Department of For-Hire Vehicles FY2023

Agency Department of For-Hire Vehicles **Agency Code** TC0 **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	FY2022 Actual	FY 2023 Target
1 - Ensure passengers have safe and excellent riding experiences. (6 Measure records)						
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	98%	100%	98%
Percent of infractions that result in warnings issued by Vehicle Inspections Officers	Up is Better	New in 2021	40.7%	55%	53.9%	40%
Met Passenger Demand Rate - DC Neighborhood Connect	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022	90%
Average Rider Experience Rating (1-5) - DC Neighborhood Connect	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022	4.5
Percent of Promise Rides Under 20 Minute Wait Time	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022	85%
Percent of Trips Without Incident (SchoolConnect)	Up is Better	New in 2022	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 Measure records)						
Percent of licenses processed on-time within 10 calendar days	Up is Better	99.1%	100%	96%	100%	98%
Percent of transactions completed online	Up is Better	New in 2021	100%	60%	91%	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%	98.9%	90%

Operations

Operations Title	Operations Description	Type of Operations
1 - Ensure passengers have safe and excellent riding experiences. (2 Activity records)		
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 Activity records)		
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)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Complaints/Hearings and Conflict Resolution (2 Measure records)			
Number of public service announcements	42	65	46
Number of public complaints resolved	608	177	176
1 - Field Enforcement/Company Audits (2 Measure records)			
Number of safety and compliance inspections conducted	6767	6210	11,788
Number of audits conducted	0	0	0
2 - Outreach/Marketing (1 Measure)			
Number of people engaging in community outreach events	1,013,243	7905	4363
2 - Transportation Pilots and Programs/Technology Innovations (5 Measure records)			
Total Number of Completed Rides - DC Neighborhood Connect	Not Available	Not Available	84,592
Total Number of Transported Students (SchoolConnect)	Not Available	Not Available	27,063
Active Student Count (SchoolConnect)	Not Available	Not Available	729
Total Number of Completed Promise Rides	Not Available	Not Available	6160
Number of rides provided by DFHV transportation pilots and programs	313,084	222,165	194,703
3 - Driver/Company Service/Customer Service/Account Management (3 Measure records)			
Number of driver applications processed	4194	1413	2092
Number of company applications processed (taxicab/limo companies and other businesses)	70	108	985
Number of lost-and-found items returned to passengers	61	0	11

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Driver/Company Service/Customer Service/Account Management (3 Strategic Initiative records)		
Create an internal Racial Equity committee and industry recommendations	In FY23, DFHV will develop an internal racial equity committee. This committee will examine historical discrimination against Black residents and people of color by the for-hire industry. DFHV will create multi-year recommendations based on findings that address training, public outreach, performance/data, and budgeting.	09-30-2023
Transport DC Customer Portal	DFHV will create an online portal where Transport DC customers can view their own trip histories, see their monthly trip counts, and submit inquiries to program staff. The portal will improve eligible residents' experience of Transport DC by providing a new and easy way to review their program participation and see how close they are to hitting their monthly trip caps. Currently, program participants can review their remaining trip counts by calling into the Transport DC phone line, but they cannot review the details of their completed trips.	09-30-2023
Passenger Prediction Map for Taxi Drivers	DFHV will launch a map that predicts unmet passenger demand for taxis throughout DC. The map will use DFHV's abundance of historical trip data to show hotspots for each day of the week and each hour of the day. The map will also use live data to show the number of taxis waiting in line and the average wait times for taxi drivers at popular taxi stands such as Union Station and National Airport. The map will improve taxi drivers' economic opportunities by using live and historical data to help connect taxi drivers with residents and visitors wanting rides.	09-30-2023
Outreach/Marketing (1 Strategic Initiative)		
Taxi Driver Workforce Recruitment	In FY23, DFHV will increase the number of available drivers by conducting outreach to workforce-related organizations and reducing financial barriers to becoming a new driver.	09-30-2023
Transportation Pilots and Programs/Technology Innovations (2 Strategic Initiative records)		
Enhance WAV Support for District residents	In FY23, DFHV will develop a WAV Taxicab Vehicle Maintenance Subsidy program for independent drivers and taxicab companies alike. This initiative will help support WAV community by alleviating some of the high costs of maintaining WAV vehicles and continue encouraging WAV trips.	09-30-2023
Launch Taxi Driver Safety Award Program	In FY23, DFHV will develop a list of criteria to offer safe driving incentives to drivers. This initiative supports Vision Zero and encourages safe driving in the taxi community. Drivers will have two opportunities to qualify for award eligibility.	09-30-2023