

DEPARTMENT OF FOR-HIRE VEHICLES

NOTICE OF PROPOSED RULEMAKING

The Director of the Department of For-Hire Vehicles (“Department” or “DFHV”), pursuant to the authority set forth in Sections 8(c) (2), (3), (5), (7), (10), (12) and (19), 14, and 20 of the District of Columbia Taxicab Commission Establishment Act of 1985 (“Establishment Act”), effective March 25, 1986 (D.C. Law 6-97; D.C. Official Code §§ 50-301.07(c) (2), (3), (5), (7), (10), (12), and (19), 50-303.13, and 50-301.19 (2012 Repl. & 2015 Supp.), and D.C. Official Code § 47-2829 (b), (d), (e), (e-1), and (i) (2012 Repl. & 2015 Supp.)), hereby gives notice the intent to amend the District of Columbia Municipal Regulations (DCMR) by adding a new Title 31 (Vehicles for-Hire).

This proposed rulemaking would revise the entire Title 31. Written over the course of the agency’s 30 year history (the Department’s predecessor, the D.C. Taxicab Commission, was created by the Establishment Act in 1986), the existing title has been the subject of emergency and proposed rulemaking over 135 times since September 30, 2011 (this includes all unique rules that completed the APA process for notice and comment rulemaking, and all unique emergency rules (excluding reenacted emergency rules). Many of these and prior regulatory changes over the title’s history have grafted new concepts onto old ones as statutory law changed and the industry progressed. The result is a patchwork of old and new rules across 442 pages. This revision eliminates unnecessary legacy rules; eliminates redundancy; incorporates best practices of other jurisdictions; modifies provisions to use plain language; and re-organizes the title to be more user-friendly, among other streamlining and organizational changes.

While this proposed rulemaking is chiefly a transparency exercise along the foregoing lines, there are substantive changes in the proposed rules which would otherwise be the subject of individual notices of proposed rulemakings, but instead are included here because they were identified as necessary and appropriate during the revision process. Where a change is dependent on a legislative change, the language of the rulemaking reflects that the regulation’s efficacy as requiring a statutory basis in order to be effective. These changes, deviating in substance from the existing rules, are:

- The definition of “taxicab company” in Chapter 1 was changed to require the company to have 50 vehicles instead of 20 vehicles;
- Section 202 refines the Department’s authority to use pilot programs;
- Subsection 606.1 deleted provisions allowing taxi companies participating in Transport DC to renew after the deadline;
- The provisions authorizing a 180-day extension for taxicab companies to meet wheelchair accessibility vehicle requirements have been deleted;

- Subsection 1001.3 adds a provision allowing vehicles to change classes;
- Subsection 1004.1 adds provisions for livery time contracts;
- Subsection 1005.2 adds a provision prohibiting modification of public vehicles-for-hire; from the manufacturer's original condition unless allowed by an administrative issuance;
- Subsection 1204 creates conditions for decommissioning taxicabs;
- Subsection 1304.2 prohibits equipment in taxicabs other than those provided by the manufacturer, required for customer service or allowed in an administrative issuance;
- Subsection 1401.4 removes provisions allowing taxicab equipment manufacturers to renew their licenses after the deadline; and
- Section 1408 allows the Department to procure payment service providers (PSPs) through a competitive process rather than to license them.

This proposed rulemaking also incorporates the following rulemakings which have been adopted by the Department but have not been published in the *D.C. Register*:

- Final rulemaking for Chapters 9 and 14: Electronic insurance information;
- Final rulemaking for Chapter 9: Insurance requirements aligned to Department of Insurance, Security and Banking rules;
- Emergency and proposed rulemaking for Chapters 4,5,6,8,20, and 19: Modernization rules;
- Final rulemaking for Chapters 5 and 99: Enhanced customer service standards;
- Final rulemaking for Chapters 10, 18, and 99: Transport DC for companies;
- Final rulemaking for Chapters 10, 18, and 99: H-tags for persons who surrendered them;
- Final rulemaking for Chapter 7: Service of enforcement actions within the District;
- Final rulemaking for Chapters 7 and 16: Establishes DDS surcharges payment bonds;
- Final rulemaking for Chapters 8 and 16: Digital meter shared ride calculation method;
- Final rulemaking for Chapters 10, 12, and 99: Provisional LCS operator's license;
- Emergency and proposed rulemaking for Chapter 18: Transport DC fares, limits vehicle purchase rules;
- Emergency and proposed rulemaking for Chapter 20: Reinstates fines for serious violations;
- Final rulemaking for Chapters 5, 12 and 99: Establishes independent vehicle businesses;
- Proposed rulemaking for Chapters 16, 20, 22, and 99: Creates Xclass;
- Proposed rulemaking for Chapter 7: Mediation;
- Final rulemaking for Chapter 12: Limousine trip data requirements;
- Final rulemaking for Chapter 21: Establishes the DFHV Office of Hearing Examiners; and
- Proposed rulemaking for Chapters 4 and 8: PSP performance standards.

The Director hereby gives notice of the intent to take final rulemaking action to adopt these proposed rules in not less than forty-five (45) days after the publication of this notice in the *D.C. Register*. A public hearing will be held on the proposed rulemaking in not fewer than 20 days

from the date of publication. Directions for submitting comments may be found at the end of this notice.

Title 31, TAXICABS AND PUBLIC VEHICLES FOR HIRE, is amended as follows:

The name of Title 31 is amended to read as follows:

Title 31, VEHICLES FOR HIRE.

Title 31, VEHICLES FOR HIRE, of the DCMR, is amended to read as follows:

CHAPTER 1 - RULES OF INTERPRETATION, DEFINITIONS, AND GENERAL PROHIBITIONS

100 RULES OF INTERPRETATION

100.1 The Department may promulgate administrative issuances when it deems it necessary and appropriate to aid in the administration, enforcement or interpretation of one or more provisions of this title. Entities seeking guidance with this title should review the administrative issuances issued by the Department.

100.2 The provisions of this title shall be interpreted to comply with the language and intent of the Establishment Act and the Impoundment Act.

100.3 In the event of a conflict between provisions in this title, the more restrictive provision shall control unless otherwise provided.

100.4 No provision of this title requiring legislative authority or a delegation of authority from the Mayor shall apply in the absence of such authority.

101 DEFINITIONS

101.1 For the purposes of this title, the following words and terms shall have the meanings ascribed:

“Accessible” -- shall mean “wheelchair accessible vehicle” as defined in this chapter.

“Accessible Vehicle Identification” (“AVID”) -- an operator’s license that allows its bearer to operate a wheelchair accessible vehicle and any other type or class of public vehicle-for-hire.

“Act” -- the District of Columbia Taxicab Establishment Act of 1985, effective March 25, 1986 (D.C. Law 6-97; D.C. Official Code §§ 50-301.01 *et seq.* (2014 Repl. & 2015 Supp.)).

“Active status” -- a status in which an operator or vehicle participates in providing service without a cessation of any nature or duration, or without an interruption of more than ten (10) calendar days.

“Administrative Procedure Act” (“APA”)-- The District of Columbia Administrative Procedure Act, effective October 8, 1975, (D.C. Law 1-19; [D.C. Official Code §§ 2-502 *et seq.*](#) (2014 Repl. & 2015 Supp.)).

“Americans with Disabilities Act” (“ADA”) -- the Americans with Disabilities Act of 1990 (104 Stat. 328; [42 U.S.C. §§ 12101 *et seq.*](#)).

“Application” (“App”) -- a piece of software designed to fulfill a particular purpose, which is downloadable by a user to a mobile device, such as a tablet or smartphone. For purposes of this title, unless otherwise stated, an app’s purpose shall be assumed to be the digital dispatch of, or the digital dispatch and digital payment of, trips by vehicles-for-hire.

“Associated” -- voluntarily related through employment, contract, joint venture, agency or other legal affiliation. For the purposes of this chapter, an association not in writing shall be ineffective for compliance purposes.

“Autonomous vehicle” - a vehicle in which operation occurs without direct operator input to control the steering, acceleration, and braking, and which is capable of monitoring road conditions and performing navigation for an entire trip without human conduction.

“Black car” -- a public vehicle-for-hire, that is no more than ten (10) model years of age at entry into service and no more than twelve (12) model years of age while in service, which operates exclusively through advance reservation made by a digital dispatch service, which may not solicit or accept street hails, and for which the fare is calculated by time and distance. The term “black car” in this title is synonymous with the term “sedan” as defined in the Establishment Act.

“Bona fide D.C. Office” -- a public vehicle for-hire business office located in the District that has a valid Certificate of Occupancy for the business pursuant to DCRA rules and regulations.

“Booked trip” -- a trip that has been agreed to and accepted by the customer.

“Chairperson” -- the chairperson of the For-Hire Vehicle Advisory Council.

“Clean Hands Act” -- The Clean Hands Before Receiving a License or Permit Act of 1996, effective May 11, 1996 ([D.C. Law 11-118](#); [D.C. Official Code § 47-2862](#) (2014 Repl. & 2015 Supp.)).

“CNG vehicle” -- an automobile powered exclusively by compressed natural gas.

“Co-op” -- the District of Columbia Taxicab Industry Co-op, as defined in this chapter.

“Complainant” -- a member of the public who submits a complaint against a person or entity regulated under this title.

“Compliance order” -- an order issued by the Department or a District enforcement official to any person regulated by this title or other applicable law, requiring the person to undertake or to refrain from an action for the purpose of achieving such person’s compliance with a provision of this title or other applicable law.

“Compulsory/No Fault Motor Vehicle Insurance Act” -- the Compulsory/No Fault Motor Vehicle Insurance Act of 1982, effective September 18, 1982 ([D.C. Law 4-155](#); [D.C. Official Code § 31-2406](#) (2012 Repl. & 2014 Supp.)).

“Consumer Personal Information Security Breach Notification Act” -- the Consumer Personal Information Security Breach Notification Act of 2006, effective March 8, 2007 ([D.C. Law 16-237](#); [D.C. Official Code §§ 28-3851 et seq.](#) (2012 Repl.)).

“Consumer Service Fund” -- the Public Vehicle-for-Hire Consumer Service Fund as authorized by the Establishment Act, as defined in this chapter.

“Contract reservation” -- an advance booking for limousine service that includes the start time and the hourly rate. Reservation of a vehicle operated by a hotel, airline or other entity used exclusively to provide rides to its guests or employees and not available to the public, commonly known as a “house car” or “courtesy car,” shall not be considered a contract reservation.

“Coordinated Alternative to Paratransit Services” -- a pilot program to provide paratransit service, including wheelchair accessible service, to eligible patients.

“Credit card processing device” – a component of a DTS unit that allows passengers to make payments using credit cards and other methods of non-cash payment in the manner required by the Act and other applicable laws.

“Day” -- a calendar day unless otherwise stated.

“DCRA” -- the District of Columbia Department of Consumer and Regulatory Affairs.

“Department of For-Hire Vehicles” (“Department”) -- the Department of For-Hire Vehicles established under Section 5 of the District of Columbia Taxicab Commission Establishment Act of 1985, effective March 25, 1986 (D.C. Law 6-97; [D.C. Official Code § 50-301.04](#) (2014 Repl. & 2015 Supp.)).

“DFHV operator’s license” -- a license issued by the Department allowing its bearer to operate a taxicab, limousine, black car or Xclass vehicle.

“DFHV operator license identification card” (“DFHV ID card” or “Face Card”) -- a licensing document (a card) stating that its bearer is licensed by the Department to operate one or more classes of public vehicle-for-hire as stated on the document and issued pursuant to D.C. Official Code § 47-2829 (e) (2014 Repl. & 2015 Supp.).

“DFHV public vehicle-for-hire license” -- a vehicle license issued pursuant to [D.C. Official Code § 47-2829 \(h\)](#) (2014 Repl. & 2015 Supp.).

“Digital dispatch” – hardware, software applications and networks, including mobile phone applications, used for the electronic booking of vehicle-for-hire services.

“Digital dispatch service” (“DDS”) -- a dispatch service that provides digital dispatch for vehicles-for-hire. The phrase “company that uses digital dispatch for public vehicle-for-hire service”, as used in the Establishment Act, [D.C. Official Code § 50-301.04](#), shall include only a digital dispatch service, and shall not include any other person regulated by this title in connection with the provision of a public vehicle-for-hire service, such as a taxicab company.

“Digital payment” -- a non-cash payment processed by a digital dispatch service and not by the vehicle operator. A “cashless payment” is not considered a digital payment.

“Digital services” -- digital dispatch, or both digital dispatch and digital payment,

for public vehicles-for-hire.

“Digital taxicab solution” or “DTS” – a technology solution for the operation of taxicabs that consists at a minimum of a digital taximeter running on a driver console, as defined in this chapter, a passenger console, and a credit card processing device, as such terms are defined in this chapter, and any optional components that the DTS provider may choose to include.

“Director” -- the Director of the Department of For-Hire Vehicles.

“DISB” -- the District of Columbia Department of Insurance, Securities and Banking.

“Dispatch” -- a means of booking a vehicle-for-hire through advance reservation.

“Dispatched public vehicle-for-hire” – a public vehicle-for-hire, including a rented or leased vehicle, or former taxicab, that is not a salvaged vehicle, that has a seating capacity of eight (8) or fewer passengers exclusive of the driver, and that is hired by digital dispatch, for which the fare is calculated by a digital dispatch service based on time and distance, and which is required to be operated pursuant to the requirements of Chapter 15.

“Dispatch service” -- an organization, including a corporation, partnership, or sole proprietorship, operating in the District that provides telephone or digital dispatch, as defined in this chapter, for vehicles-for-hire.

“Dispatch or payment solution” -- any combination of technology, such as a tablet or smartphone running an app provided by a DDS, which, together, allows the DDS to provide taxicabs with digital dispatch or digital dispatch and digital payment.

“District” -- the District of Columbia.

“District enforcement official” -- a vehicle inspection officer or other authorized official, employee, general counsel or assistant general counsel of the Department, or any law enforcement officer authorized to enforce a provision of this title or other applicable law.

“District of Columbia Taxicab Industry Co-op” -- an industry-owned cooperative association which provides service and support for the use of the District of Columbia Universal Taxicab App, as defined in this chapter, and for other lawful purposes.

“District of Columbia Universal Taxicab App” (“DC TaxiApp”) -- a software application which allows passengers to book available DFHV-licensed taxicabs by digital dispatch.

“DMV” – the District of Columbia Department of Motor Vehicles.

“Dome light” -- an instrument or device approved by the Department which is attached to the top of a DFHV-licensed taxicab to illuminate the assigned PVIN and display the vehicle’s availability for hire.

“Dome light installation business”-- a business that engages, in whole or in part, in the manufacture, sale (whether of new or used equipment), installation, repair, or adjustment of dome lights for use on licensed taxicabs.

“Double seal” -- a lead seal installed, in addition to a seal (as defined in this chapter) by a taximeter installation business, to ensure that the taximeter cannot be removed or replaced except as allowed by regulatory requirements.

“Driver console” – a component of a DTS unit, as defined in this chapter, which: incorporates a digital meter and other DTS functions used by operators during taxicab rides; is safely-secured in the vehicle; and is accessible to District enforcement officials during traffic stops and compliance surveys.

“DTS unit” – an individual unit of a DTS, as defined in this chapter, that is installed in a vehicle.

“Dynamic street hail pricing” – a District-wide variable pricing structure for rides booked by street hail or telephone dispatch, which is established, maintained, and publicized by a DTS provider, as defined in this chapter

Ehail – digital dispatch, as defined in this chapter. As used in this title, the terms “ehail” and “digital dispatch” are synonymous.

“EPA” -- the United States Environmental Protection Agency.

“Establishment Act” -- the District of Columbia Taxicab Establishment Act of 1985, effective March 25, 1986 (D.C. Law 6-97; [D.C. Official Code §§ 50-301.01 et seq.](#) (2014 Repl. & 2015 Supp.)).

“Evidence” - papers, notarized statements, photographs, and other things a party believes are helpful to a case.

“Ex parte communications”-- direct or indirect communications about the merits or facts of a matter or impending matter which do not occur in the presence of all parties. Communications regarding scheduling or other procedural matters unrelated to the merits or facts of a matter are not Ex part communications.

“Extended vehicle” – a vehicle which is the subject of an extension under Chapter 10.

“Freedom of Information Act” (“FOIA”) -- The District of Columbia Freedom of Information Act, effective March 25, 1977 (D.C. Law 1-96; [D.C. Official Code §§ 2-531 et seq.](#) (2014 Repl. & 2015 Supp.)).

“General distance rate” – the taximeter distance rate for all rides other than a shared ride in

a vehicle with a legacy (non-digital) taximeter which has been reprogrammed for the special shared ride distance rate, as defined in this chapter.

“Gratuity” -- a voluntary payment by the passenger after service is rendered, in an amount determined solely by the passenger.

“Group ride” -- a taxicab trip for a group of two (2) or more passengers arranged by the passengers or otherwise as provided in an administrative issuance.

“Hack Inspector” -- a vehicle inspection officer as defined in this chapter.

“Hack-up” -- to outfit a vehicle as a taxicab and obtain approval from the Department for that vehicle to serve as a taxicab for the first time.

“Hearing examiner” -- an individual assigned by the Director to adjudicate cases at the Office of Hearing Examiners.

“Implementation date” -- the date for implementation of one or more provisions of a chapter as stated in the chapter.

“Impoundment” -- seizure of a vehicle because of a violation of this title or other applicable law.

“Impoundment Act” -- the District of Columbia Taxicab and Passenger Vehicle for Hire Impoundment And Removal Act of 1992, effective March 16, 1993 (D.C. Law 9-199; D.C. Official Code § 50-331) (2014 Repl. & 2015 Supp.)).

“Independent vehicle business” (“IVB”) -- A District-based business which appears as co-owner and co-registrant of a vehicle owned by an individual who is not domiciled in the District, for the purpose of allowing the individual to register a public vehicle-for-hire in the District pursuant to all applicable District laws and regulations.

“Independent taxicab” -- a taxicab operated by an individual who owns the vehicle or co-owns the vehicle with an IVB. An independent taxicab may be associated with a taxicab company or a taxicab association.

“Integration” -- a commercial arrangement between a payment service provider and a digital dispatch service for the real-time sharing of electronic information between such businesses that complies with industry best practices and allows each of them to meet all obligations imposed by this title.

“Integration agreement” -- an agreement between a payment service provider and a digital dispatch service to allocate the rights and obligations pertaining to integration under this title.

“Integration service fee” -- a fee paid by the vehicle owner to the payment service provider for the use of the modern taximeter system when a digital payment is made.

“In-vehicle payment” -- a payment made to the operator by the passenger inside the vehicle, consisting only of a cash payment or a cashless payment. A digital payment is not an in-vehicle payment.

“Legacy dome light” – the patented and licensed dome light required for use on all taxicabs as of September 12, 2016.

“Legacy dome light regulations” – the regulations applicable to the legacy dome light, appearing in § 605.1 and in effect on September 12, 2016.

“Level I Xclass operator’s license” – a DCTC public vehicle-for-hire operator’s license that authorizes its holder to provide Xclass service, as defined in this chapter.

“Level II Xclass operator’s license” – a DCTC operator’s license that provides the same authority to its holder as a Level I Xclass operator’s license, as defined in this chapter, and also allows its holder to operate any other public vehicle-for-hire.

“License” -- includes the whole or part of any permit, certificate, approval, registration, charter, membership, statutory exemption, or other form of permission granted by the Mayor or any agency (as defined in the Administrative Procedure Act, effective October 8, 1975 (D.C. Law 1-19; [D.C. Official Code § 2-502](#) (2014 Repl. & 2015 Supp.)).

“Licensing document” -- a physical or electronic document issued to a person as evidence that such person is the holder of a license issued pursuant to this title, such as a DFHV operator’s license (face card).

“Limousine” -- a public vehicle-for-hire, that is no more than ten (10) model years of age at entry into service and no more than twelve (12) model years of age while in service, which operates exclusively through advance reservation, may not solicit or accept street hails, and for which the fare is calculated by time.

“Loitering” -- waiting around or in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity; stopping in such locations, except to take on or discharge a passenger; or unnecessarily slow driving in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity for fifteen (15) minutes or longer, provided, however, that the Department may extend the time by an administrative issuance.

“Manifest” -- a daily log of all trips, or of a particular trip through digital dispatch, by the vehicle in either an electronic, written, or other form as approved by the Department.

“Matter” -- a contested case, as defined in the Administrative Procedures Act.

“Member” -- a member of the For-Hire Advisory Vehicle Council or his or her designated agent.

“MetroAccess Card” -- an identification card issued by WMATA to passengers who participate in its MetroAccess program.

“Modern taximeter system” (“MTS”) -- a technology solution that combines taximeter equipment and payment service provider (“PSP”) service and support in the manner required by this title.

“MTS unit” -- a single MTS unit as defined in this chapter.

“Multi-State Area” (“MSA”) -- the geographic area comprised of the District of Columbia, the State of Maryland, and the Commonwealth of Virginia.

“New vehicle” – any vehicle owned by its manufacturer, or a dealer holding a valid franchise for the sale of such vehicle, or a bank or a finance company and which has never before been titled or registered in this or any other jurisdiction, except the kind of title issued only to dealers, provided however that:

- (a) A vehicle may also be classified as a “new” vehicle when titled for the first time in the District by any person applying for a certificate of title who produces a manufacturer’s statement of origin or other evidence of ownership in the form required by the laws of the jurisdiction in which the vehicle was purchased, and which vehicle has never before been titled or registered in any jurisdiction, and
- (b) The model year of the vehicle cannot be more than one (1) year earlier than the current calendar year.

“Open Meetings Act” -- the Open Meetings Amendment Act of 2010, effective March 31, 2011 (D.C. Law 18–350; D.C. Official Code § 2-571 *et seq.*) (2014 Repl. & 2015 Supp.).

“Operator” -- a person who operates a public vehicle-for-hire.

“Owner” -- A person, individual, partnership, company, association, or corporation that holds legal title to a public vehicle-for-hire which is licensed by the Department or the registration of which is required in the District of Columbia to own and operate a taxicab or taxicabs. The term may also include a lessee, a trustee, or a receiver appointed by a court, operating, controlling, managing, or renting a passenger vehicle-for-hire in the District of Columbia except as to operations licensed under [D.C. Official Code § 47-2829\(d\)](#) (2014 Repl. & 2015 Supp.).

“Passenger console” – a component of a DTS unit, as defined in this chapter, which provides passengers with: the operator’s license number; the vehicle’s navigational path; applicable rates and charges (including if the provider uses dynamic street hail pricing: a disclosure of its current discount, if any, which shall be the same as the disclosure that appears on the DTS provider’s website); advertising; any audiovisual content required by the Department; a statement about payment and receipt options.

“Passenger surcharge” -- a per-trip fee currently set at twenty-five cents (\$.25) per trip, required to be assessed to and collected from passengers and remitted to the

District for each trip in a taxicab.

“Payment card” -- a credit or debit card, including Visa, MasterCard, American Express, and Discover.

“Payment card on file” -- a payment card, direct debit, or prepaid account that allows a person to process a payment without requiring the person authorizing the payment to present the original payment information.

“Payment service provider” (“PSP”) -- a business that offers an MTS for taxicabs, as defined in this chapter.

“Person” -- shall have the meaning ascribed to it in the District of Columbia Administrative Procedure Act, effective October 8, 1975 (D.C. Law 1-19; [D.C. Official Code § 2-502](#) (2012 Repl. & 2013 Supp.)) and shall specifically include a firm, company, institution, receiver, or trustee, and, is further defined as including, any individual, company, business, association or entity regulated by this title, any individual or entity that engages in an activity regulated by this title which requires Department of For-Hire Vehicle licensure or authorization to operate but has not obtained such appropriate license or authorization, or any individual or entity whose Department of For-Hire Vehicle license or authorization has lapsed, been suspended, or been revoked.

“Personal service” -- in the context of the provision of taxicab service to a passenger, assistance or service requested by a passenger that requires the taxicab operator to leave the vicinity of the taxicab.

“Pre-arranged ride” -- A period of time that begins when a private sedan operator accepts a requested ride through digital dispatch (an app), continues while the operator transports the passenger in the operator’s private sedan, and ends when the passenger departs from the private sedan.

“Preponderance of the evidence” -- evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, sufficient evidence to convince the hearing examiner that something is more likely to have occurred than to not have occurred.

“Private sedan” -- a private vehicle-for-hire that shall:

- (a) Have a manufacturer’s rated seating capacity of eight (8) or fewer, including the private vehicle-for-hire operator;

- (b) Have at least four (4) doors and meet applicable federal motor vehicle safety standards for vehicles of its size, type, and propose use;
- (c) Be no more than ten (10) model years of age at entry into service and no more than twelve (12) model years of age while in service; and
- (d) Not be registered as, nor bear the license plate designation of a vehicle for hire from any state, subdivision, or locality.

The term “private sedan” in this title is synonymous with the term “private vehicle-for-hire”, as defined in the Establishment Act.

“Private sedan business” -- an organization, including a corporation, partnership, or sole proprietorship, operating in the District, that uses digital dispatch to connect passengers to a network of operators of private sedans, as defined in this chapter.

“Private sedan operator” -- an individual who operates a personal motor vehicle to provide private sedan service, as defined in this chapter, in association with a private sedan business, as defined in this chapter.

“Private sedan service” -- a class of transportation service by which a network of private sedan operators, as defined in this chapter, registered with a private sedan business, as defined in this chapter, provides vehicle-for-hire service through a digital dispatch service, as defined in this chapter.

“Proceeding” -- the entire adjudication process, from the issuance of a notice of hearing through the issuance of a decision, including the disposition of any motion for reconsideration.

“Provisional operator’s license” – a DFHV operator’s license issued to an operator of a public vehicle-for-hire which, following its issuance, may be subject to additional requirements or conditions, including the completion of a background check by the Federal Bureau of Investigation, prior to full licensing consistent with the requirements of this title and other applicable laws.

“Public vehicle-for-hire” -- classes of for-hire transportation which exclusively use operators and vehicles licensed by the Department pursuant to [D.C. Official Code § 47-2829](#) that has a manufacturer’s rated seating capacity of fewer than 10 people and includes: taxicabs, black cars, limousines and Xclass vehicles.

“Public vehicle-for-hire business” -- a business that provides one or more classes of public vehicle-for-hire service.

“Public vehicle-for-hire identification number” (“PVIN”) -- a unique number assigned by the Department to a public vehicle-for-hire.

“Rate of fare” -- the established fare which may be charged by a licensed taxicab other than for trips booked through digital dispatch, which fare has been promulgated by the Department and may include, but is not limited to, surcharges and waiting times.

“Respondent” -- a person against whom an enforcement action is taken, a public complaint is made, or an order of investigation or order to show cause is directed.

“Revocation” -- the permanent recall or annulment of a privilege or authority granted by the Department.

“rolIDC” -- the Metropolitan Washington Council of Government’s Wheelchair Accessible Taxicab program.

“Seal” -- a device installed on a taximeter, wire, wiring mechanism, gear or other device, so that no adjustment, repair, alteration or replacement can be made without removing or mutilating the device.

“Sedan” -- a black car as defined in this chapter and in the Establishment Act. The terms “sedan” and “black car” are synonymous in this title.

“Semi-autonomous vehicle” – a vehicle which has automation of at least two primary control functions designed to work in unison to relieve the operator of control of these functions, such as adaptive cruise control with lane centering.

“Senior hearing examiner”– an individual assigned by the Director to adjudicate cases at the Office of Hearing Examiners to supervise and assign matters to the hearing examiners, to issue administrative issuances concerning matters before Office of Hearing Examiners, and to perform such additional functions related to Office of Hearing Examiners as determined by the Director consistent with the provisions of Chapter 4.

“Shared ride” -- a taxicab trip for a group of two (2) or more passengers arranged by a starter or otherwise as provided in an administrative issuance.

“Smoking Restriction Act” -- the District of Columbia Smoking Restriction Act of 1979, effective September 28, 1979 (D.C. Law 3-22; [D.C. Official Code § 7-1703\(5\)](#) (2012 Repl.)).

“Special shared ride distance rate” – the taximeter distance rate for a shared ride in a vehicle with a legacy (non-digital) taximeter which has been reprogrammed for this rate

“Suspension” -- a temporary bar of a person from the privilege or authority conferred by the Department for a period of time after which period the privilege or authority is automatically re-instated or the person must request re-instatement.

“Taxicab” -- a public vehicle-for-hire which is hired by dispatch or by street hail, and for which the fare complies with Chapter 12

“Taxicab Association” -- a group of taxicab owners organized for the purpose of engaging in the business of taxicab transportation for common benefits regarding operation, name, logo or insignia. For the purposes of this title, an association not in writing shall be ineffective for compliance purposes.

“Taxicab Company” -- a person, partnership, or corporation engaging in the business of owning and operating at least twenty (20) taxicabs, or such higher number as may be required by the Establishment Act, which use the same identifying name, logo, or insignia, as approved by the Department.

“Taxicab database management system” “(TDMS)” -- the information system operated by the Department.

“Taximeter” -- an instrument or device approved by the Department that automatically calculates and displays a passenger’s fare while the passenger is being transported.

“Taximeter business” -- a business which engages, in in the manufacture, sale (new or used equipment), installation, repair, adjustment, testing, sealing, or calibrating of taximeters, to be used in a taxicab licensed in the District of Columbia.

“Taximeter business owner” -- an individual, partnership or corporation licensed by the Department to own and operate a taximeter business.

“Taximeter fare” -- the taxicab fares established by Chapter 12 which shall be used for all taxicab trips booked by street hail, telephone dispatch or by Digital Dispatch Services.

“Telephone dispatch” -- a traditional means for dispatching a vehicle-for-hire,

originating with a telephone call by the passenger. The term “telephone dispatch” in this title is synonymous with the term “dispatch” as defined in the Establishment Act.

“Telephone dispatch company” -- a taxicab company which provides telephone dispatch for taxicabs.

“Tour of duty” -- the period of time when an operator is signed into an MTS or digital payment system.

“Trade dress” -- a logo, insignia, or emblem established by a private sedan business for display on its associated vehicles while providing service.

“Transport DC” -- a program, formerly known as CAPS-DC that provides paratransit service, including wheelchair accessible service, to eligible passengers.

“Transport DC debit card” -- a payment card issued by the District to MetroAccess participants who have consented to participate in Transport DC.

“Transport DC MOU” -- a the memorandum of understanding between WMATA and the District, executed on June 23, 2014, and any amendments, modifications, or innovations thereof, providing general terms, conditions, and requirements for WMATA’s and the District’s participation in the Transport DC Pilot Program.

“Transport DC trip” -- a one-way trip to or from an eligible Transport DC location as established in this title.

“Trip” -- a trip provided by a public vehicle-for-hire licensed by the Department to one (1) or more passengers at the same time for which a fare is or should have been collected.

“Uniform resource locator” - a protocol for specifying addresses on the Internet.

“URL” – a uniform resource locator, as defined in this chapter.

“Vehicle-for-hire” -- a public vehicle-for-hire or a private sedan, as defined in this chapter.

“Vehicle inspection officer” -- a Department employee trained in the laws, rules, and regulations governing vehicle-for-hire service to ensure the proper provision of service and to support safety through street enforcement efforts, including traffic stops of vehicles-for-hire, pursuant to this title, the Establishment Act, and other

applicable laws.

“Washington Metropolitan Area” -- the area encompassed by the District; Montgomery County, Prince Georges County, and Frederick County in Maryland; Arlington County, Fairfax County, Loudon County, and Prince William County and the cities of Alexandria, Fairfax, Falls Church, Manassas, and Manassas Park in Virginia.

“Washington Metropolitan Area Transit Authority” (“WMATA”) -- the regional transportation agency created by interstate compact to serve the Washington Metropolitan Area.

“Wheelchair accessible vehicle” (“WAV”) -- a vehicle compliant with the Americans with Disabilities Act and its implementing regulations, including [49 C.F.R. Part 38.1-38.39](#), which accommodates a passenger using a wheelchair or other personal mobility device who needs a ramp or lift to enter or exit the vehicle.

“Wheelchair securement system” -- a system which meets the requirements of [49 C.F.R. Part 38, § 38.23\(d\)](#), to safely secure a wheelchair in a wheelchair accessible vehicle.

“Wheelchair service” -- service provided by a wheelchair accessible vehicle.

“Xclass” or “Xclass service” – the class of service consisting of dispatched public vehicles-for-hire, as defined in this chapter.

“Xclass business” – a business that rents Xclass vehicles to Xclass operators, as defined in this chapter.

“Xclass decal” – evidence of an Xclass vehicle license, as defined in this chapter.

“Xclass digital meter” - a digital meter that is part of an Xclass digital meter system, as defined in this chapter.

“Xclass digital meter system” - a digital meter system approved by the Office for use in Xclass, which provides the Office with vehicle location information and trip sheet data when the operator is on duty, and which is linked electronically, or via a DCTC network, API, website, mobile app, URL, or hardware, to one or more digital dispatch services in order to provide ride requests and process payments.

“Xclass operating authority” – operating authority for an Xclass business.

“Xclass operator” – an individual who holds an Xclass operator’s license, as defined in this chapter.

“Xclass operator’s license” – a Level I or Level II Xclass operator’s license, as defined in this chapter.

“Xclass vehicle” – a dispatched public vehicle, as defined in this chapter.

“Xclass vehicle license” – a DCTC license that allows a vehicle to be used in Xclass, as defined in this chapter.

102 GENERAL REQUIREMENTS

- 102.1 Each licensee, permit holder, or person granted operating authority by the DFHV shall maintain all licenses, operating authority and insurance required to operate its business.
- 102.2 Each licensee, permit holder, or person granted operating authority by the DFHV shall maintain business records as may be required in an administrative issuance issued by the Department.
- 102.3 An owner of a DFHV licensed business, a member of a partnership that owns a DFHV licensed business, or an officer or shareholder holding more than five percent (5%) of the shares of a corporation or other entity that owns a DFHV licensed business, shall:
- (a) Notify the Department in writing of his or her conviction for a crime no later than fifteen (15) days after the conviction; and
 - (b) Deliver to the Department a certified copy of the certificate of disposition issued by the clerk of the court no later than fifteen (15) days after the conviction.
- 102.4 Any change in the contact information and any material change in any other information provided to obtain a DFHV license, permit or operating authority shall be updated within three (3) business days of when the change occurs by the licensee, permit holder or person granted operating authority.
- 102.5 A DFHV licensed public vehicle-for-hire business, or a person acting on its behalf, shall notify the Department in writing of the arrest of an operator who is employed by or in affiliation with the business, no later than fifteen (15) days after knowledge of the arrest.

102.6 A DFHV licensed business owner and independent business owner shall notify the Department in writing not later than ten (10) business days after the suspension, revocation, or non-renewal of any license required by this title or license, permit, certificate, or authority granted to the licensee by an agency of the District of Columbia or other jurisdiction or the federal Government.

102.7 A DFHV licensed business owner and independent business owner shall timely and fully cooperate with the Department and all District enforcement officials in the enforcement of and compliance with all applicable provisions of this title and other applicable laws.

103 GENERAL PROHIBITIONS

103.1 No licensee, permit holder or person granted operating authority by the DFHV while performing duties and responsibilities as a licensee, permit holder or under a grant of operating authority shall commit or attempt to commit, alone or in concert with another, any act of bribery, forgery, fraud (including cheating on any Department administered examination), misrepresentation, larceny or any willful act of omission or commission, which is against the best interest of the public, even if not specifically prohibited by these rules. The Department may provide examples of fraud, misrepresentation or larceny in administrative issuances.

103.2 No licensee, permit holder, or person granted operating authority by the DFHV, while performing duties or responsibilities related to his or her permit granted under this title, shall:

- (a) Threaten, harass, or abuse a Department representative, District government employee, or other person; or
- (b) Use or attempt to use physical force against a Department representative, District government employee, or other person.

103.3 Notwithstanding any other provision of this title, no license, permit, operating authority, or registration shall be issued to a person not in good standing with the Department, including a person that holds a DFHV license which is pending an enforcement action, or that holds a DFHV license, operating authority, or registration that is then suspended or revoked.

103.4 All applicants for any license, operating authority, or permit shall be in compliance with the clean hands requirements of [D.C. Official Code § 47-2862](#) (2005 Repl. & 2011 Supp.).

- 103.5 Unless otherwise provided in a section of this title, nothing in this title shall be construed as soliciting or creating a contractual relationship, agency relationship, or employer-employee relationship between the District of Columbia and any other person.
- 103.6 No person, other than a District enforcement official or other person authorized by law, shall duplicate or transfer to another person any licensing document except with written permission from the Department. Such action shall constitute fraud for purposes of this title.
- 103.7 No individual shall operate a public vehicle-for-hire in the District unless such individual has a valid DFHV operator's license (face card), the vehicle has a valid DFHV vehicle license, and the operator and vehicle are in compliance with all applicable provisions of this title and other applicable laws, unless the operator is in compliance with the reciprocity privilege provisions of Chapter 10.
- 103.8 No person shall drive, move, or permit the operation of any public for-hire vehicle which is mechanically unsafe, improperly equipped or otherwise unfit to be operated.
- 103.9 No public vehicle-for-hire business, equipment business or dispatch service shall provide service for or to a person subject to regulation under this title which the business or service knows or has been informed by the Department is not in compliance with this title and other applicable laws.
- 103.10 No licensee, permit holder or person granted operating authority by the DFHV shall attempt through any means to contradict or evade the requirements of this title or other applicable laws.

CHAPTER 2 – THE DEPARTMENT OF FOR-HIRE VEHICLES

200 ORGANIZATION

- 200.1 The Department of For-Hire Vehicles shall be comprised of the following officers:
- (a) The Office of the Director;
 - (b) The Office of Regulatory Policy and Planning;
 - (c) The Office of Client Services;

- (d) The Office of Compliance and Enforcement; and
- (e) The Office of Hearings and Conflict Resolution.

