

E-hail Information Session: January 31, 2012

Pilot Program Information

- **When will the pilot program start?**
The program begins at the discretion of the Chairperson, but it will begin no earlier than February 15, 2013. It will run for up to 12 months.
- **What is the deadline, if any, by which app developers must be approved by the TLC if they are to participate in the pilot program?**
There is no deadline; all applications received before the pilot program ends will be considered.
- **Is the e-hail pilot program open to any developer who satisfies the requirements of the application and thereby demonstrates ability to provide a serviceable product?**
All apps must complete the application process, and ultimate approval to participate is at the discretion of the Chairperson.
- **What are the chances that the e-hail pilot rules become permanent after the initial term?**
Any decision to permanently allow e-hail apps depends on Commission approval. Staff will evaluate the progress of the pilot program as specified in the resolution and report its findings to the Commission.

TPEP Integration

- **When will the TPEP e-hail APIs be available?**
TLC will provide API specifications for CMT and VeriFone to all applicants after their initial application is received by the Licensing Division.
- **Are the APIs written according to TLC specifications?**
No, the TLC has not created a specification for the APIs.
- **Please provide the list of all TPEP vendors either approved under Chapter 75 or required to receive the e-hail application letter of Step 1 approval to continue testing according to Step 2.**
The approval letter will be sent to CMT, VeriFone, and any other TPEP providers authorized at that time.
- **Is there any assurance from the TLC that TPEP vendors will cooperate in a preliminary engagement during Step 1, which is required for a developer to provide sufficient description of how its app would integrate with the TPEP devices?**
In their initial application, apps should provide a system specification that assumes optimal integration. This specification may be modified throughout the application process to reflect new information.
- **How must apps ensure that the correct fare and payment information is exchanged with TPEP for each taxi trip?**
Apps are responsible for “pairing” each e-hail with 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).

App Modifications

- **Please clarify the necessary and sufficient conditions for “modification” requiring re-assessment and re-approval versus fixes, patches, security patches which do not.**

TLC will require that all participants notify staff of any modifications during the program.

E-Hail Fees

- **Can e-hail fees be “bundled” with the fare in one transaction?**

E-payment is only defined as the fare, tip and tolls. This must be provided as part of the “adequate integration” required by the resolution. Any additional charges included in this transaction may be done so at the TPEP provider’s discretion, and TPEP providers may charge for this service.

If additional fees (e-hail fees) are included in this transaction, the fees must be itemized on the receipt, PIM and as specified in TLC Rules.

If the app charges a per-trip fee that is “bundled,” the app must contract with TPEP providers for this service. Other fee models that are not bundled may be charged via a payment processor chosen by the app.

- **Can apps remit non-fare payments to drivers?**

The MOU prohibits apps from providing per-trip, non-fare payments to drivers.

- **Can an app use a third party to provide the passenger’s credit card information to TPEP for processing?**

Yes, provided the storage and transmission of data complies with all PCI standards.

- **Can an app store and provide passenger credit card information?**

Yes, provided that storage and transmission of data complies with all PCI standards.

Payment

- **If an app uses “auto-pay” must a passenger confirm the payment after the meter is turned off?**

Apps may waive the final passenger confirmation at the end of the trip, but if they do so must indemnify the TPEP provider for all chargebacks arising from these transactions.

- **If the payment information is not received by TPEP (from the app) due to connectivity or power issues, how is the charge reconciled?**

If the TPEP does not receive the payment information, passengers must use the TPEP in the cab to complete the transaction.

- **If the payment information is received by TPEP from the app, but TPEP cannot process the payment, how is the charge reconciled?**

These charges would be covered under the “store-and-forward” requirements in TPEP Rules.

- **Do drivers need to be able to provide a hard copy of the receipt at the end of the ride, or can the receipt be an e-receipt?**

Drivers must be able to provide a printed receipt at the passenger’s request. If the passenger agrees to receive an e-receipt, the driver does not need to provide a printed receipt.

Other App Services

- **Does the e-hail app apply only to yellow cabs, or are other taxi service providers included as well?**

Apps approved under this pilot program only apply to yellow cabs.

- **Can an e-hail app offer services to for-hire vehicles other than taxis?**

New York City’s Administrative Code and TLC Rules require that all services clearly notify passengers what type of vehicle (taxi, livery, etc.) they are requesting and what type of vehicle they will receive.

Given this, neither of these regulations prohibit apps in other for-hire markets in New York (see TLC Industry Notices from July 2011 for guidance about these services), and apps applying for and participating in this pilot program may offer multiple services provided they comply with the Administrative Code and TLC Rules.

Waiver Information

- **When and how should apps submit a request for a waiver?**
Apps should not submit requests for waivers until the APIs from both TPEP providers are published and reviewed. All requests should be in writing and provide an explanation of how proposed integration is not adequate. All requests will be reviewed by TLC staff, and waivers will be granted solely at the Chair's discretion.
- **If a participant other ourselves requests a waiver, will the TLC notify all applicants that a waiver has been requested and on what basis?**
The TLC will not post a list of which applicants have requested a waiver and for what reasons. However, applicants may contact the TLC for information about pending waivers.

Miscellaneous Questions

- **For the purposes of notifying insurance providers, could you indicate the type of e-hail pilot program participant exposure you have identified requiring each type of insurance, commercial liability, professional liability, and crime?**
Insurance requirements are specified in the MOU and are intended to cover the development, launch, and maintenance of an app during the pilot program.
- **How many active yellow cab drivers are there as of the end of December 2012?**
As of November 2012 (our latest statistics), there are 51,066 licensed taxicab drivers.
- **Assuming my e-hail app is approved, how do I reach drivers who would be interested in using my company's e-hail app?**
The TLC does not, and cannot, release licensees' personal information; apps may reach out to driver and industry groups on their own.
- **If an app does not offer e-payment, must it comply with Appendix A?**
Yes.
- **Are there special tax considerations involved in this program?**
No.