Department of For-Hire Vehicles FY2024

Agency Department of For-Hire Vehicles **Agency Acronym** DFHV **Agency Code** TC0 Agency Glossary

To edit agency and POC information press your agency name (underlined and in blue above).

Agency Performance POCs Nimotalai Azeez **Agency Budget POCs** Dereje (OCFO) Belay **Fiscal Year** 2024 Add Current Quarter Data

2024 Objectives

Add Strategic Objective

Objective Number	Strategic Objective	# of Measures	# of Operations	Add Key Performance Indicator
1	Ensure passengers have safe and excellent riding experiences.	6	2	Add Key Performance Indicator
2	Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry	3	2	Add Key Performance Indicator
3	Create and maintain a highly efficient, transparent, and responsive District government.	5	1	Add Key Performance Indicator
TOT		**14**	**5**	

2024 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Directionality	Frequency of Reporting	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual Report	FY2022 Target	FY2022 Actual Report	FY 2023 Target	FY2023 Actual Report	FY 2024 Target	FY 2024 Quarter 1
1 - Ensure passengers have safe and excellent riding experiences. (2 Measure records)													
Percent of complaints processed on-time within 30 calendar days		Up is Better	Quarterly	97%	100%	98%	100%	98%	100%	98%	100%	98%	Needs Update
Percent of infractions that result in warnings issued by Vehicle Inspections Officers		Up is Better	Quarterly	New in 2021	New in 2021	New in 2021	40.7%	55%	53.9%	35%	34.6%	35%	Needs Update
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (3 Measure records)													
Percent of licenses processed on time within 10 calendar days		Up is Better	Quarterly	95%	99.1%	96%	100%	96%	100%	98%	100%	98%	Needs Update
Percent of transactions completed online		Up is Better	Quarterly	New in 2021	New in 2021	New in 2021	100%	60%	91%	60%	100%	75%	Needs Update
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	Quarterly	New in 2020	100%	90%	Not Available	90%	98.9%	90%	100%	90%	Needs Update
3 - Create and maintain a highly efficient, transparent, and responsive District government. (5 Measure records)													
Percent of new hires that are District residents		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	89.5%	No Target Set	Annual Measure
Percent of new hires that are District resident graduates		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	52.6%	No Target Set	Annual Measure
Percent of employees that are District residents		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	65.5%	No Target Set	Annual Measure
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	No Applicable Incidents	No Target Set	Annual Measure

Measure	New Measure/ Benchmark Year	Directionality	Frequency of Reporting	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual Report	FY2022 Target	FY2022 Actual Report	FY 2023 Target	FY2023 Actual Report	FY 2024 Target	FY 2024 Quarter 1
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.		Neutral	Annually	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023	Not Available	No Target Set	Annual Measure

2024 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	Add Workload Measure	Add Strategic Initiative
1 - Ensure passengers have safe and excellent riding experiences. (2 Activity records)					
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service	Add Workload Measure	Add Strategic Initiative
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service	Add Workload Measure	Add Strategic Initiative
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (2 Activity records)					
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project	Add Workload Measure	Add Strategic Initiative
Outreach/Marketing	Outreach/Marketing	Outreach/Marketing	Key Project	Add Workload Measure	Add Strategic Initiative
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	Add Workload Measure	Add Strategic Initiative

2024 Workload Measures

Measure	New Measure/ Benchmark Year	Frequency of Reporting	FY2021 Actual Report_PAR	FY2022 Actual Report	FY2023 Actual Report	FY 2024 Quarter 1
1 - Complaints/Hearings and Conflict Resolution (2 Measure records)						
Number of email bulletins		Quarterly	65	46	48	Needs Update
Number of public complaints resolved		Quarterly	177	176	338	Needs Update
1 - Field Enforcement/Company Audits (2 Measure records)						
Number of public and private for-hire audits conducted		Quarterly	0	0	0	Needs Update
Number of safety and compliance inspections conducted		Quarterly	6,210	11,788	15,126	Needs Update
2 - Outreach/Marketing (1 Measure)						
Number of people that attended outreach events		Quarterly	7,905	4,363	6,478	Needs Update
2 - Transportation Pilots and Programs/Technology Innovations (1 Measure)						
Number of rides provided by DFHV transportation pilots and programs		Quarterly	222,165	194,703	288,898	Needs Update
3 - Driver/Company Service/Customer Service/Account Management (3 Measure records)						
Number of company applications processed (taxicab/limo companies and other businesses)		Quarterly	108	985	2,045	Needs Update
Number of driver applications processed		Quarterly	1,413	2,092	2,775	Needs Update
Number of lost-and-found items returned to passengers		Quarterly	0	11	No Applicable Incidents	Needs Update

2024 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Add Initiative Update
Driver/Company Service/Customer Service/Account Management (4 Strategic Initiative records)			

