

## DISTRICT OF COLUMBIA TAXICAB COMMISSION

### NOTICE OF FINAL RULEMAKING

The District of Columbia Taxicab Commission (Commission), pursuant to the authority set forth in Sections 8(b)(1) (C), (D), (E), (F), (G), (I), (J), 14, and 20 of the District of Columbia Taxicab Commission Establishment Act of 1985 (“Establishment Act”), effective March 25, 1986 (D.C. Law 6-97; D.C. Official Code §§ 50-307(b)(1) (C), (D), (E), (F), (G), (I), (J) and 50-319 (2009 Repl.)); D.C. Official Code § 50-313 (2009 Repl.; 2012 Supp.); D.C. Official Code § 47-2829 (b), (d), (e), (e-1), and (i) (2012 Supp.); Section 12 of the 1919 District of Columbia Taxicab Act, approved July 11, 1919 (41 Stat. 104; D.C. Official Code § 50-371 (2009 Repl.)); and Section 6052 of the District of Columbia Taxicab Commission Fund Amendment Act of 2012 (Commission Fund Amendment Act), effective September 20, 2012 (D.C. Law 19-168; D.C. Official Code § 50-320(a)(2012 Supp.)), hereby gives notice of its intent to amend Chapter 4 (Hearing Procedures Applicable to Notices of Infractions) of the District of Columbia Municipal Regulations (DCMR).

Proposed rules amending Chapter 6 (Taxicab Parts and Equipment) of DCMR Title 31 were originally approved for publication on January 31, 2013, and published in the D.C. Register on February 8, 2013, at 60 DCR 1566. The Office held a public hearing on the proposed rules on February 15, 2013, to receive oral comments on the proposed rules. The Office received valuable comments from the public at the hearing and throughout the comment period, which expired on March 9, 2013.

A second proposed rulemaking was drawn from the original proposed rulemaking for Chapter 6 and divided into proposed rulemakings amending Chapters 6 (Taxicab Parts and Equipment), 8 (Operation of Taxicabs), and creating a new Chapter 4 (Taxicab Payment Service Providers). The second proposed rulemakings, to include Chapters 4, 6 and 8, were approved for publication on March 20, 2013, and published in the *D.C. Register* on April 5, 2013 at 60 DCR 5173, 5187 and 5196, respectively. The Commission held another public hearing on the proposed rules on April 17, 2013, to receive oral comments. The Commission reviewed and considered the comments received at the April 17 hearing and throughout the comment period, which expired on May 4, 2013, but made no substantive changes.

The rulemaking for Chapter 4 establishes substantive rules for the administration and operation of payment service providers (PSPs) consistent with the implementation of the Modern Taximeter System (MTS).

**Chapter 4 [RESERVED] is amended to read as follows:**

#### **CHAPTER 4 TAXICAB PAYMENT SERVICE PROVIDERS**

##### **400 APPLICATION AND SCOPE**

400.1 The purpose of this Chapter is to establish substantive rules for the administration and operation of payment service providers (PSPs) who provide the modern

taximeter systems (MTSs) required by § 603 of this title, including rules to ensure the safety of passengers and operators, for consumer protection, and to collect a taxicab passenger surcharge.

400.2 The provisions of this chapter shall be interpreted to comply with the language and intent of the District of Columbia Taxicab Commission Establishment Act of 1985, effective March 25, 1986 (D.C. Law 6-97, D.C. Official Code §§ 50-301 *et seq.*).

400.3 In the event of a conflict between a provision of this chapter and a provision of another chapter of this title, the more restrictive provision shall control.

## **401 GENERAL REQUIREMENTS**

401.1 Each PSP interested in providing an MTS under § 603 shall apply for and obtain approval of its proposed MTS under this chapter before marketing its MTS units to interested taxicab companies and independent owners.

401.2 All costs associated with an MTS, including development costs (including those which may arise in the review process under § 404 and those associated with adding the passenger console and safety feature required by § 603.8 (n)), compliance with any provision of this title or other applicable law, compliance with an Office order, service and support, upgrade, installation, operation, repair, and maintenance, shall be the responsibility of the PSP, but may be allocated by a written agreement among the PSP and the taxicab companies and independent owners to whom the PSP markets its MTS units.

401.3 Nothing in this chapter shall be construed to solicit or create a contractual relationship between the District of Columbia and any person.

