

Pairing

Apps that do E-Payment are responsible for “pairing” each e-hail with the correct taxi trip to ensure that the correct Passenger is charged for the correct taxi trip. Any pairing method must match passengers with a high level of confidence, and apps should send the medallion and hack number along with the request for trip info to TPEP after successful pairing. Any app pairing must be reviewed and approved by the TLC during the application process.

TPEP may offer pairing services in addition to required integration, but they cannot require it as part of their integration (as required by the resolution).

Apps that choose to use their own pairing method must reimburse the merchant of record for all disputed charges that are the result of mispairing. Apps will receive a list of all disputed transactions originating from their app from TPEP Providers on a regular basis and will be required to identify all which disputes result from mispairings and then reimburse the merchant of record for these transactions. When complaints related to mispairing are received by the app company, the app company must reimburse the passenger.

TPEP API Specifications

API specifications for the current TPEP vendors will not be posted on the TLC website. Each vendor requires that potential Pilot participants sign a licensing agreement (containing a non-disclosure agreement) before they release the specifications. Therefore, upon successful submission of all application materials at the TLC’s Licensing Division, TLC staff will provide the licensing agreements and inform TPEP vendors that the app developer’s paperwork has been received by the agency. After executing the licensing agreements, each vendor will provide the specifications to the app developer.

Given this procedure, app developers may not have reviewed the API specifications before submitting their initial application documents. For the system specification, all applicants should assume optimal integration and outline these assumptions in their documentation. This document can and should be updated throughout the application process as app developers learn more about their integration approach.

Non-required App Features

App features not required or specified by the Program Memorandum of Understanding (MOU) may be conditionally approved by the TLC during the application process. Given that this is a pilot program, TLC staff will closely monitor data and progress throughout the program. Based upon these observations and data, new guidelines and/or restrictions may be introduced and some conditional approvals may be revoked.

Data Requirements

Some data required by the MOU are not able to be provided to the TLC; TLC staff is editing the MOU to reflect the below changes:

- Passenger and Driver Install Information: TLC has learned that specific information (i.e., date and time stamp, location) about user app installations is not available to app owners. For fields pertaining to passenger and driver installation information, registration information for these fields is an acceptable substitute for installation information.
- Passenger Uninstalls: TLC has learned that passenger uninstall data are not available to apps. In lieu of uninstallation information, apps will be required to provide the number of long-term inactive passengers (those passengers who have not used the app for X months). Along with this metric, apps will need to provide data on all passenger-initiated account deactivations.
- These requirements will be included in the redrafted MOU and a revised Data and Formatting Requirements spreadsheet will be provided that further details these revisions to the requirements.