200.2 The Office of the Director shall perform the following duties:

- (a) Administrative support;
- (b) Human resources;
- (c) Budget and financial services;
- (d) Technology and information services;
- (e) Contracting and procurement;
- (f) Compliance with legislative directives, analysis, and opinions to ensure appropriate rulemaking and operational activities;
- (g) Providing updated facts pertaining to operations and rulemaking through various communication platforms, including press releases, testimony, speech, and the DFHV website;
- (i) Serving as a liaison between the DFHV and the District Department of Transportation (“DDOT”) on policies related to transportation; and
- (j) Other duties as assigned by the Director.

200.3 The Office of Regulatory Policy and Planning shall perform the following duties:

- (a) Regulatory policy;
- (b) Industry-wide research, analysis, and planning related to the regulation of the vehicle-for-hire industry; and
- (c) Other duties as assigned by the Director.

200.4 The Office of Client Services shall perform the following duties:

- (a) Administering all license examinations applicable to the taxicab industry;
- (b) Providing all required training and refresher courses;

- (c) Maintaining a system of electronic public records relating to licensed owners and operators, public vehicles-for-hire and public vehicle-for-hire companies, associations, and fleets, including:
 - (1) Developing, maintaining, and keeping current a body of information relating to public vehicle-for-hire industry operations within the District, regionally, and nationwide; and
 - (2) Providing statistics, analyses, studies, and projections relating to matters such as revenue, operational costs, passenger carriage, profits, practices, and technologies pertaining to the public vehicle-for-hire industry.
- (d) Maintaining accurate records of in-service public vehicles-for-hire and retaining those records for a minimum of three years;
- (e) Communicating with the vehicle-for-hire industry and members of the public to inform them of agency procedures and regulations and solicit feedback to enhance public awareness; and
- (f) Accepting applications for licenses applicable to public vehicle-for-hire operators and vehicles and issuing new licenses and renewals;
- (g) Collecting fees to recover the actual costs of producing and distributing official DFHV vehicle decals, stickers, and information placards;
- (h) Collecting any other authorized fees; and
- (i) Other duties as assigned by the Director.

200.5

The Office of Compliance and Enforcement shall perform the following duties:

- (a) Auditing public vehicle-for-hire companies, payment service providers, and private sedan businesses;
- (b) Administering and enforcing all rules, rates, charges, and orders issued by the DFHV;
- (c) Inspecting public vehicles-for-hire for compliance with safety regulations established by the DFHV and the Department of Motor Vehicles;

- (d) Performing hack inspections and issuing notices of infraction;
- (e) Providing street enforcement of the rules and regulations of the DFHV through the use of vehicle inspection officers; and
- (f) Other duties as assigned by the Director.

200.6 The Office of Hearings and Conflict Resolution shall perform the following duties:

- (a) Conduct hearings adjudications, appeals, and any form of conflict resolution, including mediation;
- (b) Receive, document, and manage all complaints lodged against the owners and operators of public vehicles-for-hire and private sedans, payment service providers, and dispatch services; and
- (c) Other duties as assigned by the Director.

201 FOR-HIRE VEHICLE ADVISORY COUNCIL

201.1 The For-Hire Vehicle Advisory Council (“FHVAC”) shall meet at least once every three (3) months, and more often as needed, at times to be determined by the chairperson of the FHVAC at the first meeting of the FHVAC. The Chairperson shall designate the time and place of the general meeting. The notice of general meetings shall be provided in accordance with this chapter.

201.2 Membership.

- (a) The FHVAC shall consist of eleven members, to include the following:
 - (1) The Director of the DFHV, or the Director's designee;
 - (2) The Director of the District Department of Transportation, or the Director's designee; and
 - (3) Nine community representatives, who do not work for the District government, appointed by the Mayor as follows:
 - (A) Two District residents who operate public or private vehicles-for-hire in the District;
 - (B) Two representatives of companies providing vehicle for-hire industry services in the District;

- (C) Two representatives of the hospitality or tourism industry in the District; and
 - (D) Three District residents, unaffiliated with the vehicle for-hire industry, who regularly use public or private vehicles-for-hire in the District.
- (b) The community representatives shall be appointed for a term of three (3) years, with initial staggered appointments of 3 community representatives appointed for one (1) year, three (3) community representatives appointed for two (2) years, and three (3) community representatives appointed for three (3) years.
 - (c) The community representatives to serve the one-year term, the community representatives to serve the two (2) -year term, and the community representatives to serve the three (3) -year term shall be determined by lot at the first meeting of the FHVAC.
 - (d) Each community representative shall serve until the appointment of a successor. No community representative shall serve more than two (2) consecutive terms, which shall not include an appointment to fill a vacancy due to removal, resignation, or death of a member.
 - (e) The Mayor may remove a community representative for cause. An appointment to fill a vacancy occurring during a term due to removal, resignation, or death of a member shall be made in the same manner as other appointments and for the remainder of the unexpired term.
 - (f) A chairperson shall be elected from among the nine (9) community representatives at the first meeting of the FHVAC, for a term of two (2) years, and every two (2) years thereafter.
- 201.3 The DFHV shall provide the FHVAC with an annual operating budget, which shall include funds to maintain a website where the FHVAC shall provide a public listing of members, meeting notices, and meeting minutes.
- 201.4 The purpose of the FHVAC shall be to advise the DFHV on all matters related to the regulation of the vehicle for-hire industry.
- 201.5 At least semiannually, the Director of the DFHV, or the Director's designee, shall meet with the chairperson of the FHVAC to discuss recommendations provided by the FHVAC to the DFHV, after which, the DFHV shall make available on the DFHV website all recommendations discussed between the DFHV and the

FHVAC, the DFHV's decision in response to the recommendations, and an explanation of the decision made by the DFHV.

- 201.6 The Chairperson may call an emergency meeting of the FHVAC as needed to address an urgent matter. The notice of an emergency meeting shall be provided in accordance with this chapter.
- 201.7 FHVAC meetings shall be open to the public and conducted in accordance with the Open Meetings Act.
- 201.8 The Chairperson shall distribute the proposed agenda to the FHVAC members at least seven (7) calendar days prior to the date of the meeting.
- 201.9 Matters not covered by these rules or other District of Columbia law or regulation, including but not limited to voting and meeting agendas, shall be decided in accordance with Robert's Rules of Order, Newly Revised.
- 201.10 A majority of the FHVAC members in office shall constitute a quorum for taking official action or votes at all meetings of the FHVAC. A meeting may commence for the consideration of matters not requiring official action or a vote when a majority of FHVAC members in office are not present.
- 201.11 Notices of FHVAC meetings shall be posted at least seven (7) days in advance of the meeting.
- 201.12 Notice of FHVAC meetings shall be made by:
- (a) Posting on the FHVAC website; and
 - (b) Posting in the *D.C. Register*, as timely as practicable.

202 PILOT PROGRAMS

- 202.1 The Department may create a pilot program for any reasonable purpose related to vehicles-for-hire. Each pilot program that requires or allows persons licensed or regulated by this title to engage in an activity by deviating from the requirements of this title shall be the subject of an administrative issuance that includes a description of how safety, consumer protection, and the requirements of the Establishment Act and other applicable laws will be protected and adhered to by the pilot's participants.

203 PUBLIC VEHICLES-FOR-HIRE CONSUMER SERVICE FUND

- 203.1 The purpose of this section is to establish procedural and substantive rules governing assessment and collection of all funds to be deposited into the Public Vehicle-For-Hire Consumer Service Fund as authorized by the Establishment Act.
- 203.2 The Public Vehicles-for-Hire Consumer Service Fund shall consist of:
- (a) All funds collected from a passenger surcharge on taxicab trips;
 - (b) All funds collected by the Department from the issuance and renewal of a public vehicle-for-hire license pursuant to [D.C. Official Code § 47-2829](#) (2014 Repl. & 2015 Supp.), including such funds held in miscellaneous trust funds by the Commission and the Commission of the People’s Counsel prior to June 23, 1987, pursuant to [D.C. Official Code § 34-912 \(a\)](#) (2014 Repl. & 2015 Supp.);
 - (c) All funds collected by the Department from the Department of Motor Vehicles through the Out-Of-State Vehicle Registration Special Fund, pursuant to Section 3a of the District of Columbia Revenue Act of 1937, effective March 26, 2008 ([D.C. Law 17-130](#); [D.C. Official Code § 50-1501.03a](#) (2012 Repl. & 2014 Supp.)) (“Revenue Act”);
 - (d) All funds collected by the Department pursuant to [D.C. Official Code § 50-301.07 \(c\) \(20\)](#);
 - (e) All funds collected by the Department pursuant to [D.C. Official Code § 50-301.31 \(b\) \(11\)](#); and,
 - (f) All funds collected by the Department pursuant to [D.C. Official Code §§ 50-301.20 \(c\) and \(d\)](#).
- 203.3 As provided for in [D.C. Official Code § 50-320 \(d\)](#) (2009 Repl.), each public vehicle for hire operator licensed by the Department shall be assessed fifty dollars (\$50) per year upon the issuance or renewal of each operator license identification (Face) card issued pursuant to [D.C. Official Code §§ 47-2829 \(e\) and \(h\)](#) (2012 Supp.).
- 203.4 The assessment levied pursuant to § 203.3 shall be paid by each public vehicle for hire operator licensed by the Department in addition to the annual license fee authorized pursuant to [D.C. Official Code § 47-2829 \(e\) and \(h\)](#) (2012 Supp.).
- 203.5 The Department shall collect the assessment levied at the time of the issuance or

renewal of the operator license identification (Face) card of each public vehicle for hire operator.

- 203.6 The Department shall have deposited into the Public Vehicle for Hire Consumer Service Fund all assessments collected from public vehicle for hire operators licensed by the Department.
- 203.7 On an annual basis, or at other times as determined by the Department, the Department shall request that the Office of the Chief Financial Officer provide a written report of all monies collected and deposited in the Fund.
- 203.8 Monies in the Public Vehicle for Hire Consumer Service Fund shall be used by the Department to pay costs incurred by the Department, including, but not limited to, the costs of:
- (a) Operating and administering programs, investigations, proceedings, and inspections;
 - (b) Improving the District's taxicab fleet;
 - (c) Administering the Fund;
 - (d) Establishing a program to provide taxicab fare discounts for low-income senior citizens aged 65 and older and persons with disabilities; and
 - (e) Providing grants, loans, incentives and other financial assistance to owners of licensed taxicabs legally operating and incorporated in the District to incentivize the purchase and use of alternative-fuel vehicles and wheelchair-accessible vehicles, directing licensed taxicabs to underserved areas, and to offset costs associated with meeting the mandates of the Act.
- 203.9 A proceeding, as referenced in Chapter 2, includes, but is not limited to, any administrative action, process, adjudication, or rulemaking pending before, or initiated by, the Department.
- 203.10 A Department investigation may include, but is not limited to, an investigation into any of the following subjects:
- (a) Rate studies;
 - (b) Public education and awareness;

- (c) Education of taxicab operators and owners;
- (d) Enforcement activities; or
- (e) Discrimination in the taxicab industry.

203.11 Each trip provided by taxicab licensed by the Department, shall be assessed a twenty-five cent (\$0.25) per trip passenger surcharge.

203.12 For purposes of this subsection, the term “trip” means any trip provided by a public vehicle for hire licensed by the Department to one or more passengers at the same time which either originated in the District or originated outside of the District pursuant to a valid reciprocity agreement and for which a fare is or should have been collected.

203.13 All funds collected pursuant to this section shall be deposited into the Public Vehicle for Hire Consumer Service Fund.

CHAPTER 3 - COMPLIANCE AND ENFORCEMENT

300 APPLICATION AND SCOPE

300.1 This chapter is intended by the Department to establish fair and consistent rules for enforcement of and compliance with this title.

300.2 This chapter applies to all persons regulated by this title.

300.3 The provisions of this chapter shall apply to all matters and contested cases pending on _____ to the extent allowed by the Administrative Procedure Act and any other applicable laws.

300.4 The Department’s failure to comply with a deadline established by a provision of this title shall not be a basis for the dismissal of an enforcement action except where the Respondent proves that the Respondent’s substantial legal rights would be violated in the absence of a dismissal, and that no reasonable procedural remedy, such as a continuance or enlargement of time, can be fashioned to cure the violation.

301 ENFORCEMENT ACTIONS

301.1 The Department may take one or more of the following enforcement actions, in accordance with this chapter, where there are reasonable grounds to believe that a

person has violated, or is violating, a provision of this title or other applicable law:

- (a) Issue a notice of infraction (“NOI”);
- (b) Issue an order to cease and desist;
- (c) Issue an order of immediate suspension of a license;
- (d) Issue a notice of proposed suspension or revocation of a license; or
- (e) Issue an order of impoundment of a vehicle pursuant to the Impoundment Act.

301.2 In addition to any other penalty or action authorized by a provision of this title, the Department may recommend to another government agency the denial, revocation or suspension of any license that may be issued by the other agency.

301.3 Each respondent shall respond to a notice of an enforcement action within the time stated in the notice or, if no time for a response is stated in the notice, as specified in this chapter. Failure to respond within the time required shall subject the respondent to the civil penalties and fines imposed therein.

301.4 The Department may modify, supplement or withdraw any enforcement action at any time, provided such action is consistent with fundamental fairness and the due process rights of the respondent.

301.5 The enumeration of enforcement actions in this section shall not limit or proscribe any legal remedy available to the Department in a court proceeding at law or in equity, including, but not limited to, entering into consent decrees and settlements, and enforcing the terms thereof.

301.6 The Department may, through the Office of the Attorney General, petition the District of Columbia Superior Court for injunctive relief, or take any other action authorized by law to enforce compliance with a provision of this title or other applicable law.

301.7 In addition to any other enforcement action authorized by this title or other applicable law, where a private sedan business certifies an intentionally false or misleading statement on a form required by this title or other applicable law, the Department may refer the matter for civil and/or criminal investigation by an appropriate agency of the District or Federal Government.

- 301.8 The circumstances giving rise to a respondent's suspension, or any other enforcement action, may be considered by the Department in any determination of whether to issue or renew a license to the respondent.
- 301.9 Each impoundment of a vehicle shall be conducted in compliance with the Impoundment Act.
- 301.10 The Department may audit the compliance of any licensees with the applicable eligibility of this title, and may initiate compliance or enforcement proceedings based on the outcome.
- 301.11 Except as otherwise specified, an appeal from any enforcement action under this chapter may be referred to the OHE or to the OAH as designated by the Department in its sole discretion. Decisions by hearing examiners shall be issued in accordance with this title but shall in no instances be appealable to the OAH.
- 301.12 In computing any applicable time period measured in days under this chapter:
- (a) The day of the act, event, or default from which the period begins to run shall not be included;
 - (b) The last day of the period shall be included; and
 - (c) Unless otherwise specified, any reference to "days" means calendar days including holidays and weekends.

302 ADMINISTRATIVE ISSUANCES

- 302.1 The Department may promulgate an administrative issuance when it deems it necessary and appropriate to aid in the administration, enforcement, or interpretation of one or more provisions of this title. Each administrative issuance shall contain the following sections as appropriate:
- (a) Background – explaining the issue;
 - (b) Purpose – identifying the goal;
 - (c) Policy – stating the findings and intent;
 - (d) Definitions – defining any new relevant term;

- (e) Authority – cites to statutory or regulatory authority allowing the administrative issuance; and
- (f) Procedures – instructions to licensees on how to comply with the administrative issuance.

302.2 Each issuance, instruction, and guidance shall be posted on the Department’s website and shall become effective twenty-four (24) hours after it is posted or at such later time as stated in the issuance, instruction, or guidance provided, however, that an issuance, instruction, or guidance shall become effective upon posting if it states that it is effective upon posting based on a determination that such action is required to protect passenger, operator, or public safety; for consumer protection; or where otherwise permitted by law.

302.3 Failure to comply with an administrative issuance may be evidence of the violation of the provisions of this title to which the administrative issuance applies.

303 COMPLIANCE ORDERS

303.1 An authorized employee or official of the Department, or a District enforcement official, may issue a written or oral compliance order to any person licensed or regulated by this title or other applicable law. Oral compliance orders may be issued during traffic stops, as provided in this chapter.

303.2 A compliance order may require the respondent to take any lawful action related to enforcement, compliance, or verification of compliance, with this title or other applicable law, to the extent authorized or required by this title and the Establishment Act or other applicable law.

303.3 Each compliance order shall include the following information:

- (a) The action the respondent must take to comply;
- (b) Except for oral compliance orders, the deadline for compliance; and
- (c) If the compliance order is in writing:
 - (1) A statement of the circumstances giving rise to the order;
 - (2) A citation to the relevant chapter of this title or other applicable law; and

- (3) If the order requires a person to provide information to assist the Department or a District enforcement official in an enforcement action against a person with whom the respondent is believed to be or has been associated: the name of and contact information for such person to the extent available.

303.4 Where a compliance order is issued to a private sedan business to allow the Department to inspect and copy records, the following limitations shall apply:

- (a) The Department's inspection shall be limited to safety and consumer protection-related records to ensure compliance with the applicable provisions of Chapter 16, where the Department has a reasonable basis to suspect noncompliance; and
- (b) Any records disclosed to the Department shall not be released by the Department to a third party, including through a FOIA request.

303.5 The OHE or OAH may draw an adverse inference where any person who is required by this title or other applicable law to maintain documents or information fails to maintain such documents or information as required.

303.6 A written compliance order shall be served in the manner prescribed by this chapter.

303.7 The civil penalties for failure to comply with a compliance order are as provided by Chapter 5 of this title.

303.8 Each traffic stop shall comply with all applicable provisions of this title, any other applicable laws, and the following requirements:

- (a) Compliance checks may be conducted on any vehicle for-hire anytime it is found on a public street in the District of Columbia provided, however, no vehicle shall be stopped while transporting a passenger without reasonable suspicion of a violation of this title or other applicable laws.
- (b) A traffic stop of an on-duty private or public vehicle-for-hire in the act of transporting a fare shall only be conducted if there is a reasonable suspicion of a violation of this title or other applicable law.
- (c) An oral compliance order may be issued in connection with a traffic stop for the purpose of determining compliance with this title and other applicable

laws, ensuring public safety and order, and for other lawful reasons as may be outlined in an administrative issuance.

- (d) Notwithstanding the requirements of paragraph (b) of this section, a vehicle inspection officer shall not take possession of a device which may contain evidence relevant to the enforcement of this title or other applicable law, unless:
 - (1) The device is or appears to be a component of a taxicab's modern taximeter system (MTS);
 - (2) The operator denies ownership, possession, or custody of the device;
 - (3) The operator abandons the device or attempts to transfer its possession with intent to prevent access to the device for purposes of enforcement; or
 - (4) The operator is determined to be an unlawful operator in violation of D.C. Official Code § 47-2829.
- (e) The term "possession" as used in paragraph (c) of this section shall not include handling, operation, or examination of a device for purposes of enforcement of this title or other applicable law.
- (f) A private sedan operator's lack of registration with a private sedan business registered under Chapter 16 may be considered evidence of a violation of D.C. Official Code § 47-2829.

304 NOTICES OF INFRACTION

- 304.1 The Department or a District enforcement official (including a vehicle inspection officer) may issue a Notice of Infraction (NOI), imposing a civil fine or other civil penalty, whenever the Department or the District enforcement official has reasonable grounds to believe the respondent is in violation of a provision of this title or other applicable law.
- 304.2 An NOI shall be in writing in a form prescribed by the Department.
- 304.3 Each NOI shall be served and filed in the manner prescribed by this chapter.
- 304.4 In response to an NOI, a respondent shall file a written answer with OAH within thirty (30) days of the date the NOI is served on the respondent. The answer shall:

- (a) Admit the infraction and pay the fine;
 - (b) Admit the infraction with an explanation, and providing any supporting documentation; or
 - (c) Deny the infraction and request a hearing.
- 304.5 Payment of the fine shall not relieve the respondent of the obligation to abate the infraction cited in the NOI.
- 304.6 If a respondent admits an infraction in the NOI, the respondent may provide an explanation with his or her answer and include payment of the fine. If respondent pays the stated fine but fails to indicate a specific answer, the respondent shall be deemed to have admitted the infraction.
- 304.7 If a respondent responds to an NOI, does not pay the stated fine, and fails to state an answer as required by this chapter, the respondent shall be deemed to have denied the infraction.
- 304.8 If the respondent admits an infraction with an explanation, the respondent shall state on the NOI whether the respondent requests a hearing on the papers or an in-person hearing. The OAH may hold an in-person hearing in its sole discretion.
- 304.9 If a respondent denies an infraction, OAH may schedule an in-person hearing in accordance with its rules.
- 304.10 If a respondent does not answer the NOI within thirty (30) calendar days:
- (a) OAH shall issue a default order; and
 - (b) A civil penalty equal to the amount of the fine imposed by the NOI shall be imposed by OAH in the default order.
- 304.11 A civil penalty, including a fine, may be downwardly modified by OAH if:
- (a) The downward modification is not inconsistent with the provision of this title or other applicable law which is the basis for the penalty;
 - (b) The Department is provided with an opportunity to present to OAH its opinion on a proposed downward modification or fine reduction; and

- (c) The downward modification is based on a consideration of all relevant mitigating and aggravating factors.

305 CEASE AND DESIST ORDERS

305.1 If the Department has reason to believe that a person is violating a provision of this title or other applicable law and the violation has caused or may cause immediate and irreparable harm to the public, the Department may issue a cease and desist order requiring the person to immediately, or within a specified period of time, cease the conduct or activity which is allegedly in violation of a provision of this title or other applicable law.

305.2 A cease and desist order shall be in writing in a form prescribed by the Department and shall include:

- (a) The grounds for the order, including a citation to the law or regulation that the respondent is violating;
- (b) A statement identifying the conduct which the respondent must cease, or the action the respondent must take, in order to correct the violation;
- (c) The deadline by which such conduct must cease or such action must be taken. The date and time may be immediately upon service of the order;
- (d) A statement that the respondent has a right to request a hearing, in writing, within fifteen (15) calendar days of service of the order;
- (e) A statement explaining the process by which the respondent may request a hearing;
- (f) A statement that the respondent's request for a hearing shall not stay, suspend, or delay the effectiveness or enforcement of the order; and
- (g) A statement of the requirements, terms, and conditions of the cease and desist order, if any.

305.3 Each cease and desist order shall be served and filed in the manner prescribed by this chapter.

305.4 Upon receipt of a timely request for a hearing, the OHE, or OAH, as designated by the Department, shall conduct a hearing within fifteen (15) calendar days after the date of receipt of the request for a hearing and shall issue a decision within thirty

(30) calendar days after the close of the record of the hearing.

305.5 If the respondent does not request a hearing, in writing, within fifteen (15) calendar days after service of the cease and desist order, the Order shall become final and shall incorporate the requirements, terms, and conditions of the cease and desist order.

305.6 A cease and desist order shall be enforced pending a final decision on the merits.

305.7 If a respondent fails to comply with a cease and desist order, the Department may, through the Office of the Attorney General, petition the District of Columbia Superior Court for injunctive relief, or take any other action authorized by law to enforce compliance with a provision of this title or other applicable law.

306 IMMEDIATE SUSPENSION OF A VEHICLE OPERATOR'S LICENSE

306.1 The Department may order the immediate suspension of a license that allows an individual to operate a public vehicle-for-hire whenever the Department has reasonable grounds to conclude that the licensee poses an imminent danger to the health, safety, or welfare of an operator, a passenger, or the public.

306.2 A determination of imminent danger to the health, safety, or welfare of an operator, a passenger, or the public, under this chapter, shall be based on evidence that the licensee:

- (a) Has committed murder, manslaughter, mayhem, malicious disfiguring of another, arson, abduction, kidnapping, burglary, theft, breaking and entering, robbery, larceny, assault or battery, or any other felony;
- (b) Has committed a sexual offense proscribed by [D.C. Official Code § 22-1901](#) (incest), §§ 22-3101 to 22-3103 (sexual performance using minors), § 22-2701 to § 22-2722 (prostitution and pandering), §§ 22-3002 to 22-3020 (sexual abuse), or § 22-1831 *et seq.* (human trafficking);
- (c) Has violated the District of Columbia Uniformed Controlled Substances Act of 1981, effective August 5, 1981 (D.C. Law 4-29; [D.C. Official Code §§ 48-901.01 et seq.](#)) or the Drug Paraphernalia Act of 1982, effective September 17, 1982 (D.C. Law 4-149; [D.C. Official Code §§ 48-1101 et seq.](#));
- (d) Has committed a criminal act outside the District which, if committed in the District, would fall into one of the categories in paragraphs (a)-(c) of this

section;

- (e) Has committed a criminal offense in connection with the operation of a vehicle which is licensed by the Office as a public vehicle-for-hire;
- (f) Has violated a traffic regulation in a manner that reflects recklessness, gross negligence, depravity; or wanton disregard for the safety of other persons or property; or
- (g) Has acted or failed to act in any manner which otherwise poses an imminent threat to the health or safety of passengers, operators, or the public, or to consumer protection or passenger privacy.

306.3 A determination of imminent danger to the health, safety, or welfare of an operator, a passenger, or the public, under this chapter, shall not be based on evidence that the licensee:

- (a) Has not been arrested, charged, prosecuted, presented, indicted, or convicted of a crime in connection with the facts giving rise to the determination;
- (b) Has not been the subject of a civil or administrative proceeding in connection with the facts giving rise to the determination; or
- (c) Has not engaged in prior, similar misconduct.

306.4 In determining whether a licensee poses an imminent danger to the health, safety, or welfare of an operator, a passenger, or the public, the Department may consider any and all relevant evidence, including evidence which may not be admissible in a criminal, civil, or administrative proceeding, including without limitation, a statement against interest, an admission, an arrest record, or a court order.

306.5 Each order of immediate suspension shall be in writing and shall be in a form prescribed by the Department in an administrative issuance.

306.6 Each order of immediate suspension pursuant to this section shall be served and filed in the manner prescribed by this chapter.

306.7 A preliminary hearing on an order of immediate suspension shall be held before OAH, or if authorized by the Establishment Act, by OHE, within three (3) business days of service of the order on the licensee. At the preliminary hearing, either party may request an evidentiary hearing on the order of immediate suspension. If a party requests an evidentiary hearing, OAH shall hold the evidentiary hearing within

fifteen (15) calendar days of service of the order on the licensee.

306.8 Any review by OAH of an order of immediate suspension, at a preliminary hearing held pursuant to this chapter, or at any subsequent hearing, shall be limited to a determination of whether the Department has sufficient evidence to conclude that reasonable grounds exist to believe that the licensee poses an imminent danger to the health, safety, or welfare of an operator, a passenger, or the public, as provided in this chapter. If OAH determines that the Department has sufficient evidence to conclude that reasonable grounds exist to believe that the licensee poses an imminent danger to the health, safety, or welfare of an operator, a passenger, or the public, as provided in this chapter, the order of immediate suspension shall remain in effect without modification by OAH through the end of the immediate suspension as stated in the order, or until a final ruling on the merits on a concurrent notice of proposed suspension or revocation is issued pursuant to this chapter, whichever is later.

306.9 Each order of immediate suspension issued pursuant to this section shall be issued concurrently with a notice of proposed suspension or revocation issued pursuant to this chapter.

307 IMMEDIATE SUSPENSION OF A LICENSE OTHER THAN A VEHICLE OPERATOR'S LICENSE

307.1 The Department may order the immediate suspension of a license other than a license allowing an individual to operate a public vehicle-for-hire whenever the Department has reasonable grounds to believe the licensee poses an imminent danger to the public.

307.2 A determination under this section shall be based on evidence that the licensee:

- (a) Has committed a willful or repeated violation of any provision of this title or other applicable law which carries a civil penalty of at least five hundred dollars (\$500) for the current or most recent violation or for which license suspension is stated as an available civil penalty;
- (b) Has allowed or induced activity by another person which would provide a ground for such person's suspension or revocation under this chapter;
- (c) Poses an imminent or significant threat to the health or safety of passengers, operators, or the public, consumer protection, or passenger privacy; or
- (d) Is using the license to engage in an activity prohibited by a provision of this

title or other applicable law.

- 307.3 In determining whether a licensee poses an imminent danger to the public, the Department or District enforcement official may consider any and all relevant evidence, including evidence which may not be admissible in a criminal, civil, or administrative proceeding, including without limitation a statement against interest, an admission, an arrest record, or court order.
- 307.4 Each order of immediate suspension pursuant to this section shall be served and filed in the manner prescribed by this chapter.
- 307.5 Section 306.3 shall apply to all proceedings under this section. The adjudication of an order of immediate suspension of a license under this section shall be as set out in § 306.7 and § 306.8.
- 307.6 In addition to any other enforcement action available under this chapter, a digital dispatch service registered with the Department under chapter 7 which fails to comply with § 703.4 shall be subject to a cease and desist order and notice of proposed suspension until the digital dispatch service provides the Department with the bond(s) required by Chapter 7, consistent with any applicable administrative issuance.
- 307.7 Each order of immediate suspension issued pursuant to this section shall be issued concurrently with a notice of proposed suspension or proposed revocation issued pursuant to this chapter.

308 NOTICE OF PROPOSED SUSPENSION OR REVOCATION OF A LICENSE

- 308.1 Proposed suspension. The Department may issue a notice of proposed suspension of a license issued under this title based on any of the following grounds:
- (a) A material misrepresentation, fraud, or concealment of material information in a communication with the Department in a document provided to the Department, or in connection with an activity for which the respondent is licensed;
 - (b) A determination that the respondent no longer meets the requirements for the license it was issued by the Department;
 - (c) A determination that a basis for suspension exists pursuant to a provision of

another chapter of this title;

- (d) The existence of one or more grounds for suspension of a license pursuant to § 306.2 or § 307.2, without regard to whether the Department has issued an order of immediate suspension;
- (e) A criminal conviction involving fraudulent conduct, or in the case of an entity, a determination that an employee, agent, or independent contractor associated with the entity has been convicted of such conduct in connection with any activity regulated by this title;
- (f) The use or subornation of a fraudulent or misleading device, method, or practice relating to any activity regulated by this title;
- (g) A willful or repeated failure to obey one or more compliance orders issued by the Department;
- (h) A willful or repeated failure to comply with one or more orders issued by OHE or OAH;
- (i) A willful or repeated failure to pay one or more civil fines imposed by the Department;
- (j) A willful or repeated failure to comply with one or more provisions of this title or applicable law; or
- (k) Where identified as a civil penalty in a provision of this title.

308.2 Proposed revocation. The Department may issue a notice of proposed revocation of a license issued under this title based on any of the following grounds:

- (a) The respondent's license is currently, or was previously, suspended under § 306, § 307, or § 308.1;
- (b) The respondent has committed substantial or repeated acts that constitute grounds for immediate suspension under § 306.2 or § 307.2, without regard to whether the Department has issued an order of immediate suspension
- (c) The respondent has committed substantial or repeated acts that constitute grounds for proposed suspension under § 308.1;
- (d) A determination that a basis for revocation exists pursuant to a provision of

another chapter of this title; or

- (e) The respondent has failed to timely and fully comply with the terms and conditions of an order of suspension, or has committed further violations of this title or other applicable law during the pendency of a suspension.

308.3 A notice of proposed suspension or proposed revocation may be issued concurrently with an order of immediate suspension or at any time at least fourteen (14) days prior to a hearing on the merits, provided however, that such notice shall not be issued fewer than fourteen (14) days prior to a hearing on the merits without good cause shown by the Department, including access to new evidence, and a change in the law or regulations applicable to the action.

308.4 A notice of proposed suspension or proposed revocation of a license shall be in writing and shall state:

- (a) The grounds for the proposed suspension or revocation;
- (b) The date on which the proposed suspension or revocation will become effective which shall be no sooner than thirty-one (31) calendar days following service of the notice;
- (c) If a proposed suspension is for a time certain, the duration of the suspension; or, if the suspension is for an indefinite period of time, the terms upon which the license may be reinstated in full; and
- (d) A statement:
 - (1) That the respondent has the right to request a hearing before the OHE or OAH within thirty (30) calendar days of service of the notice;
 - (2) Explaining the process for requesting a hearing; and
 - (3) That, if the respondent fails to file an appeal within thirty (30) calendar days, the proposed suspension or revocation shall become final.

308.5 A proposed suspension shall not exceed the current licensing period.

308.6 A proposed revocation shall exceed the current licensing period and shall contain a requirement that the respondent is not permitted to re-apply for a new license until

after a specific date following the date on which the revocation becomes final.

- 308.7 The revocation of a license and the circumstances giving rise thereto may be considered by the Department at the time of a renewal of a license issued under this title.
- 308.8 Each notice of proposed suspension or proposed revocation shall be served and filed in the manner prescribed by this chapter.

309 PUBLIC COMPLAINTS

- 309.1 The Department shall receive oral and written complaints by members of the public through the following means: by telephone, through the Department's website, by email, in person, by U.S. Mail, by fax, or by private delivery service.
- 309.2 An oral complaint shall not be the basis of further action by the Department unless it has been reduced to writing. If the Department receives an oral complaint, it shall either: (1) contact the complainant to request that the complaint be filed in writing; or (2) promptly reduce the complaint to writing.
- 309.3 The Department shall notify each complainant that his or her complaint has been received within seventy-two (72) hours of receiving a complaint submitted in writing or within seventy-two (72) hours after receiving a written complaint which had been originally submitted orally. The notice shall be provided by U.S. Mail, email, or telephone call using the contact information provided by the complainant.
- 309.4 A public complaint shall be pursued by the Department if submitted within thirty (30) days following the event or occurrence giving rise to the complaint, provided however, that a complaint alleging that any individual suffered personal injury or engaged in criminal misconduct in connection with a public vehicle-for-hire service may be pursued by the Department if submitted within twelve (12) months after the event or occurrence giving rise to the complaint.
- 309.5 Unless the Department determines that a public complaint is not actionable, it shall notify the respondent of the complaint within fourteen (14) calendar days after the public complaint has been submitted to the Department.
- 309.6 Each respondent who is the subject of a complaint shall be notified in writing that the complaint has been submitted and be given the opportunity to participate in a resolution conference in accordance with § 309.
- 309.7 The Department shall initiate any enforcement action based on a timely complaint

not later than sixty (60) calendar days after the completion of a resolution conference as described in § 310.

310 RESOLUTION CONFERENCES

310.1 A resolution conference shall consist of an informal and voluntary meeting between the Department and the respondent, at a time and place designated by the Department, for the purpose of addressing a public complaint it has received, or an enforcement action it has filed or may file.

310.2 The Department shall extend an invitation to participate in a resolution conference in connection with a public complaint, where the Department would ordinarily file a notice of infraction seeking a civil fine. The Department shall not otherwise be required to extend an invitation to participate resolution conference.

310.3 A respondent shall not be required to participate in a resolution conference. An invitation to participate in a resolution conference shall not be considered a compliance order pursuant to § 303.2.

310.4 A resolution conference shall be scheduled by the Department to occur within a reasonable period, provided, however, that where the Department is considering an immediate suspension, the resolution conference shall be scheduled for not later than three (3) business days following service of the invitation.

310.5 An invitation to participate in a resolution conference invitation to participate in a resolution conference shall be accepted by the respondent not later than the deadline set by the Department, provided, however, that the deadline shall be ten (10) calendar days following service if the invitation is based on a public complaint, and two (2) business days if the Department is considering the issuance of an order of immediate suspension.

310.6 Each invitation to participate in a resolution conference shall be in writing and:

- (a) Shall state the designated time and location for the resolution conference;
- (b) Shall state the deadline for acceptance of the invitation, as prescribed by § 310.5;
- (c) Shall provide a description of the circumstances giving rise to the invitation;
- (d) Shall state that the Department may take an enforcement action in connection with the circumstances giving rise to the invitation, identifying

the applicable regulations and potential penalties; and

- (e) May include a request that the respondent bring with it, or submit in advance, documents or information.

310.7 Each invitation to participate in a resolution conference shall be served in the manner prescribed by § 311.

310.8 If the Department receives a timely acceptance from the respondent and the respondent appears on time for the resolution conference, the Department shall mediate the matter as stated in the invitation. If the Department does not receive a timely acceptance from the respondent or the respondent does not appear on time for a resolution conference, the Department may initiate an enforcement action.

310.9 The Department may reschedule a resolution conference one time for good cause shown provided the request to reschedule is received by the Department not later than: three (3) business days before the resolution conference date, the deadline for acceptance of the invitation where the Department is considering the issuance of a notice of immediate suspension, or a shorter period if exigent circumstances (such as hospitalization) exist and are supported by appropriate documentation.

310.10 At the resolution conference, the parties may negotiate and reach agreement on any penalty that would be available if an enforcement action were taken (including a full or partial payment of a civil fine), admission of liability, execution of a compliance agreement or consent decree, suspension or revocation of a license, or any other relief authorized by law.

310.11 No fact related to or concerning the resolution conference shall be admissible in the adjudication of an enforcement action, including without limitation whether a resolution conference session occurred or did not occur, whether a resolution conference was rescheduled or not, and the substance or fact of a party's offer to compromise, provided, however, that any information or document not created in anticipation of resolution conference or which rebuts an allegation by the respondent that it was not given notice shall be admissible regardless of whether it was obtained in connection with a resolution conference. An enforcement action shall not be limited to the circumstances, evidence, civil infraction, or potential penalty stated in an invitation to participate in a resolution conference provided any change is based on subsequently-acquired information, further investigation, or additional analysis.

