

# Department of For-Hire Vehicles FY2021

Agency Department of For-Hire Vehicles

Agency Code TCO

Fiscal Year 2021

**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.

**Summary of Services**

The Department of For-Hire Vehicles provides licensing, adjudication, enforcement, and client services for approximately 100,000 drivers, over 60 taxicab companies/associations, and over 20 limousine companies, as well as District residents and visitors who use public and private vehicle-for-hire in District of Columbia.

## 2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
<p>In FY21, DFHV developed and launched DC SchoolConnect, a program that provides transportation to DCPS and charter school students East of the River in Safe Passage zones. This program allows schools to select three "Microstops" or safe convenient locations where students are picked up in the morning and transported to school; and in the afternoon transported back to those same Microstops. DFHV worked closely with the Deputy Mayor's Office on Education and school leadership of the 25 eligible schools to learn the transportation needs and develop a tailor made service for each school.</p> <p>Equipped to transport 720 students from 25 different schools, DC SchoolConnect launched on the first day of school, August 30. This program uses Transportation Assistants (TA) for enhanced efficiency and safety in transporting the students. TA's have a wide range of responsibilities including ensuring students are properly seated in SchoolConnect shuttles, answering scheduling and programmatic questions from parents and schools, incident reporting, and connecting student participants with the right vehicles. From its launch to September 30, SchoolConnect provided just under 1,100 rides to eligible students.</p>	N/A	The launch of DC SchoolConnect supports the Safe Passage Program, providing students with a safe transportation option for getting to and from school
<p>Relaunch of DC Neighborhood Connect East of the River---</p> <p>In FY21, DFHV restored service to DC Neighborhood Connect after being suspended due to the public health emergency. June 2021 saw service restored to Zone1 which provides service to parts of Wards 1, 4 and 5. The following month service was restored to the East of the River (Zone2) that provides services to residents in the majority of Ward 8. Since restarting the service, all trips have been free. DCNC connects residents to a select list of vital community resources such as medical facilities, grocery stores, social services and metro stations. DCNC Reduces travel times for residents and also encourages Metrorail ridership. It also gives riders the option to and from any location within each zone. Since the restart of the program, DCNC has provided 10,292 trips. Riders have been pleased with the return of the service, which has a 4.8 out of 5 satisfaction rating.</p>	N/A	Restoring DC Neighborhood Connect East of the River provided residents of Ward 8 with free transportation to vital community resources such as medical facilities, grocery stores, social services and metro stations.
<p>In FY2021, DFHV engaged the industry to develop an "Industry Recovery Blueprint" which outlines over 16 actions that DFHV can take in the next few years to recover and thrive given the impact of the pandemic. The vision for the Recovery Blueprint is to support the District's taxi industry in building back better with policies and regulations that promote the industry in leveraging dispatch and other innovations to meet the needs of the riding public; moving both people and goods in a safe, accessible, and equitable manner as part of a world-class transportation ecosystem.</p> <p>DFHV engaged the industry in a number of ways to help develop the "Blueprint" and providing ongoing communications to the industry during the pandemic. Three virtual one-hour Info Sessions were held in March 2020 on Licensing, Safety and E-hailing and Delivery and were well attended and received. These sessions led up to the Taxi Drivers Summit which was held on March 24, 2021 and this two-hour, interactive summit was organized to engage more than 180 drivers on issues currently impacting the industry. In particular, it focused on the current state of the industry, paths to recovery and obtaining feedback on actions to include in the "Blueprint". On May 13, 2020 another Info Session was held to present the actions to be included in the "Blueprint" and get additional feedback from companies and drivers.</p> <p>The core of the Blueprint include the following actions: 1) Promote more ways to connect passengers and drivers through the use of e-hailing and digital dispatch such as a public awareness campaign and outreach to drivers about the benefits of being on dispatch; 2) Allow taxi drivers to provide trips on different TNC platforms, including Uber, Lyft, and Via; 3) Continue to allow taxi drivers to deliver parcels and food; 4) Give passengers an option to pre-pay a lower taxi fare for trips dispatched from an app; 5) Encourage taxi companies to offer discounted fares hailed on the street, ordered by phone or by app; and 6) Examine possible regulatory relief such as reducing driver and vehicle requirements.</p>		Provides support for the taxi industry to recover and thrive following the impact of the pandemic. DC residents will have more active taxi drivers.

