GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF FOR-HIRE VEHICLES
2235 Shannon Place SE, Suite 2001, Washington, DC 20020
PHONE: (202) 645-7300/855-484-4966, FAX: (202) 889-3604, WEBSITE: www.dfhv.dc.gov

APPLICATION FOR PAYMENT SERVICE PROVIDER (PSP) AND MODERN TAXIMETER SYSTEM (MTS)

Section 1
Company Information

Company Name_____Other Trade Names _____

Name of Owner/Operator _____

Business Tax ID Number_____Merchant Account Number _____

Address_____City_____State Zip Code_____

Website_____Email_____Phone_____

Primary Point of Contact Name_____Email_____Phone_____

Secondary Point of Contact Name_____Email_____Phone_____

Registered agent: Name_____Email_____Phone _____

Address for service of process _____

Surcharge Payment Method Wire Transfer ACH Application Type New PSP Renewal PSP

Section 2
MTS & Operation Information

Does your company have a safety monitoring call center? Yes No If yes, please provide the address and contact information:

_____

Is your proposed MTS fully integrated with the app of a digital dispatch service other than the DC Taxi App?

Yes No If yes, identify the app with which your proposed MTS is integrated:

_____

Provide names of the approved taximeter installation shops that will install your MTS units:

_____

Which of the following mobile payments do you currently support?

Apple Pay Android Pay Google Wallet Other: _____

What is your timeline to implement Apple Pay and Android Pay if not currently supported?

_____

APPLICATION INSTRUCTION

To be accepted for review (not approved), the application form must be typed, signed by the business owner or operator, and returned to the agency in person or by courier service with a self-addressed, stamped, return envelope. The application must include all attachments required below. **An Incomplete application will not be accepted**. If accepted for review, the application will go through the review and approval process, during which additional information and documentation may be required. All the official DC government certificates or documents provided must be effective during the approval operating period.

If the application is submitted by U.S. Mail or by courier service, the agency will provide a decision on whether to accept the application for review (not whether to grant the application) within three (3) business days. For applications submitted by hand delivery, the applicant must make an appointment with the agency to review the application; at this meeting, the agency will determine whether to accept the application (not whether to grant the application). An incomplete application will not be accepted. Once the application is accepted, no additional information or documents will be accepted unless requested by the agency.

During the review process, applicants may be required to provide additional information and documentation, including one or more MTS unit demonstrations. Failure to timely provide requested additional information or documentation, failure to timely cooperate with program staff, or making false oral or written statements will result in the denial of the application. A decision to approve or deny the application will be provided in writing within thirty (30) days after application acceptance.

ATTACHMENT CHECKLIST

General

Attachment G-1: Application fee of five thousand dollars ($5,000), certified check or money order, paid to D.C. Treasurer.

Attachment G-2: An original surety bond of one-hundred thousand dollars ($100,000) payable to the D.C. Treasurer and effective during the PSP/MTS licensing period and for one (1) year thereafter. The bond must be issued using the form attached hereto.

Attachment G-3: Certificate that the application owns or otherwise has the right to use all intellectual property incorporated in or used by the proposed MTS.

Attachment G-4: Copy of your current Occupancy Permit if you have a bona fide administrative office in the District of Columbia.

Attachment G-5: Current Certificate of Good Standing and Clean Hands from the D.C. Department of Consumer and Regulatory Affairs (DCRA) located at 1100 4th Street SW, Washington, D.C. 20024. Phone: (202) 442-4400. Email: dcra@dc.gov.

Attachment G-6: Business Tax Registration from the Office of the Chief Financial Officer, Office of Tax & Revenue located at 1101 4th Street SW, Suite 270W, Washington, D.C. 20024. Phone: (202) 727-4 TAX.

Attachment G-7: List of the telephone numbers for: (1) customer service available during normal working hours for passengers; and (2) technical support available twenty-four (24) hours a day for taxicab operators.

Attachment G-8: All current service agreement(s) including a pricing chart that you will offer to associate with taxicab companies and independent owners.

Attachment G-9: A current complete vehicle inventory list (for renewal PSPs only).

Attachment G-10: A current complete taxicab operator list (for renewal PSPs only).

Attachment G-11: Describe the measures you have in place to detect and report to the Department of For-Hire Vehicles unusual service patterns suggestive of violations of the rules and regulations, such as a taxicab operator who consistently reports no credit card transactions.

Attachment G-12: Describe the measures that you have in place (if a renewal PSP) or that you propose to use (for a new PSP) to ensure data quality and timely submission of trip data, vehicle inventory, and other data required to be provided to the agency.

MTS Technical

Attachment M-1: A high-level description and a diagram of the proposed MTS architecture showing each MTS component and how the components are connected and communicate with each other and with the backend system.

Attachment M-2: Detailed specifications and images of each proposed MTS unit hardware component, with a brief narrative description of how each component operates and the functions it serves in the MTS unit.