## **402 RELATED SERVICES**

402.1 A PSP may be operated by a person that offers other services regulated by this title, such as a taxicab company or a dispatch service, provided such other services are in compliance with all applicable provisions of this title and other applicable laws, and may share a place of business with such service(s) if the place of business is in compliance with this title and other applicable laws, including the requirement for a certificate of occupancy provided by the Department of Consumer and Regulatory Affairs.

402.2 Each PSP may associate with one or more dispatch services to allow such services to provide dispatches to taxicab operators, or to allow digital dispatch services to process digital payments, provided that such dispatch services are in compliance with all applicable provisions of this title, and other applicable laws. Each taxicab company, independent owner, and operator, may associate with one or more dispatch services as provided in § 603.4, subject to any written agreement

between the PSP and such taxicab company, independent owner, or operator, which shall require that all fares, rates, charges, and payments comply with the applicable provisions of this title, including this chapter, and §§ 603 and 801.

#### **403 PROPOSED MODERN TAXIMETER SYSTEMS – APPLICATIONS**

403.1 No person shall operate as a PSP in the District, provide payment card processing services for taxicabs to any person in the District, market its MTS units for use in the District, or allow another person to use its MTS units in the District, unless such person is a PSP with current approval of its MTS under this chapter. The approval of the MTS shall constitute the PSP's operating authority under this title.

403.2 A PSP shall file with the Office an application for review of a proposed MTS that includes the following information and documentation:

- (a) The PSP's name, business address, and business telephone number, and the name(s) of its owner and operator;
- (b) The name, business address, and business telephone number for other services offered by the person that operates the PSP which are subject to regulation under this title, such as a taxicab company or a dispatch service, if any;
- (c) Information and documentation demonstrating that the proposed MTS would meet the MTS equipment requirements of § 603.8, including the requirement of § 603.8(n) that a passenger console be incorporated not later than December 1, 2013, and the requirement of § 603(n)(3) that a safety feature be incorporated not later than June 1, 2014;
- (d) Information and documentation demonstrating that the proposed MTS would meet the MTS service and support requirements of § 603.9;
- (e) Information and documentation about the forms of cashless payment that the PSP would offer to passengers (including payment cards and other forms of non-cash payment such as near-field communications);
- (f) Information and documentation showing that the PSP is in compliance with federal and District licensing, permitting, registration, anti-discrimination, and taxation requirements applicable to a business operating in the District;
- (g) The address and telephone number for the PSP's bona fide administrative office or for its registered agent authorized to accept service of process, and information and documentation showing that the PSP's bona fide administrative office, if any, is in compliance with all laws, rules, and regulations concerning the operation of a place of business in the District;

- (h) The customer service telephone number that the PSP will provide for passengers;
- (i) The technical support telephone number that the PSP will provide for taxicab owners and operators;
- (j) The URL for the PSP's website, if any;
- (k) The trade name for the proposed MTS and any related service it wishes to offer within the District, such as a dispatch service, if any;
- (l) A certification that the PSP is in compliance with the Clean Hands Before Receiving a License or Permit Act of 1996 ("Clean Hands Act"), effective May 11, 1996 (D.C. Law 11-118, D.C. Official Code § 47-2862);
- (m) An initial inventory of the vehicles and operators associated with the PSP, as required by § 408.12;
- (n) Information and documentation showing the PSP will collect from the passenger and pay to the Office the taxicab passenger surcharge for each taxicab trip, in the manner required by § 408.13;
- (o) A sample agreement used by the PSP to associate with taxicab companies, independent owners, and operators;
- (p) If the PSP, or the taxicab companies, independent owners, or operators with which it associates, would associate with one or more dispatch services, the PSP shall provide information and documentation:
  - (1) Showing such dispatch service is operating in compliance with all applicable provisions of this title and other applicable laws;
  - (2) Explaining the forms of dispatch and digital payment that would be available to passengers;
  - (3) Showing that the applicable provisions of this title, including this chapter, § 603, and § 801, would be met when a passenger makes a digital payment; and
- (q) Such other information and documentation related to establishing compliance with this chapter or § 603 as the Office may require at the time of application or during the review process.

403.3

Each application shall be made under penalty of perjury, accompanied by an application fee of one-thousand dollars (\$1,000) and by a security bond of fifty-

thousand dollars (\$50,000) which shall be payable to the D.C. Treasurer and effective while the MTS remains approved and for one (1) year thereafter.

