# Smart Taximeter System Transition Plan

**City of Seattle – Consumer Protection Division**

**King County – Records and Licensing Services Division**

Implementing a smart taximeter system involves many steps to ensure a smooth transition when converting from a traditional taximeter system or for first time meter implementations. This questionnaire is intended to provide an outline for your transition plan by identifying key considerations.

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| **Legal name of agency** | | |
| **List all trade names (or DBAs)** | | |
| **Primary contact name** | **Primary contact phone #** | **Primary contact email** |
| **How do you plan on meeting the smart taximeter system requirement?**<br>☐ **Contracting directly with a smart taximeter system provider**<br> *– or –*<br>☐ **Contracting with an existing licensed regional dispatch agency** | | |
| **When do you plan on _selecting_ a smart taximeter and dispatching system?**<br>*(month/year estimate)* | | |
| **When do you plan on _implementing_ a smart taximeter and dispatching system?**<br>*(month/year estimate)* | | |
| **Have you reviewed the smart taximeter checklist?**    ☐ **Yes**    ☐ **No** | | |
| **What fare setting strategies do you plan on deploying with smart taximeters?** *For example, upfront pricing, flat rates, etc.* | | |
| **What passenger fare payment system do you plan on integrating into your smart taximeter system?** *(that complies with receipt requirements in City of Seattle Ordinance 126977 section 6.311.340.A.7 and King County Ordinance 19700 section 37.A.7)* | | |
| **Will you be implementing:**<br>☐ **A technology fee** *(requires approval)*<br>☐ **A convenience fee for electronic fare payment** *(charged by the payment processer)* | | |
| **If you have selected a smart taximeter system, has your selected vendor previously implemented their smart taximeter system in Seattle/King County?**    ☐ **Yes**    ☐ **No** | | |
| **Are you prepared to provide the required reports such as dispatch agency quarterly reports, affiliated vehicle list, WAT/WAV trips, shift reports, etc.?**    ☐ **Yes**    ☐ **No** | | |

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| **Signature of agency representative**<br>*(written or electronic)* | **Date** |

The following is not a necessary part of your transition plan submission but is meant to help provide some general areas of consideration when planning to implement smart taximeters.

1. Current Setup, Preferences, Affected Parties
   - Does your current dispatch system integrate with any other side systems such as receipt printers or GPS tracking? If so, will they need to be integrated with the new system?
   - Have you identified all the parties that will be affected and should be included in the process?

2. Understanding Smart Taximeters
   - City and County regulations now allow greater flexibility for dispatch agencies to determine fares when operating on a smart taximeter system (traditional meter/regulated rates, upfront pricing, flat rates, dynamic pricing, etc.). What features are you looking for in a smart taximeter system?
   - Are there any concerns or challenges you anticipate with the transition to smart taximeters?

3. Vendor Selection
   - Have you identified potential vendors/providers for smart taximeter systems?
   - What criteria are important for you in selecting a vendor (e.g., one-time implementation costs, on-going costs, costs to the dispatch agency, owners, and drivers, reliability/accuracy, customer support)?
   - City and County regulations now allow for a technology fee to be assessed to customers for all trips (City of Seattle Ordinance 126977 section 6.311.380 A.3 and E.5 and King County Ordinance 19700 section 41 A.3 and E.5). Are you contemplating implementing a technology fee to cover the cost of implementing and maintaining a smart taximeter system?
   - Are you considering using a smart taximeter system/vendor that is already being used locally by any other dispatch agency?

4. Integration and Compatibility
   - Is the smart taximeter system capable of providing receipts that comply with the requirements in City of Seattle Ordinance 126977 section 6.311.340.A.7 and King County Ordinance 19700 section 37.A.7?
   - Local regulations now allow for a convenience fee (assessed by the payment card processor) to be charged for electronic payment of fares. Do you plan to implement a convenience fee model as part of the integrated payment system?
   - City and County regulations anticipate industry experts will establish a data standard (documented agreement on data definitions, format, structuring, tagging, etc.) for on-demand transportation providers intended for seamless integration with transportation trip planners that make available for-hire vehicles more visible to customers. Have you considered asking your smart taximeter vendor about their commitment to integrating the data standards into their product once the standards are available?
   - Are there any integration and/or compatibility issues with existing hardware or software that need to be addressed (accounting/customer billing systems, driver payment systems, fare payment system, external partners, customers, etc.)?

5. Training and Support
   - What kind of training will be necessary for drivers to operate the smart taximeters effectively?
   - What support options are available from the vendor during the transition phase and afterwards?
   - How do you plan to handle any technical issues or troubleshooting that may arise?

6. Regulatory and Legal Compliance
   - Have you reviewed the Smart Taximeter Checklist to make sure your smart taximeter is aligned with the checklist?
   - How will you ensure that the transition to smart taximeters complies with local taxi regulations?

7. Customer Communication and Education
   - How will you inform customers about the transition to smart taximeters?
   - Are there any changes to fare structures or payment methods that customers need to be aware of?
   - What steps will you take to address any concerns or questions from customers about the new system?

8. Timeline and Implementation Plan
   - What is the proposed timeline for the transition to smart taximeters, considering the regulatory deadline of March 31, 2026?
   - What are the key milestones or steps involved in the implementation plan (product selection, contracting, system configuration, testing, reporting, deployment, etc.)?

9. Feedback and Evaluation
   - How will you gather feedback from drivers and customers about the new smart taximeter system?
   - What metrics or indicators will you use to evaluate the effectiveness and impact of the transition?

10. Future Considerations
    - Are there any future developments or advancements in smart taximeter technology that you should keep in mind? Examples include integration with travel planning apps or with a transportation network company's app.
    - How flexible is the chosen smart taximeter system to accommodate future updates or changes?