311 SERVICE

- 311.1 Each order of immediate suspension, each notice of proposed suspension, and each notice of proposed revocation of a non-District operator's reciprocity privilege pursuant to this section may be served by one of the following methods:
- (a) By personal service upon the respondent or the respondent's agent at any time and place where the respondent or the respondent's agent may be found within the District, including without limitation at the time and place of any violation of this title by the respondent, and at the time and place of any hearing pursuant to this chapter;
 - (b) By depositing the document into first-class U.S. Mail, addressed to the address of the respondent or respondent's agent on file with the Department or OAH in any pending contested case; or
 - (c) By posting the document in a conspicuous place in or about the location of respondent's place of business.
- 311.2 Service pursuant to § 311.1 (b) is complete at the time the document is deposited into the U.S. Mail, regardless of whether an earlier or later date or time is stamped upon the envelope.
- 311.3 An individual licensed by the Department who defaces, alters, or removes a document posted without the approval of the Department shall be subject to a fine as specified in Chapter 5.
- 311.4 An entity licensed by the Department that allows or induces an individual to deface, alter, or remove a document posted pursuant to § 311.1 (c), without the approval of the Department shall be subject to a civil fine as set forth in Chapter 5.
- 311.5 Each document subject to service under § 311.1, other than a compliance order, cease and desist, or invitation to mediate, shall be filed promptly with the OHE or OAH in the manner prescribed by its rules and procedures.

CHAPTER 4 - OFFICE OF HEARING EXAMINERS

400 APPLICATION AND SCOPE

- 400.1 This chapter is intended to create the Office of Hearing Examiners ("OHE") as an independent unit within the Department, and to establish fair and consistent procedural rules for the hearing and adjudication of matters by the OHE.

- 400.2 The provisions of this chapter shall apply to all matters heard or adjudicated by the OHE.
- 400.3 The provisions of this chapter shall be interpreted to comply with the language and intent of the Establishment Act and the Impoundment Act.
- 400.4 The OHE shall have jurisdiction to adjudicate and conduct a hearing in a matter involving one or more of the following actions by the Department:
- (a) A decision to deny a new license;
 - (b) A decision to deny a renewed license;
 - (c) A notice of proposed suspension of a license; or
 - (d) A notice of proposed revocation of a license.
- 400.5 Hearings shall be conducted at the administrative offices of the Department, or elsewhere in the District as designated in an administrative issuance.
- 400.6 All adjudications and hearings before the OHE shall comply with this chapter, other applicable provisions of this title, the Administrative Procedure Act (“APA”), and other applicable laws.
- 400.7 In the event of a conflict between a provision of this chapter and a provision of another chapter of this title other than Chapter 3, the provision of this chapter shall control.

401 EFFECT OF FAILURE TO APPEAL

- 401.1 If an appellant or respondent fails to timely appeal an action taken by the Department enumerated in § 400.4, the action shall become final and not subject to appeal.

402 INDEPENDENCE AND IMPARTIALITY OF HEARING EXAMINERS

- 402.1 Hearing examiners shall be employees of the Department, but no hearing examiner shall be subject to the supervision, direction, control, or influence of an official, employee, agent, or counsel of the Department, except for purposes of time and attendance.

- 402.2 No official, employee, agent, or counsel of the Department shall engage in *ex parte* communications with an employee of the OHE, or attempt to supervise, direct, control, or influence a hearing examiner in connection with the merits or facts of any matter.
- 402.3 No official, employee, agent, or counsel of the Department shall assign to a hearing examiner any task or duty which is unrelated to adjudications or hearings, or which limits a hearing examiner's availability to adjudicate matters, except for time and attendance and other administrative matters applicable to all District employees.
- 402.4 Hearing examiners shall be required at all times to act in a manner that promotes public confidence in the integrity and impartiality of the OHE.

403 POWERS AND DUTIES OF HEARING EXAMINERS

- 403.1 All hearings shall be conducted by a hearing examiner. No other official, employee, agent, or counsel of the Department shall have authority to adjudicate contested cases before the Department.
- 403.2 Hearing examiners shall conduct fair and impartial hearings, in a manner which ensures that facts are fully and accurately elicited and that all issues are adjudicated expeditiously so as to not create undue delay.
- 403.3 Hearing examiners shall ensure that each hearing is conducted in an orderly manner, and shall have the authority to physically exclude from a hearing an appellant, respondent, or other individual who substantially interferes with or obstructs the orderly conduct of a hearing.
- 403.4 Within thirty (30) days following the receipt of a request for a hearing pursuant to § 406, the OHE shall schedule a hearing and serve notice thereof upon the parties.
- 403.5 Each hearing examiner shall have authority to:
- (a) Administer oaths and affirmations;
 - (b) Examine witnesses and receive testimony;
 - (c) Rule upon offers of proof and receive evidence;
 - (d) Regulate the course and conduct of hearings;
 - (e) Rule upon motions and dispose of procedural requests and similar matters;

- (f) Hear and decide questions of law and fact;
- (g) Exclude information which is scandalous, impertinent, or not relevant to the adjudication of the matter;
- (h) Issue a subpoena to compel a witness to testify; and
- (i) Limit the evidence and number of witnesses to be heard, and the nature of testimony, to avoid cumulative evidence and to expedite the proceedings.

404 RECUSAL

404.1 A hearing examiner shall recuse himself or herself from a matter where he or she is unable to act in a fair and impartial manner. Notice of a recusal shall be provided to the senior hearing examiner.

404.2 Grounds for recusal shall include:

- (a) A conflict of interest or the appearance thereof;
- (b) Bias toward a party or the appearance thereof;
- (c) An *ex parte* communication or pre-judgment of the matter by the hearing examiner of any fact or issue; and
- (d) Any other reason for recusal supported by District law.

404.3 A party shall file a motion to recuse a hearing examiner from participating in the adjudication not later than five (5) days after receipt of the notice of hearing.

404.4 Each motion for recusal shall be supported by an affidavit setting forth the reasons for recusal. Failure to timely file a motion for recusal by the time required by § 404.3 may be construed as a waiver of all grounds for recusal.

404.5 The senior hearing examiner shall rule upon each motion for recusal.

404.6 If, following recusal, there are no hearing examiners available to adjudicate a matter, the matter shall promptly be transferred to the Department for adjudication on the merits.

405 EX PARTE COMMUNICATIONS

405.1 Hearing examiners shall not engage in *ex parte* communications with any individual, including any official, employee, agent, or counsel of the Department.

405.2 Where a hearing examiner has engaged in *ex parte* communications, the hearing examiner shall disclose such communications on the record, and shall consider whether recusal is required by § 404.1.

406 REQUEST FOR HEARING

406.1 An appeal shall be filed with the OHE within the time prescribed by § 308.

406.2 Each request for a hearing shall include:

- (a) The full name of the respondent or appellant, and the full name of the appellant's or respondent's representative, if any, appearing on the appellant's or respondent's behalf pursuant to § 408;
- (b) The mailing address, email address, and telephone number of the appellant or respondent, or of the appellant's representative, if any;
- (c) A brief statement of the reasons for the appeal;
- (d) A brief statement of the relief sought from the OHE; and
- (e) A copy of the document reflecting the Department's decision to deny a new or renewed license, the notice of proposed suspension, or the notice of proposed revocation.

407 SUMMARY ADJUDICATION

407.1 An appellant may request that an appeal of a decision to deny a new or renewed license be decided summarily, without a hearing.

407.2 Each motion for summary adjudication shall be supported by evidence that identifies the facts not in dispute, with appropriate affidavits, and citations to relevant legal authority.

408 REPRESENTATIVES

- 408.1 An appellant or respondent, at its own expense, may appear through an attorney or non-attorney representative.
- 408.2 Each representative shall file a notice of appearance at least two (2) days prior to the first scheduled hearing at which the representative expects to appear. The notice shall include the representative's full name, contact information, and, if applicable, the bar number and jurisdiction(s) of admission.
- 408.3 A representative shall not be heard and shall not file or serve documents, other than a request for a hearing, until a notice of appearance has been filed.
- 408.4 A representative may withdraw by serving and filing a notice of withdrawal upon all parties, provided that no motions are pending and no hearing has been scheduled. If a motion is pending or a hearing date has been scheduled, withdrawal shall be granted only by leave of the hearing examiner.
- 408.5 An attorney acting as a representative shall be in good standing in all jurisdictions where the attorney is admitted, and shall comply with the D.C. Rules of Professional Responsibility throughout the course of the representation.
- 408.6 Each representative shall exhibit professionalism and courtesy, and shall not mislead or make false statements to the OHE.

409 FAILURE TO APPEAR

- 409.1 Where a respondent or appellant fails to appear for a scheduled hearing, the hearing examiner may enter a default, provided however, that the Department shall be required to proffer sufficient evidence to meet its burden of proof.
- 409.2 Where, following default, the Department proffers sufficient evidence to meet its burden of proof, the hearing examiner shall issue a default judgment, which shall constitute the hearing examiner's final decision in the matter.
- 409.3 A respondent or appellant may file a motion to set aside a default judgment within ten (10) days following the default judgment. If a respondent fails to file a motion to set aside a default judgment, the default judgment will become final. The hearing examiner may grant the motion for good cause shown.

410 MOTIONS

- 410.1 Motions shall be filed no later than ten (10) days prior to the hearing, shall state the nature of the motion and the relief sought, and shall be supported by appropriate documentation.
- 410.2 A response or opposition to a motion shall be filed not later than five (5) days prior to the hearing, and shall be supported by appropriate documentation. Replies and sur-replies shall not be filed without leave.
- 410.3 Where leave is required to file a document, a motion for leave shall be filed within ten (10) days following service of the motion or order to which the document is addressed.
- 410.4 Each motion other than a motion made at a hearing shall be in writing and shall be served upon all parties to the matter. The filing or pendency of a motion shall not extend any deadline.
- 410.5 Motions made during a hearing may be made orally at the discretion of the hearing examiner.

411 COMPUTATION OF TIME

- 411.1 An applicable time period measured in days under this chapter shall be calculated using the computation of time rules prescribed by Chapter 3, if any, and, if none, then in calculating such period:
- (a) The day of the act, event, or default from which the period begins to run shall not be included;
 - (b) The last day of the period shall be included;
 - (c) Unless otherwise specified, any reference to “days” means calendar days including holidays and weekends; and
 - (d) When the last day is a Saturday or a Sunday, or a national or District holiday, the period shall run until the close of business of the following business day.

412 ENLARGEMENTS OF TIME

- 412.1 When an act is required or allowed to be done within a specified time, a hearing examiner, upon motion demonstrating good cause, or *sua sponte*, may enlarge the time period.
- 412.2 If a motion is made to enlarge before the expiration of the period originally prescribed, the hearing examiner may grant enlargement of time for good cause shown.
- 412.3 If a motion for enlargement of time is filed after the expiration of the time period, the hearing examiner may grant the enlargement for good cause shown, provided that the failure to file the motion prior to the expiration of the time period was the result of excusable neglect.
- 412.4 A motion for enlargement of time shall not apply to the time prescribed for filing an appeal.

413 CONTINUANCES OF HEARINGS

- 413.1 A hearing examiner may continue a hearing for good cause shown, including at a hearing, upon motion or *sua sponte*, provided the continuance does not unduly delay or disrupt the adjudication of a matter, and does not cause undue prejudice to the opposing party.
- 413.2 Each motion for continuance shall comply with § 410.

414 DISMISSALS OF MATTERS

- 414.1 A respondent or appellant may file a motion to dismiss at any time.
- 414.2 Parties may file a joint motion to dismiss, with or without prejudice, at any time.
- 414.3 If a respondent or appellant fails to comply with a hearing examiner's order or with the requirements of this chapter, or fails to prosecute, the hearing examiner may dismiss the matter *sua sponte* or upon motion.
- 414.4 A dismissal shall be without prejudice, unless the hearing examiner orders otherwise.
- 414.5 Each motion to dismiss shall be in writing unless made orally at a hearing.
- 4014.6 Each motion to dismiss shall state the reasons for dismissal and include supporting documentation.

415 SUBPOENAS

- 415.1 A hearing examiner shall have authority to issue a subpoena for the appearance of witnesses or the production of documents, *sua sponte* or upon the filing of a motion.
- 415.2 Each motion for a subpoena shall identify the relevance of the documents sought or witnesses requested, and shall be filed not later than ten (10) days prior to the hearing.
- 415.3 If a motion for subpoena is granted, the moving party shall serve the subpoena in the manner required by § 311.1 (a) and (c), and shall serve a copy of the subpoena and proof of service upon the opposing party within one (1) day.
- 415.4 Proof of service of a subpoena shall be filed with the OHE within three (3) days following service of the subpoena, or one (1) day prior to the hearing, whichever is earlier.

416 BURDEN OF PROOF

- 416.1 In all matters adjudicated by the OHE, the Department shall bear the burden of proof to establish by a preponderance of the evidence an evidentiary basis for the Department's denial or nonrenewal of a license, or for the Department's proposed suspension or revocation of a license.
- 416.2 If the Department has presented all of its evidence and the hearing examiner determines that the Department has not met its burden of proof, the hearing examiner may enter judgment against the Department without the presentation of additional evidence.

417 EVIDENCE

- 417.1 Formal rules of evidence shall not apply to adjudications or hearings before the OHE.
- 417.2 Hearsay may be considered during a hearing, provided however, that hearsay shall not serve as the sole evidentiary basis for a suspension or revocation of a license.
- 417.3 Irrelevant, immaterial, scandalous, cumulative, or unduly lengthy evidence may be excluded at the discretion of the hearing examiner.

- 417.4 Each party shall have the right to present witnesses, to conduct direct examination and cross examination, and to introduce documentary evidence.
- 417.5 Each party shall serve upon the opposing party and file with the OHE, exhibit and witness lists, not later than five (5) business days prior to the hearing.
- 417.6 A hearing examiner may require the production of evidence by either party.
- 417.7 A hearing examiner may take judicial notice of generally accepted facts, but shall not take judicial notice of any facts in dispute.

418 DECISIONS

- 418.1 A hearing examiner shall issue a written decision within thirty (30) days following the hearing.
- 418.2 Each decision shall include:
- (a) A list of the exhibits accepted in evidence and the witnesses who testified;
 - (b) Findings of fact based on the evidence adduced at the hearing; and
 - (c) Conclusions of law referencing the applicable law and identifying the findings of fact upon which the conclusions rest.
- 418.3 If the Establishment Act does not require that a hearing examiner's decision be approved by the Department, the decision shall be a final agency decision.
- 418.4 If the Establishment Act requires that a hearing examiner's decision be approved by the Department, the hearing examiner shall promptly refer the matter to the Department.

419 RECONSIDERATION

- 419.1 A motion for reconsideration of a hearing examiner's decision shall be filed within ten (10) days following the issuance of the decision.
- 419.2 Each motion for reconsideration shall state the grounds for reconsideration and shall be limited to:
- (a) Errors of law; findings of facts not supported by the evidence, or

- (b) Newly discovered evidence which was not reasonably available to the party at the time of the hearing.

419.3 The filing of a motion for reconsideration shall not stay a decision by the Department to deny a new license, but it shall stay a decision by the Department to deny a renewed license, a notice of proposed suspension, or a notice of proposed revocation.

420 APPEALS

420.1 This section shall apply to decisions of a hearing examiner which do not require Department approval under the Establishment Act.

420.2 In accordance with Chapter 3, either party may appeal a hearing examiner's decision to the Department within thirty (30) days of the issuance of the decision.

420.3 Upon receipt of an appeal from a hearing examiner's decision, the Department shall render a final decision to affirm, reverse, or modify the decision, or to remand for further proceedings.

420.4 The filing of an appeal shall not stay a decision by the Department to deny a new license.

420.5 The filing of an appeal shall stay a decision by the Department to deny a renewed license, a notice of proposed suspension, or a notice of proposed revocation.

421 RECORDS OF HEARINGS

421.1 All hearings shall be recorded, and shall be available to the parties and to the public by transcript.

421.2 The administrative record shall consist of the OHE file, exhibits, transcripts, and all other documents filed with or issued by the OHE.

421.3 A party appealing a decision of the OHE shall bear the expense of producing the transcript where not already produced.

422 FINAL AGENCY DECISION

422.1 A decision of the Department on a matter referred under § 418.4 or appealed to the Department under § 420 shall constitute a final agency decision.

422.2 A decision of a hearing examiner which is not timely appealed in accordance with § 420.2 shall constitute a final agency decision.

CHAPTER 5 - CIVIL PENALTIES AND FINES

500 CIVIL PENALTIES

500.1 The schedules of fines established in this section shall apply to all violations of Title 31. For violations of any provision of Title 31 for which a civil fine is not specified, the fine shall be \$25 for operators and \$100 for entities.

500.2 All fines enumerated in this chapter shall be doubled for the second violation, and tripled for the third and any subsequent violation within any twenty four (24) month period. All fines in this chapter are maximum amounts to be assessed based upon the circumstances.

500.3 A District enforcement official shall have discretion to issue a warning in lieu of a fine for any first violation in Schedule 4 only.

500.4 The Department may, through an administrative issuance, establish procedures regarding offers of proposed settlements to operators, consisting of suspension of the operator's license in lieu of a scheduled fine for the first offense of any infraction enumerated in Schedule 4, as follows:

- (a) Where the fine exceeds two hundred fifty dollars (\$250): a proposed suspension of the operator's license for seven (7) days; and
- (b) Where the fine is two hundred fifty dollars (\$250) or less: a proposed suspension of the operator's license for two (2) days.

500.5 The schedules of civil penalties under Title 31 are established as follows:

Schedule 1 Fines For Entities Maximum Fines Based On Circumstances	
Digital Dispatch Services <ul style="list-style-type: none">● Failure to transmit one percent (1%) of gross receipts to OCFO	\$25,000 per day

(§ 702.7)	
<ul style="list-style-type: none"> ● Failure to provide required certification (§ 702.8) 	
<p style="text-align: center;">Xclass Businesses</p> <p>Failure to maintain insurance on all its Xclass vehicles and all its associated Xclass operators</p>	\$25,000 per day
<p style="text-align: center;">Taxicab Equipment businesses</p> <ul style="list-style-type: none"> ● Fraud, bribery, acceptance of bribe, or failure to report a bribe by taximeter business (§ 103.1) 	\$25,000 and business license revocation
<p style="text-align: center;">Dome Light Installation Businesses</p> <ul style="list-style-type: none"> ● Threats, harassment, and abuse (§ 103.2) 	\$10,000 and business license revocation
<p style="text-align: center;">Dome Light Installation Businesses</p> <ul style="list-style-type: none"> ● Failure to notify Department (§ 1507.1) ● Unauthorized work (§ 1525) 	\$5,000
<p style="text-align: center;">Private Sedan Businesses</p> <ul style="list-style-type: none"> ● Failure to maintain adequate insurance coverage (§ 1604.1) 	\$25,000 per day
<p style="text-align: center;">Taximeter Businesses</p> <ul style="list-style-type: none"> ● Failure to report to Department acceptance of unauthorized gratuity or bribe (§ 1317.2) 	\$10,000
<p style="text-align: center;">Taximeter Businesses</p> <ul style="list-style-type: none"> ● Allowing the registration of an operator where the private sedan business knew or should have known the operator was ineligible for registration (§ 1602.1) ● Failure to conduct background check (§ 1602.7) 	\$7,500
<p style="text-align: center;">Taxicab Businesses</p> <ul style="list-style-type: none"> ● Failure by taxicab business to notify Department of change in ownership (§ 1205.1) 	\$5,000
Private Sedan Businesses	\$3,000

<p>Failure of a private sedan business to:</p> <ul style="list-style-type: none"> ● Maintain a required zero tolerance policy (§ 1602.9) ● Investigate an alleged violation of these rules by a passenger (§ 1602.10(a)) ● Suspend an operator when required to do so under applicable law or regulation (§ 1602.10(b)) ● Maintain adequate business records (§ 1602.15) ● Maintain a current and accurate registration of operators and vehicles associated with the business (§ 1602.2) ● Prevent a private sedan operator from logging into the app of the private sedan business’s associate or affiliated digital dispatch service while the operator is suspended or after s/he has been terminated (§ 1602.22) ● Notify the Office upon suspension or termination of an operator (§ 1602.20) ● Providing service while under the influence of intoxicants (§ 1605.5) ● Maintain 24/7/365 communication for enforcement and compliance purposes (§ 1602.21) ● Conduct an appropriate motor vehicle safety inspection or failure to verify that such an inspection has been completed (§ 1602.4) 	
<p style="text-align: center;">Xclass Businesses</p> <p>Failure of an Xclass business to:</p> <ul style="list-style-type: none"> ● Maintain a required zero tolerance policy ● Investigate an alleged violation of a zero tolerance policy ● Maintain its business records as required ● Maintain with the Office a current and accurate registry of its Xclass operators and vehicles ● Ensure that each of its associated Xclass vehicle is compliant with all operating requirements other than insurance ● Maintain a 24-hour customer support system ● Prevent an operator from logging in to the app of the business’s associated or affiliated DDS if the operator does not have a 	<p>\$3,000</p>

<p>current and valid Xclass operator’s license or DCTC operator’s license</p> <ul style="list-style-type: none"> • Perform an Xclass operator background screening or ensure that an operator meets all applicable eligibility requirements 	
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Schedule 2 Fines For Entities And Owners Maximum Fines Based On Circumstances	
<p style="text-align: center;">Fraudulent Actions</p> <p>Company allowing or inducing an individual to deface, alter, or remove a document posted pursuant to (§ 311.3)</p>	\$2,500
<p style="text-align: center;">DTS Providers</p> <p>Prohibited discrimination in violation of § 604</p>	\$2,500
<p style="text-align: center;">Payment Service Providers (Chapter 14)</p> <p>Failure to do any of the following:</p> <ul style="list-style-type: none"> • Submit electronic trip data to the TDMS every twenty-four (24) hours; • Verify operator credentials through a required login process; • Submit updated vehicle and operator inventories to the TDMS every twenty-four (24) hours; • Pay each taxicab company or independent owner with which it is associated the portion of such PSP's revenue to which the taxicab company or independent owner is entitled within twenty-four (24) hours or one (1) business day of when such revenue is received by the PSP; • Ensure that the passenger surcharge is collected and paid to the District for each trip; • Maintain integration 	\$1,000 Per occurrence; Per day for failure to maintain integration
<p style="text-align: center;">Taximeter Business Violations</p> <ul style="list-style-type: none"> • Unauthorized work (§ 1409.1) 	\$5,000

<p style="text-align: center;">Digital Dispatch Services - Private Sedans</p> <ul style="list-style-type: none"> ● Failure to ensure private sedan operator who is suspended or terminated is unable to log into app (§ 1604.8) ● Failure to provide required certification (§ 1605.4) 	\$2,5000 per day
<p style="text-align: center;">Taximeter Business Violations</p> <ul style="list-style-type: none"> ● Failure to notify Department of conviction or license suspension/revocation (§§ 102.3(a), 102.6) ● Failure to notify Department of occurrences specified in § 1408.7 ● Defective or missing certification/inspection/repair work (§ 1408.5) 	\$1,000
<p style="text-align: center;">Xclass Businesses</p> <p>Violation of Chapter 15 by a business where the fine is not specified</p>	\$1,000
<p style="text-align: center;">Dome Light Installation Businesses</p> <ul style="list-style-type: none"> ● Failure to notify (§§ 1515, 1516, 1522) ● Installation without inspection (§ 1524) ● Defective certification/inspection (§ 1526) ● Requiring repair work (§ 1527) 	\$1,000
<p>Any violation of Chapter 16 not specifically enumerated</p>	\$1,000
<p>Failure to comply with cease and desist order by an entity (§305)</p>	\$5,000 per day
<p style="text-align: center;">Dome Light Installation Businesses</p> <ul style="list-style-type: none"> ● Change in fee schedule without notification (§ 1509) ● Installation, adjustment, correction or repair of dome light outside of premises of licensed dome light installation business (§ 1510.3) ● Failure to cooperate with Department (§ 1519) ● Work by Non-Certified Technician (§ 1520) ● Sale of unapproved dome light for installation on a taxicab licensed by DCTC (§ 1529) 	\$500
<p style="text-align: center;">Dome Light Installation Businesses</p>	\$500 and suspension

<ul style="list-style-type: none"> • Failure to pay biennial license fee 	after 30 days overdue
False Dispatch (§ 1404.2)	\$500
Unauthorized or unlicensed provision of L-class service (Chapter 12)	\$500
Violations not otherwise specified by LCS Organizations (Chapter 12)	\$500

Schedule 3 Fines For Entities, Owners, and Operators Maximum Fines Based On Circumstances	
<p style="text-align: center;">Fraudulent actions</p> <ul style="list-style-type: none"> • Falsifying or tampering with manifest (§ 823) • Displaying, possessing, or presenting a fraudulent copy or altered government issued operator identification (Face) card or vehicle inspection (DFHV) card (§ 814.7) • Tampering with meter or meter seals (§ 1323) • Knowingly operating with non-functioning meter or operating without a meter • Improperly sealed meter (§ 1321) • Improper conduct and/or unlawful actions 	\$500
<p style="text-align: center;">License, Registration, and Insurance</p> <ul style="list-style-type: none"> • Unlicensed District resident or nonresident operator (§ 828) • Operating without a valid Face card or permitting operation without possession of a valid Face card (§ 814) • Logging into a private vehicle for hire app if known that the app is not lawfully in operation (§ 1906.4) • Operating without insurance (§ 900 and) • Fail to timely renew license (LCS vehicle owner) (§ 1202.9) • Providing black car service without license (§1401.2) 	\$500
Operating without a special event vehicle for hire permit (§ 1016)	\$500
Taximeter Business (Chapter 13)	\$500

<ul style="list-style-type: none"> ● Installation, adjustment, correction, calibration, or repair of taximeter outside of premises of licensed taximeter business ● Change in fee schedule without notification ● Failure to pay biannual license fee ● Unlicensed business activity ● Failure to cooperate with Department ● Work by non-certified technician 	
Failure to comply with compliance order (§ 303)	\$500
Failure to comply with cease and desist order by individual (§305)	\$500 per day
Violations of Chapter 18 by entities or owners (wheelchair accessible paratransit taxicab service)	\$500
Failure to timely renew vehicle license (§ 501)	\$500
Failure to report an accident to insurance company within a timely manner or to the Department within 3 business days (§ 906)	\$500
<ul style="list-style-type: none"> ● Use, threaten, or attempt physical force (§ 103) ● Threatening, harassing, or engaging in abusive conduct toward a District enforcement official (§ 103) ● Refusal to haul/discrimination (§604) ● Accepting a street hail (§ 1906.7) 	\$500
Operating with off size wheels or tires (Chapter 6)	\$500
Operating without meter or with nonfunctional meter (§ 602)	\$500
Transport DC violations by companies not otherwise specified (§ 1808.2)	\$500
Failure to decommission public vehicle-for-hire when operating under exclusive time contract (§ 800)	\$500
Digital Dispatch Service Violations not specified by Chapter 16 (§ 1607)	\$500
Conduct preventing surcharge from being collected (§ 1404)	\$500
Exclusion by a keeper or proprietor of a licensed hotel of District-license taxicab operator from picking a passenger at a taxicab stand or other location where taxicabs are regularly allowed; exclusion of DCTC licensed taxicab by proprietor, owner, or agent (§ 821)	\$300

<p style="text-align: center;">Dome Light Installation Businesses</p> <ul style="list-style-type: none"> ● Failure to notify Department (§ 1410.3) ● Improper replacement of certification sticker (§ 1410.7) ● Failure to safeguard or account for certification stickers (§§ 1410.8 and 1410.9) ● Unlicensed business activity (§ 1501) ● Failure to comply with signage requirements (§ 1512) ● Overcharge (§ 1528) 	\$250
<p style="text-align: center;">Black Car Violations (§ 1402)</p> <ul style="list-style-type: none"> ● Failure to cooperate with Department ● Failure to comply with documentation requirements ● Unlawful gratuity 	\$100

<p>Schedule 4</p> <p>Fines for Owners and Operators</p> <p>Maximum Fines Based On Circumstances</p>	
Violations of Chapter 18 by operators (wheelchair accessible paratransit taxicab service)	\$250
Smoking while transporting passengers (§ 807.1)	\$250
Failure to render service to a Transport DC passenger (§ 1806.18)	\$250
Failure by a private sedan operator to: <ul style="list-style-type: none"> ● Display trade address while providing service (§ 610.1) ● Maintain proof of insurance (§ 1904.1) ● Notify the Department within 3 business days where there has been an accident accompanied by the loss of human life or by serious personal injury (§ 1904.1) ● Charge an unlawful fare or require an unlawful gratuity (§ 1604.4) 	\$250
Violations of Chapter 6 (Taxicab Parts and Equipment)	\$250

<p style="text-align: center;">Taximeter business violations (Chapter 13)</p> <ul style="list-style-type: none"> ● Failure to comply with signage requirements ● Overcharge ● Failure to keep appropriate records 	\$250 for first two violations; \$100 for recordkeeping violations
<p style="text-align: center;">Xclass Vehicle Owners (other than Xclass Businesses)</p> <p>Operating without the insurance required by Chapter 15</p>	\$500
Violation of Chapter 15 by an owner other than a business where the fine is not specified	\$250
<p style="text-align: center;">Xclass Operators</p> <ul style="list-style-type: none"> ● Soliciting or accepting a street hail ● Refusal to haul ● Engaging in false dispatch ● Providing service other than through an approved digital meter <p>Operating without an Xclass decal</p>	\$250
Violation of Chapter 15 by an operator where the fine is not specified	\$150
Defective speedometer/odometer or operating without a meter (§§ 601.7 & 608)	\$250
Operating with an expired inspection sticker (Chapter 6)	\$150
<p>Cruising Lights (Chapter 8)</p> <ul style="list-style-type: none"> ● Failure to have ● Broken ● Failure to use properly 	\$150 for failure to have \$50 for failure to use properly or broken
Improperly operating heating or A/C system (§ 601)	\$125
<p style="text-align: center;">Transport DC (CAPS-DC)</p> <p>Any violation of Chapter 18</p>	\$100
Service Animal violations (§ 801.10)	\$100
Failure to:	\$100

<ul style="list-style-type: none"> • Display current inspection sticker or operate with valid sticker (Chapter 6) • Display face card (§ 814) • Failure to comply with administrative issuance on vehicle extensions (§ 1001) • Report and deliver property left in vehicle to the Department (§ 803.21) • Operate safe vehicle (§ 1304.3) • Pick up or drop off at designated taxi or discharge stand (shared riding) (§§ 1216.1 and 1216.2) • Maintain correct/current information (§ 801) • Report accident to insurance carrier within specified time (§ 803.1) • Provide proof of insurance (§ 803.2) 	
Improper Use of “On Call” or “Off Duty” Signs (§§ 1302.5, 1302.6)	\$100
Asking for destination prior to accepting hail (§ 1215.20)	\$100
<p style="text-align: center;">Dome Light</p> <ul style="list-style-type: none"> • Failure to report for inspection (§ 1410.7) • Failure to replace lost/mutilated sticker (§ 1410.7) 	\$75
Failure to Obey Compliance Order (§ 303)	\$50
Illegal Shared Ride Fare (§ 1207) Illegal Share or Group ride (§ 1212)	\$50
Improper use of taxicab stand (§§ 1217, 1501, 1605)	\$50

CHAPTER 6 – EQUAL ACCESS TO FOR-HIRE VEHICLES

600 APPLICATION AND SCOPE

600.1 This chapter establishes licensing and other requirements applicable to taxicab companies, operators, and vehicles, that are approved under this chapter to provide

paratransit taxicab service, including wheelchair accessible service, as a participant in the Transport DC program, to ensure the safety of passengers and operators, to protect consumers, and for other lawful purposes within the authority of the Department. This chapter further establishes public vehicle-for-hire accessibility requirements and applicable non-discrimination requirements.

601 OPERATOR TRAINING FOR WHEELCHAIR SERVICE

601.1 Prior to providing wheelchair service, each taxicab operator shall:

- (a) Have completed wheelchair service training approved by the Department, including either:
 - (1) Current training offered by an approved taxicab company pursuant to this chapter which teaches a curriculum developed by the Department, including interfacing with persons with disabilities, operating mobility equipment, passenger assistance techniques, and operating wheelchair accessible vehicles;
 - (2) Prior training offered in connection with roll DC; or
 - (3) A combination of subparagraphs (1) and (2) as determined by the Department.
- (b) Pass a written examination, administered by the Department, establishing the operator's competency to provide wheelchair service consistent with the Department's curriculum; and
- (c) Be issued an Accessible Vehicle Identification ("AVID") operator's license by the Department.

601.2 Each taxicab company shall offer wheelchair service training to its associated operators to allow them to obtain AVID licenses, and shall provide reasonable incentives to operators to obtain such training.

601.3 Each taxicab company shall ensure that if a vehicle owned by the company is a wheelchair accessible vehicle, it is, in addition to any other requirements of this title, only operated by an operator who has a wheelchair service certification, as required by this chapter, and has been issued an AVID operator's license.

602 SPECIALLY-EQUIPPED VEHICLES

- 602.1 Specially-equipped vehicles, including but not limited to wheelchair accessible vehicles, may be approved by the Department to operate as taxicabs to transport persons with physical or medical disabilities.
- 602.2 An application for authorization to place a specially-equipped vehicle in service as a taxicab shall be made on a form provided by the Department, and shall comply with all requirements as contained in an administrative issuance.
- 602.3 In addition to the vehicle information required by this title, an applicant to place a specially-equipped vehicle in service as a taxicab shall provide the following information for each vehicle to be registered as a specially-equipped taxicab vehicle:
- (a) A statement that the vehicle complies with the standards within Title II of the Americans with Disabilities Act of 1990, approved July 26, 1990 (104 Stat. 338; [42 USC §§ 12131-12134](#)) (ADA), and the applicable Federal Motor Vehicle Safety Standards for this type of vehicle;
 - (b) A list of the types of physical or medical disabilities that can be accommodated by this vehicle; and
 - (c) Verification that the applicant has applied for and is pre-approved for insurance for the specially-equipped vehicle as required by the Department.

603 PUBLIC VEHICLE FOR HIRE ACCESSIBILITY

- 603.1 Each public vehicle-for-hire company with twenty (20) or more vehicles in its fleet that does not have wheelchair-accessible vehicles in its fleet shall provide contact information of public vehicle-for-hire companies that do have such vehicles, when requested by a customer.
- 603.2 Each taxicab company with twenty (20) or more taxicab and each black car company with twenty (20) or more black cars shall dedicate a portion of such vehicles as follows:
- (a) At least twelve percent (12%) of such vehicles shall be wheelchair-accessible by December 31, 2016; and
 - (b) At least twenty percent (20%) of such vehicles shall be wheelchair-accessible by December 31, 2018.
- 603.3 A taxicab or black car shall not be counted for purposes of compliance with § 603.2 where for fifty (50%) percent or more of the vehicle's aggregated operating time in

any three (3) months during the calendar year it is:

- (a) Under contract(s) to provide transportation for a service that is not a public vehicle-for-hire service; or
- (b) Used to provide transportation for a service that is not a public vehicle-for-hire service.

603.4 Each operator of a wheelchair accessible vehicle shall ensure that wheelchair passengers are properly secured using the vehicle's wheelchair securement system, by providing assistance as necessary or if requested by the passenger. Notwithstanding the provisions of § 604.3, no operator shall be required to transport a wheelchair passenger who refuses to be properly secured by the vehicle's wheelchair securement system.

604 NON-DISCRIMINATION

604.1 No public or private vehicle for hire operator, taxicab company, taxicab association, or any other person or entity regulated by this title shall discriminate on the basis of any protected characteristic or trait, including race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability, or source of income, or place of residence or business.

604.2 Discriminatory conduct may include, but is not limited to the following:

- (a) Not picking up a passenger on the basis of any protected characteristic or trait, including an individual with a service animal;
- (b) Using derogatory or harassing language on the basis of a protected characteristic of the passenger under [D.C. Official Code § 2-1402.31](#);
- (c) Requesting that a passenger get out of a vehicle on the basis of a protected characteristic or trait;
- (d) Other than for shared rides, requesting the destination before accepting a trip
- (e) Refusing telephone, digital dispatch or street hails beginning or ending in specific geographic areas of the District;

- (f) Refusal of service based solely on an individual's disability which leads to an appearance or to involuntary behavior which may offend, annoy, or inconvenience the operator or another individual;
- (g) Rating a passenger on the basis of a protected characteristic; and
- (h) Using dynamic street hail pricing in any manner that constitutes prohibited discrimination under this section or other applicable law.

604.3 It shall not constitute discrimination under [D.C. Official Code § 2-1402.31](#) for an operator to refuse to provide service or to cease providing service to an individual who engages in violent, seriously disruptive, or illegal conduct.

604.4 No public or private vehicle-for-hire operator shall refuse to transport a person while holding his or her vehicle-for-hire, unless:

- (a) Previously engaged;
- (b) Unable or forbidden by the provisions of this title to do so;
- (c) The vehicle-for-hire operator has reason to believe the person is engaged in a violation of law;
- (d) The operator has cause to fear injury to his or her person, property, or vehicle; or
- (e) The person(s) or passenger(s) is engaged in lewd, lascivious, or sexual behavior in the vehicle-for-hire at any time.

604.5 Passengers accompanied by animals.

- (a) Service animals. A service animal (such as a guide dog, signal dog, or other animal trained to assist or perform tasks for an individual with a disability) accompanying a passenger shall be carried without charge.
- (b) Animals other than service animals.
 - (1) When securely enclosed in a carrier designed for that purpose, small dogs or other small animals may accompany a passenger without charge. Other animals not so enclosed may be carried at the discretion of the operator.
 - (2) An operator may refuse to transport any passenger traveling with a

small dog or other small animal if the operator presents to the passenger an exemption certificate from the Department that certifies that such operator suffers from a diagnosed medical condition, such as allergies, which prevents such operator from traveling with such small dogs or other animals;

- (3) No operator shall have a personal pet or animal of any kind in a public vehicle-for-hire while holding the vehicle out for hire or transporting passengers; and
- (4) An operator may request an exemption certificate from the Department that certifies that such operator suffers from a documented diagnosed medical condition, such as allergies, which prevents such operator him or her from traveling with such small dogs or other small animals securely enclosed in a carrier designed for that purpose. Without such exemption certificate, an operator may not refuse to transport any passenger traveling with a small dog or other small animal that is securely enclosed in such carrier. Each exemption certificate shall be on a form prescribed by the Department and notarized by an appropriately licensed medical professional (for example, a general practitioner or allergist). Each exemption certificate shall be renewed at each renewal of the DFHV operator's license.

