

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.

Legal name of dispatch 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? <input type="checkbox"/> Contracting directly with a smart taximeter system provider – or – <input type="checkbox"/> Contracting with an existing licensed regional dispatch agency		
When do you plan on <u>selecting</u> a smart taximeter and dispatching system? <i>(month/year estimate)</i>		
When do you plan on <u>implementing</u> a smart taximeter and dispatching system? <i>(month/year estimate)</i>		
Please review the Smart Taximeter Review and Approval Questionnaire to ensure your agency's plans satisfy requirements. You must complete the questionnaire when implementing your selected system.		
What fare setting strategies do you plan on deploying with smart taximeters? <i>For example, upfront pricing, flat rates, etc.</i>		
What passenger fare payment system do you plan on integrating into your smart taximeter system? <i>(that complies with receipt requirements in Seattle Municipal Code 6.311.340.A.7 and King County Code 6.65.340.A.7)</i>		
Will you be implementing: <input type="checkbox"/> A technology fee <i>(requires approval)</i> <input type="checkbox"/> A convenience fee for electronic fare payment <i>(charged by the payment processor)</i>		
Which smart taximeter system do you plan to use? <i>(vendor and system names)</i>		
Please ensure the system you are considering or have selected can produced required reports such as quarterly data reports, affiliated vehicle lists, trip and mileage reports for WATs/WAVs, etc.		
Signature of dispatch agency representative <i>(written or electronic)</i>		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 selecting a smart taximeter vendor and planning to implement smart taximeters.

1. Current Setup, Preferences, Affected Parties

- a. Payment systems and receipting are required to be integrated with the dispatching/smart taximeter system.
- b. If your current dispatching system is integrated with any other side systems such as an accounting system, consider establishing a new integration with such systems.
- c. Have you identified all the parties that will be affected and should be included in the process?

2. Understanding Smart Taximeters

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

3. Vendor Selection

- a. Have you identified potential vendors/providers for smart taximeter systems?
- b. What criteria are important for you in selecting a vendor (e.g., device options; one-time implementation costs; on-going operating costs; repair and replacement costs; whether the vendor offers a single payment processor or provides options from which to choose; costs to the dispatch agency, owners, and drivers; reliability/accuracy; customer support)?
- c. City and County regulations now allow for a technology fee to be assessed to customers for all trips (Seattle Municipal Code 6.311.380.A.3 and E.5 and King County Code 6.65.380.A.3 and E.5). Are you contemplating implementing a technology fee to cover the cost of implementing and maintaining a smart taximeter system?
- d. Are you considering using a smart taximeter system/vendor that is already being used locally by any other dispatch agency?
- e. Does the vendor solution include examples of implementing alternative rate structures in use in other markets?
- f. Is the system under consideration able to present a fare to customers before the ride begins?
- g. Is the system under consideration certified by the National Type Evaluation Program (NTEP)?

4. Integration and Compatibility

- a. Is the smart taximeter system capable of providing receipts that comply with the requirements in Seattle Municipal Code 6.311.340.A.7 and King County Code 6.65.340.A.7? If not, then another system that does comply must be considered.
- b. 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?
- c. 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 these data standards into their product once the standards are available?

- d. 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.)?
- e. Are there integrations with other third-party organizations that increase service opportunities (trip referrals, customer leads, etc.)? Third-party organizations may include other on-demand transportation providers such as Transportation Network Companies (TNCs); local trip planning services such as King County Metro Trip Planner and Sound Transit Trip Planner; and smartphone apps that connect customers with transportation options such as OneBusAway and Transit. These are all developing trends that are important to be aware of and to ask about when you are selecting a smart-dispatching system.

5. Training and Support

- a. What kind of training will be necessary for drivers to operate the smart taximeters effectively?
- b. What support options are available from the vendor during the transition phase and afterwards?
- c. How do you plan to handle any technical issues or troubleshooting that may arise?
- d. Are you engaging with your affiliated vehicle owners/drivers about the use of smart dispatching/smart taximeter systems, opportunities to establish alternative fares, third-party partnerships, etc.? Communicating the opportunities that smart taximeter systems have, including the ability to leverage more flexible fare strategies, may help with owner and driver acceptance.

6. Regulatory and Legal Compliance

- a. How will you ensure that the transition to smart taximeters complies with local taxi regulations?

7. Customer Communication and Education

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

8. Timeline and Implementation Plan

- a. What is your proposed timeline for the transition to smart taximeters, considering the regulatory deadline of March 31, 2026?
- b. Have you identified the key milestones or steps involved in your implementation plan? Examples include product selection, contracting, system configuration, testing, reporting, deployment, etc. The City and County may periodically request updates on your implementation progress.
- c. Does the vendor's availability to implement your selected system fit your timeline?

9. Feedback and Evaluation

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

10. Other Considerations

- a. 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 TNC's app.
- b. How flexible is the chosen smart taximeter system to accommodate alternative fare strategies such as upfront presentation of fares?
- c. Does the system you are considering incorporate the mobility data specification (MDS) standard and a customer facing data standard to support integrations and partnerships?