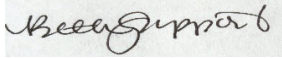







Seattle



King County

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| Department: City of Seattle Department of Finance and Administrative Services | Rule No: FOR-HIRE TRANSPORTATION 05-2021 | Supersedes: Clerk File 314112 |
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| Subject: Application Dispatch Systems | Code and Section Reference(s): SMC 6.310.140 and 6.310.270.F, N, and O and 6.310.530.A.3, B.1, and C.1 | |
| Approved:  Division Director  Business Unit Officer  Calvin W. Goings, Department Director | _____ 10/19/2021 Date _____ 10/20/2021 Date _____ 10/22/2021 Date | |

King County / Department of Executive Services
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Title: Application Dispatch Systems
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Authorities: KCC 6.64.021, KCC 6.64.151.B, KCC 6.64.231.B, and KCC 6.64.760.C
Keywords: Taxi Rules, Application Dispatch System, ADA, For-Hire, Transportation Network Company, TNC, Apps
Sponsoring Agency: Records and Licensing Services Division (RALS)

Department Director signature:  _____
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Date signed: 10/22/2021 _____

City of Seattle and King County For-Hire Transportation Rules

City of Seattle Director's Rule FOR-HIRE TRANSPORTATION 05-2021 and King County Public Rule LIC-8-5-PR – Application Dispatch Systems

Pursuant to an interlocal agreement, the City of Seattle and King County work cooperatively to regulate for-hire passenger transportation. The following Rule supersedes City of Seattle Clerk File 314112. King County adopts 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 within a smart taximeter system, unless otherwise specified.
- II. **Definitions.** The following term has the following meaning when used in this Rule:
 - A. "Application Dispatch System" and "ADS" means the same as defined in SMC 6.310.110 and KCC 6.64.010.B.
 - B. "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.
- III. **Requirements.**
 - A. **Information presented to a passenger (only applicable to an ADS used by a transportation network company (TNC)).** The ADS shall make the following information available to the passenger:
 1. A picture of the confirmed driver and license plate number of confirmed vehicle viewable before initiation of trip;
 2. Notice of the TNC's zero-tolerance or other drug and alcohol policy;
 - i. Information on methods to report a driver suspected of being in violation of the policy;
 - ii. The company's phone number or link to the number, website link, and email to report a complaint; and
 - iii. The City of Seattle and/or King County phone number, website link, and email address to report a complaint.
 3. An option to allow passengers to indicate whether they require a wheelchair accessible vehicle; and
 4. Connection of the customer to a wheelchair accessible vehicle via a weblink, application, or phone number.
 - B. **Written documentation to demonstrate rate transparency (applicable to all ADS).** 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 ride 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.

- C. **Physical demonstration (applicable to all ADS).** 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 6.310 and KCC 6.64. 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 ride in real-time with no monetary charge to the City of Seattle or King County.
- D. **ADS inspections (applicable to all ADS).** The Director reserves the right to inspect the ADS across all mobile operating systems upon which the ADS is supported to ensure compliance.
- E. **Frequency of certification (applicable to all ADS).** All ADS shall be evaluated for initial approval with written documentation and physical demonstration. Annually, upon renewal of the TNC or taxi association 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.
- F. **Transparency of rate structure (applicable to all ADS).** As detailed in SMC 6.310.530.A.3.a, 6.310.530.B.1, and 6.310.530.C.1; and KCC 6.64.151.B, KCC 6.64.231.B, and KCC 6.64.760.C, one of the following must be clearly disclosed:
 - 1. total fare or fare range upon requesting a ride, but before confirming a ride;
 - 2. rate by distance, and/or time upon requesting a ride, but before confirming a ride;
 - 3. any variables that may result in additional or higher charges, but before confirming a ride; or
 - 4. the cost of the ride must be clearly displayed before confirming the ride through an alternative method approved by the Director.
- G. **Variables affecting rate structure (applicable to all ADS).** Any variable that may result in additional or higher charges shall be clearly articulated on the application before confirming the ride. Examples of variables include, but are not limited to:
 - 1. Tips;
 - 2. Waiting time;
 - 3. Demand pricing;
 - 4. Taxes;
 - 5. Fees;
 - 6. Donations; and
 - 7. Surcharges.
- H. **Confirmation of the ride (applicable to all ADS).** A ride is considered confirmed when a driver has been assigned to pick up the passenger.
- I. **Compatibility (applicable to all ADS).** The City of Seattle and King County require compliance with rate transparency and operating responsibility requirements at all times per the ADS written documentation.

- J. **Use of an unapproved ADS (applicable to all ADS).** If the Director determines that an ADS does not comply with SMC 6.310 and/or KCC 6.64, the company using the ADS may be sent a warning at its address of record. The Director shall require the company to perform a physical demonstration of the ADS to ensure compliance prior to license renewal. A TNC or taxi association license shall not be renewed if the ADS is not approved as compliant with SMC and KCC.

- IV. **Implementation.** These requirements take effect thirty (30) days 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 companies' 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 and consider physical demonstrations provided to ensure compliance with the requirements outlined herein.