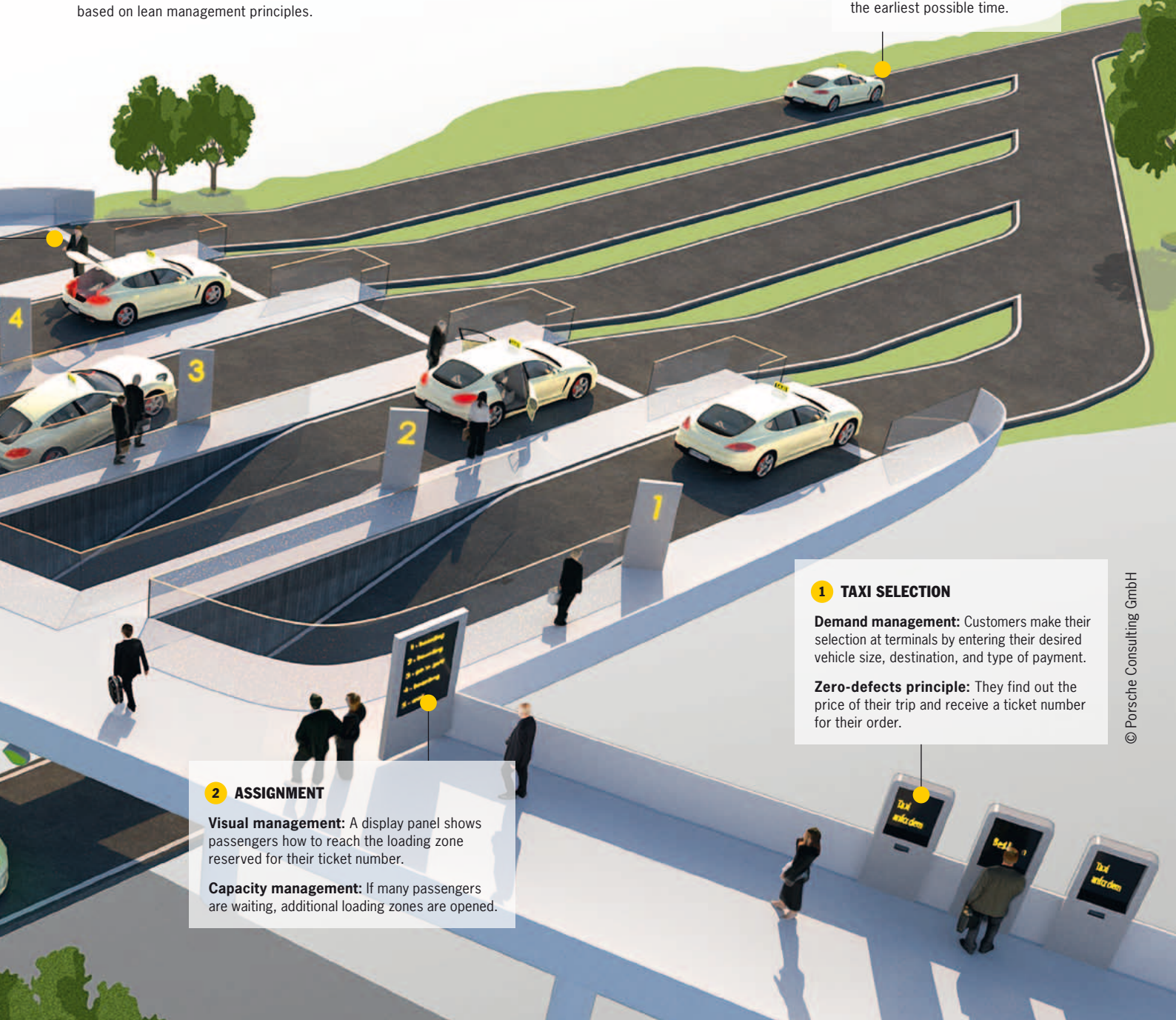
CONCEPTS COMPARED

Concept 1
 Concept 2
 Concept 3
 Concept 4
 Taxis in takt

Thirteen taxi stands at airports and train stations in nine countries were analyzed and four basic concepts were derived. The “Taxis in takt” concept combines new and existing elements and is based on lean management principles.

5 EXIT

Flow principle: The taxi flow is staggered. This increases safety, and the trip can start at the earliest possible time.



1 TAXI SELECTION

Demand management: Customers make their selection at terminals by entering their desired vehicle size, destination, and type of payment.

Zero-defects principle: They find out the price of their trip and receive a ticket number for their order.

2 ASSIGNMENT

Visual management: A display panel shows passengers how to reach the loading zone reserved for their ticket number.

Capacity management: If many passengers are waiting, additional loading zones are opened.