

September 25, 2019.

Mr Crispin. V.J. Romero.

Minister of Transport, Communication and Primary Sector.

The government of Aruba wants to introduce a taxi booking application with the aim of reducing illegal transportation through increased regulation. The Government of Aruba wants to trial/proof of concept this application in December 2019 to all Taxi's which consists of 450 taxi drivers.

Vendor Selection Criteria

To realize this project, the Government of Aruba would have gone through the process of selecting an appropriate organization.

- Please detail this selection process.
- Please detail the criteria to which the company was selected.
- Were other vendors considered during the selection process? If yes, please list them all.

Data protection and privacy

- Where is the taxi driver's personal information stored? Who has access to this data?
- Would the taxi driver's personal information be shared with third parties? If yes, please list these.
- Would this data protection and privacy policies meet [GDPR requirements](#)? This is enforced across Europe, including the Netherlands. For additional detail on GDPR, please visit this link: <https://eugdpr.org/>

Development and Operations

Given this application is being developed solely with the aim of regulating, there are a few questions that arise as a result.

- What are the costs to build this application and maintain ongoing operations?
- What is the current impact of the lack of regulation? What are some of the main points that justify building this application? E.g. Black market taxi's, Tax, etc...

User journey

What is the envisaged user journey for a cab driver to successfully set up and utilize this app? See further detail below.

- Please detail the steps and requirements to create an account. E.g. How do you sign up? What information do you need to provide? How long does it take?
- If any, what are the setup costs to the cab driver?
- If any, what are the ongoing costs?
- After a ride is booked through the app and passenger dropped off, what bank account does the cab fair fund get e
- transferred to? Is this cab driver's bank account or other?
- If the funds aren't immediately transferred to a taxi driver's bank account, what is the pay-out frequency? Are taxi drivers able to withdraw their earnings at any time?

Taxi Unie and Taxi Central A1, ATC, Blue Diamond, TAS, Professional Taxi, awaits your written answer as soon as possible.

I remain,
Yours truly,
Spokeswoman,
Blanca Orman.