



DEPARTMENT OF FOR-HIRE VEHICLES

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

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1 DEPARTMENT OF FOR-HIRE VEHICLES

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.

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.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
DC NeighborhoodConnect	In addition to the 84,592 DCNC trips in FY22, DFHV works with many partner agencies to provide transportation for special populations. These agencies include the Department of Behavioral Health, the Mayor’s Office of Veterans Affairs, the Office of the State Superintendent, the Office of Gun Violence Prevention, and Fire and Emergency Medical Services, to name a few. In total, these DFHV programs make up the provided 194,703 trips in FY22.	DC NeighborhoodConnect (DCNC) is an on-demand shuttle service connecting residents to resources, amenities, and transit. In March 2022, using ridership data and customer feedback DCNC expanded to its third service area to include NoMa Metro Station, Shops at Dakota Crossing, and the Fort Lincoln community. In addition to other parts of Northeast and Northwest DC, DCNC serves all of Ward 8.
DC NeighborhoodConnect Body-Worn Cameras for Enforcement Team	For DFHV, it will provide an added level of support for our officers during instances of heightened tensions around ticketing and general enforcement of District laws and regulations. Given the recent acquisition of the BWCs, we look forward to observing the effectiveness and value added by the BWC Program moving forward in fiscal year 2023 and beyond.	DFHV’s Compliance and Enforcement Division initiated the rollout of a division-wide body-worn camera (BWC) program for its enforcement officers at the end of fiscal year 2022. BWCs will make DFHV enforcement officers more efficient and accountable in delivering their daily duties and responsibilities and improve the customer/stakeholder experience. BWCs will also help ensure transparency and
DC SchoolConnect	In FY22, DFHV enhanced outreach and branding materials while participating in events such as DC Open Streets, back-to-school events, ANC meetings, and DPR summer programs. The program also increased its bus fleet and staffing during the year. DC SchoolConnect will continue to add new routes and serve additional students as additional resources come online.	DC SchoolConnect (DCSC) provides a safe student transportation alternative in select Safe Passage zones in Wards 7 and 8. DCSC kicked off the 2022-23 school year with the goal of enrolling 400 students by May 2023. Due to a successful and robust outreach program, the program surpassed this goal and currently has over 600 enrollees. The program has provided 6,259 trips as of September 30, 2022.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Ensure passengers have safe and excellent riding experiences.	6	2
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry	3	2
Create and maintain a highly efficient, transparent, and responsive District government.	11	1

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Ensure passengers have safe and excellent riding experiences.		
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry		
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	Outreach/Marketing	Key Project
Create and maintain a highly efficient, transparent, and responsive District government.		
Driver/Company Service/Account Management	Driver/Company Service/Account Management	Daily Service

5 2022 STRATEGIC INITIATIVES

In FY 2022, Department of For-Hire Vehicles had 4 Strategic Initiatives and completed 100%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
DC School-Connect	By September 2022, DFHV will fully launch DC SchoolConnect. This program, which was partially launched on August 30, 2021, will provide transportation to participating District Public and Charter Schools students East of the River. Participating schools will be District Public and Charter schools located in Safe passage Zones. These are areas that have been identified as having higher risks for students when walking to and from school. SchoolConnect will increase safety of these students by providing them with a new transportation resource. DC SchoolConnect shuttles will pick up and drop off students from designated safe locations. By September 2022, the program will use only vans and buses as shuttles, all stops will be fully identified, and the program will consist of a minimum of the full complement of 720 students for 25 schools in Wards 7 and 8.	Complete		In late Q4 DC SchoolConnect began operations for the 2022-2023 school year serving 20 District Public and Charter Schools students East of the River. In Q4, we exceeded enrollment expectations with 855 enrollment requests. Also, during this time, we've identified 166 microstops identified as having higher risks for students when walking to and from school. We're in the process of placing "DCSC Pickup Here" signs at these microstops. In FY22 Q4, we gave 7321 rides to 235 individual students.
Promise Rides	On October 1, 2021 DFHV will launch Promise Rides specifically for Wards 7 and 8. Once launched, DFHV will work with Building Blocks DC to identify residents who can take advantage of this critical program. This program is designed to provide transportation to trauma and victim support services, crime prevention initiatives, and to job or job seeking activities. This program will serve DC residents who need access to services, supports, and opportunities and for those who are most at risk of becoming a victim or perpetrator of gun violence.	Complete		Promise Rides provided 6,557 rides for residents at higher risk of experiencing gun violence to travel to places of opportunity. We estimate that over 1,000 unique residents were able to travel to locations of employment, education, healthcare, and social services as a result of this program.