- 403.4 A request for approval may be denied if an application contains or was submitted with materially false information provided orally or in writing for the purpose of inducing approval.

#### **404 REVIEW PROCESS**

- 404.1 The PSP shall bear the burden of establishing to the satisfaction of the Office that its proposed MTS meets all the requirements of this chapter and §§ 603.8 and 603.9.

- 404.2 An applicant may be scheduled for one or more demonstrations of its proposed MTS equipment, where the Office's technical staff shall examine and test the equipment and ask questions of the PSP's technical staff, who shall attend.

- 404.3 A request for approval may be denied if the applicant does not cooperate with the Office during the review process, or if applicant provides materially false information orally or in writing during the review process for the purpose of inducing approval.

- 404.4 The Office may use any information or documentation it acquired from the applicant during an MTS pre-approval process, if such process was used by the PSP. Pre-approval of a proposed MTS shall not entitle a PSP to approval under this chapter.

#### **405 DECISION TO GRANT OR DENY**

- 405.1 The Office shall complete the review process and issue its decision to grant or deny approval of a proposed MTS within fourteen (14) days after the application is filed, provided however, that such period may be extended by the Office for no more than ten (10) days with notice to the PSP whenever the Office has five (5) proposed MTSs under review.

- 405.2 If the Office denies approval on any ground, it shall state the reasons for its decision in writing.

- 405.3 A decision to deny approval may be appealed to the Chief of the Office within fifteen (15) business days, and, otherwise, shall constitute a final decision of the Office. The Chief shall issue a decision on such appeal within thirty (30) days. A timely appeal of a denial shall extend an existing MTS approval pending the Chief's decision. A decision of the Chief to affirm or reverse a denial shall constitute a final decision of the Office. A decision of the Chief to remand to the Office for further review of the MTS shall extend an existing MTS approval pending the final decision of the Office.

405.4 An approval shall continue in effect for twelve (12) months, during which time no substantial change shall be made to an approved MTS without written approval from the Office. A PSP shall promptly inform the Office of a proposed substantial change that would require written approval.

405.5 Each approved MTS shall be listed on the Commission's website.

#### **406 RENEWAL APPLICATIONS**

406.1 Each approved MTS shall be submitted for renewal of its approval at least sixty (60) days prior to the expiration of the approval, unless the Office provides otherwise in writing. The procedures applicable to new applications shall apply to renewal applications, except as otherwise required by the Office.

406.2 An approval shall continue in force and effect beyond its expiration period during such time as an application for re-approval is pending in proper form.

406.3 Renewal of MTS approval shall require that the MTS be in compliance with all applicable provisions of this title, and other applicable laws in effect at the time renewal is sought.

#### **407 SUSPENSION OR REVOCATION OF APPROVAL**

407.1 The approval of an MTS may be suspended or revoked by the Office with reasonable notice and an opportunity to be heard if the Office learns that the MTS or the associated owners or operators using are not in substantial compliance with this title, or if that the MTS is being used in a manner that poses a significant threat to passenger or operator safety, or consumer protection.

#### **408 OPERATING REQUIREMENTS**

408.1 Each PSP shall operate in compliance all applicable provisions of this title and other applicable laws.

408.2 Each PSP shall comply with all applicable federal and District licensing, permitting, registration, anti-discrimination, and taxation requirements for a business operating in the District.

408.3 Each PSP shall either maintain a bona fide administrative office, consisting of a physical office in the District, in the same manner required of a taxicab company under Chapter 5 of this title and in compliance with all laws, rules, and regulations concerning the operation of a place of business in the District, or shall maintain a registered agent authorized to accept service of process, provided, however, that a PSP operated by a person that provides another service regulated by this title requiring such person to maintain a bona fide administrative office in

the District shall operate such bona fide administrative office as a bona fide administrative office for the PSP as well.