Attachment M-3: A description of the open Application Programming Interface (API) used by the MTS describing all supported API calls, sending events, serializing events, and code samples, and including a description of how vehicle location and meter status information will be communicated to the agency via the API.

Attachment M-4: Documentation of how a visually-impaired, blind, or physically-disabled passenger is able to make a cashless payment without giving his or her payment card to the operator.

Attachment M-5: Documentation of how the MTS unit will install the Public Service Announcement (PSA) videos within fourteen (14) calendar days of notification from the agency that it must be uploaded to and used by all MTS units.

Attachment M-6: Documentation of: (1) the forms of cashless payment that the proposed MTS would offer to passengers; (2) how cash and cashless payments are processed; (3) how an EMV chip-enabled credit card is processed; and (4) a copy of a printed receipt of a payment.

Attachment M-7: Documentation showing the detailed electronic manifest that will appear on the operator console (DIM).

Attachment M-8: Documentation showing how text messages and notifications are delivered on the operator console (DIM).

Attachment M-9: Documentation showing the location of the operator safety feature and how the feature functions if activated.

Attachment M-10: Documentation of how the passenger safety alert functions on the PIM.

Attachment M-11: Documentation showing that a full image of the taxicab operator's license will be available at all times on the PIM.

Attachment M-12: Documentation showing that the navigation path for each trip will be available to the passenger on the proposed PIM.

Attachment M-13: Documentation showing that the MTS will be fully integrated with the DC TaxiApp, as required by Title 31 of the DCMR, administrative issuances, and the Department of For-Hire Vehicles' integration interface specification.

Attachment M-14: List all digital dispatch services other than DC TaxiApp with which you are affiliated with or are integrated with, and how a trip is accepted and payment processed for each.

Attachment M-15: Documentation of a timeline implementation of a passenger rating of the ride experience on the rear console (PIM).

I hereby certify subject to the penalties of perjury that: (1) I have read and agree to comply with the regulations in Title 31 of the D.C. Municipal Regulations and with all applicable administrative issuances; (2) I have read the application instructions; (3) the applicant owns the rights to or holds licenses to use all intellectual property associated with the Applicant's proposed PSP/MTS; (4) all documentation and information on this form and in the attached documents is true and correct.

Owner/Operator Signature_____ **Date** _____

Owner/Operator PrintedName _____

Important Notice: <u>If You See Something, Say Something</u>

Report Fraud, Waste, Abuse, and Mismanagement in the Government of the District of Columbia to the Office of Inspector General at 717 14th Street, Suite 500, Washington, D.C. 20005. Calls are confidential. Toll Free Hotline at 1-800-521-1649 or 202-724-TIPS (8477) Email: hotline.oig@dc.gov Web Page: www.oig.dc.gov

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SURETY BOND

☐ Digital Dispatch Service ☐ Payment Service Provider

BOND NO._____

Know all men by these presents, that the undersigned as PRINCIPAL, with primary place of doing business at _____

and _____ as SURETY, are held and firmly bound unto the District of Columbia for the use and benefit of the District and of any creditor or claimant against the principal or his agents in the principal sum of _____ for the payment of which, well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors and assigns jointly and severally be these represents. The aggregate liability of the surety shall be limited to the lesser of (a) actual losses or damages incurred by the Principal in connection with the operation of the underlying business or (b) the amount of the bond.

WHEREAS, the above named principal has applied to the Department of For-Hire Vehicles for the license indicated above as provided by applicable provisions of the DC Official Code and Municipal Regulations; and is required to file a surety bond to obtain such license in the District of Columbia.

NOW, THEREFORE, the conditions, characteristics, and requirements of the foregoing obligation are defined and set forth in the DC Official Code and DC Municipal Regulations duly promulgated thereunder, shall apply as follows:

Title 31 District of Columbia Municipal Regulations Chapters 4 and 16. This obligation is issued under and is governed by the applicable District of Columbia laws and all regulations indicated above; duly promulgated thereunder for the license the principal is seeking, and the obligations of the surety shall be those therein set forth.

This bond becomes effective as of _____20_____in support of a (✓ one) ☐ DDS or ☐ PSP Certificate of Operating Authority issued to the Principal by the Department of For-Hire Vehicles and shall remain in full force and effect while the Certificate of Operating Authority remains approved and for one (1) year thereafter. An appropriate renewal certificate in support of the operating authority may continue this obligation for subsequent years as long as the required bond amount is available for each license period covered by the bond and any renewal certificate. In accordance with prescribed laws, this bond may not be canceled by either the principal or the corporate surety except upon notice to the Department of For-Hire Vehicles by registered or certified mail with return receipt requested, the cancellation to be effective not less than sixty (60) days after receipt by the Department of For-Hire Vehicles of such notice.

WITNESS WHEREOF, the parties hereto have hereunto set our hands and affixed our seals this_____day of_____, 20_____.

_____
Principal

By:_____

Title:_____

Surety

By:_____

Title:_____