



**DEPARTMENT OF FOR-HIRE VEHICLES
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

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1 DEPARTMENT OF FOR-HIRE VEHICLES

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.

Services: The Department of For-Hire Vehicles provides licensing, adjudication, enforcement, and Lost and Found services for drivers, taxicab companies/associations, limousine operators, and DC residents and visitors who use public and private vehicle-for-hire in District of Columbia. The Department of For-Hire Vehicles is aligned with the mission to regulate the vehicle-for-hire industry to allow residents and visitors of the District of Columbia to have safe, affordable, and accessible transportation. Agency duties include regulating taxis, limousines, private vehicle operators, digital dispatch services, and Payment Service Providers; and managing the relationships with equipment manufacturers and insurance companies. The agency also provides transportation for special populations, including older adults, people with disabilities, veterans, school children, and others through its transportation programs. The For-Hire Vehicle Advisory Council advises the agency on the industry.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Ensure passengers have safe and excellent riding experiences.

Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

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

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Ensure passengers have safe and excellent riding experiences.					
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	98%	98%
Percent of infractions that result in warnings issued by Vehicle Inspections Officers	Up is Better	53.9%	34.6%	35%	35%
Percent of Trips Completed Without Safety-related Incident (SchoolConnect)	Up is Better	100%	100%	95%	95%
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry					
Percent of transactions completed online	Up is Better	91%	100%	75%	75%
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	98.9%	100%	90%	90%
Percent of licenses processed on time within 10 calendar days	Up is Better	100%	100%	98%	98%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2023	89.5%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	65.5%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	No Applicable Incidents	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	52.6%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Complaints/Hearings and Conflict Resolution		
Number of public complaints resolved	176	338
Number of email bulletins	46	48
Field Enforcement/Company Audits		
Number of safety and compliance inspections conducted	11,788	15,126
Number of public and private for-hire audits conducted	0	0
Outreach/Marketing		
Number of people that attended outreach events	4,363	6,478
Transportation Pilots and Programs/Technology Innovations		
Number of rides provided by DFHV transportation pilots and programs	194,703	288,898
Number of Completed Student Trips (SchoolConnect - AM/PM/Aftercare)	27,063	55,751
Active Student Count (SchoolConnect)	182	284
Driver/Company Service/Customer Service/Account Management		
Number of company applications processed (taxicab/limo companies and other businesses)	985	2,045
Number of driver applications processed	2,092	2,775
Number of lost-and-found items returned to passengers	11	No Applicable Incidents