- 408.4 Each PSP shall maintain a customer service telephone number for passengers with a “202” prefix or a toll-free area code that shall be available during normal working hours 365 days per year.
- 408.5 Each PSP shall maintain a technical support telephone number for vehicle owners and operators with a “202” prefix or a toll-free area code that shall be available 24 hours per day, 365 days per year.
- 408.6 Each PSP shall operate only in compliance with §§ 508-513 of this title, to the same extent as if the PSP were a taxicab company.
- 408.7 Each PSP shall:
- (a) Store its business records in a safe and secure manner, and in compliance with industry best practices and applicable federal and District law;
  - (b) Make its business records available for inspection and copying during regular business hours at the Office or at its bona fide administrative office, if maintained, within five (5) business days of its receipt of a written demand from the Office; and
  - (c) Retain its business records for at least five (5) years.
- 408.8 Each PSP and its owners, operators, officers, employees, agents, and representatives shall, at all times, cooperate with the instructions of public vehicle enforcement inspectors, other law enforcement officers, other authorized officials of the Office, and General Counsel to the Office, including a request in connection with a possible violation of this title or other applicable law by any person seeking an operator’s identification (Face Card) number or a vehicle’s PVIN, previously reported in anonymous format under § 603.
- 408.9 Each PSP shall notify the Office if it learns of a security breach as to which a report must be made pursuant to the D.C. Consumer Personal Information Security Breach Notification Act of 2006, effective March 8, 2007 (D.C. Law 16-237;D.C. Official Code §§ 28-3851, *et seq.*) or other applicable law.
- 408.10 Each PSP shall allow passengers to make their choice of cash payments or cashless payments, which may include forms of methods of payment other than payment by payment card, such as near-field communications, if approved by the Office as part of its MTS.

- 408.11 Each PSP shall remain in compliance with all MTS service and support requirements in Chapter 6 and all requirements of this chapter throughout the period that its MTS has a current and valid approval from the Office.
- 408.12 Each PSP shall pay each taxicab company or independent owner with which it is associated the portion of such PSP's revenue to which such taxicab company or independent owner is entitled within twenty-four (24) hours or one (1) business day of when such revenue is received by the PSP.
- 408.13 Inventory of vehicles and operators.
- (a) Each PSP shall maintain an accurate inventory of its associated vehicles and operators containing the following information—
- (1) For each vehicle: the name of and contact information for its owner(s), including work and cellular telephone numbers; the vehicle's PVIN, make, model, and year of manufacture; certification by the PSP that the vehicle is in compliance with the insurance requirements of Chapter 9 of this title; an indication of whether the vehicle is wheelchair accessible; an indication with whether the vehicle is in active use; and, if the vehicle is associated with a taxicab company, association, or fleet, the name of and contact information for such company, association, or fleet; and
- (2) For each operator: the name of and contact information for such operator, including work and cellular telephone numbers; his or her DCTC operator license (Face Card) number; an indication of whether such operator is actively using the MTS; and, if he or she is associated with a taxicab company, association, or fleet, the name of and contact information for such company, association, or fleet.
- (b) The Office may remove a vehicle or operator from a PSP's inventory at any time with reasonable notice and an opportunity to be heard if a vehicle or operator on the inventory is not legally authorized to operate, or in the event an MTS unit is not legally authorized for use (such as where a vehicle inspection reveals the MTS unit has been tampered with).
- 408.14 Taxicab passenger surcharge payments.
- (a) Each PSP shall ensure that the taxicab passenger surcharge is collected from the passenger as an authorized additional charge under § 801.7 (b)(2), and paid to the Office for each trip, regardless of whether the fare is paid by a digital payment, and shall—



- (1) Remit a payment to the D.C. Treasurer at the end of each seven (7) day period reflecting the sum of all taxicab passenger surcharges owed to the Office for taxicab trips made during such period, based on the trip data provided during such period, and sending contemporaneously via email a report to the Office certifying its payment and providing a basis for the amount thereof; and
  - (2) Cooperate with the Office in the event of a discrepancy between a payment and the trip data from the MTS, provided however, that if the PSP and Office are unable to agree on a resolution of a dispute within thirty (30) days, the Office may, in its discretion, make a claim against the security bond to satisfy the amount of the discrepancy.
- (b) The bond given to the Office at the time of application for approval under § 403.2 shall be returned to the PSP within thirty (30) days following an event that causes an MTS to no longer be approved, provided, however, that the bond shall not be returned while there remains a discrepancy in the amount owed for taxicab passenger surcharges, which shall be resolved as provided in this Subsection.

408.15 Each PSP associated with a digital dispatch service to allow passengers to make digital payments shall ensure that when a passenger makes a digital payment—

- (a) The fare, rates, charges, and payments comply with the all applicable provisions of this title, including this chapter and §§ 603 and 801, including the requirement that the PSP pay the taxicab passenger surcharge in § 408.14; and
- (b) A paper or electronic receipt is provided as required by § 803.