604.6 A device for the aid of a disabled person, such as a folding wheelchair, when accompanying a passenger with a disability, shall be carried without charge. There shall be no additional charge for loading or unloading such device.

604.7 Each business regulated by this title shall establish a policy of zero tolerance for discrimination and discriminatory conduct on the basis of any protected characteristic under [D.C. Official Code § 2-1402.31](#).

604.8 The Department reserves the right to investigate any alleged incident of discrimination.

605 TRANSPORT DC - GENERAL

605.1 No person shall participate in a Transport DC trip unless the taxicab company, operator and vehicle have been approved to participate in Transport DC under this chapter, and the taxicab company, operator, and vehicle are in compliance with all applicable provisions of this title and other applicable laws.

605.2 Each approved taxicab company shall acquire and operate wheelchair accessible vehicles for use in the Transport DC program as follows:

- (a) Each approved taxicab company shall acquire one or more WMATA vans consistent with the approval under this chapter; all applicable District, WMATA, and Federal laws and regulations; and any applicable issuances, instructions, or guidance issued by the Department; and thereafter, shall operate such WMATA vans in the Transport DC program in the manner required by this chapter;
- (b) In lieu of acquiring and operating a WMATA van as required by paragraph (a), an approved taxicab company may instead purchase and operate a new, best-available fuel, wheelchair accessible vehicle, which complies with this chapter; and
- (c) If it is a wheelchair accessible vehicle, other than a WMATA van, or a wheelchair accessible vehicle that was associated with the taxicab company prior to its approval to participate in Transport DC, meets all applicable provisions of this chapter for use in Transport DC.

605.3 The Department shall make a grant to each approved taxicab company for the acquisition of one or more WMATA vans, not to exceed four thousand eight hundred dollars (\$4,800) for each WMATA. Each grant shall be made pursuant to all applicable laws, regulations, and guidelines. The taxicab company shall dispose of each WMATA van in the manner required by law and by the conditions of the grant. Failure to comply with the requirements of this subsection may result in the suspension or revocation of a taxicab company's Transport DC approval, and the taxicab company may be required to refund to the Department any grant provided to the taxicab company for the acquisition of WMATA vans.

605.4 Each vehicle participating in Transport DC shall:

- (a) Be in compliance with all applicable provisions of this title, including: vehicle licensing requirements in Chapter 10; uniform color scheme and equipment requirements in Chapter 13 (including the requirements for a modern taximeter system (MTS) unit and a uniform dome light);
- (b) If it is a wheelchair accessible vehicle, be operated only by an operator trained to provide wheelchair service, as required by this chapter;

- (c) If it is a wheelchair accessible vehicle, other than a WMATA van, or a wheelchair accessible vehicle that was associated with the taxicab company prior to its approval to participate in Transport DC, meet all applicable provisions of this chapter for use in Transport DC; and
- (d) Have an MTS unit which complies with § 1301, including the reporting of any additional trip data for payment reconciliation and program compliance, in a manner and format directed by the Department.

605.5 Notwithstanding any applicable administrative issuance, instruction, or guidance previously issued by the Department, each WMATA van or wheelchair accessible vehicle acquired or purchased pursuant to this section shall be eligible to receive a new “H-tag” pursuant to all applicable rules and regulations of the DMV.

605.6 Each approved taxicab company shall maintain with the Department a current and accurate inventory of all active operators and vehicles approved for and providing Transport DC service, including all vehicles associated with the company pursuant to a dispatch agreement, updated in such manner and at such times as determined by the Department, with the following information:

- (a) For each operator: name, cellular telephone number, DFHV operator’s license number, and an indication of whether the operator has completed the wheelchair service training, and, if so, the date of completion; and
- (b) For each vehicle: year, make, model, color, PVIN, tag number, and an indication of whether the vehicle is wheelchair accessible.

605.7 Taxicab companies approved to participate in Transport DC shall comply with the following provisions concerning vehicles:

- (a) Each taxicab company shall add a vehicle to its fleet which complies with paragraph (b) each time the company completes three thousand (3,000) Transport DC trips, or such greater number of trips as may be established in an administrative issuance.
- (b) Each vehicle added pursuant to part (a) shall be a new wheelchair accessible vehicle which has a side or rear entry and a ramp which meets ADA requirements, and has one of the following sources of propulsion:
 - (1) Compressed natural gas (CNG);
 - (2) Gasoline-electric hybrid;

- (3) Diesel or bio-diesel;
 - (4) Liquid propane; or
 - (5) Ethanol (E85).
- (c) At the time a WMATA van is eligible to be replaced, it shall be replaced consistent with any additional terms and conditions imposed by the Department based on total participation in the program during that Fiscal Year, on District-wide demand for wheelchair service, on the need for wheelchair accessible vehicles in future programs targeted to serve underserved areas of the District, and on other lawful and appropriate considerations under the Act. A WMATA van eligible for transfer from a taxicab company to a third party shall be transferred only in compliance with all terms and conditions of the grant provided by the Department for its acquisition.
- (d) A taxicab company that fails to comply with the requirements of paragraphs (a)-(c) shall be subject to suspension or revocation of its Transport DC approval, and may be required to refund to the Department any grant provided to the taxicab company for the acquisition of WMATA vans.

605.8 Each person that participates in the program shall timely produce to the Department all invoices, records, and reports of its Transport DC rides and its compliance with this section, with a grant agreement, and with any applicable administrative issuance, when requested to do so by the Department.

606 TRANSPORTATION DC - RATES AND RESERVATIONS

606.1 The rates and charges, and acceptable forms of payment, for each Transport DC trip shall be in accordance with the following requirements:

- (a) The fare for a Transport DC trip shall not exceed a flat rate of thirty three dollars (\$33) as stated in an administrative issuance, plus any gratuity which a passenger chooses to add to the total fare, payable as follows:
 - (1) Not more than five dollars (\$5.00) of the Transport DC fare shall be paid by the passenger by any means allowed by Chapter 12, including a payment card or cash; and
 - (2) The remaining fare shall be paid by District;

- (b) No passenger surcharge shall be collected from a passenger for a Transport DC trip.
- 606.2 Each taxicab company shall make Transport DC service available through a telephone dispatch service to any Transport DC participant who requests service. Should a passenger request an accommodation to make Transport DC service available through other means, the taxicab company will use best efforts to provide this accommodation. If the taxicab company is unable to provide the accommodation requested, the taxicab company shall notify the office immediately in order to work out a solution. Each taxicab company may also make Transport DC service available through a single digital dispatch service. All dispatch services shall be provided in accordance with the provisions of this chapter.
- 606.3 Each taxicab company shall accept each booking for a Transport DC trip anywhere within the District which is made at least one (1) hour prior to service.
- 606.4 Each wheelchair accessible vehicle participating in Transport DC shall be used to provide service in the following descending order of priority to the extent permitted by all applicable laws:
 - (a) A Transport DC passenger, for which the fare shall be consistent with § 604.1;
 - (b) Any passenger requesting a wheelchair accessible vehicle, for which the fare shall be consistent with the provisions of Chapter 12; and
 - (c) Any other passenger, for which the fare shall be consistent with the provisions of Chapter 12.
- 606.5 Each taxicab company shall ensure that wheelchair service is available at all times when Transport DC service or booking is required to be available under this chapter.
- 606.6 Each Transport-DC trip shall be between a MetroAccess approved location or facility in the District and another location in the District, or vice-versa.
- 606.7 Each taxicab company shall require each operator to verify that the photograph and information on the passenger's MetroAccess Card matches the information on the Transport DC debit card prior to the start of a Transport DC trip.

606.8 Each taxicab company shall provide invoices and reports of its Transport DC trips and its compliance with this chapter at such times and in such forms as directed in an applicable issuance, instruction, or guidance issued by the Department.

606.9 Where a vehicle dispatched to pick up a Transport DC passenger is unable to render service for any reason, including the passenger's inability to pay or equipment (vehicle or MTS unit) malfunction, the following provisions shall apply:

- (a) The operator shall immediately notify the passenger and the taxicab company of the circumstances;
- (b) If the passenger is unable to pay, the operator shall provide service and the taxicab company shall promptly notify the Department and make appropriate arrangements for payment; and
- (c) If there has been an equipment malfunction, the taxicab company shall immediately dispatch another vehicle to that location. The passenger may choose to wait inside the first vehicle until the second vehicle arrives, at no charge to the passenger. The operator shall comply with the requirements in this title concerning equipment malfunctions.

606.10 Notwithstanding any applicable administrative issuance, instruction, or guidance previously issued by the Department, each WMATA van or wheelchair accessible vehicle acquired or purchased pursuant to this subsection shall be eligible to receive a new "H-tag" pursuant to all applicable rules and regulations of DMV.

607 TRANSPORT DC - APPLICATION

607.1 Any taxicab company which has current operating authority under Chapter 11 of this title, is in good standing with the Department, and is interested in participating in Transport DC, may apply to the Department to be approved as a participant in the Transport DC program.

607.2 Each taxicab company interested in participating in Transport DC ("applicant") shall be in compliance with the requirements of this section at the time of its application.

607.3 Each applicant shall be in compliance with all applicable provisions of this title in addition to those set forth in this chapter.

607.4 Each applicant shall possess all necessary endorsements on its Department of Consumer and Regulatory Affairs ("DCRA") basic business license for provision of

Transport DC, if any.

- 607.5 Each applicant shall possess insurance under Chapter 9 which extends to its participation in Transport DC, including the participation of its associated operators and vehicles.
- 607.6 Each applicant shall provide the following information and documentation to the Department:
- (a) The name of the applicant;
 - (b) The trade name(s) and logo used by the taxicab company, if any;
 - (c) Information and documentation showing that the business is in compliance with, or ready and able to comply with, all the eligibility requirements and all the operating requirements in this chapter;
 - (d) Information and documentation showing that the business seeks and would be eligible to receive a grant from the Department for the purpose of acquiring and placing into service one or more wheelchair accessible paratransit vans transferred from the Washington Metropolitan Area Transit Authority (“WMATA vans”), pursuant to this chapter; and
 - (e) Such other information and documentation as the Department deems necessary to determine that the applicant meets the requirements for approval under this title and other applicable laws.
- 607.7 Each application filed with the Department under this section shall be:
- (a) Full and complete;
 - (b) Accompanied by full and complete documentation;
 - (c) Notarized and provided under penalty of perjury;
 - (d) Submitted no later than the deadline stated in any applicable administrative issuance, instruction, or guidance issued by the Department; and
 - (e) Accompanied by an application fee of five hundred dollars (\$500).
- 607.8 The Department shall review each application pursuant to the Clean Hands Before Receiving a License or Permit Act of 1996, effective May 11, 1996 ([D.C. Law 11-](#)

118, D.C. Official Code §§ 47-2861, *et seq.*) and shall deny the application of any applicant not in compliance with the Clean Hands Act.

607.9 An application may be denied if the applicant does not cooperate with the Department during the application process, if the application is not complete, or if the applicant provides materially false information for the purpose of inducing the Department to grant the application.

607.10 If the Department denies an application:

(a) The Department shall state the reasons for its decision in writing; and

(b) The applicant may appeal the decision to the OHE within fifteen (15) calendar days, and, otherwise, the decision shall constitute a final decision of the Department. The OHE shall issue a decision on an appeal within thirty (30) calendar days. A timely appeal of a denial shall extend any existing approval pending the OHE's decision. A decision of the OHE to affirm or reverse a denial shall constitute a final decision of the Department. A decision of the OHE to remand to the Department for further review of an application shall extend any existing approval pending the final decision of the Department.

607.11 Each Transport DC approval for a participating company shall be effective for twelve (12) months, provided however, that the approval shall not be effective during any time when the taxicab company's operating authority has been suspended, revoked, or not renewed.

607.12 The Department shall provide to the applicant a physical certificate reflecting the Department's approval of the applicant to participate in Transport DC., The certificate shall be the property of the Department, and shall be returned to the Department at the expiration of the approval period or otherwise as provided in this title.

607.13 The Department shall maintain on the Department's website the name and contact information of each taxicab company approved to participate in Transport DC.

608 TRANSPORT DC - RENEWAL

608.1 Each taxicab company shall apply to renew its Transport DC approval not later than sixty (60) days prior to the expiration date of its existing approval. Each taxicab company that fails to timely apply for renewal shall be required to surrender its certificate of Transport DC approval at the end of the approval period, and apply for

a new approval.

- 608.2 Each taxicab company which applies to renew its Transport DC approval shall, at the time it files its renewal application, be in full compliance with this title and other applicable laws.
- 608.3 Unless the Department provides otherwise in writing, all requirements for a new approval shall apply to a renewal approval.

CHAPTER 7 - DISPATCH SERVICES

700 APPLICATION AND SCOPE

- 700.1 This chapter establishes regulations for the businesses, operators, and vehicles which participate in providing dispatch services, and establishes the District of Columbia Taxicab Industry Co-op.
- 700.2 Additional provisions applicable to the businesses, owners, operators, and vehicles which participate in providing vehicle-for-hire services appear in other chapters of this title including: public vehicle-for-hire Licenses and Operations (Chapter 10); black cars (Chapters 12 and 14); private sedans (Chapter 16); and dispatched public vehicles (Xclass) (Chapter 15).
- 700.3 The phrase “company that uses digital dispatch for public vehicle-for-hire service”, as used in the Establishment Act, shall include only a digital dispatch service, as defined in Chapter 1, and shall not include any other person regulated by this title in connection with the provision of a public vehicle-for-hire service, such as a taxicab company.
- 700.4 No person shall provide telephone or digital dispatch, or digital payment, for public vehicles-for-hire in the District, except in compliance with this chapter, all applicable provisions of this title then in effect, and other applicable laws.
- 700.5 Nothing in this chapter shall be construed as: Delegating to any person a non-delegable legal duty of the Department. A rule or standard of the Co-op shall not be construed as a rule or regulation of the Department.

701 TELEPHONE DISPATCH SERVICE – OPERATING REQUIREMENTS

- 701.1 No telephone dispatch service shall participate in providing a vehicle-for-hire service in the District unless it is operated by a taxicab company with current

operating authority under Chapter 11.

- 701.2 Each telephone dispatch service shall operate in compliance with this title and other applicable laws.
- 701.3 Each telephone dispatch service shall be licensed to do business in the District of Columbia.
- 701.4 Each gratuity charged by a telephone dispatch service shall comply with the definition of “gratuity”.
- 701.5 Each telephone dispatch service shall comply with the requirements for passenger rates and charges set forth in Chapters 6, 7, and 12.
- 701.6 Each telephone dispatch service shall provide a passenger seeking wheelchair service with such service, when available, and if not available through the telephone dispatch service, shall make reasonable efforts to assist the passenger in locating available wheelchair service through another source within the District.
- 701.7 Where a telephone dispatch service shares a request for wheelchair service with another person, the passenger’s destination shall not be provided.
- 701.8 Each telephone dispatch service shall maintain a customer service telephone number for passengers with a “202” prefix or a toll-free area code, posted on its website, which is answered or replied to promptly during normal business hours.
- 701.9 Each telephone dispatch service shall maintain a website with current information that includes:
- (a) The name of the telephone dispatch service;
 - (b) Contact information for its bona fide administrative office or registered agent authorized to accept service of process;
 - (c) Its customer service telephone number or email address;
 - (d) The following statement prominently displayed:
“Vehicle-for-hire services in Washington, DC are regulated by the
Department of For-Hire Vehicles
2235 Shannon Place, S.E., Suite 3001
Washington, D.C. 20020-7024
www.dctaxi.dc.gov
DFHV3@dc.gov 1-855-484-4966 TTY: 711”
and

- (e) A link to § 801 allowing passengers to view applicable rates and charges.
- 701.10 Each telephone dispatch service shall provide its service throughout the District.
- 701.11 Each telephone dispatch service shall perform the service agreed to with a passenger in a dispatch, including picking up the passenger at the agreed-upon time and location, except for a bona fide reason specified by Chapter 6 or other applicable provision of this title.
- 701.12 Each telephone dispatch service shall protect certain information relating to passenger privacy and safety. A telephone dispatch service shall not:
- (a) Release information to any person that would result in a violation of the personal privacy of a passenger or that would threaten the safety of a passenger or an operator; or
 - (b) Permit access to real-time information about the location, apparent gender, or number of passengers awaiting pickup by a person not authorized by the telephone dispatch service to receive such information. Where a telephone dispatch service shares a request for wheelchair service with another person pursuant to this chapter, the passenger's destination shall not be provided.
- 701.13 Subsection 701.12 shall not limit access to information by the Department or a District enforcement official.
- 701.14 A telephone dispatch service shall not transmit to the operator any information about the destination of a trip, except for the jurisdiction of the destination, until the trip has been booked.
- 701.15 Each telephone dispatch service shall store its business records in compliance with industry best practices and all applicable laws, make its business records related to compliance with its legal obligations under this title available for inspection and copying as directed by the Department, and retain its business records for five (5) years.
- 701.16 Each telephone dispatch service shall comply with all applicable provisions of this title and other laws regulating origins and destinations of trips, including all reciprocal agreements between governmental bodies in the Washington Metropolitan Area governing public vehicle-for-hire service such as the reciprocity rules in Chapter 10.
- 702 DIGITAL DISPATCH**
- 702.1 Each digital dispatch service shall operate in compliance with this title and other applicable laws.

- 702.2 Each digital dispatch service shall calculate fares and, where applicable, provide receipts to passengers, as provided in this title for the different classes of vehicles.
- 702.3 Each digital dispatch service shall submit proof that the company maintains a website containing information on its:
- (a) Method of fare calculation;
 - (b) Rates and fees charged; and
 - (c) Customer service telephone number or email address.
- 702.4 If a digital dispatch service charges a fare other than a metered taxicab rate, the company shall, prior to booking, disclose to the passenger:
- (a) The fare calculation method;
 - (b) The applicable rates being charged; and
 - (c) The option to receive an estimated fare.
- 702.5 Each digital dispatch service shall review any complaint involving a fare that exceeds the estimated fare by twenty (20) percent or twenty-five (25) dollars, whichever is less.
- 702.6 Each digital dispatch service shall provide its service throughout the District.
- 702.7 Every three (3) months, based on the District's fiscal year calendar, each digital dispatch service shall separately transmit to the Office of the Chief Financial Officer (OCFO), for deposit into the Consumer Service Fund in accordance with Chapter 11 of the Title, each of the following amounts, reflecting business activity from (1) October through December; (2) January through March; (3) April through June; and (4) July through September:
- (a) For trips by taxicabs: the per trip taxicab passenger surcharge; and
 - (b) For trips by black cars, private sedans, and Xclass vehicles: one (1) percent of all gross receipts.
- 702.8 An authorized representative of each digital dispatch service shall certify in writing under oath, using a form provided by the Department, that each amount transmitted to OCFO pursuant to § 702.7 meets all of this chapter and is accompanied by documentation of the digital dispatch service's choosing which reasonably supports the amount of the deposit. Each certification and supporting documentation shall be provided to OCFO.

702.9 Each digital dispatch service shall ensure that its website and mobile applications are accessible to the blind and visually impaired, and the deaf and hard of hearing.

702.10 Each digital dispatch service shall train its associated operators in the proper and safe handling of mobility devices and equipment, and how to treat individuals with disabilities in a respectful and courteous manner. Completion of training acceptable to qualify an individual for an AVID operator's license issued by the Department shall satisfy this training requirement.

703 DIGITAL DISPATCH SERVICE - REGISTRATION

703.1 No digital dispatch service shall operate in the District unless it is registered with the Department as provided in this section.

703.2 Each digital dispatch service operating in the District on the effective date shall register with the Department within five (5) business days of the effective date of this chapter, and all other digital dispatch services shall register with the Department prior to commencing operations in the District.

703.3 Where a digital dispatch service provides digital dispatch for an associated or affiliated private sedan business, the digital dispatch service and its associated or affiliated private sedan business shall contemporaneously apply for registration under this Chapter and Chapter 16, respectively.

703.4 Each digital dispatch service shall register by completing an application form made available by the Department, that shall be:

(a) Executed under oath by an individual with authority to complete the filing;

(b) Accompanied by a filing fee of five hundred dollars (\$500) regardless of the number of vehicle-for-hire services dispatched by the digital dispatch service; and

(c) Accompanied by one (1) or more bond(s) naming the District of Columbia as obligee for the purpose of securing the amount(s) owed to the District pursuant to § 702 Such bond(s) shall:

(1) Be in effect throughout the digital dispatch service's registration period and for one (1) year thereafter; and

(2) Be in the amount of:

(A) For taxicabs: one hundred thousand dollars (\$100,000); and

- (B) For each public or private vehicle-for-hire service other than taxicabs:
 - (i) Two hundred fifty thousand dollars (\$250,000); or
 - (ii) Pursuant to an administrative issuance, one hundred thousand dollars (\$100,000) to two hundred fifty thousand dollars (\$250,000), inclusive, if the digital dispatch service voluntarily maintains with the Department current information relevant to establishing a risk profile for the non-payment of amount(s) owed to the District pursuant to the § 702, such as the number of the digital dispatch service's associated Vehicles.
- (d) Notwithstanding the requirements of paragraph (c) of this subsection, a bond shall not be required during the first six (6) months that any business digitally dispatches rides pursuant to a donation agreement with the Department or a live field testing program approved by the Department pursuant to § 707.

703.5 In addition to the requirements of § 703.4, each application for registration shall include information and documentation:

- (a) Demonstrating that the digital dispatch service is licensed to do business in the District;
- (b) Demonstrating that the digital dispatch service maintains a registered agent in the District;
- (c) Demonstrating that the digital dispatch service maintains a website that complies with this chapter;
- (d) Describing in writing the digital dispatch service's app, with accompanying screenshots, to allow District enforcement officers to understand the functionality of the app, and to verify during a traffic stop:
 - (1) If the vehicle is a public vehicle-for-hire: that the operator and the vehicle are associated with the digital dispatch service;
 - (2) If the vehicle is a private sedan: that the operator and the vehicle are registered with the DDS's associated or affiliated private sedan business and not under suspension; and

- (3) The time and location of the most recent request for service.
 - (e) A certification that the digital dispatch service is in compliance with the operating requirements of this chapter.
- 703.6 The Department shall complete its review of a registration application form within fifteen (15) business days of filing. Each applicant shall cooperate with the Department to supplement or correct any information needed to complete the review. The Department may deny registration where it appears the private sedan business will not be operating in compliance with this title and other applicable laws.
- 703.7 Each registration under this section shall be effective for twenty four (24) months.
- 703.8 Each registered digital dispatch service shall renew its registration at least fourteen (14) days prior to its expiration as provided in this chapter.
- 703.9 Each registered digital dispatch service shall promptly inform the Department of any of the following occurrences in connection with its most recent registration:
- (a) A change in the operation of its app which affects how a District enforcement official uses the app during a traffic stop to determine that the operator and vehicle are in compliance with this title and other applicable laws;
 - (b) A change in contact information; and
 - (c) A materially incorrect, incomplete, or misleading statement.
- 703.10 A claim may be made by the Department against any bond provided by a digital dispatch service pursuant to § 703.4 for any amount owed to the District of Columbia by the digital dispatch service under §702 which remains unpaid for more than thirty (30) days. The Department shall give written notice to the digital dispatch service of its intent to make a claim against a bond not less than ten (10) days prior to taking the action.

704 OPERATIONAL REQUIREMENTS - GENERALLY

- 704.1 No dispatch service shall impose additional or special charges for an individual with a disability for providing services to accommodate the individual or require the individual to be accompanied by an attendant.
- 704.2 No fee charged by a dispatch service in addition to a taximeter fare shall be processed by a payment service provider (PSP), or displayed on or paid using any component of an MTS unit, except for a telephone dispatch fee under § 1207, or

where a digital dispatch service and the PSP have integrated.

704.3 Each digital dispatch service shall ensure that a private sedan operator cannot log in to the digital dispatch service's app while the operator is suspended or after the operator has been terminated by the private sedan business.

704.4 The provisions of this chapter shall be enforced pursuant to Chapter 3.

704.5 A dispatch service that violates this chapter shall be subject to:

- (a) A civil fine established by a provision of Chapter 5;
- (b) Enforcement action other than a civil fine, as provided in Chapter 3; or
- (c) A combination of the sanctions enumerated in parts (a) and (b).

705 DIGITAL DISPATCH SERVICES – OPERATING REQUIREMENTS

705.1 Each digital dispatch service shall operate in compliance with this title and other applicable laws.

705.2 Each digital dispatch service shall calculate fares and, where applicable, provide receipts to passengers, as provided in: Chapters 7 and 12.

705.3 Each digital dispatch service shall submit proof that the company maintains a website containing information on its:

- (a) Method of fare calculation;
- (b) Rates and fees charged, and
- (c) Customer service telephone number or email address

705.4 If a digital dispatch service charges a fare other than a metered taxicab rate, the company shall, prior to booking, disclose to the passenger:

- (a) The fare calculation method;
- (b) The applicable rates being charged; and
- (c) The option to receive an estimated fare.

705.5 Each digital dispatch service shall review any complaint involving a fare that exceeds the estimated fare by twenty (20) percent or twenty-five (25) dollars, whichever is less.

- 705.6 Each digital dispatch service shall provide its service throughout the District.
- 705.7 Every three (3) months, based on the District's fiscal year calendar, each digital dispatch service shall separately transmit to the Office of the Chief Financial Officer (OCFO), for deposit into the Consumer Service Fund in accordance with Chapter 2 of this title, each of the following amounts, reflecting business activity from (1) October through December; (2) January through March; (3) April through June; and (4) July through September:
- (a) For trips by taxicab: the per trip taxicab passenger surcharge; and
 - (b) For trips by black cars and private sedans: one (1) percent of all gross receipts.
- 705.8 An authorized representative of each digital dispatch service shall certify in writing under oath, using a form provided by the Department, that each amount transmitted to OCFO pursuant to Chapter 7 meets the requirements of Chapter 7, accompanied by documentation of the digital dispatch service's choosing which reasonably supports the amount of the deposit. Each certification and supporting documentation shall be provided to OCFO.
- 705.9 Each digital dispatch service shall train its associated operators in the proper and safe handling of mobility devices and equipment, and how to treat individuals with disabilities in a respectful and courteous manner. Completion of training acceptable to qualify an individual for an AVID operator's license issued by the Department shall satisfy this training requirement.
- 705.10 Each digital dispatch service shall:
- (a) Use technology that meets or exceeds current industry standards for the security and privacy of all payment and other information provided by a passenger, or made available to the digital dispatch service as a result of the passenger's use of the digital dispatch service;
 - (b) Promptly inform the Department of a security breach requiring a report under the Consumer Personal Information Security Breach Notification Act of 2006, effective March 8, 2007 (D.C. Law 16-237, D.C. Official Code §§ 28-3851 *et seq.*), or other applicable law;
 - (c) Not release information to any person that would result in a violation of the personal privacy of a passenger or that would threaten the safety of a passenger or an operator; and
 - (d) Not permit access to real-time information about the location, apparent

gender, or number of passengers awaiting pickup by a person not authorized to receive such information. Where a digital dispatch service shares a request for service with another person for the purpose of providing wheelchair service to a passenger, the passenger's destination shall not be provided.

- 705.11 Subsection 705.11 shall not limit access to information by the Department.
- 705.12 During a state of emergency declared by the Mayor, a digital dispatch service which engages in surge pricing shall limit the multiplier by which its base fare is multiplied to the next highest multiple below the three highest multiples set on different days in the sixty (60) days preceding the declaration of a state of emergency for the same type of service in the Washington Metropolitan Area.
- 705.13 Each digital dispatch service shall comply with reciprocity rules in Chapter 10.

706 PROHIBITIONS

- 706.1 No dispatch service shall impose additional or special charges for an individual with a disability for providing services to accommodate the individual or require the individual to be accompanied by an attendant.
- 706.2 No fee charged by a dispatch service in addition to a taximeter fare shall be processed by a payment service provider (PSP), or displayed on or paid using any component of an MTS unit, except for a telephone dispatch fee under Chapter 12 or where a digital dispatch service and the PSP have integrated pursuant to Chapter 13.
- 706.3 Each digital dispatch service shall ensure that a private sedan operator cannot log in to the digital dispatch service's app while the operator is suspended or after the operator has been terminated by the private sedan business.

707 DC TAXIAPP

- 707.1 Each DFHV taxicab operator shall provide service in response to each a request generated via the District of Columbia Taxicab App ("DC TaxiApp").
- 707.2 Each taxicab owner shall ensure that all of its vehicles are equipped, if necessary, to allow its associated taxicab operators to comply with the provisions of this section. A violation of this subsection shall subject the owner to a civil fine of fifty dollars (\$50) per vehicle.
- 707.3 Nothing in this title shall be construed to prevent any person from using an app provided by a registered digital dispatch service other than the Co-op.

- 707.4 The Department shall enact no rule or regulation respecting the rates and charges, if any, for trips booked through the DC TaxiApp. Such rates and charges shall be established only by the Co-op, as provided in this chapter.
- 707.5 Not later than one hundred eighty (180) days after the effective date of this section (“implementation date”), each DFHV taxicab operator shall at all times throughout each tour of duty:
- (a) Be logged into the District of Columbia Taxicab App (“DC TaxiApp”); and
 - (b) Be able to timely receive and accept all requests for service.
- 707.6 Any person developing an app (“app developer”) for taxicab service may engage in live field testing after approval from the Department.
- 707.7 The Department, by written notice upon the app developer, may suspend or revoke its approval for live field testing where the testing conducted in violation of this title:
- (a) Is conducted in violation of this Chapter (including violation of any terms or conditions stated in the Department’s approval);
 - (b) Threatens safety, consumer protection, or the payment to the District of the passenger surcharge; or
 - (c) Interferes with the Department’s ability to enforce any provision of this title or other applicable law.
- 707.8 An app which is the subject of approved live field testing shall not be launched in the District unless and until it is provided by a digital dispatch service registered as required by this chapter and other applicable law.
- 707.9 No person shall conduct or participate in live field testing of an app for the dispatch of taxicabs in the District except as provided in this section. An entity which conducts or participates in live field testing in violation of this section shall be subject to a civil fine not to exceed one thousand dollars (\$1,000) per day based on the circumstances. An operator who knowingly participates in live field testing that violates this section shall be subject to a civil fine of twenty five dollars (\$25) for each trip booked through the app.
- 707.10 Each taxicab company required by [D.C. Official Code §50-301.31](#) to provide dispatch services shall participate in live field testing of the DC TaxiApp if required to do so in an administrative issuance.

708 THE CO-OP

- 708.1 The Co-op shall be a cooperative association authorized by the Business Corporation Act of 2011, [D.C. Official Code § 29-301.01](#), *et seq.*, which allows the Co-op and all of its members to meet all the requirements of this title and other applicable laws, provided however, that if the Co-op is not a cooperative association, it shall be organized to comply with all applicable provisions of this section, to the maximum extent feasible, as determined by the Department in connection with its review of the draft bylaws pursuant to this chapter.
- 708.2 The Co-op shall be owned and operated for the mutual benefit of all of its members, for the purpose of promoting the use of available DFHV-licensed taxicabs, including wheelchair accessible vehicles, by the residents of and visitors to the District, and such other purposes as stated in this section and this chapter. Consistent with the foregoing, no category of persons identified in Chapter 7 shall be excluded from meaningful opportunities to participate in the management of the Co-op through a representative on the board of directors or other common means, and no person shall be excluded from meaningful opportunities to participate in the ownership of the Co-op through stock ownership or other common means, provided however, that a member may be excluded for a bona fide business purpose such as the lack of a capital contribution or material non-compliance with applicable provisions of this title or other applicable law.
- 708.3 Unless otherwise provided in a license agreement with the Department, the Co-op shall provide all necessary management, service, and support for the DC TaxiApp in the manner prescribed by this section and this chapter, and by the license agreement.
- 708.4 Any two or more persons who are permitted or required by this chapter to be members of the Co-op shall incorporate the Co-op.
- 708.5 Following incorporation of the Co-op, the incorporators shall:
- (a) Promptly obtain a physical place of business for the Co-op within the District;
 - (b) Cooperate with the Department to conduct any necessary testing of the DC TaxiApp;
 - (c) Take or facilitate all actions required by this chapter and other applicable law to ensure that the Co-op is ready and able to begin full operations not later than the implementation date; and
 - (d) Schedule a meeting to be held within thirty (30) to sixty (60) days after the

issuance of public notice to all prospective members of the Co-op, to:

- (1) Elect a board of directors;
- (2) Adopt the Co-op's bylaws following their approval by the Department; and
- (3) Engage in such other business as necessary to begin full operation of the Co-op and to enable the use of the DC TaxiApp by all taxicab operators not later than the implementation date.

