

Department of For-Hire Vehicles FY2019

Agency Department of For-Hire Vehicles

Agency Code TCO

Fiscal Year 2019

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 citizens and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

2019 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.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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	Not Available	99.1%	99.4%	95%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	Neutral	Not Available	Not Available	87.2%	40%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Measures)					
Percent of licenses processed on-time within 10 calendar days	Up is Better	Not Available	96.5%	98.8%	92%
Economic contributions by for-hire vehicles	Up is Better	Not Available	\$632,212,311	\$789,692,461	\$650,000,000
Percent of agency budget allocated to grants	Neutral	Not Available	Not Available	37.5%	30%
Percent of operating authorities processed within 30 calendar days	Up is Better	Not Available	Not Available	100%	90%
3 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	87.5%	Not Available

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	93%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	57.4%	1.7%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	7.9	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	142.6%	181.2%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	100%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	10%	15.4%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure passengers have safe and excellent riding experiences. (5 Activities)			
FIELD ENFORCEMENT	For-Hire Vehicle Enforcement	Performs field inspections 24/7 and issues notices of infraction.	Daily Service
CUSTOMER SERVICE	Client Services	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service
COMPANY AUDIT	Company Audit	Monitors for compliance with applicable laws, regulations, policies and practices. Safeguards against programmatic fraud, waste, abuse and mismanagement. Promotes transparency and consistency in the agency's processes and operational activities.	Daily Service
Outreach	Outreach and Public Information	Communicates with groups, organizations and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
COMPLAINTS	Resolves Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies and prepares notices of infraction for unresolved complaints.	Daily Service
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)			
RESEARCH	Research of For-Hire Vehicle Industry	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment and rulemaking.	Daily Service
INFORMATION TECHNOLOGY	Innovations and technology support	Provides innovative solutions and technology support.	Daily Service
Grants	Grants	Provide grants to improve economic opportunities for the For-Hire Vehicles (FHV) industry, including grant development and grant monitoring.	Daily Service
ACCOUNTS MANAGEMENT	Account Management	Reviews services provided to taxi and limousine companies, private_x000D_ vehicles for-hire, and dispatch services for consistency and identifies issues and solutions. This_x000D_ program proactively advises clients to minimize noncompliance, ensure clients are satisfied with_x000D_ services being received, and reviews annual operating authority application.	Daily Service
3 - Create and maintain a highly efficient, transparent and responsive District government. (5 Activities)			
Driver/Customer Service	Driver service	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Company Services	Account management	Accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.	Daily Service
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service
MARKETING	Marketing	Engages the public, directs communications with stakeholders through multiple channels and promotes a positive brand association.	Daily Service
HEARINGS AND CONFLICT RESOLUTION	Hearings and Conflict Resolution	Conducts hearings adjudications, appeals, and any form of_x000D_ conflict resolution including mediation.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Client Services (1 Measure)			
Number of recovered items reunited with owners	Not Available	362	232
1 - Company Audit (1 Measure)			

Measure	FY 2016	FY 2017	FY 2018
Number of audits conducted	Not Available	Not Available	8
1 - For-Hire Vehicle Enforcement (2 Measures)			
Number of safety inspections conducted	Not Available	10,702	12,252
Number of insured vehicles during inspections	Not Available	10,397	12,143
1 - Outreach and Public Information (1 Measure)			
Number of people engaging in community outreach events	Not Available	Not Available	503,422
1 - Resolves Complaints (1 Measure)			
Number of disputes resolved	Not Available	940	1130
2 - Innovations and technology support (1 Measure)			
Number of new service or product pilots to improve passenger riding experiences	Not Available	Not Available	4
2 - Research of For-Hire Vehicle Industry (1 Measure)			
Number of public research reports completed	Not Available	5	3
3 - Account management (1 Measure)			
Number of company application processed (taxicab/limo companies and other businesses)	Not Available	161	112
3 - Driver service (1 Measure)			
Number of driver application processed	Not Available	7642	9174
3 - Marketing (1 Measure)			
Number of public service announcements	Not Available	Not Available	53