**409 PROHIBITIONS**

409.1 No PSP shall participate in a transaction involving taxicab service in the District where the fare, rates, charges, or payment does not comply with the applicable provisions of this title, including this chapter, and §§ 603 and 801.

409.2 No PSP shall allow its associated operators to limit service or refuse to provide service based on a person’s choice of payment method.

409.3 No PSP shall allow its associated operators to access a passenger’s payment card information after the payment has been processed.

409.4 No PSP shall allow its MTS to be used by an operator or vehicle not on its inventory at the time the trip is booked by dispatch or by street hail.

- 409.5 No PSP shall allow its MTS to be used by any person for a taxicab trip unless the PSP pays the taxicab passenger surcharge to the Office.
- 409.6 No person shall operate as a PSP, provide payment card processing services for taxicabs, or sell, lease, lend, or otherwise provide an MTS unit to any person in the District, unless such person is a PSP with current approval of its MTS under this chapter.
- 409.7 No PSP may alter or attempt to alter its legal obligations under this title or to impose an obligation on any person that is contrary to public policy or that threatens passenger or operator safety, or consumer protection.
- 409.8 A PSP shall not associate with a taxicab operator who provides service using a vehicle associated with a taxicab company that:
- (a) As of the effective date of this rulemaking, is providing credit card processing services to its associated operators;
  - (b) Has filed an application for approval as a PSP under this Chapter; or
  - (c) Has been approved as a PSP under this Chapter.
- 409.9 A PSP shall not associate with, or allow its associated taxicab companies, independent owners, or taxicab operators to associate with, a dispatch service that is not operating in compliance with the applicable provisions of this Title and other applicable laws.

## **410 ENFORCEMENT**

- 410.1 The enforcement of this Chapter shall be governed by the procedures in Chapter 7 of this title. If, at the time of violation, the procedures in Chapter 7 do not extend in their terms to PSPs, such procedures shall be applied to a PSP as if such PSP were a taxicab owner or operator.

## **411 PENALTIES**

- 411.1 A PSP that violates this chapter or an applicable provision of another chapter of this title is subject to:
- (a) A civil fine of two hundred fifty dollars (\$250) for the first violation of a provision, which shall double for the second violation of the same provision, and triple for each subsequent violation of the same provision thereafter;
  - (b) Confiscation of an MTS unit or unapproved equipment (including any fixed or mobile hardware component such as a smartphone, mobile data

terminal, tablet, or attached payment card reader) used in connection with the violation:

- (c) Suspension, revocation, or non-renewal of the Office's approval of its MTS;
- (d) Any combination of the sanctions listed in (a)-(c) of this Subsection.

## 499 DEFINITIONS

499.1 When used in this chapter, the following words and phrases shall have the meanings ascribed:

**“Approved MTS”** means an MTS that has been approved for use by the Office under this chapter.

**“Associated”** connotes a voluntary relationship of employment, contract, ownership, or other legal affiliation. For purposes of this chapter, an association not in writing shall be ineffective for compliance purposes.

**“Association”** means a group of taxicab owners organized for the purpose of engaging in the business of taxicab transportation for common benefits regarding operation, color scheme, or insignia.

**“Authorized MTS installation business”** means a business authorized by the Office under this title to install one or more approved MTSs.

**“Cashless payment”** means a payment made with a passenger's payment card, or other means of non-cash payment that the PSP is approved to offer under Chapter 4, and processed by the PSP. A cashless payment is not a digital payment.

**“Commission”** or **“DCTC”** means the District of Columbia Taxicab Commission.

**“Digital dispatch”** means dispatch initiated by computer, mobile phone application, text, email, or Web-based reservation.

**“Digital payment”** means a payment made with a payment card or by a direct debit transaction, processed by a digital dispatch service in a manner that complies with § 801. A digital payment is not a cashless payment.

**“Dispatch”** means the booking of a public vehicle-for-hire through an advance reservation from the person seeking service.

**“District”** means the District of Columbia.

**“District of Columbia Taxicab Commission (DCTC) License”** means the taxicab vehicle license issued pursuant to D.C. Official Code § 47-2829(d).

**“Face Card”** or **“DCTC Identification Card”** or **“Identification Card”** means the taxicab or public vehicle-for-hire operator license issued pursuant to D.C. Official Code § 47-2829(e).

**“Fleet”** means a group of twenty (20) or more taxicabs having a uniform color scheme and having unified control by ownership or by association.