DC Neighborhood Connect Expansion	<p>By March 2022, DFHV will expand DC Neighborhood Connect (DCNC) by adding a third zone to accommodate new District neighborhoods. The new service zone will encompass areas near or around Ivy City, NOMA Metro Station, Union Market, and Fort Lincoln. DC Neighborhood Connect is an on-demand low-cost shuttle service that connects residents to amenities, resources, and other transit options in their neighborhoods. DFHV will leverage the framework of the DC Neighborhood Connect program that has operated since 2018. DFHV will review transportation data, best industry practices, and survey residents to provide better service and safety after the relaunch. The agency will review and amend pickup and drop-off "hot spots," geographic boundaries, and app services to vastly improve the riding experience.</p> <p>*Note: DCNC was launched EOTR in late February 2020, but suspended on March 13, 2020 due to the public health emergency and was restored in July 2021.</p>	Complete	<p>DC Neighborhood Connect (DCNC) completed 84,592 rides in FY23. Following a successful service expansion in late Spring to include connections to NOMA Metro Station and Shops at Dakota Crossing in Fort Lincoln, ridership continued to increase monthly. DCNC surpassed pre pandemic daily riding averages, and 90.1% of riders gave the program a 5 Star Rating.</p>
Union Station Fast Pass	<p>By May of 2022, DFHV will plan and relaunch an enhanced Union Station Fast Pass program. Fast Pass is a credential that gives taxi wheelchair accessible vehicles (WAV) in the Transport DC program priority access to the taxi line at Union Station. The purpose of this program is to encourage WAV operators to provide trips to passengers in wheelchairs by providing additional income opportunities.</p>	Complete	<p>Union Station Fast Pass relaunched in July 2022, rewarding top-performing taxi drivers of wheelchair-accessible vehicles (WAVs) with a Fast Pass. This credential gives special access to the front of the Union Station taxi line, resulting in drivers providing 594 rides and making a combined \$8,175 additional income. Many WAV operators have increased their WAV trips, and interest is growing among non-WAV drivers regarding the program.</p>

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Ensure passengers have safe and excellent riding experiences.											
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	98%	100%	100%	100%	100%	100%	Met	
Percent of warnings to overall infractions issued by Vehicle Inspection Officers	Up is Better	New in 2021	40.7%	55%	44.7%	55.4%	60.1%	50%	53.9%	Nearly Met	This KPI was slightly below likely due to the increase in our activity around Vision Zero enforcement through initiatives such as the Mayor's Nightlife Task Force and the Public Safety Task Force. With our focus on unsafe driving and traffic safety violations, much of our issuances have been zero-warning offenses.
Met Demand Rate (DCNC)	Up is Better	New in 2022	New in 2022	New in 2022	90.4%	88.6%	89.6%	83.8%	87.3%	-	
Rider Experience Rating (DCNC)	Up is Better	New in 2022	New in 2022	New in 2022	4.7	4.7	4.8	4.7	4.7	-	
Percent of Promise Rides Under 20 Minute Wait Time	Up is Better	New in 2022	New in 2022	New in 2022	No applicable incidents	85.2%	87.3%	86%	86.3%	-	
Percent of Trips Without Incident (SchoolConnect)	Up is Better	New in 2022	New in 2022	New in 2022	100%	100%	100%	100%	100%	-	
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry											
Percent of licenses processed on-time within 10 calendar days	Up is Better	99.1%	100%	96%	100%	100%	100%	100%	100%	Met	
Percent of transactions completed online	Up is Better	New in 2021	100%	60%	100%	31.2%	100%	100%	91%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
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%	No Applicable Incidents	90%	93.3%	100%	100%	100%	98.9%	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Complaints/Hearings and Conflict Resolution							
Number of public service announcements	42	65	22	18	11	17	46
Number of public complaints resolved	608	177	64	47	60	69	176
Field Enforcement/Company Audits							
Number of audits conducted	0	0	0	0	0	0	0
Number of safety and compliance inspections conducted	6767	6210	3125	4380	3745	3663	11,788
Outreach/Marketing							
Number of people engaging in community outreach events	1,013,243	7905	356	0	540	3823	4363
Transportation Pilots and Programs/Technology Innovations							
Number of rides provided by DFHV transportation pilots and programs	313,084	222,165	49,950	62,711	61,301	70,691	194,703
Active Student Count (SchoolConnect)	New in 2022	New in 2022	107	174	211	237	182
Total Number of Completed Promised Resident Rides (GVP)	New in 2022	New in 2022	1	418	1879	3862	6160
Total Number of Transported Students (SchoolConnect)	New in 2022	New in 2022	5783	9263	11,765	252	27,063
Total Number of Completed Rides (DCNC)	New in 2022	New in 2022	16,409	20,407	22,710	25,066	84,592
Driver/Company Service/Customer Service/Account Management							
Number of company applications processed (taxicab/limo companies and other businesses)	70	108	105	225	258	502	985
Number of driver applications processed	4194	1413	2378	726	475	891	2092
Number of lost-and-found items returned to passengers	61	0	No applicable incidents	No applicable incidents	11	No applicable incidents	11