708.6 The Co-op shall be governed by its bylaws, as approved by the Department pursuant to this chapter.

708.7 The draft bylaws filed with the Department pursuant to this chapter shall include terms and conditions providing that:

- (a) The Co-op shall not give preferential treatment to any person or group of persons in the taxicab industry through its operations, through the marketing, availability, or functionality of the DC TaxiApp, through the rates and charges which the Co-op sets for trips booked through the DC TaxiApp, or through the revenue generated by the DC TaxiApp. Preferential treatment shall include but not be limited to denying a member of the Co-op meaningful opportunities to participate in the management or ownership of the Co-op, as otherwise required by this section or this chapter.
- (b) The Co-op shall establish and maintain a digital dispatch service, registered and operated in compliance with this chapter, which at all times, maintains integration between the DC TaxiApp and each PSP in a manner consistent with Chapter 14, to ensure that:
 - (1) Each passenger who books a ride through the DC TaxiApp may choose to make either an in-vehicle payment (cash or payment card) or a digital payment;
 - (2) The passenger surcharge is collected from the passenger and paid to the District for each trip; and
 - (3) The PSP is able to comply with all obligations under this title.
- (c) The provisions of § 708.7 shall not apply if the DC TaxiApp does not provide the functionality needed for integration;
- (d) The Co-op shall establish competitive, market-based rates and charges for

trips booked through the DC TaxiApp;

- (e) The Co-op shall execute any necessary license agreement with the District for the use of the DC TaxiApp, shall comply with all terms and conditions thereof, and shall not use, acquire, license, test, market, develop, or otherwise be associated with any other app without the written approval of the Department;
- (f) The Co-op shall develop, distribute, and require the acceptance of terms of service for the use of the DC TaxiApp by taxicab operators and passengers;
- (g) The Co-op shall ensure that operators receive the revenue they generate through the use of the DC TaxiApp within twenty four (24) hours or one (1) business day;
- (h) The Co-op shall promote the availability of wheelchair accessible taxicab service, and may use incentives to owners and operators to support such availability;
- (i) The Co-op shall carry such commercial insurance as necessary in connection with the use of the DC TaxiApp;
- (j) The Co-op's membership shall be limited to:
 - (1) Persons required to be members: each taxicab company with current operating authority that is required by [D.C. Official Code § 50-329.02](#) to provide dispatch services and who pays the required capital contribution; and
 - (2) Persons allowed but not required to be members:
 - (A) Each individual who holds a current DFHV taxicab operator's license (Face card);
 - (B) Each individual who holds a current DFHV taxicab vehicle license other than a DFHV transferable taxicab vehicle license;
 - (C) Each taxicab company with current operating authority, other than a taxicab company required to be a member under § 708.7 (j) (1); and
 - (D) Each taxicab association with current operating authority;
- (k) Each Co-op member shall make a capital contribution as determined by the

board of directors, which shall be consistent with the provisions of this section and other applicable laws;

- (l) The Co-op may allow a fair return to members who choose to make additional capital contributions to fund the establishment and/or operations of the Co-op, and to investors;
- (m) The Co-op shall maintain a fair, reasonable, and non-discriminatory system which allows the passenger to rate the operator based on the quality of service received;
- (n) The Co-op shall establish standards for its operations, including standards for the safe and prompt provision of service through the DC TaxiApp;
- (o) The Co-op may suspend an operator from using the DC TaxiApp for not more than two (2) hours total during any seven (7) calendar day period based on material violations of the standards established by the Co-op, provided the Co-op promptly notifies the operator of the basis of the suspension and allows the operator to respond in writing;
- (p) The Co-op may suspend an operator from using the DC TaxiApp for more than two (2) hours total during any seven (7) calendar day period based on violations of the standards established by the Co-op, provided the Co-op maintains a system of discipline which gives operators the following minimum procedural protections:
 - (1) Written notice of a suspension accompanied by relevant documentation, which shall be provided in advance of the suspension except in the event of a clear threat to safety or consumer protection;
 - (2) Representation by an attorney or other individual, at the operator's expense;
 - (3) An opportunity to respond to the notice;
 - (4) One (1) level of review of the Co-op's decision;
 - (5) No suspension shall exceed thirty (30) calendar days; and
 - (6) An operator's suspension shall not be considered for purposes of determining the appropriate length of a subsequent suspension more than three (3) years thereafter.
- (q) The Co-op may file a public complaint with the Department against any

person in connection with a violation of this section or this chapter. The Co-op shall file a public complaint with the Department against any person who engages in conduct which constitutes a clear threat to public safety or consumer protection, or which constitutes grounds for immediate suspension of a vehicle operator's license under Chapter 3;

- (r) The Co-op shall annually publish a report which containing:
 - (1) A summary of the Co-op's major activities for the prior twelve (12) months;
 - (2) The names of the Co-op's members and their taxicab company or taxicab association affiliations, if any;
 - (3) The names of the Co-op's principal officers and members of the board of directors;
 - (4) The name and address of each entity in which the Co-op has a legal or equitable interest, or with which it conducts a business activity in a partnership or joint venture;
 - (5) The name and address of each entity with which the Co-op transacts business in excess of ten thousand dollars (\$10,000) per calendar year; and
 - (6) Such other information as the Co-op deems appropriate;
- (s) No person or associated group of persons shall:
 - (1) Control more than forty percent (40%) of the membership of the board of directors;
 - (2) Hold legal or equitable title to more than forty percent (40%) of the par value of the Co-op's total debt obligations, if any; or
 - (3) Hold legal or equitable title to more than forty percent (40%) of the par value of any single class of the Co-op's stock, if any, or the par value of all combined classes of the Co-op's stock, if any;
- (t) Each of the following individuals ("filers") shall be required to file a confidential disclosure statement with the Co-op annually, and at the time of the filer's association with the Co-op or at the time of the filer's association with an entity in which the Co-op has a legal or equitable interest:
 - (1) Each member of the board of directors and each principal officer of

the Co-op;

- (2) Each member of the board of directors and each principal officer of an entity in which the Co-op has a substantial legal or equitable interest; and
 - (3) Each person with which the Co-op transacts or proposes to transact business in excess of twenty five thousand dollars (\$25,000) in any calendar year;
- (u) Each form which the Co-op intends to be use as a confidential disclosure statement form shall be reviewed by the Department prior to its use. The form shall be substantially similar in substance to the confidential disclosure statement required by the D.C. Board of Ethics and Government Accountability for employees, excluding matters not relevant to the Co-op. The form shall require the filer to disclose under oath each the following matters, and to provide a written explanation and documentation where necessary, as the Co-op deems appropriate:
- (1) The filer, and the filer's spouse, domestic partner, and dependent children, have filed and paid all income and property taxes owed to the Federal government and each jurisdiction where the filer is required to pay such taxes;
 - (2) The filer, and the filer's spouse, domestic partner, and dependent children, have not received anything of value, such as a credit, offset, gift, favor, service, loan, gratuity, discount, meals, hospitality, contribution, employment, or a promise of the receipt of anything of value in the future, exceeding a total of one hundred dollars (\$100) from all sources, based on any understanding that the filer's official actions or judgment or vote while associated with the Co-op would be influenced;
 - (3) The filer, and the filer's spouse or domestic partner, have not been arrested for, charged with, or convicted of any of the following criminal offenses: bribery, tax evasion, insurance fraud, a violation of or a predicate offense under a Racketeer Influenced and Corrupt Organizations Act (Federal or state), any criminal offense which involves dishonesty or violence, or any criminal offense punishable by incarceration of one (1) year or more or a fine of ten thousand dollar (\$10,000) or more;
 - (4) The filer, and the filer's spouse or domestic partner, have not been

sued for, had a judgment entered against him or her for, entered into a settlement admitting liability for, or paid a civil fine for any of the following civil violations and causes of action: tax evasion, insurance fraud, a violation of or a predicate offense under a Racketeer Influenced and Corrupt Organizations Act (Federal or state), any civil violation or cause of action which involves dishonesty or violence, or any civil violation which is punishable by a civil fine payable to a government agency of ten thousand dollars (\$10,000) or more;

- (5) The filer, the filer's spouse or domestic partner, and dependent children, and the persons with whom the filer has a legal relationship such employment, independent contractor, and partnership, are not involved in a scheme or conspiracy to violate the Co-op's bylaws, or to violate any Federal, District or state law concerning or related to the Co-op or its activities, any entity in which the Co-op has a legal or equitable interest, or any member of the Co-op's board of directors or its principal officers; and
 - (6) The filer, or the filer's spouse or domestic partner, has not had a business or professional license suspended or revoked by a government agency.
- (v) Matters subject to disclosure under § 708.7 (u) (1)-(6), whether or not disclosed in a confidential disclosure statement, shall be treated as the Co-op deems appropriate, provided however that no individual shall serve as a member of the board of directors or a principal officer of the Co-op, own shares of the Co-op's stock, own debt issued by the Co-op, if any, or directly or indirectly control any interest in the Co-op other than as a member pursuant to § 708.7 (j) if:
- (1) The individual willfully provides false, misleading, or materially incomplete information in a confidential disclosure statement or to the Department, or in connection with a civil or criminal investigation concerning or related to the Co-op or its activities by any government agency;
 - (2) The individual, the individual's spouse or domestic partner, or the individual's children, have received items of value exceeding a total of one hundred dollars (\$100) from all sources as enumerated in § 708.7 (u) (2);
 - (3) The individual, or the individual's spouse or domestic partner, has

been convicted of a crime enumerated in § 708.7 (u) (3);

- (4) The individual, or the individual's spouse or domestic partner, has had a judgment entered against him or her for, has entered into a settlement admitting liability for, or has paid a civil fine for a civil violation or cause of action enumerated in § 708.7 (u) (4);
 - (5) The individual, the individual's spouse or domestic partner, the filer's dependent children, or a person with whom the filer has a legal relationship, are involved in a scheme or conspiracy as enumerated in § 708.7 (u) (5); or
 - (6) The individual, or the individual's spouse or domestic partner, has had a business or professional license suspended or revoked by a government agency within the prior five (5) years.
- (w) The Co-op shall not associate with, transact business with, or form a legal or equitable relationship with:
- (1) An individual who is restricted by § 708.7 (v) or
 - (2) An entity, where an individual who is restricted by § 708.7 (v) serves as an owner, manager, partner, member of the board of directors, principal officer, stockholder, or lender.
- (x) The Co-op shall maintain its business records for five (5) years, provided however that each executed confidential disclosure statement shall be maintained throughout its filer's association with the Co-op and for ten (10) years thereafter;
- (y) The Co-op shall allow the Department to inspect and copy its business records, but the Department shall not copy an executed confidential disclosure statement. This provision shall not apply to the Attorney General of the District of Columbia;
- (z) A designee of the Department shall be permitted to attend, and be provided with the minutes of, each Co-op event, including a meeting of the board of directors, except at such times when an event is closed in order to consider a confidential matter such as a litigation or personnel issue. At such events, the designee may observe, ask questions, and provide information, and shall receive copies of the documents made available to other attendees, but shall have no vote on any Co-op business;
- (aa) The Co-op shall enact no change to its bylaws which conflicts with a

material provision of this title or other applicable law, without a prior amendment to this chapter authorizing such change, and shall promptly correct any errors or omissions in its bylaws;

- (bb) The Co-op shall comply with all applicable District and federal laws and regulations, and shall engage only in fair and lawful competition;
- (cc) The District may enforce the requirements of this section and this chapter through an appropriate action at law or in equity, including an action by the Attorney General of the District of Columbia in *parens patriae*;

708.8 The draft bylaws filed with the Department pursuant to this chapter may:

- (a) Allow the Co-op to apply for and accept any necessary grants made available by the Department, and shall comply with all terms and conditions thereof; and
- (b) Allow the Co-op to engage in any activity which is authorized by law, not inconsistent with the required terms and conditions for its bylaws set forth in chapter, and in the interest of its members, including:
 - (1) Offering insurance, such as life, health, dental, disability, and vehicle;
 - (2) Providing retirement and savings plans, and other benefits;
 - (3) Offering discounts on goods and services of interest to members; and
 - (4) Operating a subsidiary which engages only in activities related to the authorized activities of the Co-op; and
- (c) Contain such additional terms and conditions as are necessary and appropriate to establish, support, and maintain the Co-op, which are not inconsistent with the required terms and conditions for its bylaws set forth in this subsection or with other applicable laws.

708.9 The bylaw drafting advisory group shall file the draft bylaws with the Department for its approval.

708.10 The draft bylaws shall include the names of the bylaw drafting advisory group members who agree to the draft, and alternative text and comments, if any, from any member of the bylaw drafting advisory group who does not concur with the text agreed to by the other members.

708.11 The Department shall review the draft bylaws to determine whether they comply

with this title and shall issue a written decision within ten (10) days of receiving draft bylaws which appear to comply with this title. If the Department does not approve the draft bylaws, it shall state the basis of its decision in writing. Thereafter, the bylaw drafting advisory group shall revise the draft bylaws to address the issues identified in the Department’s decision and shall re-file the draft bylaws within ten (10) days.

708.12 During the first twenty-four (24) months after the effective date of this section, the Department may make one or more grants to the Co-op in an amount not to exceed twenty five thousand dollars (\$25,000), to defray the documented expenses to establish or operate the Co-op pursuant to the provisions of this chapter and other applicable laws, upon such terms and conditions as may be contained in the grant. Each grant shall be made pursuant to all applicable laws, regulations, and guidelines, and any administrative issuance of the Department.

708.13 The Department shall develop and test the DC TaxiApp which is and shall remain the intellectual property of the District Government. The Department shall grant to the Co-op an exclusive right to use the DC TaxiApp for taxicab service in the District. The District Government shall retain all other rights to the DC TaxiApp, including the right to license the DC TaxiApp for any other purpose, including for use outside the District.

708.14 The Co-op’s decision to suspend an operator’s use of the DC TaxiApp shall not be admissible to establish that a provision of this title or other applicable law was violated by the operator.

708.15 The Co-op may use a name or trade name other than the “District of Columbia Taxicab Industry Co-Op”, provided the name or trade name is not misleading or confusing to the public. The Co-op may use a name or trade name for the DC TaxiApp other than the “District of Columbia Universal Taxicab App,” provided the name or trade name is not misleading or confusing to the public.

CHAPTER 8 - PUBLIC VEHICLE-FOR-HIRE OPERATOR’S LICENSE AND OPERATING REQUIREMENTS

800 GENERAL REQUIREMENTS

800.1 An individual applying to provide public vehicle-for hire service (taxicab, black car, limousine or Xclass service) is required to obtain a DFHV operator’s license (Face card).

801 APPLICATION AND LICENSING

801.1 The Department shall accept for filing a completed application form, executed under oath, which includes: the applicant's name, address, mobile and home telephone numbers, email address, and social security number, and any additional information that may be prescribed in an administrative issuance issued by the Department.

801.2 An individual shall be eligible for a DFHV's operator's license if the individual:

- (a) Resides within the MSA;
- (b) Is at least eighteen (18) years of age;
- (c) Reads, writes, and speaks the English language;
- (d) Possesses a current and valid motor vehicle operator's permit (driver's license) issued by a motor vehicle licensing agency within the MSA;
- (e) Is not be covered by diplomatic immunity;
- (f) Does not have a physical or mental disability or disease which would provide the Department with good cause to believe the individual cannot safely operate a vehicle-for-hire;
- (g) Is not employed by a federal or District agency which, if notified of the individual's application, would prohibit the individual from providing public vehicle-for-hire service;
- (h) Is not employed by an employer whose business is concerned directly with the issuance of licenses to operate public vehicles-for-hire or the enforcement of the laws, rules, and regulations related to the operation of motor vehicles or vehicles-for-hire;
- (i) Has not been convicted of an offense against the traffic regulations of the District or any jurisdiction with a frequency or of such severity as to indicate a disrespect for traffic laws, that fact being established by the point system described in § 303 of Title 18 DCMR, or for a serious traffic offense or offenses which indicate a disregard for the safety of other persons or property, and does not have eight (8) or more points on the applicant's license from any jurisdiction;
- (j) Has not abused alcohol;

- (k) Is not addicted to the use of any legal or illegal drugs;
- (l) Is not on parole or probation at the time of the filing of the application for a license, except that if the applicant is on parole or probation based on a conviction other than one in paragraph (m) of this subsection, the parolee's or probationer's application may be considered if accompanied by a letter from the appropriate parole or probation officer expressing the officer's recommendation and support for the issuance of the license;
- (m) Has not been convicted of or served any portion of a sentence for crimes or an attempt to commit any of the felonies prescribed in an administrative issuance within the seven (7) years immediately preceding the filing of the application;
- (n) Has successfully completed such testing and training as may be required by the Department pursuant to this title or other applicable law as prescribed in an administrative issuance;
- (o) Submits proof of insurance covering the operator and vehicle which meets the requirements of Chapter 9; and
- (p) Has met any additional reasonable requirements, including additional terms and conditions for a provisional operator's license, contained in an administrative issuance, related to:
 - (1) Passenger, operator, or public safety;
 - (2) Consumer protection; or
 - (3) Any other purpose within the jurisdiction of the Department; and

801.4 Upon successful completion of the operator education course and successful passage of the written examination approved by the Department, an applicant shall have six (6) months from the date of the notification letter from the Department (or unless otherwise stated in writing by the Department), to file an application for licensure.

801.5 Every person holding an identification card shall maintain with the Department their correct name, residence address and telephone number, and if affiliated with a company or association, the association, company, organization or owner for which they drive. In the event of any change in this information, the licensee shall inform

the Department of the change within five (5) business days. Failure to do so will result in a fine in accordance with Chapter 5. Any fine imposed pursuant to this section shall be collected at the time of the licensee's renewal period.

- 801.6 No person shall be issued or allowed to renew a license for a public vehicle for-hire DFHV operator's identification (Face card) unless that person has paid, together with the cost of the license; any outstanding assessment ordered by the Department; all fines imposed for notices of infractions issued for violations of Department rules or District traffic or parking regulations involving the operation of a public vehicle for hire; and all other outstanding taxes, fines, fees, penalties, or interest owed to the District in excess of one hundred dollars (\$100). If the applicant has properly and timely filed an appeal of the assessment, taxes, fines, fees, penalties or interest and the appeal is still pending, the applicant shall be given temporary operating authority (a temporary license) pending disposition of the appeal.
- 801.7 The Department shall not issue a new or renewal DFHV operator's license to an applicant who has not successfully completed disability sensitivity training that is available online or other disability sensitivity training approved by the Department.
- 801.8 The Department may retain a portion of the license fee, not to exceed twenty-five percent (25%), for the administrative costs of processing applications that are denied after intake and processing.
- 801.9 A false statement made in the application may result in denial of application for licensure or subsequent suspension or revocation of the license once issued.

802 PHYSICAL FITNESS

- 802.1 Each application (including a renewal application) to operate any public vehicle-for-hire vehicle, other than an Xclass vehicle, shall be accompanied by a certificate from a licensed physician, certifying that, in, the opinion of that physician, the applicant does not have a physical or cognitive disability or disease which might make him or her an unsafe operator of a public vehicle-for-hire.
- 802.2 The applicant's fitness must be certified by a physician who is a resident of the MSA, and on forms provided by the Department, with information and items as prescribed in an administrative issuance issued by the Department.
- 802.3 Each application (including a renewal application) shall also be accompanied by a certificate signed by the applicant on a form prescribed by the Department certifying that, to the best of the applicant's knowledge and belief, he or she has no disease or disability which would render him or her unsafe or unsatisfactory as an

operator of a public vehicle-for-hire. The form may provide for additional information relating to the applicant's past or present medical history or condition.

802.4 The Department may deny an operator's license or renewal for any applicant whose medical condition, in the opinion of the Department, may render the applicant unsafe or unsatisfactory as an operator of a public vehicle, unless he or she provides a certificate from a licensed physician who is a resident of the MSA certifying that, in the opinion of that physician, the person's impairment, as may be currently treated, does not negatively impact his or her ability to meet the requirements of this chapter with respect to the operation of a taxicab. If the applicant's medical condition substantially changes during the period of licensure in a manner which may render the applicant unsafe or unsatisfactory, he or she shall provide a re-certification from a physician who is a resident of the MSA or shall immediately surrender his or her license to the Department.

803 OPERATING REQUIREMENTS

803.1 Each vehicle operator shall:

- (a) Maintain continuous, current, and valid public vehicle-for-hire insurance under Chapter 9 for the operator, and for the vehicle, if the vehicle held by the operator, is owned or rented by the operator;
- (b) Provide service consistent with any applicable administrative issuance and the following operating requirements:
 - (1) Accept, respond to, and provide courteous, professional, safe, and efficient service in fulfillment of all ride requests;
 - (2) Display the licensing decals provided by the Department;
- (c) Fully and timely cooperate with vehicle inspection officers, police officers, and other District enforcement officials, during traffic stops, and during all other enforcement and compliance actions under this title and other applicable laws.
- (d) In the event of an accident:
 - (1) Provide the operator's personal motor vehicle insurance information to all parties, insurance adjusters, and District enforcement officials;
 - (2) Notify the Department of the accident within 48 hours; and

- (3) Take such other reasonable steps as may be required in an administrative issuance;
- (e) Maintain an election with the Department about the operator's choice of providing additional services, which, if elected, shall require the operator to provide service in the manner required in an applicable administrative issuance;
- (f) Operate the vehicle at all times in a safe, prudent, and reasonable manner, in strict compliance with all applicable motor safety laws and regulations of the District of Columbia;
- (g) Not discriminate against any individual while providing vehicle for-hire service. Discriminatory conduct shall include but not be limited to any conduct described in § 604.2:
- (h) Not provide service while using, or under the impairment of, alcohol or intoxicating drugs; and
- (i) Meet additional reasonable safety, consumer protection, and other requirements within the jurisdiction of the Department as stated in an administrative issuance.

803.2

Each vehicle operator shall at all times carry on his or her person, or have readily available inside the vehicle for production upon demand by a District enforcement official, the following documents:

- (a) The operator's current and valid personal driver's license issued by a jurisdiction within the MSA;
- (b) A current and valid motor vehicle registration issued by a jurisdiction within the MSA;
- (c) The operator's current and valid DFHV operator's license identification card or DFHV provisional license identification card (face Id); and
- (d) An insurance card or policy, or digital or electronic version thereof evidencing a valid and effective commercial insurance policy meeting the requirements of Chapter 9. The Department may issue an administrative issuance approving the forms of digital and electronic information acceptable as proof of insurance under this paragraph.

- 803.3 No operator shall provide service or sign into a PSP, MTS, DDS or DTS if either the operator or the vehicle does not have all current and valid licenses required by this title and other applicable laws.
- 803.4 No operator shall provide service while under the influence of illegal intoxicants, or under the influence of legal intoxicants that have been prescribed with a warning against use while driving or operating equipment.
- 803.5 No operator shall accept a payment from a passenger, or provide service, unless the amount of the fare (including any gratuity), and the method of payment, comply with all applicable provisions of this chapter and title.
- 803.6 No operator shall access or attempt to access a passenger's payment information after the payment has been processed.
- 803.7 No vehicle operator of a taxicab, black car, or Xclass service shall fail or refuse to timely accept a ride request received through the digital meter while the operator is signed in and available to provide service. Proof that an operator has failed to accept two (2) or more requests for service transmitted to the operator through the app of any DDS registered with the Department under Chapter 7, including but not limited to the DC TaxiApp, during the same two (2) hour period of any tour of duty, shall be treated as a refusal to haul under Chapter 12.
- 803.8 No vehicle operator of a taxicab, limousine, or Xclass service shall fail or refuse to timely accept a request for an additional service where the operator has elected to offer such service, if the request is received through the digital meter while the operator is signed in and available to provide service. Proof that an operator has failed to provide service as required by this title or through in an applicable administrative issuance shall be sufficient to permit the Department to administratively disqualify the operator from providing additional services for a reasonable period not to exceed thirty (30) days, a decision which shall not be subject to appeal, and shall not be used or considered by the Department for any other action against the operator.
- 803.9 An operator of a public vehicle-for-hire shall maintain a daily log record (manifest) of all trips made by the vehicle while under his or her control. A manifest shall be maintained in a paper or electronic format as approved by the Department. The manifest shall contain complete and accurate record of all information that may be prescribed in an administrative issuance issued by the Department.
- 803.10 Manifests are official records of all trips made by a public vehicle-for-hire operator

and the consumers served and are to be maintained securely for presentation to the Department upon request. The manifest requirement applies also to out-of-state public vehicles-for-hire picking up passengers in the District of Columbia. The manifest shall be kept on file and available for a period of two (2) years.

- 803.11 The daily manifest shall not be altered in any manner. Evidence of altering may include, but is not limited to, changing or striking out any of the information required by this chapter, attempting to manipulate the manifest provided by the MTS or completing the manifest with false information after it has been requested by a Hack Inspector, law enforcement personnel, or other Department personnel. An altered manifest represents a failure to properly complete and maintain a manifest and any corresponding violation represented by the actual alteration, such as a failure to charge proper fare or a failure to haul when on duty, for which fines are provided in this chapter. However, when applicable a correction of a written, rather than an electronic, manifest by an operator is permitted when a mistake or error is struck out, initialed, and dated by the operator.
- 803.12 A trip manifest maintained in an electronic format by an operator who connects with a passenger through digital dispatch may include a phrase “as directed” or similar phrase in lieu of including a passenger’s trip destination; provided, that the destination is included upon completion of the trip.
- 803.13 Manifest violations including: failure to have in an approved form; failure to have possession of a manifest; failure to properly complete and maintain a manifest; and failure to provide a manifest to District enforcement official, are subject to a letter of reprimand for the first infraction in a 24-month period.
- 803.14 No person shall drive or be in physical control of a taxicab unless they have in their possession a valid identification card issued to them and a valid District of Columbia motor vehicle operator’s permit or, for non-District residents or persons exempt from obtaining a District motor vehicle operator’s permit, a valid motor vehicle operator’s permit issued by a state that is a party to the Driver License Compact Act, [D.C. Official Code § 50-1001 et seq. \(2001\)](#).
- 803.15 No person shall provide vehicle-for-hire service in a public vehicle- for-hire when the operator does any of the following:
- (a) Is not clean in dress or in person;
 - (b) Is not fully attired or is attired in such a manner as to give offense to the public; or

- (c) Wears shorts, “T” shirts as an outer garment, sweat pants, sweat shirts, sweatsuits, or sandals.
- 803.16 No operator shall have his or her own personal pet or animal of any kind in a public vehicle-for-hire while holding the vehicle out for hire or transporting passengers. When securely enclosed in a carrier designed for that purpose, small dogs or other small animals may accompany a passenger without charge. Other animals of the passenger not so enclosed may be carried at the discretion of the operator.
- 803.17 No person shall drive or be in physical control of any public vehicle-for-hire for the purpose of carrying passengers or parcels for a period in excess of twelve (12) hours in any twenty-four (24) hour period, unless the driving time is broken by a period of eight (8) continuous hours of rest.
- 803.18 No person shall drive a public vehicle-for-hire for any period of time which, when added to the period of time they have driven any vehicle other than a public vehicle-for-hire, totals more than twelve (12) hours in any twenty-four (24) hour period, unless the driving time is broken by a period of eight (8) continuous hours of rest.
- 803.19 Taxicab operators shall travel the most direct and reasonable route between the origin and destination of each trip, as reasonably determined by the operator. To the extent feasible, taxicab operators shall utilize a global positioning system (“GPS”) device or a smartphone containing a GPS function to determine the most direct and reasonable route. The operator, if at all possible or in instances where the operator is unsure of the route, shall accept direction from the passenger to travel a certain route to the destination.
- 803.20 No public vehicle-for-hire operator shall stop to load or unload passengers on the traffic side of the street, while occupying any intersection or crosswalk, or in such a manner as to unduly interfere with the orderly flow of traffic. All public vehicle-for-hire operators shall pull as close to the curb or edge of the roadway as possible to take on or discharge passengers.
- 803.21 No public vehicle-for-hire operator shall stop or park a public vehicle-for-hire adjacent to any curb except as follows:
- (a) While actually taking on or discharging passengers;
 - (b) When occupying a designated public vehicle stand for taxicabs;
 - (c) When answering a call or delivering a parcel; or

- (d) When not holding his or her vehicle for hire, in which event the identification card shall be removed from the taxicab and the operator shall be away from the taxicab on business of his or her own.

803.22 Upon concluding operations each day, the operator shall make a diligent inspection of the vehicle for safety purposes, and to determine whether personal property has been left therein by a passenger. The operator shall promptly turn in all property of any value to any police district station.

804 PROVISIONAL LICENSES

804.1 The Department may issue a provisional DFHV operator's service license for public vehicle-for hire service (taxicab, black car, limousine, and/or Xclass service) consistent with the requirements of this chapter and pursuant to an administrative issuance.

804.2 A provisional DFHV operator's license shall require the applicant to satisfy such portion of the requirements for a full DFHV operator's license as the Department determines are necessary for safety, consumer protection, and other reasonable requirements within the jurisdiction of the Department, which shall be contained in an administrative issuance.

804.3 Within three (3) business days, the Department shall issue a decision to grant or deny an application by a DFHV operator's license applicant for a provisional DFHV operator's license or a full operator's license.

804.4 If the Department issues a provisional DFHV operator's license to an operator, the Department shall thereafter issue a full DFHV operator's license to the operator if and when it determines that the remaining requirements for full licensing have been met.

804.5 If, at any time, the Department determines that an individual who has been issued a provisional DFHV operator's license is not eligible for a full DFHV operator's license, the Department shall, in the same document:

- (a) Provide notice of the deny of a full DFHV operator's license to the individual and a summary of the reasons for that decision; and
- (b) Order the immediate suspension of the individual's provisional DFHV operator's license.

805 SPECIAL PUBLIC VEHICLE OPERATOR'S LICENSE

805.1 The Department may issue a special public vehicle operator's identification license to allow for the transport of for-hire vehicles for hack-ups, repairs, and other bona fide non-hire purposes. The applicant must have required insurance, complete the application and comply with any additional other requirements as prescribed in an administrative issuance. Once licensed, the operator shall comply with all requirements of this chapter and as prescribed in an administrative issuance issued by the Department.

CHAPTER 9 - PUBLIC VEHICLE INSURANCE REQUIREMENTS

900 APPLICATION AND SCOPE

900.1 The insurance requirements of this chapter shall apply as follows:

- (a) This chapter shall apply to each taxicab owner or operator and to each owner or operator of a public vehicle-for-hire, except for Washington Metropolitan Area Transit Authority vehicles; and
- (b) It shall be unlawful to operate a taxicab or public vehicle-for-hire in the District of Columbia unless and until there shall have been filed with and accepted by the Department evidence that the vehicle is covered by the following:
 - (1) A surety bond;
 - (2) Liability insurance in a surety or insurance company authorized to do business in the District of Columbia; or
 - (3) A sinking fund created and maintained pursuant to the District of Columbia Taxicab Commission Establishment Act of 1985, effective March 25, 1986 (D.C. Law 6-99; [D.C. Official Code §§ 50-314](#) (2009 Repl.)), conditioned for the payment to any person of any legal obligation of, or judgment recovered against, any owner of the vehicle, for death or for injury to any person or damages to any property, or both, arising out of the ownership, maintenance, or use of the vehicle by any person for any purpose within the United States.

900.2 Each insurance policy for a public vehicle-for-hire shall provide the coverage required by DISB at 26 DCMR § 801.4, as may be amended from time to time.

- 900.3 Each insurance policy form shall be approved by the Commissioner of the Department of Insurance, Securities and Banking and by the Department.
- 900.4 Each bond shall be in a form approved by the Commissioner of the Department of Insurance, Securities and Banking and by the Department and shall contain a description of each vehicle covered by the bond, including the name of the vehicle's manufacturer and the vehicle identification number.
- 900.5 Each insurance policy or bond shall have attached to it an endorsement prescribed by the Department.
- 900.6 If an owner elects to take out a blanket insurance policy or a blanket bond, or to create and maintain a sinking fund, the owner must satisfy the Commissioner of the Department of Insurance, Securities and Banking that he or she is in possession of, and will continue to be in possession of, financial ability to pay judgments obtained against him or her.
- 900.7 Each owner creating and maintaining a sinking fund shall file with the Commissioner of the Department of Insurance, Securities and Banking a certificate of sinking fund coverage containing a description of each vehicle covered by the sinking fund, including the name of the vehicle's manufacturer and the vehicle identification number, on a form provided by the Commissioner of Insurance, Securities, and Banking. All changes shall be in writing and filed promptly with the Commissioner of the Department of Insurance, Securities and Banking.
- 900.8 An owner who has elected to create and maintain a sinking fund may not terminate the fund except by written application to, and written approval of, the Commissioner of the Department of Insurance, Securities and Banking.
- 900.9 Compliance with this section shall be evidenced in one (1) of the following manners:
- (a) By depositing with the Commissioner of the Department of Insurance, Securities and Banking, for each vehicle, a certificate of insurance in the form prescribed by the Commissioner of the Department of Insurance, Securities and Banking;
 - (b) By depositing with the Commissioner of the Department of Insurance, Securities and Banking, a bond issued by the Commissioner of the Department of Insurance, Securities and Banking; or

(c) By depositing with the D.C. Treasurer (who shall serve as trustee) cash or securities of the United States Government as a sinking fund.

900.10 The trustee of a sinking fund shall not be obligated to pay interest upon funds deposited with him or her.

900.11 Failure of a taxicab operator or operator of a passenger vehicle for hire to have current insurance is an offense subject to a civil fine as provided by Chapter 5 and impoundment of the taxicab vehicle pursuant to the Taxicab and Passenger Vehicle for Hire Impoundment Act of 1992, effective March 16, 1993 ([D.C. Law 9-199](#); [D.C. Official Code § 50-301.14](#)) (2012 Repl. & 2015 Supp.).

900.12 Each operator of a public vehicle-for-hire shall carry a hard copy, or electronic or digitally-produced insurance identification card or insurance policy, displaying proof of current insurance, in his or her name, in each vehicle he or she operates that is licensed under the provisions of D.C. Official Code § 50-314 (2015 Supp.) at all times. The Office may issue an administrative issuance approving the forms of digital and electronic information acceptable as proof of insurance under this subsection. Failure to have current proof of insurance in his or her possession is a violation of this section subject to the penalties provided in § 907.

900.13 No certificate of insurance or surety bond shall be accepted from an insurance company or corporate surety unless there is on file with the Department a valid and true copy of a certificate of approval issued by the Commissioner of the Department of Insurance, Securities and Banking.

900.14 No insurance identification cards shall be issued by an insurance company or corporate surety unless there is on file with the Department a true copy of the certificate of approval issued by the Commissioner of the Department of Insurance, Securities and Banking.

901 NOTICE OF CANCELLATION

901.1 Notice of cancellation of insurance or bond shall be given in writing to the Commissioner of the Department of Insurance, Securities, and Banking and the Department on a form provided by the Office.

901.2 Five (5) days' notice of cancellation shall be given for nonpayment of premium; and twenty (20) days' notice shall be given when cancellation occurs for any other reason.

901.3 Cancellation shall be effective at 12:00 midnight on the fifth (5th) day following the

date of receipt by the Department of notice of cancellation for nonpayment of premium, and at 12:00 midnight on the twentieth (20th) day following the date of receipt by the Department of notice of cancellation for any other reason. Cancellation of insurance shall be effective at 12:00 midnight on the last day of the calendar month for which the premium is paid unless the policy is renewed by payment of the premium for the next following calendar month, in-advance.

- 901.4 The notice shall be on a form as provided by the Department and shall be effective 12:00 midnight on the tenth (10th) day following the receipt of notice by the Department.
- 901.5 Sinking fund coverage shall also cease when a member, authorized by the Department to do so, has changed the name, logo, insignia and identity lettering on any vehicle or vehicles for operation in another association or independently, and has filed with the Department a certificate of insurance or bond, or evidence of sinking fund coverage, if any, by the association to which his or her vehicle has, or vehicles have been, transferred.
- 901.6 Withdrawal of notice of cancellation of insurance or bond shall be made on a form provided by the Department. A separate withdrawal of notice of cancellation for each vehicle shall be given on a form approved by the Commissioner of the Department of Insurance, Securities and Banking.
- 901.7 Withdrawal of notice of cancellation shall be valid and acceptable to the Department only if filed on or before the date of cancellation. If withdrawal of notice of cancellation is not filed within the time prescribed, a new certificate of insurance or bond shall be filed.

902 INSURANCE COMPANIES

- 902.1 No insurance company or corporate surety shall engage in or conduct the business of insuring or bonding any risk arising out of the operation of a taxicab or public vehicle-for-hire unless the company is authorized to do business in the District and possesses a certificate of approval issued by the Commissioner of the Department of Insurance, Securities, and Banking.
- 902.2 Each insurance company or corporate surety insuring or bonding any risk arising out of the operation of a taxicab or public vehicle-for-hire shall comply with the rules and regulations pertaining to insurance companies promulgated by the Commissioner of the Department of Insurance, Securities.

CHAPTER 10 - PUBLIC VEHICLE-FOR-HIRE LICENSE AND OPERATIONS

1000 APPLICATION AND SCOPE

1000.1 This chapter shall apply to licensing of all classes of public vehicles-for-hire but shall not apply to Xclass vehicles.

1001 GENERAL REQUIREMENTS

1001.1 Each owner of a public vehicle-for-hire prior to operating in the District shall obtain a DFHV vehicle license from the Department, except as provided in § 1001.3.

1001.2 An owner or lessee of a vehicle proposed to be operated as a taxicab or luxury class vehicle (“applicant”), in the District shall first obtain a DFHV vehicle license for such vehicle from the Department prior to applying for the respective H-Tags or L-Tags at the DMV.

1001.3 Each vehicle placed in service shall display the vehicle tag and contain the type of equipment required for its respective class.

- (a) Taxicabs shall contain the equipment requirements in Chapter 13, and as provided in an administrative issuance.
- (b) No vehicle shall be placed in service if it is beyond the mileage or age requirement for the respective class as delineated in this chapter.
- (c) Each vehicle may be converted from one class to another, if in compliance with the vehicle age requirements and mandatory equipment standards for the respective class.

1001.4 A DFHV vehicle license is not required for the following vehicles:

- (a) Sightseeing vehicles owned by a school, school board, or similar body;
- (b) Sightseeing vehicles transporting passengers to the District from a point outside the District, if the total operation of the vehicle does not exceed fifteen (15) days during any license year (April 1st through March 31st); and

- (c) Sightseeing vehicle registered elsewhere than in the District which does not operate for more than fifteen (15) days during any license year (April 1st through March 31st).
- 1001.5 Each public vehicle-for-hire shall be inspected annually by DMV, acting as agent for the Department, to determine compliance with:
 - (a) All applicable DMV regulations and other applicable laws; and
 - (b) All applicable provisions of this title and any applicable administrative issuance.
- 1001.6 Not later than January 1, 2017, all taxicab vehicles which are not in compliance with §§ 1001.7 - 1001.9 shall be removed from service.
- 1001.7 Maximum age: eight (8) model years.
- 1001.8 Maximum mileage: three hundred fifteen thousand (315,000) miles.
- 1001.9 Pursuant to §§ 1001.7 and 1001.8, a vehicle shall be retired not later than the earlier of the following:
 - (a) December 31st of the calendar year in which the vehicle reaches its maximum age, as provided in § 1001.7; or
 - (b) When it reaches its maximum mileage, as provided in § 1001.8.
- 1001.10 No vehicle shall be placed into service if:
 - (a) It would have one (1) year or less prior to retirement under § 1001.9;
 - (b) It has been driven more than one hundred thousand (100,000) miles, regardless of whether it has previously been used as a public vehicle-for-hire; or
 - (c) It has been salvaged, rebuilt or declared a total loss.
- 1001.11 The owner of a vehicle in service which is subject to retirement pursuant to § 1001.9 may file an application with the Department requesting a one (1) year extension of the retirement deadline, not to exceed December 31, 2016, or such later date as may be set in an administrative issuance, subject to the following requirements:

- (a) Only one (1) application may be filed concerning a specific vehicle, regardless of whether the application is granted or denied.
- (b) The vehicle shall:
 - (1) Have passed its two (2) most recent required DMV inspections;
 - (2) Be in excellent mechanical condition, as determined by the Department, or by an independent third party inspection service approved by the Department;
 - (3) Be in excellent condition in appearance, including having no body damage on its exterior;
 - (4) Not be a salvaged, rebuilt or have been declared a total vehicle; and
 - (5) Not have been driven more than three hundred thousand (300,000) miles at the time the application is filed.
- (c) The vehicle and its owner shall be in compliance with all applicable provisions of this title; and
- (d) The application for extension shall be filed by the owner on a form established by the Department, executed under oath, together with a filing fee of fifty dollars (\$50) and accompanied by information and documentation.

1001.12 If the application is granted pursuant to § 1001.11, the extension shall not extend the applicable service life based on age by more than one (1) year or based on mileage by more than thirty three thousand (33,000) miles.

1001.13 Notwithstanding the provisions of § 1304, the owner of a vehicle may file an application with the Department for approval of a proposed conversion of the vehicle's propulsion and/or wheelchair accessibility, to be professionally and timely completed by an established business recognized in the public vehicle-for-hire industry as performing such conversions to all applicable industry standards and provisions of this title and other applicable laws, including all ADA standards. If the conversion is approved, it shall be timely performed, and following inspection of the vehicle by the Department, the vehicle's remaining service life shall be based on the conversion. Written evidence of the approval shall thereafter be carried in

the vehicle at all times and presented upon demand by a District enforcement official.

1001.14 Notwithstanding the requirements of §1001.6, no vehicle that is licensed and in active service on the effective date of this rulemaking shall be required to be retired sooner than required by the prior vehicle retirement rules published in the *D.C. Register* on January 2, 2015 at 62 DCR 000119.

1001.15 If the Department issues an administrative issuance requiring owners to provide the Department with periodic updates about the safety and mechanical condition of an extended vehicle, or its mileage, each owner of an extended vehicle shall comply with such administrative issuance. Notwithstanding any other provision of this title, failure to comply with such administrative issuance may result in the following enforcement actions:

- (a) An immediate suspension of the vehicle extension;
- (b) A proposed suspension of the vehicle extension;
- (c) A civil fine as provided by Chapter 5;
- (d) Any civil penalty provided by another provision of this title; or
- (e) A combination of the penalties in subparagraphs (a)-(d).

1002 VEHICLE LICENSE APPLICATION

1002.1 A vehicle owner (“applicant”) shall file an application on a form provided by the Department, and shall provide the owner’s full name, place of residence and business addresses, an indication of whether the applicant intends to operate the vehicle as a taxi, limousine, or a black car and any other information and documentation as may be required in an administrative issuance issued by the Department.