**“Gratuity”** is a voluntary payment by the passenger after service is rendered, which, if made, shall be included as an authorized additional charge under § 801.7 (b)(7), in the amount determined only by the passenger.

**“Group Riding”** means a group of two (2) or more passengers composed prior to the booking by dispatch or street hail and whose trip has a common point of origin, and different or common destinations.

**“Independent taxicab”** means a taxicab operated by an individual owner.

**“Independently operated taxicab”** means a taxicab operated by an individual owner that is not part of a fleet, company, or association, and that does not operate under the uniform color scheme of any fleet, company, or association.

**“Individual Riding”** means the transportation of a single passenger for an entire trip.

**“License”** shall have the meaning ascribed to it in the D.C. Administrative Procedure Act, D.C. Official Code § 2-502.

**“License Act”** means D.C. Official Code § 47-2829.

**“Limousine”** shall have the meaning ascribed to it by § 1299.1.

**“Loitering”** means waiting around or in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity; stopping in such locations, except to take on or discharge a passenger; or unnecessarily slow driving in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity.

**“Modern taximeter system”** or **“MTS”** is a technology solution that combines taximeter equipment and PSP service and support in the manner required by this chapter and § 603.

**“MTS unit”** means the MTS equipment installed in a particular vehicle.

**“Notice”** means notice of transfer under § 507.

**“Office”** means Office of Taxicabs.

**“Office order”** shall have the meaning ascribed to it in Chapter 7 of this Title.

**“Operator”** means a person who operates a public vehicle-for-hire.

**“Owner”** means a person, corporation, partnership, or association that holds the legal title to a public vehicle-for-hire, the registration of which is required in the District of Columbia. If the title of a public vehicle-for-hire is subject to a lien, a mortgagor may also be considered an owner.

**“Payment card”** means any major credit or debit card including Visa, MasterCard, American Express, and Discover.

**“Payment service provider”** or **“PSP”** is a business that offers an MTS, which, if approved by the Office, may operate such MTS pursuant to this chapter and § 603.

**“Person”** shall have the meaning ascribed to it in the D.C. Administrative Procedure Act, D.C. Official Code § 2-502.

**“Personal service”** means assistance or service requested by a passenger that requires the taxicab operator to leave the vicinity of the taxicab.

**“Public vehicle-for-hire”** means any private passenger motor vehicle operated in the District as a taxicab, limousine, or sedan, or any other private passenger motor vehicle that is used for the transportation of passengers for hire but is not operated on a schedule or between fixed termini and is operated exclusively in the District, or a vehicle licensed pursuant to D.C. Official Code § 47-2829, including taxicabs, limousines, and sedans.

**“Public Vehicle-for-hire Identification Number”** or **“PVIN”** is a unique number assigned by the Office of Taxicabs to each public vehicle-for-hire.

**“Sedan”** shall have the meaning ascribed to it in § 1299.1.

**“Shared Riding”** means a group of two (2) or more passengers, arranged by a starter at Union Station, Verizon Center, or Nationals Park, or other locations designated by an administrative order of the Office, that has common or different destinations.

**“Street”** means a roadway designated on the Permanent System of Highways of the District as a public thoroughfare.

**“Surcharge Account”** is an account established and maintained by the PSP with the Office for the purpose of processing the Passenger Surcharge.

**“Taxicab”** means a public vehicle-for-hire that operates pursuant to Chapter 6 and other applicable provisions of this title, having a seating capacity for eight (8) or fewer passengers, exclusive of the driver, and operated or offered as a vehicle for passenger transportation for hire.

**“Taxicab Commission Information System”** or **“TCIS”** means the information system operated by the Office.

**“Taxicab company”** means a taxicab company that operates pursuant Chapter 5 and other applicable provisions of this title.

**“Taxicab passenger surcharge”** means a passenger surcharge required to be collected from the passenger and paid by the PSP for each trip in a taxicab in an amount established in § 801.

**“Taximeter fare”** means the fare established by § 801.7 and not generated using information entered manually by any person into any device except for an authorized additional charge under § 801.7 (b).

**“Telephone dispatch”** means dispatch initiated by a telephone call.

**“Washington Metropolitan Area”** means the area encompassed by the District; Montgomery County, Prince Georges County, and Frederick County in Maryland; Arlington County, Fairfax County, Loudon County, and Prince William County and the cities of Alexandria, Fairfax, Falls Church, Manassas, and Manassas Park in Virginia.