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Add Initiative Update
Community Input for Draft Racial Equity Action Plan	In FY24, DFHV will complete a draft of our agency's Racial Equity Action Plan. By June 2024, DFHV will host a period of community outreach and gather input on the plan from relevant stakeholders (residents, companies, drivers, partner agencies, etc.). DFHV will utilize this feedback to finalize the plan.	06-30-2024	Add Initiative Update
Research Limo Electrification Incentives	In FY24, DFHV will research and determine the funding needed to develop an incentive program for DC limousine companies and independent operators to purchase electric vehicles in an effort to meet mandates of the Clean Energy Omnibus Amendment Act (CEDC). This Act mandates that 100% of public buses, public fleets, private fleets of more than 50 vehicles, and taxis and limousines are to be zero-emission by 2045 (and 50% zero-emissions by 2030).	09-30-2024	Add Initiative Update
E-Hail Taxi Trips	In FY24, DFHV will increase the number of taxi e-hail trips in the District by five percent. This will benefit taxi drivers by providing them with additional revenue from more trips and giving passengers greater access to a wider pool of drivers to meet their transportation needs. This can also potentially reduce wait times for passengers and enhance the overall efficiency of the taxi service.	09-30-2024	Add Initiative Update
Taxi Driver Workforce Recruitment	In FY24, DFHV will ramp up its taxi driver recruitment efforts through various means, such as identifying ways to reduce barriers arising from current licensing policies and procedures. This initiative is a continuation from FY23.	09-30-2023	Add Initiative Update
Outreach/Marketing (1 Strategic Initiative)			
Public Safety Campaign for Passengers	In FY24, DFHV will create a multimedia campaign to educate the public how to stay safe when using taxis and rideshare vehicles. In addition, the messaging will inform whether companies are operating legally in the District and about DFHV's role in the District's transportation network	09-30-2024	Add Initiative Update
Transportation Pilots and Programs/Technology Innovations (1 Strategic Initiative)			
Improve the availability of Wheelchair-accessible vehicles (WAVs)	Support the taxi industry to improve the availability of Wheelchair Accessible Vehicles (WAVs) beyond the Transport DC (TDC) program service for MetroAccess eligible residents. By September 2024, DFHV will complete the following initiatives: pay dispatch fees for non-TDC WAV Drivers, vehicle maintenance incentives, incentives for operating a WAV, off-peak driving incentives, etc.	09-30-2024	Add Initiative Update

2024 Initiative Updates

Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	Reporting Quarter
No Initiative Update records found						

2023 Unfinished Initiatives

Title	Description	% Complete from Prior FY	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
No Strategic Initiative records found						

2023 Unfinished Initiative Updates

Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY21	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact (Limited to 550 Characters)	Supporting Data	Reporting Quarter
No Initiative Update records found										

2024 ARP Key Performance Indicators

Measure	New Measure/ Benchmark Year	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2020 Target	FY2020	FY2021 Target	FY2021	FY2022 Target	FY2022
1 - Ensure passengers have safe and excellent riding experiences. (4 Measure records)												
Met Passenger Demand Rate (DC Neighborhood Connect)	☐	Up is Better	6.01	Economic Recovery for Residents and Businesses	Future Mobility	DC NeighborhoodConnect Microtransit Expansion	New in 2022	New in 2022	New in 2022	New in 2022	New in 2022	87.3%
Average Rider Experience Rating (1-5) (DC Neighborhood Connect)	☐	Up is Better	6.01	Economic Recovery for Residents and Businesses	Future Mobility	DC NeighborhoodConnect Microtransit Expansion	New in 2022	New in 2022	New in 2022	New in 2022	New in 2022	4.7
Percent of Promise Rides Under 20 Minute Wait Time	☐	Up is Better	6.01	Gun Violence Prevention	Building Blocks DC	Promise Rides	New in 2022	New in 2022	New in 2022	New in 2022	New in 2022	86.3%
Percent of Trips Completed Without Safety-related Incident (SchoolConnect)	☐	Up is Better	6.01	Youth Safety	Youth Safety	DC SchoolConnect	New in 2022	New in 2022	New in 2022	New in 2022	New in 2022	100%

2024 ARP Workload Measures

Measure	ARPA Project Name	New Measure/ Benchmark Year	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	FY2021 Actual	FY2022 Actual	FY2023 Actual Report	FY 2024 Quarter 1
2 - Transportation Pilots and Programs/Technology Innovations (4 Measure records)									
Total Number of Completed Promise Rides	Promise Rides	☐	6.01	Gun Violence Prevention	Building Blocks DC	Not Available	6,160	30,978	Needs Update

Measure	ARPA Project Name	New Measure/ Benchmark Year	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	FY2021 Actual	FY2022 Actual	FY2023 Actual Report	FY 2024 Quarter 1
Active Student Count (SchoolConnect)	DC SchoolConnect		6.01	Youth Safety	Youth Safety	Not Available	182	284	Needs Update
Number of Completed Student Trips (SchoolConnect - AM/PM/Aftercare)	DC SchoolConnect		6.01	Youth Safety	Youth Safety	Not Available	27,063	55,751	Needs Update
Total Number of Completed Rides - DC Neighborhood Connect	DC NeighborhoodConnect Microtransit Expansion		6.01	Economic Recovery for Residents and Businesses	Future Mobility	Not Available	84,592	101,362	Needs Update

Update Notes

Add Note

Section	Note for Publication	Publish in
No Note records found		

Administrative Information

Record ID# 1051

Performance Plan ID 1051

Created on Jan. 23, 2023 at 3:14 PM (EST). Last updated by Katz, Lia on Jan. 23, 2023 at 3:18 PM (EST). Owned by Katz, Lia.