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King County

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| <p>Approved: <small>DocuSigned by:</small> <i>Beth Gappert</i> <small>C73B961E510B4F1...</small> _____ Division Director <small>DocuSigned by:</small> <i>Sherrri Crawford</i> <small>D0741553157C40F...</small> _____ Business Unit Officer <small>Signed by:</small> <i>Kiersten Grove</i> <small>216EC6A2E8CB4AC...</small> _____ Kiersten Grove, Acting Department Director</p> | <p>9/9/2024 _____ Date 9/10/2024 _____ Date 9/11/2024 _____ Date</p> | |
| <p>King County / Department of Executive Services Document Code No.: FHT-13-2024-PR Repeals: LIC-8-5-PR Title: Application Dispatch Systems Used by Transitional Regional Dispatch Agencies and Regional Dispatch Agencies Effective Date: September 20, 2024 Authorities: KCC 6.65.360; KCC 6.65.380; and KCC 6.65.470 (rulemaking authority) Keywords: Taxi Rules, Application Dispatch System, ADS, For-Hire, Apps Sponsoring Agency: Records and Licensing Services Division (RALS)</p> <p><small>DocuSigned by:</small> Department Director signature: <i>Lorraine Patterson-Harris</i> <small>8FC3E76CE8FD408...</small> _____</p> <p>Date signed: 9/12/2024 _____</p> | | |

City of Seattle and King County For-Hire Transportation Rules

City of Seattle Director's Rule FOR-HIRE TRANSPORTATION-13-2024 and King County Public Rule FHT-13-2024-PR – Application Dispatch Systems Used by Transitional Regional Dispatch Agencies and Regional Dispatch Agencies

Pursuant to an interlocal agreement, the City of Seattle (City) and King County (County) work cooperatively to regulate for-hire passenger transportation. The City of Seattle and King County both adopt this Rule as new.

- I. **Purpose.** The City and the County have established requirements for the use of an application dispatch system (ADS), and the requirements in this Rule shall pertain to all ADS, including an ADS when part of a smart taximeter system, unless otherwise specified.

The City and County rule on rates and fares, which establishes permitted variations from regional taximeter rates, and the rule on taximeters and smart taximeters, which establishes testing and approval standards, shall complement this Rule.

- II. **Definitions.** For purposes of this Rule, the following definitions apply:

1. "Abnormal disruption of the market" means any change in the market, whether actual or imminently threatened, resulting from stress of weather, convulsion of nature, failure or shortage of electric power or other source of energy, strike, civil disorder, war, military action, national or local emergency, or any other cause.
2. "Application Dispatch System" and "ADS" means technology that allows consumers, via the internet using devices such as, but not limited to, smartphone and tablet applications, either or both, to (1) directly request dispatch of regional for-hire drivers for trips; and (2) accept payments for those trips.
3. "Director" means the director of King County's Department of Executive Services and/or the City of Seattle's Director of Finance and Administrative Services, or their designees.
4. "Smart taximeter" means a system of hardware and software that integrates a taximeter and other components together to perform functions required by Seattle Municipal Code (SMC) chapter 6.311 and King County Code (KCC) chapter 6.65.
5. "Smart taximeter system" means the system a regional dispatch agency uses to dispatch trips to, communicate with, and track the location of, affiliated vehicles and drivers through the smart taximeter. A smart taximeter system may include an application dispatch system.

- III. **Requirements.**

1. **Information presented to a passenger.** The ADS shall make the following information available to a passenger:
 - a. The medallion number of the confirmed taxicab or for-hire vehicle viewable before initiation of the trip and
 - b. An option to allow a passenger to indicate whether a wheelchair accessible vehicle (WAV) is needed and a connection of a passenger to those services via a weblink, application, and/or phone number, if no WAVs are available on the agency's ADS.
 - i. Fees and rates for wheelchair accessible trips must comply with SMC 6.311.380.E.1 and KCC 6.65.380.E.1.

2. **Written documentation to demonstrate rate transparency.** Written documentation shall include the name of the ADS, all mobile operating systems supporting the ADS, the minimum version number of the supported mobile operating systems, and the version number of the ADS.

