

**GOVERNMENT OF THE DISTRICT OF
COLUMBIA DEPARTMENT OF FOR-HIRE
VEHICLES**

2235 Shannon Place SE, Suite 2001, Washington, DC 20020
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www.dfhv.dc.gov

APPLICATION - DIGITAL TAXICAB SOLUTION (DTS) PROVIDER

Applicant Name: _____		Trade Name(s) _____		Tax ID No. _____	
Owner/Operator: _____		Name of Individual Filing Application: _____			
Applicant Type:	<input type="checkbox"/> Taxicab Company			<input type="checkbox"/> DC Taxicab Industry Co-op	
Digital Meter:	<input type="checkbox"/> Name: _____				
Payment Processor:	<input type="checkbox"/> Name: _____				
Dynamic street hail pricing to be offered:		<input type="checkbox"/> Yes			<input type="checkbox"/> No
Address _____		City _____		State _____ Zip: _____	
Website _____		Email _____		Phone _____	
24/7 Customer Service Phone Number _____		24/7 Technical Support Phone Number _____			
Name of Primary Point of Contact _____		Email _____		Phone _____	
Registered Agent: Name _____		Email _____		Phone _____	
Address for Service of Process _____					
Surcharge Payment Method:		<input type="checkbox"/> Wire Transfer	<input type="checkbox"/> ACH	Application Type: <input type="checkbox"/> New <input type="checkbox"/> Renewal <input type="checkbox"/> Amendment	

ATTACHMENTS

Please provide the following information and documents:

General

- G-1: Application fee (\$2,500) in form of certified check or money order payable to "D.C. Treasurer".
- G-2: Bond (\$150,000) ([use DTS Bond form posted on DFHV website](#)).
- G-3: Attestations ([use DTS Provider Attestation form posted on DFHV website](#)).
- G-4: Copy of Current DCRA Certificate of Good Standing (available at 1100 4th Street, SW, Washington, D.C. 20024, Phone: (202) 442-4400, Email: dcra@dc.gov).
- G-5: If requested, a copy of Certificate of Clean Hands from the Office of Tax and Revenue, Office of the Chief Financial Officer (available at OCFO Office of Tax & Revenue at 1101 4th Street SW, Suite 270W, Washington, D.C. 20024, Phone: (202) 727-4829, Email: taxhelp@dc.gov, Online Clean Hands Application webpage: [link](#)).
- G-6: Sample of each type of agreement used with owners and operators.

- G-7: Current inventory of all associated vehicles.
- G-8: Current inventory of all associated operators.
- G-9: Description of measures used to detect service patterns suggesting regulatory violations, such as operators who regularly report few or no credit card trips.
- G-10: Description of measures used to ensure quality and timely submission of trip data, vehicle inventory, and other information required to be provided to DFHV.
- G-11: Description of measures used to ensure prompt payment of driver revenue.
- G-12: Description of pricing structure, including dynamic street hail pricing if applicant intends to offer it.
- G-13: For applicants intending to offer dynamic street hail pricing: description of measures used to ensure disclosure to passengers prior to booking a trip, including any signage on vehicle and disclosure on applicant's website.
- G-14: Description of measures used to ensure collection, reconciliation, and timely submission of payment of passenger surcharges.
- G-15: For credit card processing of payments, documentation showing that: (1) the processor will process DTS payments at a total cost not exceeding 2.65% per swipe; and (2) no operator will receive less revenue due to the use of the processor, and (3) credit card process meets all current PCI data security standards designated as PCI Compliant.
- G-16: A written statement attesting the applicant has 1) trained all their DTS operators how to use their approved DTS including features of shared ride per [AI-2019-02](#) ; and 2) explained the [AI-2018-03](#) obligations to their operators.

