

Department of For-Hire Vehicles FY2020

Agency Department of For-Hire Vehicles

Agency Code TC0

Fiscal Year 2020

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.

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

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 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	99.1%	99.4%	100%	97%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	Neutral	New in 2018	87.2%	110.3%	80%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (2 Measures)					
Percent of licenses processed on-time within 10 calendar days	Up is Better	96.5%	98.8%	98.8%	95%
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	New in 2020	New in 2020	95%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
3 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	100%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	80.4%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	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	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	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	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	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	Driver/Company Service/Customer Service/Account Management	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Complaints/Hearings and Conflict Resolution (2 Measures)			
Number of public complaints resolved	940	1130	1329
Number of public service announcements	New in 2018	53	42
1 - Field Enforcement/Company Audits (2 Measures)			

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Safety and Compliance Inspections by VIOs	10,702	12,252	7966
Number of audits conducted	New in 2018	8	29
2 - Outreach/Marketing (1 Measure)			
Number of people engaging in community outreach events	New in 2018	503,422	695,138
2 - Transportation Pilots and Programs/Technology Innovations (1 Measure)			
Number of rides provided by DFHV transportation pilots and programs	New in 2020	New in 2020	New in 2020
3 - Driver/Company Service/Customer Service/Account Management (3 Measures)			
Number of driver applications processed	7642	9174	6731
Number of lost-and-found items returned to passengers	362	232	197
Number of company applications processed (taxicab/limo companies and other businesses)	161	112	87

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Complaints/Hearings and Conflict Resolution (1 Strategic Initiative)		
Increase modes for residents and passengers to submit complaints / Improve Complaints Data Quality	To improve public safety and build the public's trust in the for-hire vehicle system, DFHV will lower the barrier to reporting complaints by opening new complaint pathways through 311 and innovative apps. DFHV will integrate its complaint process with the DC 311 App so that it is more accessible to the public. A passenger will be able to submit for-hire related complaints in app, online, or by phone. Photos can easily be included in these complaints. Additionally, the public will be able to use the How's My Driving (HMD) app to report violations and concerns directly to DFHV. The HMD app is also integrated with DFHV's Salesforce. 311 and HMD will provide automatic status updates as the complaint progresses through DFHV's process. It will also notify complainants of the complaint outcome. DFHV will also improve the data quality for complaints by instituting an internal data quality review.	12-01-2019
Driver/Company Service/Customer Service/Account Management (2 Strategic initiatives)		
Improve visibility of consumer protection information for taxi passengers	Upgrade the Face ID (taxi license) with new features to improve the passenger experience and provide additional consumer protection information. DFHV will redesign the Face ID so it will be easier for passengers to read from the back seat. Improvements will also include a QR code passengers can scan to load driver and consumer protection information on their phone. The enhanced Face IDs will also improve DFHV's street enforcement by seamlessly integrating to DFHV's data systems. The enhanced Face IDs will also be tamper proof for added safety.	09-30-2020
Expand online access to DFHV licensing services	DFHV will enable online licensing transactions, such as license renewals, so that drivers can apply at their convenience and reduce the need to visit DFHV. DFHV will also automate the For-Hire Examination and give new applicants the option to test any day of the week. The DFHV Service Center will be outfitted as a dedicated resource center for driver training and a hub providing support to those clients experiencing technological barriers.	09-30-2020
Field Enforcement/Company Audits (1 Strategic Initiative)		
Implement Vision Zero Driver Education to promote public safety	DFHV will contribute to city's overall Vision Zero goals of promoting safe use of and reducing death and injury to users of the city's transportation system by training all drivers of public for-hire vehicles about Vision Zero. Drivers will learn about Vision Zero principles and practices that they can implement to promote safety for their passengers and all other users of the transportation system. In FY20, DFHV will develop and implement the training requirements. DFHV estimates that approximately half of drivers will be trained in FY20 and the remaining will be trained in FY21. DFHV Vehicle Inspection Officers will also distribute Vision Zero materials during enforcement operations.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Outreach/Marketing (1 Strategic Initiative)		
Research innovative alternatives for taxi lights	DFHV will research and test new taxi light solutions that are durable, affordable, and provide new features that benefit the public, drivers and passengers. DFHV will test these taxi lights as a new platform to issue public service announcements, such as about DFHV services such as lost and found or complaints. Other use cases include advertising partnerships to provide additional driver income, facilitating the environment for taxi e-hailing, advertising specials and discounts to the riding public, posting public safety information (e.g., Amber Alerts) and improving access for people with disabilities. DFHV will conduct field pilots of potential taxi light solutions and evaluate their benefits to approve their use in general fleet deployment.	09-30-2020
Transportation Pilots and Programs/Technology Innovations (3 Strategic initiatives)		
Microtransit Pilot Program (East of the River Initiative)	DFHV will bring Microtransit service to East of the River neighborhoods. Microtransit will offer demand-based shuttle service to those areas to shorten travel times and connect residents with the transit options, resources and amenities in their neighborhood and across the city. DFHV will research the area to determine which areas can be best served with Microtransit and the best service hours to positively impact DC's communities.	09-30-2020
Improve access to Wheelchair Accessible Vehicles (WAVs) for persons with disabilities and older adults	DFHV will continue to lead in improving access to transportation for DC residents and visitors who use wheelchairs. Expected outcomes include increasing the number of taxi drivers offering trips to wheelchair users, encouraging companies to increase the number of WAV vehicles circulating and improve response times. Strategies that will be used include financial incentives for drivers, including enhanced reimbursement rates and/or incentives for companies. DFHV will also use non-financial incentives such as offering WAVs priority use of busiest taxi stands and starting a service recognition program to drivers providing excellent service to passengers in wheelchairs. In FY20, DFHV will develop a long term accessibility vision for the following years.	09-30-2020
Expand the number of taxis accepting e-hails	DFHV will improve passengers' access to the taxi fleet through convenient hailing mobile apps. DFHV will expand this convenient hailing option to the agency's grant-funded programs. DFHV will also deploy physical buttons that can summon taxis to fixed locations such as doctors' offices, hospitals, or taxi stands.	09-30-2020