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Driver service (1 Strategic Initiative)		
Launch Universal Operator License	DFHV will continue to streamline Client Services transactions to improve the customer experience. In FY19, DFHV will streamline operator licensing to issue a Universal For-Hire Vehicle Operator's license - Universal Face ID. Currently, operator's licenses, known as the Face ID, are issued for a specific class of vehicle (eg, taxicab). The Universal Face card means that licensed operators will no longer be restricted to a single class of vehicles. This will offer operators more economic opportunities, reduce their operating costs and allow them flexibility to respond to market demand.	09-30-2019
For-Hire Vehicle Enforcement (1 Strategic Initiative)		
Pilot Artificial Intelligence (AI), Machine Learning, and License Plate Recognition system (LPRS) to optimize safety and compliance checks	DFHV will pilot programs integrating the use of artificial intelligence and/or machine learning to optimize safety and compliance checks and enforcement resources. Using modern technology for enforcement activities will make it easier for our Vehicle Inspection Officers (VIO) to monitor for-hire vehicle activities throughout the city.. An example of this technology is the deployment of a license plate recognition system (LPRS) technology. LPRS will scan license plates and/or permits of for-hire vehicles to alert and give VIO access to all available data about a vehicle and/or driver. This will assist VIO target enforcement stops and safety checks on vehicles with outstanding tickets, warrants, expired tags, etc. to optimize safety and compliance check.	09-30-2019
Grants (3 Strategic initiatives)		
Promote Green Rides	To further DC's sustainability goals, DFHV will promote Green Rides by offering incentives as part of the Innovations Grants program. Passengers who ride in participating EV or PHEV taxicabs will receive discounted trips and DFHV will provide a bonus to the driver for completed trips. This program seeks to increase demand for EV or PHEV trips by passengers and also encourage more drivers to use EV or PHEV.	09-30-2019
Improve access to WAV for persons with disabilities and older adults	DFHV will continue to lead in improving access to transportation for residents and visitors who use wheelchairs. DFHV will incentivize training and/or certification for all for-hire drivers about assisting and providing excellent service to wheelchair users. Drivers will receive rebates for completing training, receiving certification and central dispatching opportunities.	09-30-2019
Boost Driver Earnings to promote pathways to the middle class	DFHV will promote a pathway to the middle class for the for-hire drivers by offering the Driver Earnings Boost (DEB) program and integrating taxis into ride hailing platforms. The DEB program will provide financial incentives to drivers who work for a minimum amount of time and receive great feedback from passengers. Other factors that DFHV may consider in providing the DEB program include driver safety record, number of complaints and participation in pilots that promote transportation innovation and equity. Integrating taxis into different ride hailing platforms offers drivers easier access to more ride opportunities to increase their economic earnings.	09-30-2019
Innovations and technology support (2 Strategic initiatives)		
Introduce Transportation as a Service(TaaS) to eliminate transportation barriers	DFHV will continue innovations in the for-hire vehicle (FHV) industry by introducing Transportation as-a-Service (TaaS). TaaS uses a digital platform to integrate end-to-end trip planning, booking, and payment across multiple modes. The District has an extensive public transportation system and thousands of FHV from Uber, Lyft, Via, taxi and limousine companies. Yet many residents struggle with affordable and accessible transportation options. DFHV's research shows that there are about 152,000 residents with a disability, about 116,000 residents living below the poverty line, about 79,000 residents who are underbanked, about 29,000 retired veterans and over 100,000 senior citizens. In spite of robust transportation options, members of these groups face barriers such as income or lack of a credit card. TaaS will improve access and coordination of transportation for residents who enroll	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	in DFHV's DC Rides program. Residents in that program will be offered subsidized rides in FHV.	
Implement Pooled riding in the Transport DC program	In FY2019, DFHV will continue testing pooled riding in the Transport DC program. DFHV will use the feedback and observations from the alpha test pilot started in FY18 to make revision and/or enhancements to a beta test pilot. Transport DC service providers will be expected to match up to two Transport DC users per trip who are travelling at similar times and routes. The goals of this pilot will be to increase vehicle utilization and also to increase passenger awareness and feedback. Through shared riding, DFHV expects to reduce the out-of-pocket cost to the passengers, be able to deliver more rides within the budget and increase incentive for drivers to participate in the program.	09-30-2019