1002.2 Each applicant shall present evidence that the vehicle has been inspected by the DMV and is in compliance with provisions of this title relating to vehicle safety and passenger comfort, or other requirements that may be provided in an administrative issuance.

1002.3 Each applicant shall submit the application to the Department of the Chief Financial Officer (“OCFO”) for a determination of applicable taxes. OCFO shall note compliance with any applicable tax requirements upon the application.

1002.4 Each applicant shall present evidence satisfactory to the Department that the vehicle is insured under the provisions of Chapter 9. The Department shall act as agent for the purpose of enforcing insurance regulations and shall maintain records necessary to perform that function.

1002.5 A new DFHV taxicab vehicle license (and corresponding set of DMV “H” tag) shall be issued to each applicant who meets all the following requirements and all other applicable requirements of this title and other applicable laws and regulations of the District, pursuant to an applicable administrative issuance:

(a) The applicant proves to the satisfaction of the Department that:

(1) The applicant surrendered his or her “H” tags to DMV as follows:

(A) During the three (3) year period beginning on July 6, 2007, through and including July 6, 2010);

(B) In good faith compliance with (vehicle retirement rules); and

(C) For a *bona fide* reason identified in an administrative issuance, such as a family or personal health need, an unaffordable vehicle failure or accident, a legal obligation, and *not* merely to engage in other economic or non-economic activity, such as travel or working in another industry; and

(2) The applicant either:

(A) Has never made a request to the Department for a new or “returned” DFHV taxicab vehicle license or to DMV for new or “returned” H tags because the applicant reasonably believed the request would have been futile; or

(B) If the applicant made a request to the Department for a new or “returned” DFHV taxicab vehicle license or to DMV for new or “returned” H tags, the applicant did so within the twelve (12) month period ending on the latest date by which the Office determines that the bona fide reason, identified in subpart (1) (C) of this part, would have no longer have prevented the applicant from operating a taxicab;

- (b) The applicant has possessed a current and valid DFHV taxicab operator's license continuously and without interruption since at least the earliest date by which the Department determines that the *bona fide* reason, identified in subpart (1) (C) of this part, would have no longer have prevented the applicant from operating a taxicab, through the date of the application;
- (c) The applicant participates in Transport DC (CAPS-DC) for a period of not less than three (3) years from the date the license is issued, and executes a written a dispatch agreement with a taxicab company participating in Transport DC, during which period the vehicle shall be in continuous active service and available for dispatch in accordance with all of the applicable operating requirements of Chapter 6 of this title;
- (d) The applicant uses the DFHV taxicab vehicle license to operate vehicles as follows, which the applicant shall acknowledge in writing:
 - (1) At the time the license is issued, the applicant shall place into service a new electric vehicle;
 - (2) At the time the license is issued, the applicant shall place into service, notwithstanding any contrary provision of §§ 1001 or 605, a wheelchair accessible vehicle not more than two (2) model years older than the current calendar year, or such earlier model year, as the Department may establish in an administrative issuance; or
 - (3) At the time the license is issued, the applicant shall place into service any vehicle which complies with § 1001, provided however, that when the applicant has completed three thousand (3,000) Transport DC trips among any number of vehicles, the applicant shall purchase and place into service a new wheelchair accessible vehicle.
- (e) If the applicant is not a District resident, the applicant shall form and maintain an independent vehicle business, if such a business is then authorized by the provisions of this title, in order to comply with the DMV requirements for registering the vehicle in the District;
- (f) The Department shall deny the application of an applicant who, in connection with an application under this subsection, makes a written or oral material misrepresentation to the Department or who fails to cooperate fully with the Department. "Cooperate" means timely and fully answer the Department's questions and timely provide additional information and documentation required by the Department;

- (g) The Department shall make a decision to grant or deny an application within twenty one (21) calendar days of the date on which the application is filed, provided however, that the failure to comply with this deadline shall not be a ground for the issuance of any DFHV license to any person; and
- (h) A license issued under this subsection shall be subject to suspension or revocation if, at any time or for any reason, the vehicle or applicant fails to comply with the provisions of subparts (c), (d), (e), or (f) (only as to written or oral material misrepresentations, not for lack of cooperation).

1003 SPECIAL EVENT VEHICLE LICENSE

1003.1 The Department may issue a special event vehicle-for-hire license to authorize any vehicle licensed in another jurisdiction to operate for hire in the District of Columbia for a period of not more than ninety (90) days in connection with a special event, such as a Presidential Inauguration.

1004 LIVERY TIME CONTRACTS

1004.1 A public vehicle-for-hire operator may enter a time contract other than as a public vehicle-for-hire, which is paid by one party to provide transportation of goods or passengers who do not pay. The contract must be written and contain all material information, including the parties to the contract, the class of goods or persons to be transported, the effective dates and times, and any other information as required by an administrative issuance. While operating under a livery time contract, the vehicle and operator shall be exempt from compliance with certain public vehicle-for-hire operating requirements and prohibitions such as maintaining a manifest, and no loitering. The complete list of exemptions and prohibitions shall be provided in an administrative issuance, and the burden shall be on the operator to prove the operator is operating either under a livery time contract, or in compliance with all public vehicle-for-hire equipment and operating requirements. This rule is only applicable to luxury vehicle operators and shall not apply to taxicabs.

1005 GENERAL OPERATING REQUIREMENTS – PUBLIC VEHICLES-FOR-HIRE

1005.1 A vehicle shall be authorized to provide public vehicle-for-hire services if it:

- (a) Has been licensed by the Department pursuant to this chapter;

- (b) Is registered and displays valid and current tags from DMV and/or a DFHV vehicle decal, where required for the class of service in which the vehicle operates (taxicab, black car, or limousine);
- (c) Has a valid and current inspection from DMV sticker or certification issued pursuant to this title and applicable DMV regulations;
- (d) Is operated in compliance with all of the operating requirements of this title applicable to the class of service in which the vehicle operates (taxicab, black car, or limousine); and
- (e) Is in compliance with the insurance requirements of Chapter 9.

1005.2 Each public vehicle for-hire shall be maintained in the original condition specified and provided by the manufacturer, without any material modification by the owner or operator, including all lighting, doors, mirrors, or any other parts or equipment, except as provided in an administrative issuance.

1005.3 No signage, markings, or advertising shall be displayed on any public vehicle for-hire except as may be authorized in an administrative issuance. This section shall in no way affect any sign, sticker, or the like required by this title or any other public authority. This section shall not apply to exterior rooftop advertising signs displayed on taxicabs pursuant to the Taxicab Commercial Advertising Amendment Act of 1992.

1005.4 A District enforcement official may inspect and test a vehicle's lights, brakes, steering assembly, tires, horn, component of a system used to calculate fares, process payments or print receipts, or any other device or equipment installed in the vehicle or authorized or required by a provision of this title or Title 18 of the DCMR, at any time when such vehicle is on the public streets or on public space.

1005.5 The vehicle identification card (DFHV license) shall be made available for inspection upon the request of any vehicle inspection officer or other enforcement official.

1005.6 The for-hire vehicle tag, when required by this title or other applicable law, shall be visible and properly affixed on the vehicle at all times.

1005.7 Pursuant to section 3 (a) and (b) (4) of the Mandatory Use of Seat Belt Act of 1985 (Seat Belt Act), all drivers and passengers in a motor vehicle being operated in the District of Columbia must wear a seat belt.

1005.8 Taxicab operators are exempt from the requirements of § 1004.19 when operating for-hire between the hours of 6:00 p.m. and 6:00 a.m. Pursuant to section 7(f) of the Seat Belt Act, operators of public vehicles-for-hire are not responsible for ensuring that passengers comply with the seat belt requirement. All public vehicles-for-hire shall have operating seat belts for each passenger and display a sign which states the following:

“District of Columbia law requires mandatory use of seat belts. A fifty dollar (\$50) fine applies for violations.”

1006 RECIPROCITY

1006.1 Public vehicles-for-hire licensed outside of the District of Columbia will be permitted to enter the District of Columbia as provided in this section and under conditions prescribed in an administrative issuance that may be issued by the Department:

- (a) Public vehicles-for-hire licensed outside of the District of Columbia will be permitted to enter the District of Columbia to pick up passengers on a prearranged basis. Public vehicles-for-hire shall pick up passengers on a prearranged basis only. Street hails and the use of taxicab stands is strictly prohibited;
- (b) Public vehicles-for-hire licensed outside of the District of Columbia and entering the District of Columbia for the purpose of discharging passengers may, at the destination of the discharged passenger(s), pick up and directly transport passengers to the jurisdiction where such taxicabs are licensed. Street hails and the use of taxicab stands is strictly prohibited;
- (c) Public vehicles-for-hire licensed outside of the District of Columbia and entering the District of Columbia for the purpose of discharging passengers are not permitted to transport passengers within the District of Columbia;
- (d) Public vehicles-for-hire licensed outside of the District of Columbia and entering the District of Columbia for the discharge of passengers shall return immediately and directly to their respective jurisdiction of licensure without cruising, parking, loitering, or soliciting passengers in the District; and
- (e) Dispatchers (including electronic, internet and other computer-based applications and services) shall only dispatch an operator of a public vehicle-for-hire licensed outside of the District of Columbia to pick up in the District of Columbia while the operator is in his or her licensing

jurisdiction. The dispatching of a public vehicle-for-hire unlicensed in the District, while in the District to another District location is strictly prohibited.

- 1006.2 For trips made under this section, passenger information, and other information as required by the Department shall be recorded in a manifest prior to the public vehicle-for-hire entering the District.
- 1006.3 The manifest shall be kept in the vehicle during trips and shall be subject to inspection by any vehicle inspection officer, law enforcement official, or other person authorized by the Department. Failure to present such a manifest maintained in the manner prescribed by this chapter when requested by a vehicle inspection officer, law enforcement official, or other person authorized by the Department shall be presumptive evidence of unlicensed operation in violation of the Department's rules, including failure to obey, unlicensed operator (non-resident), and unlicensed vehicle (non-resident).
- 1006.4 The manifest shall be maintained and available for a period of two (2) years. The manifest shall be provided to the Department upon request and to any vehicle inspection officer, law enforcement official, or other person authorized by the Department.
- 1006.5 A public vehicle-for-hire owner is responsible for each operator who operates his or her vehicle as his or her agent and acknowledges that his or her operator may accept service of notices of infractions or summonses from a vehicle inspection officer, law enforcement official, or other person authorized by the Department. Such acceptance shall accomplish service of process to the vehicle owner.
- 1006.6 An individual who has been issued a public vehicle-for-hire license by a jurisdiction within the Washington Metropolitan Area other than the District ("non-District operator"), or any unlicensed individual, who violates a provision of this section is subject to fine and penalty for unlicensed operator (non-resident) and unlicensed vehicle (non-resident) and is subject to the fine and penalty set forth in Chapter 5, impoundment of the vehicle or, upon conviction, imprisonment for not more than ninety (90) days pursuant to [D.C. Official Code § 47-2846](#). A non-District operator whose privilege to operate in the District within the limited authority provided by this section has been suspended or revoked under Chapter 3 shall be considered an unlicensed operator who is operating an unlicensed vehicle.

CHAPTER 11 – PUBLIC VEHICLE-FOR-HIRE BUSINESS LICENSES

1100 APPLICATION AND SCOPE

1100.1 This chapter shall apply to and govern the licensing and operating requirements of all public vehicle-for-hire businesses, which include taxicabs, limousines and black car businesses that are owned and operated independently or through a business entity.

1101 APPLICATION AND LICENSING

1101.1 Each application for a new or renewal public vehicle-for-hire business certificate of operating authority shall be made on a form prescribed by the Department, executed under oath, which shall contain a sworn and notarized statement that the information contained in the application is true under penalty of perjury.

1101.2 Additional information may be requested in an administrative issuance issued by the Department.

1101.3 The Department shall accept for filing a completed application form, which includes:

- (a) For each public vehicle-for-hire business applicant: the name, address, telephone number, and email address of its owner, manager, and registered agent; its taxpayer identification number; the trade name and any design, insignia, logo, term, symbol, lettering, or other exterior object, pursuant to this chapter; proof that the applicant is a new District-based business, registered with DCRA, with a bona fide place of business in the District; and information regarding the vehicles to be associated with its business, association, or owned by the applicant as prescribed in an administrative issuance issued by the Department.
- (b) For each independently owned and operated public vehicle-for-hire applicant: the applicant's name, address, mobile and home telephone numbers, email address, and social security number, the applicant's DFHV operator's license number (Face card number), if any, a copy of Certificate of Occupancy for the applicant's administrative office, if applicable; Certification of tax compliance from the Internal Revenue Service for the prior tax year; and the trade name and any design, insignia, logo, term, symbol, lettering, or other exterior object, pursuant to this chapter;
- (c) For each public vehicle-for-hire vehicle license sought by any applicant: the make, model, model year, vehicle identification number (VIN), and similar

information about the vehicle that may be requested in an administrative issuance issued by the; and

- (d) Such other reasonable information and documentation the Department may require in an administrative issuance.

1101.4 The Department shall deny an initial or renewal certificate of operating authority to a taxicab company which is not in compliance with § 603.2

1101.4 The Department shall issue a decision to grant or deny an application for an initial or renewed certificate of operating authority within thirty (30) days.

1101.5 Operating authority for a public vehicle-for-hire vehicle business shall be effective for twelve (12) months.

1101.6 Annually on or before **December 15** and at other times as may be required by the Department, each public vehicle-for-hire business shall renew its certificate of operating authority by filing an application with the Department. The renewal application shall request information and items as prescribed by an administrative issuance issued by the Department.

1101.7 Failure to file an application to renew a public vehicle-for-hire business operating authority within the time established by the Department shall result in the loss of the operating authority. The application deadline shall not be extended.

1102 BONA FIDE DISTRICT OFFICE

1102.1 Each public vehicle-for-hire business shall maintain a bona fide District office with the name of the business prominently displayed on the outside of the site designated as the business address, and that has a working telephone number, at least one (1) person on site to respond to consumer calls and receive visitors, and that is open during normal business hours.

1102.2 If multiple public vehicle-for-hire businesses share office space, but not ownership, each must have a separate Certificate of Occupancy for their business or the Certificate of Occupancy must reflect the name of each business operating within the office space; and each must have clearly distinguishable administrative office space that meets all of the requirements of this section.

1102.3 Failure to have a bona fide District office shall result in the revocation of the certificate of operating authority for the public-vehicle for-hire business, if the failure is not cured within fifteen (15) business days after the date of a written

notice.

1103 GENERAL OPERATING REQUIREMENTS

- 1103.1 During the certificate of operating authority period, any change in information related to eligibility or application requirements required by this section shall be reported by each public vehicle-for-hire vehicle business to the Department within five (5) business days after the change.
- 1103.2 Each public vehicle-for-hire business shall comply with the provisions of this title and administrative issuance issued by the Department for leasing the vehicle co-titled in its name. A lease executed in violation of this requirement shall be null and void.
- 1103.3 Each public vehicle-for-hire business shall comply with all applicable provisions of this chapter.
- 1103.4 A public vehicle-for-hire may provide service, including wheelchair accessible service, in response to a dispatch, as provided in this title, provided that at all times while licensed and equipped as a public vehicle-for-hire, the vehicle shall be operated only in compliance with all applicable provisions of this title and other laws applicable to public vehicles-for-hire.
- 1103.5 Additional and more specific operating requirements applicable only to taxicab companies are contained in Chapter 12 of this title.
- 1103.6 A public vehicle-for-hire business, other than taxicab business, shall not dispatch a for-hire vehicle from any location other than that specified in the business certificate of authority.
- 1103.7 A public vehicle-for-hire business shall maintain and enforce rules, consistent with this chapter and the laws of the District of Columbia, governing the conduct of affiliated operators while performing their duty as public for-hire vehicle operators.
- 1103.8 A public vehicle-for-hire business that operates limousine or black car vehicles shall not hold itself out for business as a “taxi” or “taxicab” service or in any way use the word “taxi” or “taxicab” to describe the business.
- 1103.9 Beginning May 1, 2016, or at such later date as set by the Department in an administrative issuance (“implementation date”), each owner of a black car or limousine, when used to provide limousine service, shall provide the Department with the following trip data for all limousine trips:

- (1) The operator's DFHV operator's license (face card) number;
- (2) The vehicle's tag (license plate) number;
- (3) The vehicle's vehicle identification number (VIN);
- (4) The name of the vehicle owner;
- (5) The date and time of the beginning of the operator's tour of duty;
- (6) The duration and mileage of each trip;
- (7) The date and time of the pickup and drop-off of each trip;
- (8) The address and/or geospatially-recorded place of pickup and drop-off of each trip;
- (9) The number of passengers;
- (10) The unique trip identification number assigned by the owner or operator, if any;
- (11) The total fare, with an itemization of all rates and charges;
- (12) The form of payment;
- (13) The date and time of the end of the operator's tour of duty;
- (14) The date and time that the data was transmitted to the Department;
- (15) The date on which the vehicle's insurance policy expires;
- (16) The vehicle's odometer reading;
- (17) The vehicle's type of propulsion;
- (18) An indication of whether the vehicle is wheelchair accessible; and
- (17) Such other reasonable information within the jurisdiction of the Department as it may require through an administrative issuance.

1103.10 The trip data required by § 1201.9 shall be reported no more than once per day or such lower frequency as set in an administrative issuance, and real time information may be required only when the operator is on duty.

1104 ADDITIONAL LIMOUSINE SERVICE OPERATING REQUIREMENTS

1104.1 Limousine service shall not be provided unless, from the time each trip is booked, through the conclusion of the trip, all of the following requirements are met:

- (a) The operator is in compliance the requirements of this title;
- (b) The trip is booked by contract reservation based on an hourly rate;
- (c) The trip is not offered in response to a street hail solicited or accepted by the operator or by any other person acting on the operator's behalf; and
- (d) Each limousine operator shall provide service only if all the passengers in the vehicle are passengers who have been picked up pursuant booked by contract reservation. No other passenger shall be allowed in the vehicle.

1105 LIMOUSINE RATES

1105.1 Each limousine business shall, at all times, post its current rates and charges for its limousine service(s) on its website and shall file with the Department its rates and charges and notify the Department when the business introduces any change to the rates and charges filed with the Department.

1105.2 Limousine rates and charges may be established on a daily basis and shall not be changed until the following day, provided however that rates and charges may be changed at any time if reasonably based on a declaration of emergency affecting the entire District of Columbia as issued by the Mayor of the District of Columbia.

1105.3 No fare may be charged by a limousine business based on a rate or charge that is not posted or maintained with the Department as provided in this subsection at the time of the booking. This subsection shall not be construed to allow a limousine business to alter or amend a pre-existing contract for service.

1106 ADDITIONAL BLACK CAR OPERATING REQUIREMENTS

1106.1 Each black car trip shall be provided in accordance with the vehicle and operator requirements of this title. Additional provisions applicable to the digital dispatch services which participate in providing black car service appear in Chapter 7.

- 1106.2 Each black car trip shall be booked through a digital dispatch and paid for by a digital payment processed by a digital dispatch service which is in compliance with this title.
- 1106.3 Each back car business shall ensure that the fare for black car service, if any, shall:
- (a) Be based on time and distance rates as set by the DDS except for a set fare for a route approved by the Department through an administrative issuance for a well-traveled route, including a trip to an airport or to an event;
 - (b) Be consistent with the DDS' statement of its fare calculation method posted on its website pursuant to Chapter 7;
 - (c) Be disclosed to the passenger in a statement of the DDS' fare calculation method in accordance with Chapter 7;
 - (d) Be used to calculate an estimated fare, if any, and disclosed to the passenger prior to the acceptance of service;
 - (e) State whether demand pricing applies and, if so, the effect of such pricing on the estimate; and
 - (f) Not include a gratuity that does not meet the definition of a "gratuity" as defined in this title.
- 1106.4 Each charge other than a passenger rate or charge, such as a trip cancellation fee, membership fee, or other similar charge, shall be disclosed to the passenger prior to acceptance of the service.
- 1106.5 Each black car operator shall provide service only if all the passengers in the vehicle are passengers who have been picked up pursuant to a digital dispatch. No other passenger shall be allowed in the vehicle.

1107 INDEPENDENT PUBLIC VEHICLE-FOR-HIRE BUSINESSES

- 1107.1 An individual not domiciled in the District ("applicant") may apply for a certificate of operating authority to operate an independent public vehicle-for-hire business ("IVB"). An independent public vehicle-for-hire business shall allow the applicant to register a taxicab, limousine or black car vehicles in the District, with the independent public vehicle-for-hire business as co-owner and co-registrant of the vehicle, as required by the rules and regulations of DMV, and other applicable laws.

- 1107.2 If the application is for an IVB certificate of operating authority to operate an independent taxicab vehicle business, new DFHV vehicle licenses or DMV “H tags” will only be issued during such times when the Department makes new DFHV vehicle licenses available. This section does not authorize the issuance of new DFHV vehicle licenses or DMV “H tags”. Existing independent taxicab vehicle businesses may apply pursuant to this section to renew their operating authority provided they meet all requirements for independent public vehicle-for-hire business in effect at that time.
- 1107.3 Applicants may be required by the Department as a condition for the issuance of operating authority to:
- (a) Purchase or lease a vehicle which has electric propulsion;
 - (b) Purchase or lease a vehicle which is wheelchair accessible;
 - (c) Provide service in underserved areas of the District, as identified by the Department;
 - (d) Obtain additional training to improve customer service levels, including training for wheelchair service and disability sensitivity; and
 - (e) Meet other reasonable requirements to enhance safety and consumer protection, to improve customer service, and to achieve other lawful purposes within the jurisdiction of the Department, as determined by the Department in an administrative issuance.
- 1107.4 For all purposes of this title, the Establishment Act, the Impoundment Act, and other applicable laws (excluding the regulations and laws applicable to DMV):
- (a) The IVB shall be considered and treated by the Department as the legal *alter ego* of the individual for all purposes of this title, with the effect of imposing upon the individual all obligations applicable to the IVB under this title, provided however that where a provision of this title authorizes the imposition of a civil penalty upon either the IVB or the individual, either penalty may be applied upon the individual; and
 - (b) Notwithstanding any contrary provision of this title, notice of any action including without limitation any enforcement action or legal proceeding by the Department, the Office of Administrative Hearings, or the District, shall be valid, binding, and fully enforceable against either or both the individual

and the IVB, provided it is otherwise properly served upon either the individual or the IVB.

1107.5 Nothing in this chapter shall be construed to alter the legal rights or obligations of any person under any provision of the D.C. Municipal Regulations or District law other than the rules and regulations of this title.

1107.6 An individual (“applicant”) shall be eligible to apply for an initial or renewed certificate of operating authority under this section where:

- (a) The individual is not domiciled in the District;
- (b) The individual holds a DFHV operator’s license (Face card) to operate a public vehicle-for-hire;
- (c) The individual owns or agrees in writing to purchase a new vehicle or a vehicle which is not required to be replaced within two (2) years from the date of application under this title or other applicable law;
- (d) No person other than the applicant has acquired, or is designated to receive, a legal or beneficial interest in the business, in any contract, will, or other legal document, and the applicant has not become domiciled in the District, requirements which shall appear in the charter documents from DCRA;
- (e) The business is a District-based business with a bona fide place of business in the District, registered with DCRA and subject to all other requirements for a District-based business, and eligible under all applicable District regulations and laws (other than those in this title) to appear on the title as co-owner of the vehicle for which the application is filed;
- (f) The individual and the vehicle are in full compliance with all other requirements of this title, including all applicable licensing and operating requirements, as may be required through an administrative issuance;
- (g) For renewal applications: such additional supporting information and documentation as may be required by the Department, including information and documentation showing the business is in compliance with all operating requirements.
- (h) If the application is for an independent taxicab vehicle business, individual:
 - (1) Holds a current DFHV vehicle license as an independent

owner-operator, for a vehicle titled and registered with the DMV;

- (2) Is a co-owner of a vehicle with a taxicab company or association and has obtained a release of the taxicab company's or taxicab association's interests in the vehicle; or
- (3) Owns or agrees in writing to purchase a new vehicle or a vehicle which is not required to be replaced within two (2) years from the date of the application;

1107.7 Each application for independent public vehicle-for-hire business operating authority shall:

- (a) Contain such information and documentation as may be required by the Department, including information and documentation about the applicant, the vehicle, and the business;
- (b) Be accompanied by the original charter documents for the business demonstrating compliance with this section;
- (c) Be provided under penalty of perjury and notarized before a notary public;
- (d) Be filed not later than any deadline stated in an applicable administrative issuance; and
- (e) Be accompanied by an application fee specified in Chapter 17.

1107.8 The Department shall issue a decision to grant or deny an application for an initial or renewed certificate of operating authority within thirty (30) days.

1107.9 Operating authority for an independent public vehicle-for-hire business shall be effective for twelve (12) months. The Department may establish a uniform renewal date through an administrative issuance.

1107.10 At the time an applicant is issued a certificate of operating authority, the applicant shall also be issued a DFHV vehicle license in the name of the applicant and the business under Chapter 8, which shall be automatically suspended or revoked if the independent public vehicle-for-hire business' operating authority or the applicant's DFHV operator's license (Face card) is suspended or revoked.

- 1107.11 Failure to file an application to renew an independent public vehicle-for-hire business operating authority within the time established by the Department shall result in the loss of the operating authority. The application deadline shall not be extended.
- 1107.12 Each IVB shall comply with Chapter 12 for leasing the vehicle co-titled in its name. A lease executed in violation of this requirement shall be null and void.
- 1107.13 An independent public vehicle-for-hire business operating authority shall be null and void, and thereby subject to immediate suspension, proposed suspension, and proposed revocation, if any time:
- (a) A person other than the applicant acquires, or is designated to receive, a legal or beneficial interest in the business, in any contract, will, or other legal document; or
 - (b) The applicant becomes domiciled in the District, provided however that in the event business operating authority becomes null and void for this reason, the applicant shall be entitled to be issued a DFHV vehicle license as the exclusive owner of the vehicle where the applicant notifies the Department of the change in domicile within thirty (30) days of the change.
- 1107.14 Tags issued by the DMV based on a DFHV vehicle license issued pursuant to this section shall be immediately surrendered to the DMV if any of the following licenses are suspended (other than an immediate suspension), revoked, or not renewed:
- (a) The applicant's DFHV operator's license;
 - (b) The vehicle's DFHV vehicle license; or
 - (c) The independent public vehicle-for-hire business operating authority.
- 1107.15 Tags required to be surrendered, pursuant to this title, shall not be reissued, reclaimed, restored, or returned.

CHAPTER 12 – OPERATION OF TAXICAB COMPANIES, TAXICAB ASSOCIATIONS, AND INDEPENDENT OWNERS

1200 APPLICATION AND SCOPE

1200.1 This chapter shall apply to and govern operations of all taxicab companies, associations, and independently owned taxicabs, in the District of Columbia.

1201 CERTIFICATE OF OPERATING AUTHORITY

1201.1 No person shall operate a taxicab company or association in the District without first obtaining a certificate of operating authority issued by the Department.

1201.2 An applicant for a new or renewal certificate of operating authority license for taxicab companies, associations, or independently owned taxicabs shall be made pursuant to Chapter 11 of this Title.

1202 TAXICAB COMPANY AND ASSOCIATION - OPERATING REQUIREMENTS

1202.1 This section shall apply to all independent taxicab owners and taxicab companies.

1202.2 Each independent taxicab owner, taxicab company, or association shall maintain a computerized data system capable of electronically submitting to the Department all information required by this title and other applicable law, or as required in an administrative issuance.

1202.3 Each independent taxicab owner, taxicab company, and association shall provide one or more safety devices for all its owned and associated vehicles which conforms to the equipment standards of Chapter 13, as specified in an administrative issuance, including a device which also provides for operator's safety.

1202.4 Each independent taxicab owner, taxicab company, or association shall maintain a website containing current and accurate information about the taxicab company or taxicab association.

1202.5 Each taxicab company shall report the sales tax for all taxicab rentals to DCRA, Office of Tax and Revenue or other appropriate agency.

1202.6 Each taxicab company or association shall maintain a bona fide 24-hour customer service telephone number which is either a toll free number or a local number with a "202" area code.

1202.7 Each taxicab company and association shall maintain a data system which allows it to track its owned and associated vehicles in real time whenever such vehicles are providing taxicab service. The system shall not be used to track in real time an

independently owned vehicle that is not providing taxicab service.

- 1202.8 Each taxicab business or association shall maintain the following current and accurate records, in an electronic format, for each of its owned or associated vehicles:
- (a) Whether the vehicle is owned or associated;
 - (b) The make, model, year of manufacture, and vehicle identification number;
 - (c) The PVIN;
 - (d) The odometer reading;
 - (e) Whether the vehicle is wheelchair accessible; and
 - (f) The type of fuel used by the applicant's vehicle.
- 1202.9 Each taxicab company and association shall require each operator with whom it is associated to comply with the requirements of Chapter 8 through a lease or other written agreement.
- 1202.10 No taxicab company and association shall seek to prevent a taxicab owner from terminating the owner's legal relationship with the business or association, provided however, that a company or association may, as a condition for termination, require the taxicab owner to:
- (a) Fulfill any outstanding contractual obligations; and
 - (b) Satisfy any outstanding debts or liabilities owed to a third party.
- 1202.11 A party to a termination or proposed termination of the legal relationship between a taxicab owner and a taxicab company or association may request mediation by the Department pursuant to an administrative issuance. Mediation offered by the Department shall be voluntary and any mediation decision shall be non-binding.
- 1202.12 Each taxicab company and association shall post the hours of operation of any building or property it owns, leases, or uses in the District for its taxicab business ("taxicab business property"). The hours of operation shall be visible to the public from the outside of the building or, if the building or property is enclosed by a fence, from outside the perimeter of the fenced-in area.

- 1202.13 Each taxicab company and association shall prohibit the parking of taxicabs on any public street in front of, alongside, or in the rear of any taxicab business property as follows:
- (a) Parking outside of the posted hours of operation of the taxicab business property shall be prohibited; and
 - (b) Parking during the posted hours of the taxicab business property shall be prohibited unless the operator of the taxicab is carrying on business at the taxicab business property and only for so long as the operator is carrying on such business.
- 1202.14 If a taxicab business or association acquires space for long-term parking, it shall provide notification to the Department within thirty (30) days after the acquisition. The notification shall also be provided with each application for renewal of the operating authority of the taxicab business or association pursuant to this chapter.
- 1202.15 Beginning September 13, 2016, each taxicab company and taxicab association may operate a digital taxicab solution (“DTS”), and may equip its owned and/or associated vehicles, or any other licensed taxicab, with a DTS unit. Beginning September 1, 2017, each taxicab company and taxicab association shall operate a DTS and shall equip each of its owned and associated vehicles with a DTS unit. Each DTS shall be approved and operated pursuant to Chapter 6, other applicable provisions of this title, other applicable laws, and any applicable administrative issuance. Each DTS unit shall be installed and operated pursuant to a written agreement. Until a taxicab company or taxicab association operates an approved DTS, it shall continue to provide one or more safety devices for all of its owned and associated vehicles that conforms to the equipment requirements of § 603.8 (n) (3), as specified in an administrative issuance, including a device which provides for operator safety.
- 1202.16 Each taxicab company and taxicab association shall maintain a website containing only current and accurate information about the company or association, including, if it operates a DTS:
- (a) If it uses dynamic street hail pricing: a prominent, clear, and complete disclosure of its current discount, if any, on the street hail rates and charges in Chapter 8, which shall be the same as the disclosure that appears on the passenger console of each DTS unit; and
 - (b) A general description of the DTS and its components, the most recent date on which the DTS was approved by the Department pursuant to Chapter 13,

and a disclosure of the DTS contract terms including its pricing structure.

1203 OWNER RESPONSIBILITIES

1203.1 For purposes of enforcement of and compliance with this title, each taxicab company and association shall be responsible for the conduct of its employees, contractors, agents, associated operators (where applicable), and associated owners (where applicable). The conduct for which each taxicab company and association shall be responsible includes ensuring that taxicabs are operated:

- (a) With the licenses required by this title and other applicable law;
- (b) With the insurance required by this title and other applicable law;
- (c) In a safe and lawful manner; and
- (d) By an operator who is not impaired by lawful or unlawful intoxicants.

1204 DECOMMISSIONING OF TAXICABS

1204.1 Immediately upon withdrawing a vehicle from use as a taxicab for any reason, for a period of more than six (6) months, the owner, business, or association shall remove any design, insignia, logo, term, symbol, lettering, or other exterior object or trade, association, business or owner's name, vehicle number and notify the taxicab company or taxicab association and immediately remove and surrender the H-tag to DMV and return the dome light to the Department.

1204.2 If a vehicle is temporarily withdrawn from use as a taxicab for any reason, for a period of six (6) months or less, the owner, business, or association shall ensure the vehicle continues to be covered by insurance, in compliance with this title, and is parked off street for the full duration of vehicle withdrawal from service. The owner, business, or association shall keep the vehicle H-tag affixed on the vehicle for the full duration of vehicle withdrawal from service. The Department or the DMV shall not hold taxicab vehicle H-tags for temporary withdrawal from service.

1204.3 The withdrawal of any vehicle from operation for the purpose of conditioning, overhauling or repairing shall not be considered withdrawing a vehicle from use as a taxicab.

1204.4 Leasing of a taxicab vehicle pursuant to the provisions of this title shall not be considered withdrawing a vehicle from use as a taxicab.

1205 TAXICAB COMPANY TRANSFERS

- 1205.1 Each taxicab company and association, shall file an application for transfer approval with the Department prior to transferring its ownership, operation, or management to a new party.
- 1205.2 The application shall include the name, address, telephone number, e-mail address, and fax number of all parties leaving or entering the ownership of taxicab company or association, and any other information or items as prescribed in an administrative issuance issued by the Department.
- 1205.3 The Department may, upon request, transmit a copy of the application to the taxicab company, or association, that the owner or operator leaves or enters or share the fact that a request for transfer of ownership has been filed with those drivers affiliated with the taxicab company, or association.
- 1205.4 Notice of any change in the information provided in the application for transfer approval shall be filed with the Department immediately, if the application has not yet been approved, or within five (5) business days of the change, if the application has been approved.
- 1205.5 An application for transfer approval may be denied if:
 - (a) The Certificate of Operating Authority of the taxicab company, or association is not in good standing with the Department;
 - (b) Either the transferor or transferee is unable to qualify for a Clean Hands Certificate;
 - (c) If the documentation presented is incomplete, incorrect, conflicting, misleading, or fraudulent; or
 - (d) The taxicab company, or association, fails to be in compliance with any of the licensing requirements.

1206 PAYMENT TO OPERATORS

- 1206.1 Except where a taxicab company and taxicab operator otherwise agree, each taxicab company that contracts with a payment service provider (PSP) for modern taximeter system (MTS) units in its associated vehicles shall pay each of its associated operators the portion of the revenue received from the PSP to which the associated

operator is entitled within twenty-four (24) hours or one (1) business day of when the revenue is received by the taxicab company from the PSP.

1207 TAXICAB FARES

- 1207.1 No person regulated by this title shall charge a rate, charge, or fare for taxicab service in the District in excess of the amounts established by this section. Notwithstanding any other provision of this title, a DTS provider may elect to offer dynamic street hail pricing based on a discount on the total amount of all rates and charges established by this section for rides booked by street hail or by telephone dispatch (if the provider is a taxicab company registered to provide telephone dispatch under Chapter 16), consistent with an applicable administrative issuance. A dynamic street hail discount may be in any amount up to one hundred percent (100%).
- 1207.2 No operator shall solicit, charge, or accept any amount for a taxicab trip before service is rendered, except if the operator has a notice of prepayment on file with the Department as provided in this section.
- 1207.3 Each taxicab company, independent owner, and taxicab operator shall accept only cash, cashless payments, or vouchers.
- 1207.4 No person regulated by this title shall manually enter any amount into any device, other than an authorized additional charge under this section, or a gratuity, if any.
- 1207.5 The equipment used by taxicab operators to process payments shall be as follows:
- (a) The taximeter shall be engaged for each trip by taxicab, regardless of whether the trip is booked by street hail, telephone dispatch, or digital dispatch; and
 - (b) If a taxicab trip is booked through a street hail, a telephone dispatch, or a DDS which does not process digital payments, the operator shall use the vehicle's MTS unit to process an in-vehicle payment for the entire trip and shall not use any other device.
- 1207.6 Taxicab fares shall be as follows:
- (a) Each taximeter fare shall consist only of the time and distance charges, and authorized additional charges provided in this subsection, as applicable.
 - (b) The hourly contract rate for a taxicab trip booked on a time basis by advance

contract shall be thirty-five dollars (\$35) for the first one (1) hour or fraction thereof, and eight dollars and seventy-five cents (\$8.75) for each additional fifteen (15) minutes or fraction thereof, without regard to distance. No additional charges are authorized, other than gratuity

(c) Fare for trips booked by a street hail, a telephone dispatch or a digital dispatch by a DDS that does not process digital payments (in-vehicle payment only) shall be as follows:

(1) The time and distance charges that shall be automatically generated by the taximeter for a taxicab trip booked by a street hail, telephone dispatch, or digital dispatch by a DDS that does not process digital payments are established as follows:

(A) Minimum fare (flag drop rate): three dollars and twenty five cents (\$3.25) plus the first one eighth (1/8) of a mile.

(B) Distance (after the first one eighth (1/8) of a mile):

(i) General distance rate: two dollars and sixteen cents (\$2.16) per mile (or twenty seven cents (\$0.27) per one-eighth (1/8) of a mile); or

(ii) Special shared ride distance rate: one dollar and twenty cents (\$1.20) per mile (or fifteen cents (\$0.15) per one-eighth (1/8) of a mile).

