Subject:	**Credit Card Payment Systems for Taxicabs in Houston (Updated 4/17/2019)**	Policy No. **VFH - 007**
		Effective Date: **Upon Approval**

1. AUTHORITY

   1.1. Chapter 46, Houston Code of Ordinances

2. PURPOSE

   2.1. The purpose of the policy is to establish guidelines for the installation, support and maintenance of equipment that delivers a solution for the electronic collection of trip data, and credit/debit card payment capability for taxicabs in the City of Houston.

3. POLICY STATEMENT

   3.1. Taxicabs are often the visitor's first impression of Houston, and they play an important role in the city's ability to attract conventions and major events. To ensure a consistently customer-friendly trip experience, taxicab drivers must be able to smoothly navigate the 600+ square miles of city streets, as well as provide safe, secure credit card transactions. Technology is changing rapidly, and this policy outlines the basic standards authorized by City Council for Credit Card Systems required by taxicabs to operate within Houston city limits.

4. PROCEDURES

   4.1. The policy will be effective from the date of signature and expire upon the date of any replacing or overriding Ordinance provision and/or new Director's Rule and Regulation.
   4.2. This policy applies to taxicab companies permitted by the City of Houston.
   4.3. Effective February 4, 2015, all taxicabs operating within the city limits must include a digital solution ("solution") containing the following technological features:
      4.3.1. Security and confidentiality of credit/debit card information must be maintained throughout the solution.
      4.3.2. Credit/Debit Card Acceptance:
         4.3.2.1. The solution must enable drivers to accept payments from the following major credit/debit cards: Visa, MasterCard, American Express and Discover Card.
         4.3.2.2. All credit/debit card transactions must be conducted through the solution to ensure the highest level of security. Handheld cell phone credit/debit card transactions are not allowed; however, a pass-through device that is a chip reader qualifies. The passenger must maintain control of the credit card throughout the entire process.
         4.3.2.3. Credit/debit card transactions must be fast and secure.
         4.3.2.4. The solution should communicate wirelessly to get approvals from credit/debit cards.

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4.3.2.5. Credit/debit card acceptance/processing should be completed in 10 seconds or less.

4.3.2.6. There must be a reasonably high success rate of completing a card-based transaction.

4.3.2.7. The solution shall not allow for exposure of credit/debit card numbers; e.g. receipts detailing card numbers.

4.3.3. The solution must support adjustments (edits) and voids before transactions are settled.

4.3.4. The receipt must be printed by the taxi meter or the digital solution for every credit/debit card transaction. In instances of printer failure, a hand-written receipt is acceptable. An option for the receipt to be sent to the customers email address, is also acceptable.

4.3.5. Payment Processing Settlement

4.3.5.1. Although taxicab owners or fleet owners will typically be the merchant of record, individual drivers shall also be permitted to act as merchant of record.

4.3.5.2. Payment processing and settlement must be conducted in a timely manner.

4.3.5.3. Merchants are required to obtain reports for shift change reconciliation, daily reconciliation, transaction details, and historical views of payments. Access should be secure, simple and in-keeping with changing technology standards.

4.3.5.4. Each credit/debit card transaction must be identified by license number, trip number, date, and time and must include the total fare including tolls and surcharges.

4.3.6. **Payment Card Industry (PCI) Security Standards: The solution must be compliant with all relevant PCI security standards and proof of such certification**.

4.3.7. Ease of Use: The solution must be simple to use, including, but not limited to, easy legible fonts, key sizes, receipts, messaging and equipment markings.

4.3.8. Taximeter: Solutions which necessitate the installation of a new taximeter are acceptable, although not required. Either configuration - compatible with currently installed equipment or new installation – is allowed as long as the taximeter is fully compliant with all City of Houston rules and regulations.

4.3.9. Privacy and Security Risks: The solution must ensure privacy and reduce security risks while minimizing fraud.

4.3.10. GPS System Requirements – Vehicle Location and Data Collection Services:

4.3.10.1. Data should be accessible within reasonable time frames.

4.3.10.2. Data should comply with Sec. 46-11 in the City Ordinance and be submitted on time as required by the Section.

4.3.11. Wireless telecom services: Wireless communication is necessary to process electronic payments in a mobile environment. Wireless service plays a major role in collecting and transmitting trip data. Coverage and connection to wireless networks is vital to the success of the transactions. Therefore, solution reliability is critical. In selecting a solution, the operator should ensure that the solution provider guarantees uptime and provides a solution for dead zone and network outages.

4.3.12. Maintenance and Trouble Reporting:

4.3.12.1. In selecting a solution, the operator should ensure that the solution provider has the means to repair or replace equipment quickly. Maintaining an adequate supply of spare equipment for "hot swaps" is encouraged. The device and application uptime percentage should be at least 99.6%.

4.3.12.2. The targeted network uptime percentage is at least 99.6%. Back end systems must be designed with reliability in mind. As system problems may occur, it is necessary for the solution provider to accurately determine the source of the problem and rapidly repair the failure. Sufficient network diagnostic information must be available so that problems can be resolved remotely.

4.3.13. Customer Service: In selecting a solution, the operator must ensure the solution provider is able to operate Help Desk services for equipment seven days per week, twenty-four hours per day.

4.3.14. System Upgrade: The solution operator must ensure technology is upgraded as recommended by the solution manufacturer or provider.

4.3.15. Back-up Plan and Disaster Recovery: The solution operator must ensure business continuity and must maintain a plan that identifies procedures relating to an emergency or significant business disruption.