

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.

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 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	99.4%	100%	100%	98%
Percent of warnings to overall infractions issued by Vehicle Inspection Officers	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
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%	98.8%	99.1%	96%
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	100%	90%
Percent of transactions completed online	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021

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 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Complaints/Hearings and Conflict Resolution (2 Measures)			
Number of public service announcements	53	42	42
Number of public complaints resolved	1130	1329	608
1 - Field Enforcement/Company Audits (2 Measures)			
Number of audits conducted	8	29	0
Number of safety and compliance inspections conducted	12,252	7966	6767

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
2 - Outreach/Marketing (1 Measure)			
Number of people engaging in community outreach events	503,422	695,138	1,013,243
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	313,084
3 - Driver/Company Service/Customer Service/Account Management (3 Measures)			
Number of company applications processed (taxicab/limo companies and other businesses)	112	87	70
Number of driver applications processed	9174	6731	4194
Number of lost-and-found items returned to passengers	232	197	61

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Driver/Company Service/Customer Service/Account Management (2 Strategic initiatives)		
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.	09-30-2021
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.	09-30-2021
Field Enforcement/Company Audits (1 Strategic Initiative)		
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.	09-30-2021
Outreach/Marketing (1 Strategic Initiative)		
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.	09-30-2021
Transportation Pilots and Programs/Technology Innovations (2 Strategic initiatives)		
EOTR Programming	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. *Note: DCNC was launched EOTR in late February 2020, but suspended on March 13, 2020.	09-30-2021
WAV: Improve performance of WAVs for persons using mobility devices and implement initiatives to increase availability (Central Dispatch or others).	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.	09-30-2021