

**SECTION 400 - TAXI APPS**401. Definitions.

- a. "Taxi App" means a software-based taxi hail and/or dispatch system.
- b. "Driver-Facing Functionality" means the functionality of a Taxi App that is accessible by those users of a Taxi App who are drivers.
- c. "Passenger-Facing Functionality" means the functionality of a Taxi App that is accessible by those users of a Taxi App who are passengers.
- d. "Driver user" means a user of a Taxi App who is a driver and has access to the Driver-Facing Functionality of a Taxi App.
- e. "Passenger user" means a user of a Taxi App who is a passenger and has access to the Passenger-Facing Functionality of a Taxi App.

402. Minimum Functionality.

- a. General. A Taxi App may include Driver-Facing Functionality, or Passenger-Facing Functionality, or both. If a Taxi App has Driver-Facing Functionality, then it must adhere to all requirements for Driver-Facing Functionality as set forth herein. If a Taxi App has Passenger-Facing Functionality, then it must adhere to all requirements for Passenger-Facing Functionality as set forth herein
- b. Taxi App Functionality. A Taxi App that operates in the City of Los Angeles must:
  1. Comply fully with the Mobility Data Specification (MDS) of the Department of Transportation, as such MDS may be changed from time to time in the sole discretion of the Department.
  2. Provide accessible Application Programming Interfaces (APIs) that meet the requirements of the MDS, as published at:  
<https://github.com/openmobilityfoundation/mobility-data-specification>
  3. At minimum, have compatibility with IOS and Android operating systems on smartphones and tablets.
  4. Comply with all requirements of the Americans With Disabilities Act.
  5. Be able to adapt the route of an in-progress trip to changing traffic patterns.
  6. Allow a driver and passenger to communicate directly with one another once the taxicab has been dispatched, in a manner that does not disclose the phone number of the driver or passenger to the other.
  7. Allow a driver to rate a passenger on a scale of one to five.
  8. Be accessible to all permitted drivers in Los Angeles, without interference or restriction by any Taxi Service Provider.
  9. Not prioritize taxicabs based upon company affiliation, but rather must use a

combination of geographic proximity and/or ability and likelihood to service the customer.

- c. Driver-Facing Functionality. A Taxi App with Driver-Facing Functionality operating in the City of Los Angeles must:
1. Provide all necessary information, data and payment to all permitted third-party Taxi Apps with Passenger-Facing Functionality so as to allow any permitted third party Taxi App with Passenger-Facing Functionality to comply with these Rules.
  2. Make all driver users of said Taxi App available for dispatch to the passenger users of all permitted Taxi Apps with Passenger-Facing Functionality.
  3. Allow the Department to suspend and revoke a driver user's access to said Taxi App for violations of these Rules, as set forth herein.
  4. Incorporate all policies regarding Special Operation Zones (SOZ), as may be required by the Department and/or this Board. A "Special Operation Zone (SOZ)" is a geographical area with specific additional rules governing driver behavior.
  5. Be able to obtain battery charge levels for dispatched electric vehicles and be able to route an electric vehicle to a charging station when charge levels fall below a threshold to be determined by the Department and/or this Board.
  6. Include a training program that teaches a driver how to use said Taxi App.
  7. Require each driver user to affirmatively acknowledge, prior to allowing said driver user to receive dispatch requests upon said driver user's first login on a given day, that the driver user will act in compliance with Department rules and regulations as well as all local and state regulations.
  8. Ensure that each driver user receives the full amount of all tips and/or gratuities without any withholding, except for credit card processing fees.
- d. Passenger-Facing Functionality. Any Taxi App with Passenger-Facing Functionality operating in the City of Los Angeles must:
1. Provide all necessary information, data and payment to all permitted third party Taxi Apps with Driver-Facing Functionality so as to allow any permitted third party Taxi App with Driver-Facing Functionality to comply with these Rules.
  2. Provide up-front pricing for passengers prior to the start of each trip.
  3. Shall provide estimated wait times for the customer.
  4. Adhere to all rules governing maximum fares charged to a passenger as set forth herein.
  5. Ensure that, if said Taxi App at any time offers a fare discount, the fare paid to the driver on a trip receives the maximum fare authorized by these Rules, unless the driver expressly consents to such fare discount.

