Checklist and Process for Smart Taximeter Review and Approval

Introduction

This checklist, in accordance with King County Ordinance 19700 section 37.A.8 and City of Seattle Ordinance 126977 section 6.311.340.A.8, is the first step to reviewing and approving a smart taximeter system whether that system is brand new to the dispatch agency or the dispatch agency is replacing an existing system.

Both the dispatch agency seeking review and approval of the smart taximeter and the system's vendor should complete the checklist. Please submit the completed checklist to both City and County staff.

Given the capabilities of smart taximeters, the review and approval process is more extensive than what the City and County use to assess application dispatch systems or what inspectors use to test and seal traditional, hard-wired taximeters.

Technical

☐ Explanation of the functionality and connectivity of the smart taximeter, including the digital meter, on board diagnostics-II (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.

Please attach detailed specifications and photographs of all components including auditable data privacy standards and security and breach notifications to the City and County.

A mandatory drive test will be conducted using all published City and County rates for accurate fare calculation (including no-GPS or GPS-degraded environments). The system should have no legacy meter connections and must be backward compatible with the previous two iOS or Android versions as of the date of the City and County's review.

☐ Description of technical or systems security, physical security and process security measures that protect the software and hardware that comprise the metering system, anti-fraud provisions to detect and eliminate unauthorized electronic interference, and other security measures that ensure the integrity of the metering system.

☐ Demonstration showing that the components of the driver console and passenger console use open architecture with open APIs to allow integration with any future City and County data or other portals and third-party applications.

☐ Documentation showing the smart taximeter will have an uptime of 99.99% including measures to ensure high availability, low fault tolerance, and redundancy. Include explanation examples such as no or limited wireless connectivity (e.g., canyon effect, GPS signal loss and variable driving conditions).

☐ Demonstration of the smart taximeter 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.

☐ Demonstration of (1) the forms of credit and debit card and cashless payment available to passengers, (2) how each type of payment is processed, including digital wallet channels, peer to peer payment systems and chip-enabled credit/debit cards; and (3) remote configuration of passenger tip presentation not to exceed 30% (unless manually entered by passenger). Is the system Payment Card Industry (PCI) compliant?

☐ 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 City and County inspectors.

☐ 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 7 inches diagonally-measured or larger for passenger visibility. If less, a backseat console is required.

☐ Description of all approved (DDS) digital dispatch services (apps) with which the smart taximeter will be integrated, including how booking requests will be accepted and how payments will be processed for e-hail trips.

☐ Description of how the discounting function, including rate calculation, training for drivers, passenger receipt compliance, and 24-hour approval notification to the City and County when implemented would work. While the City and County do not currently allow discounting, please explain how the ability to do so will be suspended pending possible future authorization.

☐ Description of the smart taximeter's ability to incorporate GPS data to meet regulatory reporting requirements, including city and county municipal boundaries, zip code boundaries, Port of Seattle, adhoc or temporary boundaries, and other potential data points related to trips provided and/or service availability.

Fare Transparency and Receipting

☐ Does the smart taximeter (both driver and customer console) clearly display the total trip cost, including extras and any additional charges, during the trip and at trip completion?

☐ Can the smart taximeter calculate an upfront fare to present to a passenger before the passenger accepts the ride?

☐ Does the smart taximeter notify a passenger if a convenience fee for electronic payment, or other known fees, will be added to the fare?

☐ What information is displayed to the customer before the trip begins?

☐ Demonstration of how receipts will be available by hard copy printing, text, and email or on the web. Receipts are required to follow all regulatory requirements, including all City and County codes and rules and include the dispatch agency name, total breakdown of charges, discounts (if authorized by the City and County), payment method (cash or credit), and operator identity.

Certification

☐ Is the smart taximeter certified under the National Conference of Weights and Measures' National Type Evaluation Program (NTEP)? If yes, please provide a copy of the NTEP certificate. If not, please describe the plan to gain certification.

Process

1. After submitting the completed checklist, City and County staff will review it and may follow up with additional questions. Staff will ask representatives from both the dispatch agency proposing to use the smart taximeter and the system's vendor to meet and discuss the checklist and any other questions related to the review.

2. Following the checklist review and meeting, please contact City staff to arrange for the mandatory drive test. Using an affiliated vehicle with the smart taximeter installed, the drive test will begin at the City's inspection facility (Dearborn) and will involve travelling through areas where a GPS signal may be degraded (e.g., the parking garage at SeaTac Airport, the state route 99 tunnel, a downtown Seattle street with tall buildings on either side, etc.).

   As part of the approval process, neither the City nor County will test a dispatch agency's entire fleet of vehicles with installed smart taximeters. However, testing of more than one vehicle could occur in the future as the City and County moved towards mandatory use of smart taximeters.

3. City and County staff will confirm in writing final approval (or rejection) of the smart taximeter system. In some cases, staff may issue a provisional approval meaning the system does not meet at least one requirement (e.g., the system does not have NTEP certification). With all other requirements being met, however, staff will continue working with the dispatch agency and system vendor to ensure compliance and full approval.

4. The review and approval process should take approximately 4-6 weeks to complete. City and County staff reserve the right to request additional information or hold additional meetings should needs dictate.

5. **After approval, the City and/or County will periodically inspect and test smart taximeters in dispatch company vehicles to ensure continued compliance.**