Documentation of rate transparency shall include narrative descriptions and screen shots of the complete process of requesting and confirming a trip including screen shots of all variables affecting the rate structure. Transparency of the rate structure, variables affecting the rate structure, and operating responsibilities shall be clearly demonstrated. If the ADS is available on more than one operating system, separate written documentation shall be required for each operating system.

3. **Physical demonstration.** A physical demonstration of the ADS shall be used to evaluate rate transparency. Compliance shall be assessed based on the transparency of rate structure, disclosure of variables affecting the rate structure, and compliance with the operating responsibilities of SMC chapter 6.311 and KCC chapter 6.65. Demonstration should be available for all mobile operating systems supporting the ADS. The demonstration shall include the opportunity for the Director to perform the process of requesting through confirming a trip in real-time with no monetary charge to the City or County.
4. **ADS inspections.** The Director reserves the right to inspect the ADS across all mobile operating systems upon which the ADS is supported to ensure compliance.
5. **Frequency of certification.** All ADS shall be evaluated for initial approval with written documentation and physical demonstration. Annually, upon renewal of the transitional regional dispatch agency (TRDA) or regional dispatch agency (RDA) license, written documentation must be provided for the current version of the ADS across all mobile operating systems if that version is a different version number than the previously approved ADS. The Director may, upon renewal, request a physical demonstration for any reason.
6. **Transparency of rate structure.** As detailed in SMC 6.311.380.B and KCC 6.311.380.B, the ADS must clearly disclose one of the following to the passenger:
 - a. The rate by either distance or time, or a combination of distance and time, and the total fare or fare range, identified by rate or fare type, is clearly displayed upon requesting a trip, but before confirming a trip or
 - b. The fare is clearly displayed before confirming the trip through an alternative method approved by the Director.
7. **Variables affecting rate structure.** Any variable that may result in additional or higher charges shall be clearly articulated on the application before confirming the trip. Examples of variables include, but are not limited to:
 - a. Vehicle size;
 - b. Abnormal disruption of the market;
 - c. Tips;
 - d. Waiting time;
 - e. Tolls;
 - f. Taxes;
 - g. Fees; and

h. Surcharges.

8. **Abnormal disruption of the market.** During an abnormal disruption of the market, lasting for no longer than 12 consecutive hours in Seattle or King County, a TRDA or RDA shall not raise its normal range of fare more than two times the fare that would otherwise be applicable.
 9. **Transparency of the passenger receipt.** A copy of the receipt showing all charges paid by the passenger and compliant with SMC 6.311.340.A.7 and KCC 6.65.340.A.7 must be available to the regional for-hire driver in the ADS.
 10. **Confirmation of the trip.** A trip is considered confirmed when a driver has been assigned to pick up the passenger.
 11. **Compatibility.** The City and County require, at all times, compliance with rate transparency and operating responsibility requirements per the ADS written documentation.
 12. **Use of an unapproved ADS.** If the Director determines that an ADS does not comply with SMC 6.311 or KCC 6.65, the TRDA or RDA using the ADS may be sent a warning at its address of record. The Director shall require the TRDA or RDA to perform a physical demonstration of the ADS to ensure compliance prior to license renewal. A TRDA or RDA license shall not be renewed if the ADS is not approved as compliant with SMC and KCC.
 13. **Transportation network company (TNC) ADS.** Taxicabs and for-hire vehicles may be dispatched by a Director-approved TNC ADS. SMC chapter 6.310 and KCC chapter 6.64 govern TNCs and Director-approved TNC ADSs. Taxicab and for-hire vehicles and regional for-hire drivers dispatched by a Director-approved TNC ADS must comply with the licensing and operating requirements in SMC chapter 6.311 and KCC chapter 6.65.
- IV. Implementation.** Unless specified otherwise in this Rule, these requirements take effect immediately after the Director files this Rule with the Seattle City Clerk and with the King County Archives, Records Management, and Mail Services Section (ARMMS).
- V. Rule Maintenance.** The Director shall consider the quality and compliance of a TRDA or RDA's written documentation and physical demonstrations during the licensing process, relevant passenger complaints received, and relevant enforcement actions taken, among other factors, to determine whether this Rule needs revision.
- VI. Rule Enforcement.** The Director shall review written documentation, consider physical demonstrations provided, and consider community feedback to ensure compliance with the requirements outlined herein.