(C) Time (wait time):

(i) Thirty five dollars (\$35) per hour, to be calculated in sixty (60) second increments;

(ii) Time shall be charged when the vehicle is stopped, and when the vehicle is slowed to a speed of less than ten (10) miles per hour for longer than sixty (60) seconds;

(iii) Time shall be charged for delays and stopovers en route at the direction of the passenger;

(iv) Time shall not be charged during periods lost due to vehicle or operator inefficiency; and

- (v) If the vehicle is responding to a dispatch, time shall be charged beginning five (5) minutes after the time pickup was requested by the customer. There shall be no additional charge for early arrival.
- (2) The authorized additional charges which shall be generated automatically by the taximeter for a taxicab trip booked by street hail, by telephone dispatch, or by digital dispatch through a DDS that does not process digital payments, are established as follows:
- (A) A fee for telephone dispatch, if any, which shall be two dollars (\$2.00);
 - (B) A taxicab passenger surcharge, which shall be twenty-five cents (\$.25) (per trip or per segment of a shared ride, and not per passenger);
 - (C) A charge for delivery service where there is no passenger present shall be determined by an applicable administrative issuance or other document approved by the Department;
 - (D) The amount of any airport surcharge or toll paid by the taxicab operator;
 - (E) An additional passenger fee for each segment of a group or shared ride where more than one (1) passenger is present in the vehicle, which shall be one dollar (\$1.00) regardless of the number of additional passengers (the total additional passenger fee shall never exceed one dollar (\$1.00)), provided however, that no additional passenger fee shall be charged when the special shared ride distance rate applies; and
 - (F) A snow emergency fare when authorized under this title.

1207.7 Charges for group and shared rides shall be assessed as follows, and in the manner set forth in an applicable administrative issuance:

- (a) For shared rides:

- (1) In vehicles with digital meters: only one flag drop rate shall be charged, without regard to the number of destinations. Shared rides may be arranged through digital meters approved by the Department pursuant to Chapter 13, which shall allow passengers to apportion the total fare in a manner that maximizes consumer choice and operator income pursuant to an administrative issuance; and
 - (2) In vehicles with legacy (non-digital) meters: as each passenger reaches his or her destination, the metered fare shall be paid by the passenger(s) leaving the taxicab, at which time there shall be a new flag drop and the passenger(s) remaining in the group shall pay in the same manner until the last passenger(s) arrives at his or her destination and the final metered taxicab fare is then paid. There shall be a new flag drop for each leg of the trip.
- (b) For group rides booked by street hail, telephone dispatch, or digital dispatch, and paid through in-vehicle payment, the metered fare, including the additional passenger fee under § 1207.6(c)(2)(E), shall be paid by the last passenger(s) leaving the taxicab.
 - (c) For group rides booked by digital dispatch and paid through digital payment, the fare shall be charged and paid consistent with all applicable requirements of this title applicable to a trip which is not a group ride.

1207.8 Charges for group and shared rides shall be assessed as follows, and in the manner set forth in an applicable administrative issuance:

- (a) For shared rides, only one flag drop rate shall be charged, without regard to the number of destinations. Shared rides may be arranged through digital meters approved by the Department pursuant to this title, which shall allow passengers to apportion the total fare in a manner that maximizes consumer choice and operator income pursuant to an administrative issuance.
- (b) For group rides booked by street hail, telephone dispatch, or digital dispatch, and paid through in-vehicle payment, the metered fare, including the additional passenger fee under this section, shall be paid by the last passenger(s) leaving the taxicab.
- (c) For group rides booked by digital dispatch and paid through digital payment, the fare shall be charged and paid consistent with all applicable requirements of this title applicable to a trip which is not a group ride.

1207.9 Notwithstanding any other provision of this chapter, a person subject to licensing, registration, or regulation by the Department pursuant to this title or the Establishment Act, that participates in a pilot, grant, donation agreement, or other program, with the approval of the Department, or that engages in approved live field testing of an app pursuant to Chapter 7, shall use the rates and charges, if any, established or approved by the Department in connection with such pilot, grant, donation agreement, or other program, if any, in lieu of the rates and charges otherwise applicable pursuant to this subsection.

1208 PAYMENT OF FARES

1208.1 When the operator does not have available sufficient currency to change a large bill in payment of the fare, the operator shall inform the passenger of that fact while en route to the passenger's destination, and ask whether change will be required.

1208.2 If the passenger states that change will be required, the operator shall stop en route and provide an opportunity to change the bill in question. No charge for the stop shall be permitted.

1208.3 A Department approved sign displayed within the passenger's view, stating that the operator can only change a designated bill, may be considered as notice to the passenger of the operator's limitation on making change.

1208.4 If the operator has informed the passenger of the lack of change and the passenger presents the operator, at the destination, with a bill requiring change which the operator is unable to provide, the operator may allow the meter to continue running (or reset the meter if it has been stopped) to take the passenger to obtain change and return to the passenger's original destination. The passenger must pay the total fare.

1208.5 In no other circumstances shall a charge be imposed for deviations or stops required in order to obtain change.

1209 DTS RECEIPTS

1209.1 Each taxicab providing service using a DTS unit shall comply with this section.

1209.2 At the end of the ride, the passenger shall be given a receipt as follows:

- (a) If the ride was booked by e-hail, the receipt shall be sent through the app used to book the ride; and
- (b) If the ride was booked by street hail or telephone dispatch, the passenger

shall be provided with a printed receipt.

1209.3 Each receipt shall contain the following information:

- (a) The taxicab owner's name and telephone number;
- (b) The taxicab's PVIN number;
- (c) The operator's DFHV operator license (Face ID) number;
- (d) The trip number;
- (e) The date;
- (f) The starting and ending times;
- (g) The distance traveled;
- (h) The amount paid by the passenger, showing the total fare and the gratuity, if any, and an indication of whether dynamic street hail pricing was used by the DTS provider, and, if so, the applicable discount;
- (i) A depiction of the navigational path of the vehicle during the ride;
- (j) Contact information for the Department; and
- (k) Such other information about the ride that the Department may reasonably require through an administrative issuance.

1209.4 The Department may issue an administrative issuance to allow or require operators to provide a DFHV ride code or other information to the passenger in lieu of or in combination with any of the requirements for receipts under this section, and to establish additional criteria for DTS receipts for safety, consumer protection, and other reasonable purposes within the jurisdiction of the Department.

1210 MTS RECEIPTS

1210.1 Each taxicab providing service using an MTS unit shall comply with this section.

1210.2 At the end of each taxicab trip, the operator shall provide the passenger with a printed receipt (except as authorized by § 803.4). The printed receipt shall contain

the following information:

- (a) The taxicab owner's name and telephone number;
- (b) The taxicab's PVIN number;
- (c) The operator's DFHV operator's license (face ID) number;
- (d) The trip number;
- (e) The date;
- (f) The starting and ending times;
- (g) The distance traveled;
- (h) The form of payment, including:
 - (1) If the payment was an in-vehicle payment, whether it was made in cash, by payment card (including the type of card, the last four digits of the card number, and the transaction authorization code), by voucher, or by account; and
 - (2) If the payment was a digital payment, the name, customer service telephone number or URL for the DDS's customer service website;
- (i) If the passenger made an in-vehicle payment:
 - (1) The total charges established by § 801.7(c), itemized to show the time and distance charge pursuant to § 801.7(c)(1), and any authorized additional charges pursuant to § 801.7(c)(2), the passenger surcharge, and any gratuity; and
 - (2) The last four digits of any payment card processed and the transaction authorization code.
- (j) Where pursuant to this title a DDS determined the amount of the fare, if any:

“[NAME OF DDS] DETERMINED THE AMOUNT OF YOUR TAXICAB FARE. THE AMOUNT YOU HAVE BEEN CHARGED MAY BE HIGHER OR LOWER THAN THE AMOUNT DISPLAYED ON THE TAXIMETER, WHICH DID NOT APPLY TO YOUR TRIP.”

(k) The following statement:

“DFHV COMPLAINTS LINE AND WEBSITE ADDRESS: 855-484-4966, TTY 711, www.dfhv.dc.gov”.

1210.3 When payment is made by a cash or cashless payment, a printed receipt shall be provided using the vehicle’s MTS printer component. If the printer component malfunctions while printing a receipt, the operator shall provide the passenger with a handwritten receipt and the vehicle shall then be out of service until the printer component is operational.

1210.4 When payment is made by digital payment, the passenger shall receive a printed receipt or an electronic receipt containing the information required by § 803.2, which shall be sent to the passenger via email address or SMS text message not later than when the passenger exits the vehicle.

1210.5 In the case of messenger or parcel delivery service, the operator shall provide the customer with a written invoice describing the article(s) transported.

1211 SNOW EMERGENCIES

1212 GROUP RIDES AND SHARED RIDES

1212.1 Group riding, for pre-formed groups shall be permitted at all times. No operator shall refuse to transport a pre-formed group.

1212.2 Shared riding, for groups of passengers not pre-formed, shall be permitted only when originating at a location designated by the Department in an administrative issuance.

1212.3 For the purpose of shared riding, the operator may ask the destination of the passenger before the passenger is in the taxicab.

1213 SIGNAGE

1213.1 No signs, stickers, bumper-stickers, labels, and printed advertising shall be affixed to the interior or exterior of any taxicab except as provided in an administrative issuance.

1213.2 This section shall not apply to exterior rooftop advertising pursuant to the Taxicab Commercial Advertising Amendment Act of 1992.

1214 LEASING OF DFHV-LICENSED VEHICLES

1214.1 A taxicab company, association, or independent taxicab owner that leases a DFHV-licensed taxicab vehicle shall, within thirty (30) days of entering into the lease agreement, file with the Department the executed lease agreement as provided in an administrative issuance.

1214.2 A taxicab company, association, or independent taxicab owner may file a written complaint with the Department for unauthorized use of the vehicle when the lessee fails to return the vehicle to the owner after the expiration of the lease agreement or failure of the lessee to have a current insurance sticker.

1215 TAXICAB DELIVERIES

1215.1 Taxicabs licensed by the Department may engage in a pick-up and delivery service limited to messages and parcels, or as provided in an administrative issuance; provided that the service is subordinate to their primary obligation to transport passengers.

1216 CUSTOMER SERVICE AND TAXICAB OPERATOR STANDARDS

1216.1 The DFHV vehicle license identification card shall be displayed at all times in the taxicab for which it is issued.

1216.2 The vehicle identification card shall be made available for inspection upon the request of any vehicle inspection officer or law enforcement personnel.

1216.3 At all times when the taxicab is occupied by the operator; the original operator identification shall be displayed in a bracket or receptacle of a type approved by the Department and shall be firmly attached to the right sun visor so as to be visible to passengers.

1216.4 At all times when the operator is not in the vicinity of the taxicab, the operator shall remove the operator identification card from the vehicle to prevent theft. For purposes of this section “vicinity” means within twenty-five feet (25 ft.) of the taxicab.

1216.5 There shall be displayed in a suitable frame on the right side of the back of the front seat of each taxicab, in a position clearly visible to passengers, a sign displaying the tag number, the taxicab company, taxicab association, or owner’s name, and the taxicab number.

- 1216.6 It shall be the duty of the owner of a taxicab and their agent or lessee to prevent any person from driving a taxicab unless the person has in their possession a valid identification card issued to him or her and a valid District of Columbia motor vehicle operator's permit or, for non-District residents or persons exempt from obtaining a District motor vehicle operator's permit, a valid motor vehicle operator's permit issued by a state that is a party to the Driver License Compact Act.
- 1216.7 No owner of a taxicab or their agent shall knowingly permit any taxicab owned by him or her to be driven in violation of time restrictions in Chapter 8.
- 1216.8 No taxicab shall carry more passengers than allowed by the rated designed capacity of the vehicle.
- 1216.9 Each taxicab in service shall be kept clean both inside and out, including the trunk. The inside shall be kept in a sanitary condition and shall be swept and dusted thoroughly. The exterior shall be thoroughly cleaned.
- 1216.10 At the request of the passenger, the operator shall turn off or lower the volume of the vehicle's radio, except for a radio used for dispatch.
- 1216.11 Nothing shall be transported in any taxicab that will cause the interior of the vehicle to become soiled or offensive to passengers because of odor or appearance.
- 1216.12 Administrative suspensions shall not become part of an operator's file and shall not be used for determining the eligibility of an operator.
- 1216.13 No person shall solicit business for taxicabs on public streets or space, within or on the grounds of railroad stations, airports, bus stations, buildings or sidewalks.
- 1216.14 No taxicab operator, or any person on his or her behalf, shall solicit business on behalf of any hotel, restaurant or other establishment, or attempt to divert patronage or business from any hotel, restaurant or other establishment in any manner whatsoever.
- 1216.15 No taxicab operator shall loiter with a taxicab around or in front of any hotel, theater, public building, or place of public gathering, except to take on or discharge a passenger.
- 1216.16 Taxicab operators shall, at all times when on duty and not engaged, furnish service on demand to any person, except as provided for in § 1215.18.

- 1216.17 Any taxicab occupying a taxicab stand shall be considered to be held for-hire.
- 1216.18 Any taxicab being operated on the streets shall be considered held for-hire when:
- (a) Not occupied by a passenger; or
 - (b) Not displaying an “On Call,” “Off Duty,” or “Out of Service” sign as authorized by the Department’s rules and regulations.
- 1216.19 For the purposes of this chapter, a taxicab is not considered for hire when the following occurs:
- (a) The operator ceases to hold his or her vehicle for hire and the “Off Duty” sign is displayed in accordance this chapter;
 - (b) The operator is on call, has a previous appointment, or is engaged by the hour for the carriage of passengers or making an emergency delivery of a parcel or package and is displaying the “On Call” sign in compliance with the Department’s rules and regulations;
 - (c) The taxicab is loaded to the designed capacity of the vehicle;
 - (d) The taxicab is disabled or faced with an emergency and the “Out of Service” sign is displayed in accordance with the Department’s rules and regulations;
or
 - (e) During group riding and the passengers occupying the taxicab have not consented to the operator engaging in shared riding.
- 1216.20 The operator shall not ask the destination of the passenger until the passenger is in the taxicab, except in shared riding. A dispatcher shall not ask the destination of a passenger. If the dispatcher learns the destination of a passenger, that dispatcher shall not then convey the destination when dispatching an operator to pick up the passenger unless requested to do so by the passenger or the passenger has an emergency.
- 1216.21 Once a taxicab trip has been accepted by a public or private vehicle-for-hire operator through a digital dispatch service, the vehicle-for-hire operator shall not fail to pick up the passenger or to complete the trip after the passenger has been picked up except for a bona fide reason not prohibited by this chapter or other

applicable provision of this title. A violation of this subsection shall be treated as a refusal to haul pursuant to this chapter.

1216.21 No person subject to regulation by the Department shall tamper with, damage, destroy, deface, vandalize, remove, modify, or in any way attempt to defeat or bypass equipment authorized or required by this title.

1216.22 No person subject to regulation by the Department shall aid, abet, or be an accessory after the fact to a violation of title.

1217 TAXICAB STANDS

1217.1 A taxicab stand may be occupied only by a District of Columbia-licensed taxicab that is available for-hire. No other class of for-hire vehicle shall park in or use a taxicab stand.

1217.2 Taxicabs shall be placed on stands only from the rear and shall be moved forward and to the front of the stand immediately as space becomes available by the departure or movement of preceding taxicabs. It shall be within the passenger's discretion to determine which taxicab to engage on a taxi stand.

1217.3 The operator of every taxicab occupying a stand shall stay within five feet (5 ft.) of his or her taxicab at all times.

1217.4 In the event any taxicab on a taxicab stand attempts to leave, other taxicabs on the stand shall, if necessary, move so as to permit the taxicab to leave.

1217.5 No taxicab stand shall be occupied by a taxicab in violation of regulations prohibiting parking, stopping, or standing on the street on which it is located during the hours 7:00 a.m. to 9:30 a.m., and 4:00 p.m. to 6:30 p.m. or during the existence of any snow or other emergency declared.

1217.6 No keeper or proprietor of a licensed hotel in the District of Columbia, or a person employed by or acting on his or her behalf, shall exclude a District-licensed taxicab operator from picking up passengers at a taxicab stand or other location where taxicabs are regularly allowed to pick up passengers on the hotel premises.

CHAPTER 13 – TAXICAB PARTS AND EQUIPMENT

1300 APPLICATION AND GENERAL REQUIREMENTS

- 1300.1 This chapter shall be applicable to and governs parts and equipment of taxicabs licensed in the District of Columbia (District).
- 1300.2 Nothing in this section shall be construed to solicit or create a contractual relationship between the District of Columbia and any person.
- 1300.3 Each taxicab licensed under [D.C. Official Code § 47-2829\(d\)](#) (2005 Repl.; 2011 Supp.) shall be a sedan, compact or midsize sport utility vehicle (as defined in Subsection 1004.2(a)), station wagon, or minivan, shall be equipped with at least two (2) rear doors in addition to the door or doors which give access to the operator's seat and shall meet all other size and safety requirements as may be prescribed in an administrative issuance. Passenger capacity in all vehicles shall not exceed seat belt capacity of that vehicle.
- 1300.4 Each vehicle used as a taxicab shall be in compliance with the uniform color scheme requirements of this title or other applicable law as may be prescribed through an administrative issuance.
- 1300.5 The Department may allow or require enhancements to or modifications of the uniform color scheme for a vehicle that participates in a pilot, grant, donation agreement, or other program, or that is equipped with a digital taxicab solution ("DTS")
- 1300.6 Each vehicle used as a taxicab shall only bear letters, numberings and markings that are approved in writing by the Department or authorized by the Department through an Administrative Issuance.
- 1300.7 All taxicabs shall maintain an electronic manifest at all times.

1301 METER REQUIREMENTS

- 1301.1 Beginning September 13, 2016:
- (a) No legacy (non-digital) taximeters shall be approved by the Department; and
 - (b) No person shall participate in dispatching or otherwise providing taxicab service in the District without a taximeter that is part of an approved modern taximeter system ("MTS") or digital taximeter that is part of an approved digital taxicab solution ("DTS").
- 1301.2 Beginning September 1, 2017:

- (a) The Department shall approve only DTSs, each of which shall incorporate a digital taximeter;
- (b) The approval of each legacy taximeter’s operating authority shall terminate; and
- (c) No person shall participate in dispatching or otherwise providing taxicab service if the service is provided without an approved DTS.

1301.3 Each DTS shall be provided and maintained by a taxicab company or association, or by the D.C. Taxicab Industry Co-op (“Co-op”) (collectively for purposes of this section, “provider”). Each DTS shall comply with the technology and service requirements of this section. The Co-op shall seek approval of its DTS not later than six months following its registration as a DDS.

1301.4 Each DTS shall include a digital taximeter, which may be obtained through any source. If the Department makes a digital taximeter available to the industry free of charge, each provider shall incorporate such digital taximeter into its DTS within ninety (90) days of its availability, or such longer period as set by administrative issuance, provided further however, that each provider may in lieu thereof incorporate a digital taximeter as long as it meets or exceeds the performance and features of the Department’s digital meter.

1301.5 The Department may issue an administrative issuance concerning DTSs and DTS units to:

- (a) Establish requirements for when approval or renewal of approval is required, including setting uniform approval periods of not less than twelve (12) months, and establishing standards from when re-approval is required due to a material modification of a DTS during an approval period;
- (b) Interpret and provide guidance about DTS technology and service requirements;
- (c) Establish reasonable requirements related to surcharge bonds;
- (d) Establish reasonable requirements for the use, operation, configuration, placement, and installation of DTS units and their components, such as requirements for accessibility and use by disabled passengers including visually-impaired and blind customers;

- (e) Establish reasonable requirements concerning the use of dynamic street hail pricing, including the placement of signs in and/or on vehicles to inform passengers about such pricing;
- (f) Establish reasonable requirements concerning the requirements for separate mechanisms for the operator and the passenger to discretely summon assistance; and
- (g) Establish other reasonable requirements for DTSs and DTS units related to safety, passenger privacy, consumer protection, compliance with any other applicable law, and other reasonable purposes within the jurisdiction of the Department.

1301.6 The approval of a DTS may be suspended or revoked, and a renewed approval may be denied, in addition to other civil penalties under this title, if the DTS provider fails to comply with an applicable administrative issuance.

1301.7 Each application for the approval of a DTS shall be executed under oath by an individual with authority to file the application, and shall contain the following information and documentation:

- (a) Contact information for the applicant, including name, telephone number, email, and website URL;
- (b) Information and documentation about each component of the DTS unit, including its digital meter, driver console, passenger console, and credit card processing device, and how it interacts with the vehicle's dome light or innovation cruising light, including a narrative, photographs, and screenshots for each component;
- (c) Information and documentation showing the DTS complies with all service and technology requirements of this section, other requirements of this title, the Establishment Act, and other applicable laws;
- (d) A certification that the applicant owns the rights to, or holds a license to use, all the intellectual property that comprises the DTS;
- (e) Information showing the applicant is in good standing with the Department and is in compliance with all applicable laws pertaining to its business, including without limitation the Clean Hands Act;

- (f) Information demonstrating that the applicant will collect from the passenger and pay to the District the taxicab passenger surcharge of twenty five cents (\$0.25);
- (g) A sample of each agreement with owners and operators used by the applicant;
- (h) An explanation of the provider's pricing structure, and whether the provider expects to offer dynamic street hail pricing; and
- (i) A certification that the DTS is fully integrated with the DC TaxiApp, as required by this section, Chapter 7, and any applicable administrative issuance, and the names of any other apps with which the DTS is also integrated.

1301.8 Each application shall be accompanied by a filing fee of two thousand five hundred dollars (\$2,500), regardless of whether: it is a new or renewal application; or it seeks re-approval of a DTS due to its material modification by its provider during an approval period.

1301.9 Each application for the approval of a DTS shall be accompanied by a bond, naming the District as obligee, to secure the payment of the passenger surcharges owed to the District under this title and the Establishment Act during the current approval period. Such bond(s) shall:

- (a) Be in effect throughout the current approval period and for one (1) year thereafter; and
- (b) Be in the amount of one hundred fifty thousand dollars (\$150,000).

1301.10 An application may be denied if it contains or was submitted with materially false information provided orally or in writing for the purpose of inducing approval.

1301.11 An applicant seeking to renew the approval of a DTS shall meet all requirements for a new approval, or such portion thereof, as the Department may require by administrative issuance.

1301.12 The Department shall issue all decisions to grant or deny the approval of a DTS within the period established in an administrative issuance.

1301.13 Each approval of a DTS shall be for the duration of the uniform approval period set forth in an administrative issuance, or the remainder of the current period, whichever is less.

1301.14 Service requirements for DTSs. Each DTS provider shall:

- (a) Ensure that each of its DTS units is in compliance with the technology and other requirements of this title and other applicable laws, including proper operation and connectivity with a cruising light or legacy dome light;
- (b) Comply with the following requirements for the taxicab passenger surcharge. It shall—
 - (1) Collect the surcharge as an authorized additional charge under Chapter 8;
 - (2) Remit to the District, at the end of each seven (7) day period, a payment to the D.C. Treasurer reflecting all surcharges owed to the District for such period;
 - (3) Transmit to the Department a report certifying its payment to the District, and containing a basis for the amount of the payment and such other information reasonably related to the payment as may be required in an administrative issuance; and
 - (4) Cooperate with the Department to resolve any issue related to compliance with this subsection, including a discrepancy in the amount of a payment. If the issue remains unresolved to the satisfaction of the Department within thirty (30) days following notice of the issue to the payer, the Department shall have discretion to make a claim against the payer's surcharge bond, as necessary and appropriate to satisfy the amount of the discrepancy. A surcharge bond shall be returned to the payee within thirty (30) days following the expiration of the bond, or, upon written request of the payer, at an earlier date if the payer establishes to the satisfaction of the Department that the payer's obligations under this section have been fully discharged;
- (c) Pay each owner or operator which it is associated the portion of its revenue to which such owner or operator is entitled within twenty four (24) hours or one (1) business day of when such revenue is received, provided however,

that such periods may be extended to not more than one (1) calendar week or five (5) business days if such terms are clearly and transparently disclosed in the contract; and

- (d) Pay all costs and fees related to the DTS, including without limitation, the costs for development, improvement, installation, maintenance, service, support, and legal compliance, provided however, that such costs may be allocated pursuant to a written agreement that clearly and transparently discloses each and every cost, and does not exceed the length of the approval period. No person other than the provider shall pay a cost or fee related to a DTS which has not been fully disclosed in the manner required by this subsection.

1301.15 Technology requirements for DTS units. Each DTS unit shall:

- (a) Operate in a manner which ensures the vehicle owner and operator, and the DTS provider, are able to comply with all requirements of this title and other applicable laws, and all applicable administrative issuances;
- (b) Use open architecture, open application program interfaces, and a modular design, to ensure proper interaction between:
 - (1) A driver console incorporating a digital taximeter that—
 - (A) Is fully integrated with the DC TaxiApp and, at the option of the provider, the app of any other DDS registered and operated as required by this title and other applicable laws;
 - (B) Processes shared and group rides, calculates fares (including dynamic street hail prices, if offered by the provider), and provides receipts as required by Chapter 8;
 - (C) Provides the Department with real-time trip and location data when the operator is on duty, and such other information as reasonably required by an administrative issuance; and
 - (D) Is linked electronically, or via a DFHV network, API or integration hub, website, mobile app, URL, or hardware, to one or more registered digital dispatch services, including full integration with the DC TaxiApp for the purpose of

receiving e-hails and allowing e-hail passengers to choose in-vehicle or digital payment;

- (2) A passenger console;
- (3) A credit card processing device;
- (4) Any other device the provider wishes to include which does not impair the required function and performance of the DTS; and
- (5) Complies with all other applicable requirements of this title and other applicable laws, and any applicable administrative issuance;

(c) Interact with the vehicle's legacy dome light or cruising light to properly control its functions in the manner required by this chapter.

1301.16 The approval of a DTS may be suspended or revoked if its provider integrates with or uses the app of a DDS not registered or operated as required by this title and other applicable laws.

1301.17 A taxicab equipped to provide taxicab service using a DTS shall use the DTS for each and every trip.

1301.18 No taxicab shall be equipped with more than one taximeter or more than one DTS.

1301.19 An operator shall not pick up or transport a passenger unless the taxicab and its DTS are functioning properly and ready to provide receipts.

1301.20 Each approved DTS and each approved taximeter shall be listed on the Department's website.

1301.21 Each taxicab vehicle shall operate only through the use of a taximeter and MTS system, or a digital meter system approved by the Department pursuant to an administrative issuance, which satisfies the following requirements:

- (a) Provides a safety device for the operator and two-way messaging capability for use by the operator when the vehicle is not in motion;
- (b) Is integrated with a rear console that provides a safety device assisting the passenger to contact a District enforcement official and that incorporates features for payment processing;

- (c) Offers passengers the option of making in-vehicle cash or cashless payment, or a digital electronic payment;
- (d) Provides features to allow operators to offer additional services;
- (e) Allows system upgrades to improve security and functionality, and enhance customer service;
- (f) Allows the passenger to rate the ride experience in a manner set forth in an administrative issuance;
- (g) Is operated by a business which:
 - (1) Provides the Department with vehicle location and trip sheet data whenever the operator is on duty, in real-time if digital; and
 - (2) Is, or is integrated with, one or more dispatch services registered with the Department pursuant to an administrative issuance, to allow the operator to receive requests for service, and to allow the dispatch service to process a digital payment when that form of payment is selected by the passengers;
- (h) Meets the installation, certification, training, and inspection requirements as prescribed by an administrative issuance issued; and
- (i) Meets other reasonable technical, safety, consumer protection and other requirements within the jurisdiction of the Department as stated in an administrative issuance.

1301.22 Each person seeking approval of a proposed MTS shall file with the Department an application that includes the following information (including such documentation as required by the Department):

- (a) The PSP's name, business address, and business telephone number, and the name(s) of its owner and operator;
- (b) The name, business address, and business telephone number of each affiliated business;
- (c) A brief narrative describing the proposed MTS and demonstrating that it would meet:

- (1) The MTS equipment requirements of this title, including the requirement that a passenger console be incorporated and the requirement for a safety feature; and
- (2) The MTS service and support requirements of this title;
- (d) A certification that the PSP owns the rights to, or holds licenses to use, all the intellectual property used by the proposed MTS;
- (e) The forms of in-vehicle payment that the PSP proposes to offer, in addition to cash (such as near-field communications); and
- (f) Information showing the PSP is in compliance with federal and District licensing, permitting, registration, anti-discrimination, and taxation requirements applicable to a business operating in the District.

1301.23 All costs associated with an MTS shall be the responsibility of the PSP, but may be allocated by a written agreement among the PSP, the taxicab companies and independent owners to whom the PSP markets its MTS units, or any other person, including costs for:

- (a) Development (including those cost which may arise in the review process under title and those associated with adding the passenger console and safety feature required by this title);
- (b) Integration, pursuant to Chapter 13;
- (c) Service and support;
- (d) Upgrade or modification (including costs to remain in compliance with any amendment to a provision of this title);
- (e) Installation;
- (f) Repair and maintenance; and
- (g) Compliance with a Department order.

1301.24 Notwithstanding any other provision of this title, no MTS shall be operated after August 31, 2017

1302 DOME LIGHTS

- 1302.1 Each taxicab in service on September 13, 2016, and each vehicle introduced as a replacement vehicle under § 1001, may continue to be equipped with an existing legacy dome light or may be equipped with a cruising light, at the option of the owner, subject to the requirements of this section. Each legacy dome light shall continue to be subject to the legacy dome light regulations to the extent such regulations do not conflict with this section, provided however, that each legacy dome light shall interact with a DTS and otherwise operate as required by this chapter and any applicable administrative issuance if a DTS is installed in the vehicle.

- 1302.2 Beginning November 13, 2016, or such later date established by an administrative issuance, each vehicle placed into service other than as a replacement vehicle under § 1001, shall be equipped only with a cruising light approved by the Department pursuant to this section, which interacts with the MTS or DTS and otherwise operates as required by this title and any applicable administrative issuance.

- 1302.3 Each approved DTS provider shall be responsible for ensuring the interconnectivity and proper functioning of a DTS unit and the legacy dome light or cruising light.

- 1302.4 The Department may approve as a cruising light any light which—
 - (a) Shall be constructed in a manner that meets or exceeds industry best practices;
 - (b) Shall display the vehicle’s PVIN;
 - (c) Shall indicate whether the vehicle is available for booking by street hail;
 - (d) Shall interact with the vehicle’s legacy taximeter or DTS as required by this chapter;
 - (e) May incorporate features to indicate that the taxicab is an autonomous or semi-autonomous vehicle; and
 - (f) May incorporate features to indicate that the operator is engaged in delivering goods or performing services.

- 1302.5 The Department may issue an administrative issuance which:
 - (a) Approves one or more products meeting the requirements for a cruising light

under this section;

- (b) Provides guidance to DTS providers for installing cruising lights and ensuring their proper operation with DTS units;
- (c) Provides guidance to affected stakeholders about the transition from the legacy dome light to the cruising light;
- (d) Provides guidance to owners about the transfer of legacy dome lights from vehicles already in service to replacement vehicles, and about the decommissioning of legacy dome lights, where required by this section; and
- (e) Establishes additional criteria for the appearance, functionality, connectivity, and installation of the cruising light, for safety, consumer protection, and other reasonable purposes within the jurisdiction of the Department.

1302.6 A legacy dome light shall not be used on a vehicle placed into service unless the vehicle is replacing one already in service. An owner may elect to transfer a legacy dome light to a replacement vehicle at the owner's expense.

1302.7 At the time a vehicle equipped with a legacy dome light is retired from service, if the light is not transferred to a replacement vehicle, it shall be decommissioned by the deadline and in the manner required by an administrative issuance; an owner that fails to comply with such administrative issuance shall be subject to the suspension of the owner's vehicle license and/or other civil penalties for the violation of such administrative issuance.

1302.8 No taxicab shall be operated without a properly functioning legacy dome light or cruising light. The operation of a taxicab without a properly functioning legacy dome light or cruising light, as required or permitted by this title, shall give rise to a rebuttable presumption that the operator knew the condition of the light and operated the taxicab with such knowledge.

1303 INSPECTIONS

1303.1 All taxicab vehicles shall be inspected annually or at other times as required by the Department for safe operating condition and compliance with DMV motor vehicle regulations.

1304 PROHIBITIONS

- 1304.1 No taxicab shall be operated unless its dome light is in proper working condition. The operation of a taxicab with a broken dome light shall give rise to a rebuttable presumption that the operator knew of the condition and operated the taxicab with such knowledge.
- 1304.2 No taxicab shall contain added equipment other than that equipment included in the vehicle by the manufacturer, any equipment required to provide good customer service, or any other equipment approved or required by this title, or an administrative issuance.
- 1304.3 No person shall drive, move, or permit the operation or use of any taxicab which is mechanically unsafe, improperly equipped, or otherwise unfit to be operated. Such vehicles shall be towed off the public streets and impounded pursuant to the Impoundment Act.

CHAPTER 14 – TAXICAB EQUIPMENT BUSINESSES

1400 SCOPE AND APPLICATION

- 1400.1 The purpose of this chapter is to establish rules for the licensing, administration and operation of companies that provide equipment to taxicabs, including payment service providers (PSPs), taxicab meters and dome lights.
- 1400.2 No person shall sell, install, repair, adjust, or calibrate PSPs, taxicab meters or dome lights upon any licensed taxicab in the District without a valid taxicab equipment business license issued by the Department.
- 1400.3 Notwithstanding any other provision of this title, no PSP shall be approved by the Department to operate, or to market MTS units, after August 31, 2017.

1401 LICENSING PROCESS - GENERAL

- 1401.1 Each applicant for a payment service provider (PSP), taximeter or dome light license (collectively “taxicab equipment business”) shall file an application provided by the Department that meets the following requirements:
- (a) Includes the name, address, telephone number and email address of its owner, manager, and registered agent, if any; its taxpayer identification number; and proof that it has authority to operate in the District;
 - (b) Applicants shall be fingerprinted, for purposes of securing criminal history

records from the Federal Bureau of Investigation;

- (c) The Department shall have the right to reject the proposed name of any taxicab equipment business that is substantially similar to any name in use by another taxicab equipment business licensee; and
- (d) Such other reasonable information and documentation showing that the applicant meets the eligibility and operating requirements of this chapter as the Department may require in an administrative issuance.

1401.2 The Department shall complete the review process and issue its decision to grant or deny a taxicab business license within thirty (30) days after the application is filed, provided however, that such period may be extended by the Department as needed with notice to the applicant that more time is needed to review the applicant's qualifications.

1401.3 Each taxicab equipment business license shall be valid and effective for twelve (12) months.

1401.4 Each taxicab equipment business licensee shall submit a renewal application at least sixty (60) days before the expiration of the approval, unless the Department grants a waiver in writing for good cause shown. The procedures applicable to new applications shall apply to renewal applications, except as otherwise required by this chapter or other applicable law.

1402 ELIGIBILITY REQUIREMENTS - GENERAL

1402.1 An applicant is eligible for a taxicab equipment business license if the applicant:

- (a) Carries and provides proof of insurance as necessary in connection with its business and worker's compensation insurance for its workplace;
- (b) Completes the taxicab equipment business licensing requirements; and
- (c) Has met any additional requirements which may be contained in an administrative issuance.

1403 OPERATING REQUIREMENTS - GENERAL

1403.1 Each applicant for an initial taxicab equipment business license or renewal license shall deposit with the Department and shall keep in full force and effect throughout the license period, a bond as required by Chapter 17.

- 1403.2 Each taxicab equipment business shall file a schedule of fees, which shall be available to the public and shall not charge more than the listed fees.
- 1403.3 An applicant may be scheduled for one or more demonstrations of its proposed equipment, where the Department's technical staff shall examine and test the equipment and ask questions of the applicant's technical staff, who shall attend.
- 1403.4 A request for approval may be denied if the applicant does not cooperate with the Department during the review process, or if applicant provides materially false information orally or in writing during the review process for the purpose of inducing approval.
- 1403.5 Taxicab equipment businesses shall maintain and retain business records for at least five (5) years and make its business records available for inspection and copying during regular business hours at the Department or at its office within five (5) business days of its receipt of a written demand from the Department.
- 1403.6 A taxicab equipment business owner, including a member of a partnership or any officer or shareholder of a corporation, shall notify the Department in writing of his/her conviction for a crime within fifteen (15) days of such conviction, and he or she shall deliver to the Department a certified copy of the certificate of disposition issued by the clerk of the court within fifteen (15) days of conviction.
- 1403.7 A taxicab equipment business owner shall notify the Department of any material change in the information contained on such owner's latest taximeter business license application or renewal within three (3) business days of the change.
- 1403.8 A taxicab equipment business owner shall immediately notify the Department in writing of any suspension or revocation of any license granted to the licensee, or any other person acting on his behalf, by any agency of the District of Columbia or federal government.
- 1403.9 Meet any other operating requirements that the Department may prescribed in an administrative issuance.

1404 PROHIBITIONS - GENERAL

- 1404.1 A taxicab equipment business owner shall not:
- (a) Without the prior consent of the Department, transfer any interest in a taxicab equipment business, including, but not limited to, the transfer of any

ownership interest, or any agreement to transfer an ownership interest in the future; or

- (b) Without prior notification and approval by the Department, make any change in location, mailing address, corporate name, trade name, corporate officers, or any other material deviation from the description of the business as stated in the original or renewal application

1405 PSP LICENSING PROCESS

1405.1 The Department may use any information or documentation it acquired from the applicant during an MTS pre-approval process, if such process was used by the PSP. Pre-approval of a proposed MTS shall not entitle a PSP to approval under this chapter.

1405.2 The PSP shall bear the burden of establishing to the satisfaction of the Department that its proposed MTS meets all the requirements of this title.

