

Department of For-Hire Vehicles FY2022

Agency Department of For-Hire Vehicles

Agency Code TCO

Fiscal Year 2022

Mission The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the residents and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

Strategic Objectives

Objective Number	Strategic Objective
1	Ensure passengers have safe and excellent riding experiences.
2	Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)					
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	100%	98%
Percent of warnings to overall infractions issued by Vehicle Inspection Officers	Up is Better	New in 2021	New in 2021	40.7%	55%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (3 Measures)					
Percent of licenses processed on-time within 10 calendar days	Up is Better	98.8%	99.1%	100%	96%
Percent of transactions completed online	Up is Better	New in 2021	New in 2021	100%	60%
Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)	Up is Better	New in 2020	100%	No Applicable Incidents	90%

Operations

Operations Title	Operations Description	Type of Operations
1 - Ensure passengers have safe and excellent riding experiences. (2 Activities)		
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (2 Activities)		
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	Outreach/Marketing	Key Project
3 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
Driver/Company Service/Customer Service/Account Management	Driver/Company Service/Customer Service/Account Management	Daily Service

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Complaints/Hearings and Conflict Resolution (2 Measures)			
Number of public service announcements	42	42	65
Number of public complaints resolved	1329	608	177
1 - Field Enforcement/Company Audits (2 Measures)			
Number of safety and compliance inspections conducted	7966	6767	6210
Number of audits conducted	29	0	0
2 - Outreach/Marketing (1 Measure)			
Number of people engaging in community outreach events	695,138	1,013,243	7905
2 - Transportation Pilots and Programs/Technology Innovations (1 Measure)			
Number of rides provided by DFHV transportation pilots and programs	New in 2020	313,084	222,165
3 - Driver/Company Service/Customer Service/Account Management (3 Measures)			
Number of driver applications processed	6731	4194	1413
Number of company applications processed (taxicab/limo companies and other businesses)	87	70	108
Number of lost-and-found items returned to passengers	197	61	0

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Transportation Pilots and Programs/Technology Innovations (4 Strategic initiatives)		
DC SchoolConnect	By September 2022, DFHV will fully launch DC SchoolConnect. This program, which was partially launched on August 30, 2021, will provide transportation to participating District Public and Charter Schools students East of the River. Participating schools will be District Public and Charter schools located in Safe passage Zones. These are areas that have been identified as having higher risks for students when walking to and from school. SchoolConnect will increase safety of these students by providing them with a new transportation resource. DC SchoolConnect shuttles will pick up and drop off students from designated safe locations. By September 2022, the program will use only vans and buses as shuttles, all stops will be fully identified, and the program will consist of a minimum of the full complement of 720 students for 25 schools in Wards 7 and 8.	09-30-2022
Promise Rides	On October 1, 2021 DFHV will launch Promise Rides specifically for Wards 7 and 8. Once launched, DFHV will work with Building Blocks DC to identify residents who can take advantage of this critical program. This program is designed to provide transportation to trauma and victim support services, crime prevention initiatives, and to job or job seeking activities. This program will serve DC residents who need access to services, supports, and opportunities and for those who are most at risk of becoming a victim or perpetrator of gun violence.	12-31-2021
DC Neighborhood Connect Expansion	By March 2022, DFHV will expand DC Neighborhood Connect (DCNC) by adding a third zone to accommodate new District neighborhoods. The new service zone will encompass areas near or around Ivy City, NOMA Metro Station, Union Market, and Fort Lincoln. DC Neighborhood Connect is an on-demand low-cost shuttle service that connects residents to amenities, resources, and other transit options in their neighborhoods. DFHV will leverage the framework of the DC Neighborhood Connect program that has operated since 2018. DFHV will review transportation data, best industry practices, and survey residents to provide better service and safety after the relaunch. The agency will review and amend pickup and drop-off "hot spots," geographic boundaries, and app services to vastly improve the riding experience. *Note: DCNC was launched EOTR in late February 2020, but suspended on March 13, 2020 due to the public health emergency and was restored in July 2021.	03-31-2022
Union Station Fast Pass	By May of 2022, DFHV will plan and relaunch an enhanced Union Station Fast Pass program. Fast Pass is a credential that gives taxi wheelchair accessible vehicles (WAV) in the Transport DC program priority access to the taxi line at Union Station. The purpose of this program is to encourage WAV operators to provide trips to passengers in wheelchairs by providing additional income opportunities.	05-31-2022

American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Ensure passengers have safe and excellent riding experiences. (4 Measures)									
Met Demand Rate (DCNC)	Up is Better	6.01	Economic Recovery for Residents and Businesses	Future Mobility	DC NeighborhoodConnect Microtransit Expansion	New in 2022	New in 2022	New in 2022	New in 2022
Percent of Promise Rides Under 20 Minute Wait Time	Up is Better	3.16	Gun Violence Prevention	Building Blocks DC	Promise Rides	New in 2022	New in 2022	New in 2022	New in 2022
Percent of Trips Without Incident (SchoolConnect)	Up is Better	6.01	Youth Safety	Youth Safety	DC SchoolConnect	New in 2022	New in 2022	New in 2022	New in 2022
Rider Experience Rating (DCNC)	Up is Better	6.01	Economic Recovery for Residents and Businesses	Future Mobility	DC NeighborhoodConnect Microtransit Expansion	New in 2022	New in 2022	New in 2022	New in 2022

American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
2 - Transportation Pilots and Programs/Technology Innovations (4 Measures)							
Total Number of Completed Rides (DCNC)	6.01	Economic Recovery for Residents and Businesses	Future Mobility	DC NeighborhoodConnect Microtransit Expansion	New in 2022	New in 2022	New in 2022
Total Number of Transported Students (SchoolConnect)	6.01	Youth Safety	Youth Safety	DC SchoolConnect	New in 2022	New in 2022	New in 2022
Active Student Count (SchoolConnect)	6.01	Youth Safety	Youth Safety	DC SchoolConnect	New in 2022	New in 2022	New in 2022
Total Number of Completed Promised Resident Rides (GVP)	3.16	Gun Violence Prevention	Building Blocks DC	Promise Rides	New in 2022	New in 2022	New in 2022