DTS Technical

- M-1: Explanation of the functionality and connectivity of the DTS components, including: digital meter, OBD-II connector (if used,) driver console, passenger console (if used), printer device, and credit card processing device; how the digital meter interacts with the legacy dome light or cruising light ; and how the unit interacts with the back end management system. Attach detailed specifications and photographs of all components including auditable data privacy standards and security and/or breach notifications to the DFHV. A mandatory drive test will also be conducted for all published DFHV rates for accurate fare calculation (including no or GPS degraded environments.) The system should have no legacy meter connections, must be backward compatible with previous two iOS or Android versions (i.e. Android 6 forward,)
- M-1a: Explanation and demonstration of dynamic authentication of drivers via DFHV Verification database API including meter 12-hour shift control and immediate lockout capability (via DFHV API or backend system.)
- M-2: Demonstration showing that the components of the DTS driver console and passenger console use open architecture with open APIs included in the [DFHV Integration Data Portal](#) to allow integration with DFHV services and third-party applications.
- M-3: Explanation of the DTS's open API, describing all supported API calls, sending events, serializing events, and code samples, and how location and meter status will be communicated to DFHV via the API including ALL trip record data submissions (including cancelled trips) via the [DFHV Integration Data Portal](#) including but not limited to trip ID, geo coordinates (lat/long up to 6 decimal points), drop-off/pick-up address, driver identifier, vehicle identifier, number of passengers, fare amount, time, distance, duration, vehicle status (on shift, available, off shift, on call, hired), fare type designation (including all discounted trips, ehail, dispatch, or DFHV programs).
- M-4: Documentation showing the DTS will have an uptime of 99.99% including measures to ensure high availability, low fault tolerance, and redundancy. Include examples such as no or limited wireless connectivity.
- M-5: Demonstration of the DTS functionality for visually-impaired, blind, and physically-disabled passengers including a choice of spoken per mile, per dollar, and per minute announcements for the front console. If a backseat console is used, it must include block display formatting standards, text-to-speech, rate of speech control, volume, audible information regarding vehicle and driver identification, and location.
- M-6: Demonstration of: (1) the forms of credit card and cashless payment available to passengers; (2) how each

type of payment is processed; (3) how an EMV chip-enabled payment card is processed; and (4) remote configuration of passenger tip presentation not to exceed 30% (unless manually entered by passenger.)

- M-7: Explanation of how trip and session data, for at least the past 48 hours, will appear on the driver console and be made available to District enforcement personnel.
- M-8: Explanation of the functionality of the driver and passenger safety features, and photographs showing their locations on the driver and passenger consoles. Front seat driver consoles must be 6 inches diagonally-measured or larger for passenger visibility. If less, back seat console is required. All backseat consoles must be capable to allow for 10% city-run PSAs (public service announcements) as required by DFHV.
- M-9: Demonstration showing that the meter is in compliance of the shared riding calculations per [AI-2018-05](#).
- M-10: Description of all approved (DDS) digital dispatch services (apps) with which the DTS will be integrated, including how booking requests will be accepted and how payments will be processed for e-hail trips.
- M-11: Demonstration of how receipts will be available by hard copy printing, and text, and email, or web. Samples of receipt are required following all published standards including total breakdown of charges, discounts, operator identity, operator contact information, and DFHV complaint line.
- M-12: Description of measures used to ensure an approved DFHV sticker with the most up to date applicant's 24/7 live assistance number is affixed to the interior of lower left-hand side of the rear passenger window of all vehicles equipped with applicant's DTS unit or digital meter. Description of driver training both in-person and remotely.
- M-13: Description of discounting program, if any, including rate calculation, driver training, passenger receipt compliance, and 24-hour approval notification to DFHV when implemented.

I HEREBY CERTIFY SUBJECT TO THE PENALTIES OF PERJURY THAT:

- (1) I have legal authority to file this application to operate as a digital taxicab solution (DTS) provider on behalf of the business (taxicab company or the D.C. Taxicab Industry Co-op) named herein ("Applicant");
- (2) I have read and understand the applicable regulations in Title 31 of the District of Columbia Municipal Regulations (DCMR) and all DTS rules including, but not limited to, the rules contained Chapters 4 and 6 as amended by the Notice of Final Rulemaking published in the *D.C. Register* on February 23, 2018 at 65 DCR 001870 ("DTS rules");
- (3) Applicant agrees to comply with all applicable requirements of the District law and Title 31 of the DCMR, including the DTS rules, and all other applicable laws, regulations, and administrative issuances;
- (4) I have read and understand the application instructions;
- (5) I agree and acknowledge that, as a DTS provider, I will be subject to periodic, random and unannounced audits, compliance reviews, and inspections including on-site inspections; and
- (6) **All documentation and information I have provided on this form and in all attached documents is true and correct to the best of my knowledge, information and belief.**

Applicant Signature: _____

Date: _____

Applicant Printed Name: _____

IMPORTANT NOTICE: IF YOU SEE SOMETHING. SAY SOMETHING

REPORT FRAUD, WASTE, ABUSE, AND MISMANAGEMENT IN THE GOVERNMENT OF THE DISTRICT OF COLUMBIA TO THE OFFICE OF INSPECTOR GENERAL AT 717 14TH STREET, NW, SUITE 500, WASHINGTON, D.C. 20005. CALLS ARE CONFIDENTIAL. TOLL FREE HOTLINE AT 1- 800-521-1639 OR 202-724-TIPS (8477)

EMAIL: HOTLINE.OIG@DC.GOV WEB PAGE: WWW.OIG.DC.GOV