



ADMINISTRATIVE ISSUANCE

Title: Implementation Dates for DC TaxiApp

Series/Number: AI-2016-0001

Approved: March 1, 2016

Revised: N/A

Effective: April 1, 2016

I. BACKGROUND

The D.C. Taxicab Commission (“Commission”) has statutory obligations: to promote the public interest in taxicab transportation by insuring that all rules, regulations, and laws specifically relating to taxicabs be vigorously and fairly enforced; to ensure that adequate and high quality taxicab service be provided throughout the District; to promote and maintain a healthy and viable taxicab industry; to promote and maintain policies which utilize and promote efficient methods of taxicab service; and to improve the delivery of taxicab service the community. *See* D.C. Official Code § 50-301.02. To achieve these ends, and to improve operator revenue, the Office of Taxicabs (“Office”) has developed the DC TaxiApp. *See* 31 DCMR § 1613.3.

Although an operator is allowed to receive ride requests through the app of any digital dispatch service registered with the Office under Chapter 16 of Title 31 of the DCMR, the DC TaxiApp is the only app that gives passengers access to all on-duty vehicles, while also allowing requests for wheelchair service. To maintain the value of the DC TaxiApp to riders, it is therefore critical to maintain the synergy of having all on-duty vehicles on the App at all times. To this end, the Commission’s regulations require each operator to be signed in to the App whenever the operator is on duty, so the operator is able to receive requests for service. *See* § 1612.1. The Commission also requires each taxicab owner to provide any equipment needed to ensure its associated operators are able to be signed in to the App whenever they are on duty. *See* § 1612.2.

The DC TaxiApp is the first app to be fully integrated with each approved payment service provider (PSP). This means each modern taximeter system (MTS) unit will be directly linked to the DC TaxiApp, making it unnecessary for operators to use smartphones to run the App. Integration also offers numerous other benefits to operators, the Office, and passengers, by allowing operators to receive ride requests directly through the MTS unit, by providing the Office with a single data stream of trip and payment information, and by expanding passengers’ choices for making payments, allowing passengers to make in-vehicle payments in the form of cash or credit cards in addition to being to pay through the App.

This administrative issuance establishes two implementation deadlines for the DC TaxiApp, to ensure that taxicabs are using only MTSs integrated with the DC TaxiApp: (1) all owners and operators using approved PSPs as of April 1, 2016 will be required to comply with §§ 1612.1 and 1612.2 not later than April 1, 2016, and (2) all owners and operators who are not using approved PSPs as of April 1, 2016 will be required to comply with §§ 1612.1 and 1612.2 not later than May 1, 2016. As of May 1, 2016, all approved PSPs will be fully integrated with the DC TaxiApp. A list of approved PSPs is available on the Commission’s website at: <http://dctaxi.dc.gov/publication/payment-service-providers>.

II. PURPOSE

To establish two implementation dates for the DC TaxiApp, as follows: (1) all taxicab owners and operators who are using approved PSPs as of April 1, 2016 shall be in compliance with §§ 1612.1 and 1612.2 not later than April 1, 2016; and (2) all taxicab owners and operators who are not using approved PSPs as of April 1, 2016 shall be in compliance with §§ 1612.1 and 1612.2 not later than May 1, 2016.

III. POLICY

Beginning with the implementation date of April 1, 2016, each taxicab operator shall be signed in to the DC TaxiApp whenever the operator is on duty. An operator who provides service while signed in to an MTS unit from an approved PSP shall be presumed to be in compliance with this requirement. Beginning with the implementation date of May 1, 2016, no operator may provide service using an MTS unit from a PSP that is not approved by the Office. A violation shall subject the operator to a civil fine of twenty five dollars (\$25). *See* § 1612.1.

An operator shall demonstrate upon demand by a District enforcement official that the operator is in compliance with this administrative issuance and § 1612.1 if the operator is on duty. Failure to comply with the instructions of a District enforcement official shall be treated as a violation of an oral compliance order pursuant to § 702.

Beginning with the implementation date of April 1, 2016, each taxicab owner shall provide such equipment as is needed to ensure its associated operators are able to meet their obligation to be signed in to the DC TaxiApp whenever they are on duty. This obligation shall ensure transitioning from a PSP not approved by the Office to one which has been approved by the Office. A violation shall subject the owner to the civil fine established by the regulations: fifty dollars (\$50) per vehicle, as provided in § 1612.2.

IV. DEFINITIONS

“AI: PSP/MTS Approval Process” – Administrative Issuance: Payment Service Provider/Modern Taximeter System – Approval Process, AI-2015-0003 (Nov. 9, 2015).

“Application” or “app” – a piece of software designed to fulfill a particular purpose, which is downloadable by a user to a mobile device, such as a tablet or smartphone. An app’s purpose is assumed to be the digital dispatch of, or the digital dispatch and digital payment of, trips by vehicles-for-hire.

“District enforcement official” – a vehicle inspection officer (hack inspector) or other authorized official, employee, general counsel or assistant general counsel of the Office, or any law enforcement officer authorized to enforce a provision of Title 31 DCMR or other applicable law.

“District of Columbia Universal Taxicab App”, “DC TaxiApp”, or “App” – an app developed by and owned by the District that allows passengers to book available vehicles by digital dispatch.

“Tour of duty” -- the period of time when an operator is signed into an MTS or digital payment system.

V. AUTHORITY

Sections 8(c) (1),(2),(3), (4) (7), (10), (11), (14), (16), (18), (19) and (20), 14, 15, and 20(j) of the District of Columbia Taxicab Commission Establishment Act of 1985, effective March 25, 1986, D.C. Official Code § 50-307; 31 DCMR Chapters 4 and 16.

VI. PROCEDURES

The DC TaxiApp is available for download at the App Store (for iPhones) and on Google Play (for Android phones). All operators are expected to download the App and familiarize themselves in advance with its functionality, to ensure they are able to sign in and use the App in the manner required by the applicable deadline.

In making the transition from one PSP to another, owners and operators are strongly cautioned: to comply with all applicable terms of their contracts with their former PSPs, to safeguard and promptly return all MTS equipment owned by their former PSPs, and to promptly pay any amount they owe to their former PSPs.