

Department of For-Hire Vehicles FY2023

Agency Department of For-Hire Vehicles

Agency Code TCO

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Ensure passengers have safe and excellent riding experiences. (6 Measures)					
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	98%	98%
Percent of warnings to overall infractions issued by Vehicle Inspection Officers	Up is Better	New in 2021	40.7%	55%	40%
Met Demand Rate (DCNC)	Up is Better	New in 2022	New in 2022	New in 2022	75%
Rider Experience Rating (DCNC)	Up is Better	New in 2022	New in 2022	New in 2022	0.6
Percent of Promise Rides Under 20 Minute Wait Time	Up is Better	New in 2022	New in 2022	New in 2022	70%
Percent of Trips Without Incident (SchoolConnect)	Up is Better	New in 2022	New in 2022	New in 2022	95%
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	99.1%	100%	96%	96%
Percent of transactions completed online	Up is Better	New in 2021	100%	60%	60%
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	100%	Not Available	90%	90%

Operations

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	Daily Service
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	Key Project
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	Daily Service

Workload Measures (WMs)

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Measure	FY 2020 Actual	FY 2021 Actual
1 - Complaints/Hearings and Conflict Resolution (2 Measures)		
Number of public service announcements	42	65
Number of public complaints resolved	608	177
1 - Field Enforcement/Company Audits (2 Measures)		
Number of safety and compliance inspections conducted	6767	6210
Number of audits conducted	0	0
2 - Outreach/Marketing (1 Measure)		
Number of people engaging in community outreach events	1,013,243	7905
2 - Transportation Pilots and Programs/Technology Innovations (5 Measures)		
Total Number of Completed Rides (DCNC)	Not Available	Not Available
Total Number of Transported Students (SchoolConnect)	Not Available	Not Available
Active Student Count (SchoolConnect)	Not Available	Not Available
Total Number of Completed Promised Resident Rides (GVP)	Not Available	Not Available
Number of rides provided by DFHV transportation pilots and programs	313,084	222,165
3 - Driver/Company Service/Customer Service/Account Management (3 Measures)		
Number of driver applications processed	4194	1413
Number of company applications processed (taxicab/limo companies and other businesses)	70	108
Number of lost-and-found items returned to passengers	61	0