

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.

Summary of Services The Department of For-Hire Vehicles provides licensing, adjudication, enforcement, and client services for approximately 100,000 drivers, over 60 taxicab companies/associations, and over 20 limousine companies, as well as District residents and visitors who use public and private vehicle-for-hire in District of Columbia.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In FY19, DFHV ensured that the public has more options to report complaints about all for-hire vehicle (taxi, TNC, etc) service. In FY19, DFHV created innovative integrations with both 311 and the How's My Driving App to receive complaints from the public. In addition, all complaints are resolved in an average of thirteen days from receipt.	This initiative allows the agency to receive and take appropriate actions on a larger amount of traffic complaints regarding taxis and TNCs.	This initiative helps to improve public safety and allows the public a new platform to report traffic dangers.
In FY19, DFHV made strides in improving its enforcement operations by installing e-Citation and License Plate Recognition System. These tools leverages automation to simplify enforcement operations, using cloud-connected, vehicle-mounted and handheld license plate readers. They allow Vehicle Inspection Officers to instantly transmit plate data to our ticketing system. DFHV launched using the tool during the 4th quarter, with all the Enforcement Team also completing the trainings in using the system.	This accomplishment allows increased efficiency while VIOs are out on patrol. Enforcement operations are simplified saving the agency time and money.	This helps to improve public safety
In FY19, as part of DFHV's existing portfolio of transportation programs that leverage the for-hire industry, DFHV implemented new transportation programs designed to increase mobility options: DC Microtransit and Taxi-to-Rail. For Microtransit, DFHV created a unique public-private partnership between a local taxi company and a private-sector mobility company. That project met its first year goal of providing at least 10,000 rides. DFHV also implemented the Taxi-to-Rail (T2R) program that provided over 1,500 rides from East of the River to Metro stations and grocery stores. Both of these projects broadened access to transportation services for all residents including people without smartphones, unbanked populations, and those who need accessible service.		This gives the public new transportation options, especially those in neighborhoods where accessibility to metro rail and other modes of transportation are low.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)											
Percent of complaints processed on-time within 30 calendar days	Quarterly	99.1%	99.4%	95%	100%	100%	100%	100%	100%	Met	
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	Quarterly	Not Available	87.2%	40%	114.2%	142.5%	113.2%	62.9%	110.3%	Neutral Measure	
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	Quarterly	96.5%	98.8%	92%	98.4%	98.6%	99.1%	99.1%	98.8%	Met	
Economic contributions by for-hire vehicles	Quarterly	\$632,212,311	\$789,692,461	\$650,000,000	\$186,348,881	\$184,778,660	\$211,593,788	\$186,794,072	\$769,515,402	Met	
Percent of agency budget allocated to grants	Annually	Not Available	37.5%	30%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	38.4%	Neutral Measure	
Percent of operating authorities processed within 30 calendar days	Quarterly	Not Available	100%	90%	100%	92.6%	100%	100%	98.8%	Met	
3 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80.4%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
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)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
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)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published 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.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Client Services (1 Measure)							
Number of recovered items reunited with owners	362	232	56	48	47	46	197
1 - Company Audit (1 Measure)							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of audits conducted	Waiting on Data	8	0	0	0	29	29
1 - For-Hire Vehicle Enforcement (2 Measures)							
Number of safety inspections conducted	10,702	12,252	2657	1993	1637	1679	7966
Number of insured vehicles during inspections	10,397	12,143	2620	1950	1593	1638	7801
1 - Outreach and Public Information (1 Measure)							
Number of people engaging in community outreach events	Waiting on Data	503,422	175,010	133,683	235,099	151,346	695,138
1 - Resolves Complaints (1 Measure)							
Number of disputes resolved	940	1130	309	250	332	438	1329
2 - Innovations and technology support (1 Measure)							
Number of new service or product pilots to improve passenger riding experiences	Waiting on Data	4	1	2	3	1	7
2 - Research of For-Hire Vehicle Industry (1 Measure)							
Number of public research reports completed	5	3	0	0	0	0	0
3 - Account management (1 Measure)							
Number of company application processed (taxicab/limo companies and other businesses)	161	112	79	0	4	4	87
3 - Driver service (1 Measure)							
Number of driver application processed	7642	9174	2133	1613	1613	1372	6731
3 - Marketing (1 Measure)							
Number of public service announcements	Waiting on Data	53	7	8	18	9	42

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
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 vehicles for-hire, and dispatch services for consistency and identifies issues and solutions. This program proactively advises clients to minimize noncompliance, ensure clients are satisfied with 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 conflict resolution including mediation.	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	Complete	In Q4, DFHV successfully gained the participation of two TNCs to agree to participate in the program. DFHV also secured an insurance company to provide increased insurance coverage for participation for the program. The initial launch will be in FY20, Q1, as DFHV required additional time to work through insurance regulations and requirements to enable to program.	
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.	Complete	In Q4, the Enforcement Division received e-Citation and LPRS equipment, installed the equipment and trained all Assistant Chiefs and Vehicle Inspection Officers on how to use the e-Citation and LPR system, handhelds and printers. The LPRS was installed in one VIO Cruiser and the Assistant Chiefs received hands-on training on using the system. The enforcement team was also trained on the e-Citation Command Center and how to use the critical features associated with the system.	
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.	Complete	No update needed. This was completed in Q3.	
Improve access to WAW 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.	Complete	DFHV continued to train drivers of WAW vehicles in Q4. These sessions included content on how to properly work a wheelchair lift, loading passengers and sensitivity to people with disabilities. DFHV took appropriate action on the drivers that did not attend the training; these drivers face a notice of infraction, and will be scheduled in FY20 to complete the disability etiquette training.	
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.	Complete	In Q4, DFHV worked with a taxi company to launch a new e-hailing app for taxis. This e-hailing app will be used by the largest DTS provider in the city. The e-hailing app will provide drivers more opportunities to earn fares, as e-hailing aligns with consumer expectations for hiring a ride. Over 1,300 drivers were trained in how to use the app in Q4. IN addition, DFHV continues to subsidize an hourly wage for drivers in the Microtransit program.	
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 in DFHV's DC Rides program. Residents in that program will be offered subsidized rides in FHV.	Complete	DFHV's Transportation as a Service (TaaS) pilots continued to offer DC residents new transportation options. Taxi-to-Rail (T2R) provided 1500 in subsidized rides in FY19 to and from grocery stores, Metro stations and public facilities East of the River. DC Microtransit offered a new type of transportation service – an on-demand shuttle – to a zone in parts of Wards 1, 4 & 5. DC Microtransit provided over 10,000 rides in FY19.	
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.	Complete	DFHV continued to offer Transport DC passengers a pooled ride option in Q4. The pilot had a 50% match rate for requested pooled rides. DFHV saw 592 completed matched rides in Q4.	