6. Be able to accept payments via credit card, via debit card, and through the Los Angeles CityRide program, and allow for a passenger to pay a driver in cash.
7. Allow a passenger to request a Wheelchair-Accessible Vehicle (WAV), and to dispatch a WAV to said passenger, pursuant to these Rules and the MDS.
8. Provide the ability to provide pre-booking capacity for customers to book the trip in advance.
9. Maintain and operate a 24-hour ADA-accessible customer service call center.
10. Ask each passenger whether they wish to provide a tip or gratuity to the driver, and the amount of said tip or gratuity, with the default selection set to 20%.
11. Provide an itemized receipt to each passenger at the end of a trip in a digital format.
10. Allow a passenger to rate a driver on a scale of one to five.

403. App Dispatch Surcharge.

- a. Any Taxi App with Passenger-Facing Functionality operating in the City of Los Angeles must charge passengers the App Dispatch Surcharge. The "App Dispatch Surcharge" is a surcharge on every ride dispatched by means of a Taxi App, in an amount approved by this Board. A Taxi App that collects an App Based Surcharge must disburse the proceeds of the App Dispatch Surcharge, on a monthly basis, as follows: Fifty Percent (50%) of the App Dispatch Surcharge may be retained by the Taxi App that dispatched a ride from a passenger user of said Taxi App; and Fifty Percent (50%) of the App Dispatch Surcharge must be paid to the Taxi App on which the driver to whom a ride was dispatched maintains their account or to the Taxi Services Company whose vehicle was dispatched for the trip if there was no additional App.
- b. As of the date this Section was initially approved by the Board, the App Dispatch Surcharge is One Dollar (\$1).

404. Communications.

- a. To Passengers. A Taxi App with Passenger-Facing Functionality must communicate all of the following to each passenger user:
  1. The customer service phone number of the Taxi App operator.
  2. The name, photograph and permit number of the driver.
  3. A notice directing all passenger complaints to the Los Angeles 311 service center, and contact information for same, including a link that initiates a phone call from within the Taxi App.
  4. All emergency communications, marketing materials, advertisements, information and other messages required by the Department and/or this Board to be communicated to each passenger user, in the form determined by the Department and/or this Board, which may include text, audio and/or video.

- b. To Drivers. A Taxi App with Driver-Facing Functionality must communicate all of the following to each driver user:
  - 1. The name of the passenger, only after the driver has accepted a trip request.
  - 2. The address of a trip destination, only after the driver has accepted a trip request.
- c. A Taxi App may not communicate any personal identifying information about a passenger, except the passenger's trip identification number and any information set forth in subsection (b) above, pursuant to rules set forth herein.

405. Enforcement.

- a. The operator of a Taxi App must provide a functionality to the Department that allows the Department to suspend operations of the Taxi App in the event of said Taxi App's noncompliance with these Rules.
- b. The operator of a Taxi App with Driver-Facing Functionality must provide a "suspend driver" functionality to the Department that allows the Department to prohibit all Passenger-Facing Taxi Apps from dispatching rides to a driver user.

406. Permitting.

- a. The Department will grant a permit to the operator of any Taxi App that complies with these Rules and submits to a review process, all aspects of which are to be determined by the Department and/or this Board, by which the operator demonstrates the functionality of its Taxi App and its compliance with these Rules.
- b. The operator of a Taxi App must comply with all insurance and performance bond requirements as determined by the Department and/or this Board.
- c. The Department, or this Board reserves the right to set fees for the permitting of Taxi Apps.