## 2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
<b>1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)</b>											
Percent of complaints processed on-time within 30 calendar days	Quarterly	100%	100%	98%	100%	100%	100%	100%	100%	Met	
Percent of warnings to overall infractions issued by Vehicle Inspection Officers	Quarterly	New in 2021	New in 2021	New in 2021	58.4%	51.4%	34.8%	21.4%	40.7%	New in 2021	
<b>2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (3 Measures)</b>											
Percent of licenses processed on-time within 10 calendar days	Quarterly	98.8%	99.1%	96%	No applicable incidents	No applicable incidents	No applicable incidents	100%	100%	Met	
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)	Quarterly	New in 2020	100%	90%	No applicable incidents	No applicable incidents	No applicable incidents	No applicable incidents	No applicable incidents		
Percent of transactions completed online	Quarterly	New in 2021	New in 2021	New in 2021	100%	100%	100%	100%	100%	New in 2021	

## 2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
<b>1 - Complaints/Hearings and Conflict Resolution (2 Measures)</b>							
Number of public service announcements	42	42	6	26	15	18	65
Number of public complaints resolved	1329	608	22	42	50	63	177
<b>1 - Field Enforcement/Company Audits (2 Measures)</b>							
Number of audits conducted	29	0	0	0	0	0	0
Number of safety and compliance inspections conducted	7966	6767	1618	1668	1218	1706	6210
<b>2 - Outreach/Marketing (1 Measure)</b>							
Number of people engaging in community outreach events	695,138	1,013,243	4000	3500	276	129	7905

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
<b>2 - Transportation Pilots and Programs/Technology Innovations (1 Measure)</b>							
Number of rides provided by DFHV transportation pilots and programs	New in 2020	313,084	50,551	50,119	57,076	64,419	222,165
<b>3 - Driver/Company Service/Customer Service/Account Management (3 Measures)</b>							
Number of company applications processed (taxicab/limo companies and other businesses)	87	70	13	77	18	No applicable incidents	108
Number of driver applications processed	6731	4194	88	329	461	535	1413
Number of lost-and-found items returned to passengers	197	61	0	0	No applicable incidents	No applicable incidents	0

## 2021 Operations

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

## 2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Driver/Company Service/Customer Service/Account Management (2 Strategic Initiatives)</b>				
Virtual Client Services	In FY21, DFHV will improve online services to reduce in-person visits to the service center. Through the use of creating new API data connections with partners, DFHV will improve processing times by obtaining driver information like registration, inspection, and insurance in real-time. These partners will include insurance companies like Columbia Federal, Crown, Equitable Liability and Amalgamated Casualty. DFHV will also develop new platforms to communicate with the driving community including a live customer service chat where questions can be asked and answered in real-time online.	Complete	In FY21 DFHV improved online services to reduce in-person visits to the service center. Processing times were greatly improved by obtaining driver information like registration, inspection, and insurance in real-time. DFHV developed new platforms to communicate with the driving community including a live customer service chat where questions can be asked and answered in real-time online. This initiative was fully completed.	
EV transportation electrification	DFHV will prepare the District's for-hire fleet for upcoming mandates and the Mayor's goals to counter climate change from the Clean Energy Omnibus Act of 2018. Activities include developing requirements for new vehicles to be electric vehicles (EV) or plug-in hybrid electric vehicles (PHEV) beginning in January 2022, developing educational materials for drivers on operating EVs and working with the Public Service Commission to receive reports from for-hire companies.	Complete	DFHV continued to work with DOEE on the draft DC Transportation Electrification Roadmap on how For-Hire Vehicles can adopt EV's to meet the requirements established in the Clean Energy Omnibus Act requirement for taxis and limos to be low and zero emission vehicles. The "Roadmap" is expected to be finalized this calendar year. DFHV also continued to work with DOEE on charging infrastructure. DFHV has worked with partners on funding to repair and maintain the two charging stations at Union Station dedicated to taxis. Given the impact the pandemic has had on the taxi industry, DFHV has extended the timeframe of when the agency will require all new taxi vehicles entering the market to be Plug-In Hybrid, Electric, or WAV—instead of January 2022 this requirement will start in January 2024. DFHV's Industry Recovery Blueprint plan lays out an initiative entitled "Making Fleets Greener" as one of the long-term goals for the industry to help meet the Clean Energy Omnibus Act requirement that 50% of taxi fleets are zero emission vehicles by 2030.	The App wasn't completed. A new vendor is working on it.
<b>Field Enforcement/Company Audits (1 Strategic Initiative)</b>				
DFHV-VIO Body-Worn Camera (BWC) Program	In FY21, DFHV will initiate a pilot project of body-worn cameras (BWC) for the agency's Compliance and Enforcement Division. BWCs will make DFHV enforcement officers more efficient and accountable in delivering their daily duties and responsibilities and improve customer/stakeholder experience. BWCs will help ensure transparency and improve efficiency of the adjudication process. The pilot program will be limited in scope and size and will primarily involve the Division's leadership team as participants for quality assurance and policy development purposes.	Complete	As of the close of FY21, DFHV reached 100% completion of the BWC initiative. Leading into Q4, the agency completed all of its programmatic and policy research, development of the standard operating procedures, and consultations with vendors regarding technical support and data storage. During Q4, the Pilot participants recorded videos during several traffic stops and safety/compliance inspections for each tour of duty. Upon completion of their participation, each participant provided feedback on their experience, findings, and recommendations regarding the BWC initiative and device effectiveness. The status of the impact is demonstrable. This impact status was determined through each of the four BWC Pilot participants' ability to effectively participate and contribute to the initiative. The participants' findings confirmed the usefulness of the devices and demonstrated real intrinsic value provided by the BWCs in field operations. Additionally, as expected, the use of BWCs resulted in greater transparency and accountability around officer interactions with the public. The initiative has provided DFHV with informative feedback that will be used and considered in potential future expansions of BWC usage within enforcement.	
<b>Outreach/Marketing (1 Strategic Initiative)</b>				
Expand Taxi E-hailing in the District: available e-hail features	In FY21 DFHV will expand e-hailing for taxicabs in the District. First, DFHV will develop and undertake outreach activities to educate the public and drivers on available e-hailing options in the District. DFHV will also pilot using DFHV's open Application Programming Interface to create an open e-hailing system in which any app can dispatch to multiple Digital Taxicab Solution providers. In an effort to increase the use of e-hailing, DFHV will create new web and social media content, as well as produce educational materials.	Complete	In FY21 DFHV improved the usage of e-hailing for taxicabs in the District through developing new outreach activities, creating educational content, convening multiple Digital Taxicab Solution (DTS) providers to cooperate to create a single hailing app that works for all of them.  DFHV developed outreach activities to educate drivers on available e-hailing options in the District. DFHV hosted a virtual driver information session to educate drivers on how they can sign up to receive e-hailing requests from consumers.  DFHV has been consulting with the District's DTS providers in their industry-funded effort to create a single e-hailing app for the District. The DTS providers are currently selecting a technology vendor. DFHV has designated grant monies to make available to the companies for consumer marketing and promotions after industry launches an app.	companies are still working on the App and are now working with a different vendor than they were in the summer.

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Transportation Pilots and Programs/Technology Innovations (2 Strategic initiatives)</b>				
EOTR Programming	<p>DFHV will restore enhanced DC Neighborhood Connect services to East of the River neighborhoods. DFHV will review transportation data, best industry practices, and survey residents to increase the efficiency and safety of service after the relaunch. Pickup and drop-off "Hot spots," geographic boundaries, as well as App services will be reviewed and amended accordingly to vastly improve the riding experience. DC Neighborhood Connect is an on-demand low cost shuttle service that connects residents to amenities, resources and other transit options in their neighborhood. DFHV will leverage the framework of the DC Neighborhood Connect program that operated briefly prior to being suspended due to the pandemic.</p> <p>*Note: DCNC was launched EOTR in late February 2020, but suspended on March 13, 2020.</p>	Complete	<p>In FY21, DFHV restored service to DC Neighborhood Connect after being suspended due to the public health emergency. June 2021 saw service restored to Zone1 which provides service to parts of Wards 1, 4 and 5. The following month service was restored to the East of the River (Zone2) that provides services to residents in the majority of Ward 8. Since restarting the service, all trips have been free. DCNC connects residents to a select list of vital community resources such as medical facilities, grocery stores, social services and metro stations. DCNC Reduces travel times for residents and also encourages Metrorail ridership. It also gives riders the option to and from any location within each zone. Since the restart of the program, DCNC has provided 10,292 trips. Riders have been pleased with the return of the service, which has a 4.8 out of 5 satisfaction rating.</p>	
WAV: Improve performance of WAVs for persons using mobility devices and implement initiatives to increase availability (Central Dispatch or others).	<p>In FY21, DFHV will launch a Centralized Dispatch system that will improve performance of wheelchair accessible vehicles (WAVs) for persons using mobility devices. DFHV will also implement outreach initiatives to increase awareness and use of the new system. Centralized dispatch will create a single point of entry for passengers needing accessible taxi service and pool all vehicles, regardless of company affiliation, into one supply. Centralized Dispatch will ensure better response times and a consistent experience for passengers.</p>	Complete	<p>In the fourth quarter of FY2021, DFHV continued work on this strategic initiative; its 75% completed. DFHV continued with the \$10 wheelchair trip incentive for drivers under the Transport DC program. DFHV's draft Industry Recovery Blueprint calls for a WAV dispatch mandate requirement in the next year or two. DFHV staff continued to prepare a monthly WAV report which includes monthly and yearly comparisons on the number of WAVs registered, the number taking trips (all trips, not just wheelchair passenger trips) and the number of WAVS providing TDC trips. These monthly WAV reports were provided to the Transport DC User Group each month. In addition, DFHV applied through COG for a Federal Transit Administration grant for just under \$1 million for a WAV driver incentive program which would support WAV drivers in maintaining and repairing their vehicles and other incentives for providing accessible service. DFHV anticipates finding out the results of the grant selection process in November.</p>	