1405.3 In addition the general licensing requirements of Chapter 14, each person seeking a certificate of operating authority to operate as a PSP shall file with the Department an application that includes the following information (including such documentation as required by the Department):

- (a) The URL for the PSP's website, if any;
- (b) The trade name for the MTS and for each service offered by an affiliated business;
- (c) Information showing how the PSP will collect from the passenger and pay to the District the passenger surcharge for each taxicab trip, as required by this title;
- (d) A sample agreement used by the PSP to associate with taxicab companies, independent owners, and operators;
- (e) The name of each dispatch service with which the PSP is associated, if any;
- (f) Information showing the PSP will be in compliance with the integration requirements of Chapter 13; and
- (g) Such other information related to establishing compliance with this chapter as the Department may require at the time of application or during the review process.

1406 PSP ADDITIONAL OPERATING REQUIREMENTS

- 1406.1 Each PSP shall either maintain a bona fide administrative office, consisting of a physical office in the District, in the same manner required of a taxicab company under Chapter 11 of this title and in compliance with all laws, rules, and regulations concerning the operation of a place of business in the District, or shall maintain a registered agent authorized to accept service of process, provided, however, that a PSP operated by a person that provides another service regulated by this title requiring such person to maintain a bona fide administrative office in the District shall operate such bona fide administrative office as a bona fide administrative office for the PSP as well. Each PSP may share a place of business with its affiliated businesses provided the place of business is in compliance with this Title and other applicable laws, including the requirement for a certificate of occupancy provided by the Department of Consumer and Regulatory Affairs.
- 1406.2 Each PSP shall maintain a customer service telephone number for passengers with a “202” prefix or a toll-free area code that shall be available during normal working hours 365 days per year.
- 1406.3 Each PSP shall maintain a technical support telephone number for vehicle owners and operators with a “202” prefix or a toll-free area code that shall be available 24 hours per day, 365 days per year.
- 1406.4 Cooperation and reporting. Each PSP shall:
- (a) Timely provide full and complete reports as required by this title; and
 - (b) Timely provide full and complete trip data as directed by the Department pursuant to this title.
- 1406.5 Each PSP shall:
- (a) Allow each passenger to make his or her choice of in-vehicle payment or digital payment, to the extent required by this chapter, and no minimum payment shall be required except as provided in this title;
 - (b) Each PSP’s MTS shall have a current and valid approval from the Department and shall remain in compliance with all MTS service and support requirements in this chapter and Chapter 13;
 - (c) Have approval to operate when it executes contracts with a vehicle owner

for an MTS unit and the contract shall be written in plain language and have other provisions as may be required in an administrative issuance issued by the Department;

- (d) Pay the portion of taxicab fare revenue to which a taxicab company or independent owner is entitled within twenty-four (24) hours or one (1) business day of when such revenue is received by the PSP.

- 1406.6 Each PSP and DDS is required to collect a taxicab passenger surcharge shall collect and remit the surcharge to District as provided for in an administrative issuance issued by the Department.
- 1406.7 If the Department has to resolve any discrepancy concerning a passenger surcharge owed or paid to the District by any person, and, if the Department is unable to resolve such discrepancy within thirty (30) days, the Department may, in its discretion, make a claim against the bond deposited by any person that participated, as necessary and appropriate to satisfy the amount of the discrepancy.
- 1406.8 Each PSP and each DDS shall comply with the integration requirements of Chapter 13 for the processing of digital payments. Where a PSP and DDS are affiliated businesses, the PSP shall comply with all applicable provisions of this chapter without regard to the form of payment, including ensuring that the passenger surcharge will be collected from the passenger and paid to the District for every trip.
- 1406.9 Each PSP shall integrate with the District of Columbia Taxicab App (“DC TaxiApp”) and may integrate with any DDS, subject to the requirements Chapter 7 and program requirements as shall be prescribed in an administrative issuance.
- 1406.10 Each PSP that fails to integrate or maintain integration as required by this subsection shall be subject to a civil fine in accordance with Chapter 5 in addition to any other penalty available under Chapter 5
- 1406.11 Integration shall in all cases require a connection via technology that meets Open Web Application Security Project (“OWASP”) security guidelines, that complies with the current standards of the PCI Security Standards Council (“Council”) for payment card data security, if such standards exist, and, if not, then with the current guidelines of the Council for payment card data security, and, that, for direct debit transactions, complies with the rules and guidelines of the National Automated Clearing House Association.
- 1406.12 Each person interested in providing digital payment service to taxicab companies

and independent owners shall apply for and obtain a certificate of operating authority that includes such service pursuant to chapter.

- 1406.13 Each PSP shall notify the Department if it learns of a security breach as to which a report must be made pursuant to the Consumer Personal Information Security Breach Notification Act of 2006, ([D.C. Law 16-237](#); [D.C. Official Code §§ 28-3851, et seq.](#)) or other applicable law.
- 1406.14 Each PSP shall maintain and submit, on forms provided by the Department, accurate, current, and separate inventories of all vehicles and all operators on active status with which it associates for its MTS. Only active vehicles and active operators shall appear on inventories. The Department may establish the method and frequency of submission of inventories through an administrative issuance.
- 1406.15 Passenger surcharge collection and payment by PSPs and DDSs.
- (a) Each PSP shall comply with paragraph (c) of this subsection.
 - (b) Each DDS that is required to collect the taxicab passenger surcharge pursuant to Chapter 7 shall comply with paragraph (c) of this subsection.
 - (c) Each person required to comply with this subsection shall:
 - (1) If it is a DDS, it shall provide a surcharge bond to the Department at the time of its application for a certificate of operating authority under Chapter 16 that includes processing digital payments for taxicabs;
 - (2) Collect the surcharge as an authorized additional charge under § 1207 for each taxicab trip;
 - (3) Remit to the District, at the end of each seven (7) day period, a payment to the D.C. Treasurer in the amount of all the surcharges it has collected during such period; and
 - (4) Send via email at the time of its payment a report to the Department certifying its payment to the District and providing a basis for the amount of such payment; and
 - (d) A surcharge bond provided to the Department by a PSP or by a DDS shall be returned within thirty (30) days following an event that causes such business to lose its operating authority under this title, provided, however,

that the surcharge bond shall not be returned while there remains a discrepancy concerning a passenger surcharge owed or paid to the District by any person.

1407 PSP ADDITIONAL PROHIBITIONS

1407.1 No PSP shall:

- (a) Allow its associated operators to limit service or refuse to provide service based on a person's choice of payment method.
- (b) Allow its associated operators to access a passenger's payment card information after the payment has been processed.
- (c) Allow its MTS to be used by an operator or vehicle not on its inventory at the time the trip is booked by dispatch or by street hail.
- (d) Allow its MTS to be used by any person for a taxicab trip unless the taxicab passenger surcharge is collected from the passenger and paid to the District for such trip.
- (e) Associate with a taxicab operator who provides service with a vehicle that displays on its exterior the name, logo, insignia, or other unique branding of a taxicab fleet or association, if such fleet or association does not agree to the operator's association with the PSP and is approved by DFHV.
- (f) Fail or refuse to participate in processing a digital payment in the manner required by all applicable provisions of this chapter, including, without limitation, a failure to maintain integration with District of Columbia Universal Taxicab App.
- (g) Associate with or integrate with a PSP or DDS that does not have the operating authority required by a provision of this title, or that is operated in violation of this title.

1408 TAXICAB METER BUSINESS OPERATING REQUIREMENTS

1408.1 A taximeter meter business shall have a "licensed taximeter business" sign, bearing the taximeter business license number and meeting the specifications of the Department, at all times, be hung or mounted on the outside of the premises in such a manner that it is easily visible to the public from outside the building.

- (a) A taximeter business owner shall not display a “licensed taximeter business” sign if its taximeter business with license, or if any necessary license, is expired, suspended or revoked; and
 - (b) Each licensed taximeter business shall have affixed to the inside of the glass window of its place of business, clearly legible from the outside, a printed sign bearing its business name, license number, and the Department's complaint telephone number.
- 1408.2 A taxicab meter business shall employ only such persons who have been certified as taximeter technicians by a taximeter manufacturer to perform any installation, testing, repair or calibration of the taximeter on which work is being performed.
- 1408.3 The certified technician:
 - (a) Shall be responsible for maintaining all records required by the Department and shall place his signature on all inspection, testing, repair or other reports prepared by him; and
 - (b) Only certified technicians may perform a taximeter test to determine compliance with distance and time tolerances, utilizing either a road test over a precisely measured road course or a simulated road test determining the distance traveled by use of a roller device, or by computation from rolling circumference and wheel-turn data, said test having been conducted in accordance with the National Institute of Standards and Technology Handbook No. 44.
- 1408.4 A taximeter business shall furnish to the Department, upon licensure or renewal, the names of all certified taximeter technicians employed by it and shall notify the Department in writing of any changes in the employment of certified taximeter technicians.
- 1408.5 By installing a seal on a taximeter, the taximeter business certifies that the taximeter has been tested and calibrated in accordance with these rules.
- 1408.6 A taximeter business owner shall be strictly liable for the tampering of a meter that is sealed with an unbroken seal issued by a taximeter business.
- 1408.7 A taximeter business shall notify the Department by telephone immediately, and in writing within twenty-four (24) hours, of any of the following occurrences:
 - (a) Receipt of a stolen or lost taximeter;

- (b) Receipt of a taximeter that has been tampered with, including a taximeter with broken seals;
- (c) Knowledge that a licensee of the Department has attempted to illegally operate a meter that has been tampered with;

1408.8 A taximeter business owner shall report to the Department, within seven (7) days, all sales, trades or exchanges of taximeters by the licensed taximeter business on a form prescribed by the Department.

1408.9 A taximeter business owner shall account for all taximeters that it works on and for all certification stickers that it uses.

1408.10 A taximeter business owner shall keep records of all sales and work that it performs, which shall be available for examination, to any agent of the Department or any other properly authorized law enforcement officer, all the records the official taximeter business is required to keep.

1408.11 The Department may issue an administrative issuance prescribing requirements for the sale, testing, installation or calibration of taximeters.

1409 TAXICAB METER BUSINESS PROHIBITIONS

1409.1 A taxicab meter business licensee may not

- (a) Use temporary structures that are not described in the certificate of occupancy for the premises.
- (b) Install, adjust, correct, calibrate, or make repairs of any type on a public street or any facility other than the taximeter business premises.
- (c) Use equipment that is not in good working order.

1410 DOME LIGHT BUSINESS OPERATING REQUIREMENTS

1410.1 A dome light business must have a bona fide office in the district.

1410.2 By installing a dome light, the dome light installation business certifies that the dome light installation has been tested and operates in accordance with these rules.

- 1410.3 A dome light installation business shall notify the Department immediately, and in writing within twenty-four (24) hours, of any of the following occurrences:
- (a) Receipt of a stolen or lost dome light;
 - (b) Receipt of a dome light that has been illegally tampered with; or
 - (c) Knowledge that a licensee of the Department has attempted to illegally operate a meter that has been tampered with.
- 1410.4 Any notice required to be provided to the Department hereunder shall contain, at a minimum, the following information:
- (a) The taxicab name and number and vehicle tag number;
 - (b) The name(s) and license number(s), if any, of the driver(s) who presented the vehicle to the dome light installation business;
 - (c) The date of the inspection or repair; and
 - (d) A detailed description of the dome light.
- 1410.5 By installing a dome light, the dome light installation business certifies that at the time of such installation and testing it has:
- (a) Accepted and installed a dome light that meets the specifications of the Department found at Chapter 13 of this Title; and
 - (b) Properly installed the dome light with the taxicab's PVIN assigned to the taxicab by the Department.
- 1410.6 The dome light installation business owner shall record the results of any inspections or tests, and the dome light make, model, and serial number on a form prescribed by the Department, which the dome light installation business licensee shall submit to the Department within seven (7) days of such inspection.
- 1410.7 Upon a determination that a dome light installation has passed an inspection, the dome light installation business owner shall affix a certification sticker, prescribed and approved by the Department, to the dome light. Any certification sticker shall not be re-affixed to the dome light installation if removed.
- 1410.8 A dome light installation business owner shall provide for the safekeeping of

certification stickers, shall control their sequence of issuance, and shall ensure that such stickers are placed only on dome lights in accordance with these regulations.

- 1410.9 A dome light installation business owner shall account for all certification stickers procured and issued by the dome light installation business licensee.
- 1410.10 A dome light installation business owner shall account for all new or used dome lights that the dome light installation business licensee buys, loans, rents, exchanges, or accepts in trade.
- 1410.11 A dome light installation business owner shall keep records of all sales, installations, inspections, re-inspections, calibrations, and repairs and the results thereof.
- 1410.12 The Department may issue an administrative issuance prescribing requirements for the sale, testing, installation or calibration of dome lights.

CHAPTER 15 – PILOT PROGRAM FOR DISPATCHED PUBLIC VEHICLES-FOR-HIRE (XCLASS)

1500 APPLICATION AND SCOPE

- 1500.1 This chapter authorizes a pilot program for a new public vehicle-for-hire service known as “dispatched public vehicles-for-hire” or “Xclass.”
- 1500.2 This chapter shall be interpreted to comply with the language and intent of the Establishment Act.
- 1500.3 In the event of a conflict between a provision of this chapter and a provision of another chapter of this title, the more restrictive provision shall control.
- 1500.4 The provisions of this chapter pertaining to operators and vehicles shall not apply to an autonomous vehicle or semi-autonomous vehicle, consistent with all applicable federal and District law and regulations.

1501 GENERAL REQUIREMENTS

- 1501.1 Each Xclass trip shall be arranged by and paid through a digital dispatch service registered under Chapter 7 and linked to an Xclass digital meter in the Xclass vehicle.
- 1501.2 Any individual with a current and valid DFHV operator’s license (face card) may

provide Xclass service by notifying the Department pursuant to § 2202.1, but no additional license is required. An individual who does not have a DFHV operator's license may provide Xclass service by applying for a Level I or Level II Xclass operator's license either at the Department or through any Xclass business approved to process Xclass operator's license applications.

- 1501.3 A Level I Xclass operator's license shall allow its holder to provide Xclass service. A Level II Xclass operator's license shall be the equivalent of a DFHV operator's license, allowing its holder to operate all public vehicles-for-hire, including taxicabs, black cars, and limousines, in addition to Xclass vehicles.
- 1501.4 A licensed Xclass operator may use any vehicle registered, inspected, and insured in the MSA to provide Xclass service, including the operator's own personal vehicle, a vehicle rented from an Xclass business, and a vehicle rented from a company whose primary business is renting cars by the day, week, or month. Each licensed Xclass vehicle shall display an Xclass vehicle decal.
- 1501.5 Any District-based business registered with DCRA, with a bona fide place of business in the District, may operate as an Xclass business by obtaining Xclass operating authority under this chapter, including all new businesses, and all existing taxicab companies, luxury class service organizations, digital dispatch services, and private sedan businesses.
- 1501.6 Any Xclass business may rent Xclass vehicles. In addition, any Xclass business may process applications for individuals applying for Level I and Level II Xclass operator's licenses, applying such standards for Level II licensing as the business deems appropriate, including, at a minimum, a Federal Bureau of Investigation fingerprint-based criminal background check or other screening determined by the Office to be at least the equivalent thereof, pursuant to an applicable administrative issuance.
- 1501.7 The Department shall issue all Xclass licensees. Each Xclass operator's license, whether a Level I or Level II Xclass operator's license, shall be based on a direct application to the Office, or an application processed and certified by an Xclass business whose operating authority has an endorsement to process such applications.
- 1501.8 A digital dispatch service or private sedan business registered with the Department under this title seeking which is issued Xclass business operating authority shall comply with all applicable rules of this chapter to the same extent as any other Xclass business, provided however, that the rules of this chapter shall not apply to the operations of a digital dispatch service or private sedan business other than its

Xclass operations.

- 1501.9 The Department may issue an administrative issuance concerning Xclass to:
- (a) Provide guidance about eligibility, licensing, and operating requirements for Xclass operators, vehicles, and businesses;
 - (b) Provide guidance to Xclass businesses for processing Level I and Level II Xclass operator's licenses;
 - (c) Provide guidance to Xclass operator's about the use of the digital meter and the display of the Xclass vehicle decal;
 - (d) Establish uniform Xclass licensing periods not shorter than 12 months; and
 - (e) Establish other reasonable requirements within the jurisdiction of the Department.
- 1501.10 Xclass service shall operate through digital dispatch only. An Xclass operator shall not solicit or accept street hails, or use taxicab or limousine stands.
- 1501.11 Notwithstanding any other provision of this chapter, no Xclass license or operating authority shall be issued to a person not in good standing with the Department, including a person that holds a DFHV license which is pending an enforcement action, or which has been suspended or revoked.
- 1501.12 Nothing in this chapter shall alter the rights or obligations of any person under regulations or laws other than those applicable to the Department.

1502 LICENSING PROCESS

- 1502.1 An individual who has a current and valid DFHV operator's license (face card) may provide Xclass service with no additional license. The operator shall provide his or her name, and the number and issuance date of the license to the Department prior to beginning work as an Xclass operator.
- 1502.2 The Department shall accept an Xclass application, executed under oath, which includes:
- (a) Basic contact information for the applicant;
 - (b) For each individual who does not have a current and valid DFHV operator's

license (face card) and who is applying for a Level I or Level II Xclass operator's license:

- (1) The applicant's social security number, and driver's license number; and
 - (2) Proof that the applicant meets the eligibility requirements of § 1503.1 for a Level I or Level II operator's license;
- (c) For each vehicle for which an applicant seeks an Xclass vehicle license:
- (1) The name of the owner; and the vehicle's make, model, model year, vehicle identification number (VIN), vehicle registration number, and vehicle tag number;
 - (2) If the applicant has or is applying for Xclass business operating authority and is not affiliated through ownership or joint venture with a digital dispatch service registered with the Department under Chapter 7 and required to make quarterly payments to the District pursuant to § 705.7: proof that the vehicle is wheelchair accessible; and
 - (3) Proof that the vehicle meets the eligibility requirements of § 1503.2;
- (d) For each entity applying to be an Xclass business:
- (1) If the applicant has a current and valid DFHV operating authority for a taxicab company or luxury class service organization: the number and date of issuance of the authority, and, if not, basic contact information for its owner, manager, and registered agent; its taxpayer identification number; and proof that it is registered with DFHV and has a bona fide place of business in the District;
 - (2) Proof that the business meets the eligibility requirements of § 1503.3; and
 - (3) An indication of whether the applicant wishes to process Level I and/or Level II Xclass operator's licenses, and, if so, proof of the business's standards for screening applicants, which shall include a Federal Bureau of Investigation background check or greater, and such other information about its process(es) for screening applicants as required in an administrative issuance;

(e) Such other reasonable information and documentation about applicants as required by an administrative issuance.

1502.3 The information required by § 1502.2 (a) and (b) for the licensing of an Xclass operator may be obtained by the Office directly from the applicant or through an Xclass business whose operating authority has an endorsement allowing it to process Xclass operator's license applications.

1502.4 An applicant applying to renew an Xclass license or operating authority shall meet all requirements for a new license or operating authority, or such portion thereof as the Office may require by administrative issuance. An Xclass operator seeking to renew a Level II operator's license shall also meet any additional standards of an Xclass business through which the operator chooses to renew.

1502.5 The Department shall charge no application fee for any Xclass license or operating authority, provided however that where Xclass service is provided with a vehicle owned by an Xclass business not affiliated through ownership or joint venture with a digital dispatch service registered with the Department under Chapter 7 and required to make quarterly payments to the District pursuant to § 705.7, if the vehicle is not wheelchair accessible, the application fee for the Xclass vehicle decal shall be five hundred dollars (\$500), to be paid as follows: five percent (5%) of the total fare for all Xclass trips until application fee is paid in full, provided however, that the remaining balance of the application fee shall be waived if the vehicle does not complete sufficient trips during the licensing period to pay the application fee in full.

1502.6 The Department shall issue all decisions to grant or deny Xclass licenses and operating authorities within the period(s) established by an administrative issuance.

1502.7 An individual who provides Xclass service while not in possession of both a valid and current Level I Xclass operator's license, Level II Xclass operator's license, or DFHV operator's license (face card); and a valid and current Xclass vehicle decal, shall be guilty of unlicensed hacking, and subject to all penalties provided in this title, in the Establishment Act, and in the Impoundment Act.

1503 ELIGIBILITY REQUIREMENTS

1503.1 An individual shall be eligible for an Xclass operator's license if the Department finds, based on a direct application to the Department or on an application processed by an Xclass business, that the individual:

- (a) Holds a current and valid DCTC operator's license (face card) to provide taxicab, black car, and/or limousine service, or the individual:
 - (1) Resides in the MSA;
 - (2) Is at least eighteen (18) years of age;
 - (3) Possesses a current and valid motor vehicle operator's permit (driver's license) from any jurisdiction in the MSA;
 - (4) Does not have any condition that may prevent the applicant from providing safe service to the public, in compliance with all applicable motor vehicle laws;
 - (5) Has not been convicted of an offense against the traffic regulations of the District or any jurisdiction with a frequency or severity showing a disrespect for traffic laws, as established by the point system described in 18 DCMR § 303; or of a traffic offense which showing a disregard for the safety of persons or property, and does not have more than seven (7) points on his or her license in any jurisdiction;
 - (6) Is not addicted to the use of legal or illegal intoxicants;
 - (7) Is not on parole or probation, provided that if the applicant is on parole or probation based on a conviction other than one listed in subparagraph (8) of this part, the application may be considered if accompanied by a letter from a parole or probation officer recommending the issuance of the license;
 - (8) Has not been convicted of any of the following crimes (or an attempt to commit any of the following crimes) within the seven (7) years immediately preceding the application:
 - (A) Murder, manslaughter, mayhem, malicious disfiguring of another, abduction, kidnapping, burglary, theft, breaking and entering, robbery, larceny, or any other felony;
 - (B) Assault with the intent to commit any offense punishable by imprisonment in the penitentiary;
 - (C) Assault on any law enforcement official, including a hack

inspector or police officer;

- (D) A sexual offense;
 - (E) A violation of the narcotic laws, except simple narcotics possession without intent to distribute (a misdemeanor) or possession of drug paraphernalia;
 - (F) Any criminal offense involving fraud; or
 - (G) Identity theft;
- (b) Has successfully completed the Xclass training required by an administrative issuance;
 - (c) Is not barred from licensing by the Clean Hands Act;
 - (d) Is covered by insurance that meets the requirements of Chapter 9 or Chapter 16;
 - (e) Meets other reasonable requirements under the jurisdiction of DFHV as set forth in an administrative issuance; and
 - (f) For a Level II Xclass operator's license: satisfactory completion of a Federal Bureau of Investigation fingerprint-based criminal background check, and, if the application is processed by an Xclass business, proof of compliance with any additional standards imposed by the business.

1503.2 A vehicle shall be eligible for an Xclass decal if the Department finds that the vehicle:

- (a) Is owned and used by the applicant as a personal vehicle, or is rented or leased from any source, including an Xclass business;
- (b) Is properly registered and safety inspected by any jurisdiction in the MSA;
- (c) Is covered by insurance that meets the requirements of Chapter 9 or Chapter 16.

1503.3 A business shall be eligible for operating authority as an Xclass business if the Department finds that the business:

- (a) Has current and valid DFHV operating authority for a taxicab company or luxury class service organization; or meets the following requirements:
 - (1) It is a District-based business with a *bona fide* place of business in the District; and
 - (2) It is registered with DFHV with all necessary endorsements;
- (b) Carries such commercial insurance as necessary in connection with its business, including the vehicle insurance required for its Xclass vehicles, and worker's compensation insurance for its workplace; and
- (c) Provides any reasonable source of wheelchair service for Xclass customers who request it, which:
 - (1) Provides the same level of service as provided by the business to customers who do not request wheelchair service; and
 - (2) Meets all applicable requirements of this title and any applicable administrative issuance.

1503.4 A business eligible for operating authority as an Xclass business under § 1502.3 shall also be eligible for an endorsement to process Level I and/or Level II Xclass operator's license applications if the Department finds that the business:

- (a) Will properly conduct the required background checks on each applicant sufficient for the Department to determine that the applicant is in compliance with the eligibility requirements in § 1503.1;
- (b) If it seeks an endorsement to process Level II licenses: will conduct a Federal Bureau of Investigation fingerprint-based criminal background check or greater; and
- (c) Will comply with such other requirements for processing Xclass operator's license applications as set forth in an administrative issuance.

1504 OPERATING REQUIREMENTS

1504.1 Each licensed operator shall, while providing Xclass service:

- (a) Remain in compliance with the eligibility requirements of § 1503.1;

- (b) Provide service only when logged into an Xclass digital meter;
- (c) Display the Xclass decal on the vehicle;
- (d) Maintain in the vehicle for inspection by a vehicle inspection officer, police officer, or other District enforcement official:
 - (1) A current and valid MSA personal driver's license;
 - (2) A current and valid MSA motor vehicle registration;
 - (3) Written or electronic proof of a current and valid Level I or Level II Xclass operator's license, or current and valid DFHV operator's license (face card) for any other public vehicle-for-hire service such as taxicabs, black cars, and/or limousines;
 - (4) Written or electronic proof of the personal motor vehicle insurance coverage required by D.C. Official Code § 31-2403; and
 - (5) Written or electronic proof that the operator is covered by an insurance policy that complies with Chapter 9 or Chapter 16;
- (e) Cooperate with vehicle inspection officers, police officers, and other District enforcement officials as required by this title.
- (f) In the event of an accident:
 - (1) On the scene or as directed by a vehicle inspection officer, police officer, or District enforcement official: provide the operator's contact information, the owner's contact information (if the owner is not the operator), and the vehicle's Xclass and personal motor vehicle insurance information to all parties, insurance adjusters, and others who request it; and
 - (2) Within 48 hours: notify the Department and take such other reasonable steps as required in an administrative issuance;
- (g) Maintain an election with the Department about the operator's choice of providing additional services, which, if elected, shall require the operator to provide service as stated in an applicable administrative issuance;
- (h) Not discriminate against any individual while providing Xclass service.

Discriminatory conduct shall include but not be limited to conduct described in 604.2:

- (1) Refusal of service on the basis of a protected characteristic;
 - (2) Using derogatory or harassing language on the basis of a protected characteristic under D.C. Official Code § 2-1402.31;
 - (3) Refusal of service based on the pickup or drop-off location;
 - (4) Refusal of service based solely on disability; and
 - (5) Rating a passenger on the basis of a protected characteristic;
- (i) Not provide service while using, or under the impairment of, legal or illegal intoxicants;
 - (j) Operate the vehicle at all times in a safe manner, in strict compliance with all applicable motor vehicle laws and regulations; and
 - (k) Meet additional reasonable safety, consumer protection, and other requirements under the jurisdiction of the Department as stated in an administrative issuance.

1504.2 Each licensed vehicle shall, while used to provide Xclass service:

- (a) Be in compliance with the eligibility requirements of § 1503.2;
- (b) Be covered by an insurance policy that complies with Chapter 9 or Chapter 16; and
- (c) Meet additional reasonable safety, consumer protection, and other requirements within the jurisdiction of the Department as stated in an administrative issuance.

1504.3 Each business with operating authority shall, while conducting its operations:

- (a) Be in compliance with the eligibility requirements of § 1503.3;
- (b) Maintain with the Department current and accurate registry of its associated Xclass operators and its Xclass vehicles;

- (c) Enforce reasonable policies to ensure that its associated operators and vehicles are at all times in compliance with §§ 1504.1 and 1504.2, respectively, and other applicable laws and regulations of the District;
- (d) Maintain a 24-hour customer support system;
- (e) Establish and maintain zero tolerance policies against:
 - (1) Its operators' use of, or impairment by, legal or illegal intoxicants; and
 - (2) Discrimination and discriminatory conduct, which are at least as strict as the requirements of § 1504.1 (h);
- (f) Display on its website:
 - (1) Its customer support system;
 - (2) Its zero tolerance policies established pursuant § 1504.3 (e);
 - (3) Its procedure to allow reporting of violations of its zero tolerance policies;
 - (4) An indication of whether the business processes Xclass operator's licenses, and if the business processes Level II operator's licenses, the business's standards for criminal background checks, which shall include a Federal Bureau of Investigation fingerprint-based background check, or greater; and
 - (5) Contact information for the Department;
- (g) Conduct a timely investigation when a passenger alleges that an operator has violated one a zero tolerance policy; immediately suspend the operator until the end of the investigation upon receipt of a written complaint that the operator has violated its policy on the use or impairment by legal or illegal intoxicants; and promptly report to the Department the outcome of any investigation adverse to an operator;
- (h) File a public complaint with the Department against any person who engages in conduct that constitutes a clear threat to public safety or consumer protection, or which constitutes grounds for immediate suspension of a license under this title;

- (i) Maintain its business records, including its records relevant to its compliance with this chapter, for five (5) years;
- (j) Maintain compliance with the insurance requirements applicable to businesses that provide the insurance required by Chapter 16, and maintain such additional insurance as may be necessary to protect its employees in the business's workplace; and
- (k) Meet additional reasonable safety, consumer protection, and other requirements within the jurisdiction of the Department as stated in an administrative issuance.

1505 PROHIBITIONS

- 1505.1 No person shall violate a provision of this chapter.
- 1505.2 No person shall provide or participate in providing Xclass service except as required by this chapter.
- 1505.3 No Xclass operator shall solicit or accept a street hail, loiter, engage in false dispatch, use a taxicab or limousine stand, or accept ride requests through a digital dispatch service that is not registered for Xclass service under Chapter 7.
- 1505.4 No Xclass operator shall fail or refuse to timely accept a ride request received through the digital meter while the operator is signed in and available to provide service except where consistent with the policy of the digital dispatch service that provides the ride request.
- 1505.5 No Xclass operator shall fail or refuse to timely accept a request for an additional service where the operator has elected to offer such service, if the request is received through the digital meter while the operator is signed in and available to provide service. Proof that an operator has failed to provide service as required in an applicable administrative issuance shall be sufficient to permit the Department to administratively disqualify the operator from providing additional services for a reasonable period not to exceed thirty (30) days, a decision which shall not be subject to appeal, but which shall not be used or considered by the Department for any other purpose against the operator.
- 1505.6 No Xclass business shall allow an operator to log in to the app of the business's associated or affiliated DDS at any time when the operator does not have a valid and current Xclass operator's license or the vehicle does not have a valid and

current Xclass decal.

1505.7 No Xclass business or digital dispatch service shall allow an operator or vehicle to violate this chapter.

1506 PENALTIES

1506.1 An individual who violates this chapter or an applicable provision of another chapter of this title is subject to:

- (a) Suspension, revocation, or non-renewal of the Department's approval of the individual's Xclass or DFHV operator's license, and Xclass vehicle license;
- (b) Civil fines as set forth in Chapter 3; or
- (c) Any combination of the sanctions listed in parts (a) and (b) of this subsection.

1506.2 A business entity that violates this chapter or an applicable provision of another chapter of this title is subject to:

- (a) Suspension, revocation, or non-renewal of its Xclass operating authority, and Xclass vehicle licenses;
- (b) Civil fines as set forth in Chapter 5; or
- (c) Any combination of the sanctions listed in parts (a) and (b) of this subsection.

1506.3 A digital dispatch service that violates this chapter shall be subject to the suspension, revocation, or non-renewal of its registration under Chapter 7, or any combination of sanctions listed in this chapter or in Chapter 5.

1506.4 The enforcement of this chapter shall be governed by the procedures in Chapter 3.

1506.5 The loss (for any reason, including suspension, revocation, or non-renewal) of an individual's DFHV operator's license for taxicab, black car, or limousine service, or of a business's DFHV operating authority as a taxicab company or LCS organization, where such license or operating authority was the basis upon which an Xclass license or operating authority was issued, shall automatically, and without additional and specific notice to the individual or business, disallow such individual or business from operating in Xclass until the individual's DFHV operator's license

for taxicab, black car, or limousine service, or the business's DFHV operating authority as a taxicab company or LCS organization is restored and the individual or business is again in good standing with the Department.

CHAPTER 16 – PRIVATE VEHICLES FOR HIRE

1600 PRIVATE VEHICLES FOR HIRE

- 1600.1 This chapter establishes regulations for the businesses, operators, and vehicles which participate in providing private vehicle-for-hire (“private sedan”) service.
- 1600.2 The provisions of this chapter shall be interpreted to comply with the language and intent of the Establishment Act, and of the Impoundment Act.
- 1600.3 The definitions in Chapter 1 shall apply to all terms used in this chapter. The phrase “company that uses digital dispatch for public vehicle-for-hire service”, as used in the Establishment Act, shall include only a digital dispatch service, as defined in Chapter 1, and shall not include any other person regulated by this title in connection with the provision of a public vehicle-for-hire service, such as a taxicab company or association.

1601 BUSINESS REGISTRATION

- 1601.1 Each private sedan business shall be registered under this chapter.
- 1601.2 Each digital dispatch service associated or affiliated with a private sedan business shall be registered with the Department under Chapter 7.
- 1601.3 The District shall have no liability for the negligent, reckless, illegal, or otherwise wrongful conduct of any individual or entity which provides private sedan service.
- 1601.4 Each private sedan business operating in the District shall register with the Department within five (5) business days of the effective date of this chapter, and all other private sedan businesses shall register with the Department prior to commencing operations in the District.
- 1601.5 Each private sedan business and its associated or affiliated digital dispatch service shall contemporaneously apply for registration under this chapter and Chapter 7.
- 1601.6 Each private sedan business shall apply for registration by providing a certification on a form made available by the Department, which shall include the following information and documentation:
- (a) Proof that the private sedan business is licensed to do business in the

District;

- (b) Proof that the private sedan business maintains a registered agent in the District;
- (c) Proof that the private sedan business maintains a website that includes the information required by chapter;
- (d) Proof that the private sedan business has established a trade dress required this chapter, including an illustration or photograph of the trade dress;
- (e) Identification of the private sedan business's associated or affiliated digital dispatch service;
- (f) Proof that the private sedan business or its associated private sedan operators are in compliance with the insurance requirements of Chapter 9, including a complete copy of the policy(ies), the accord form(s), all endorsements, the declarations page(s), and all terms and conditions; and
- (g) Contact information for one or more designated individuals with whom the Department shall be able to communicate at all times for purposes of enforcement and compliance under this title and other applicable laws, including cellphone number(s) and an email address which shall be dedicated exclusively to the purposes of this paragraph.

1601.7 Each certification filed under this chapter shall be executed under oath by an individual with authority to complete the filing and shall be accompanied by a filing fee of twenty five thousand dollars (\$25,000) for each initial certification, and one thousand dollars (\$1,000) for each renewal certification.

1601.8 The Department shall complete its review of a certification within fifteen (16) business days of filing. All proof of insurance shall be subject to a review by DISB. Each applicant shall cooperate with the Department to supplement or correct any information needed to complete the review. The Department may deny registration where it appears the private sedan business will not be operating in compliance with this title and other applicable laws.

1601.9 Each registration under this section shall be effective for twenty-four (24) months.

1601.10 Each registered private sedan business shall renew its registration by filing a certification at least fourteen (14) days prior to its expiration as provided in this chapter.

1601.11 Each registered private sedan business shall promptly inform the Department of

either of the following occurrences in connection with its most recent registration:

- (a) A change in contact information; or
- (b) A materially incorrect, incomplete, or misleading statement.

1601.12 No document submitted with an application for registration under this chapter shall contain any redaction or omission of original text or an original attachment, provided however that insurance premium information may be redacted from the proof of insurance required by Chapter 9.

1601.13 Proof of insurance consistent with Chapter 9 shall immediately be filed with the Department for each insurance policy obtained by a private sedan business to replace an existing, lapsing, terminated, or cancelled policy. The Department shall review the proof of insurance within ten (10) business days of filing. The private sedan business shall cooperate with the Department to supplement or correct any information needed to complete the review. The Department may suspend or revoke the private sedan business's registration where it appears the private sedan business will not be operating in compliance with the insurance requirements of this title or other applicable laws.

1602 PRIVATE SEDAN OPERATORS

1602.1 Each private sedan business shall create an application process for an individual to apply to the private sedan business to register as a private sedan operator.

1602.2 Each private sedan business shall maintain a current and accurate registry of the operators and vehicles associated with the business.

1602.3 Each private sedan business shall display the following information on its website:

- (a) The private sedan business's customer service telephone number or electronic mail address;
- (b) The private sedan business's zero tolerance policies established pursuant to this chapter;
- (c) The private sedan business's procedure for reporting a complaint about an operator who a passenger reasonably suspects violated the zero tolerance policy pursuant to this chapter; and
- (d) A telephone number or electronic mail address for the Department.

1602.4 Each private sedan business shall verify that an initial safety inspection of a motor vehicle used as a private sedan was conducted within ninety (90) days of when the

vehicle enters service and that the vehicle passed the inspection and was determined to be safe by a licensed mechanic in the District, pursuant to [D.C. Official Code § 47-2851.03\(a\)\(9\)](#) or an inspection station authorized by the State of Maryland or the Commonwealth of Virginia to perform vehicle safety inspections, provided however, that an initial safety inspection need not be conducted if the vehicle is compliant with an annual state-required safety inspection.

1602.5 Each safety inspection conducted pursuant to § 1602.4 shall check the following motor vehicle equipment to ensure that such equipment is safe and in proper operating condition:

- (a) Brakes and parking brake;
- (b) All exterior lights, including headlights, parking lights, brake lights, and license plate illumination lights;
- (c) Turn signal devices;
- (d) Steering and suspension;
- (e) Tires, wheels, and rims;
- (f) Mirrors;
- (g) Horn;
- (h) Windshield and other glass, including wipers and windshield defroster;
- (i) Exhaust system;
- (j) Hood and area under the hood, including engine fluid level and belts;
- (k) Interior of vehicle, including driver's seat, seat belts, and air bags;
- (l) Doors;
- (m) Fuel system; and
- (n) Floor pan.

1602.6 Each private sedan business shall verify the safety inspection status of a vehicle as described in this chapter on an annual basis after the initial safety inspection is conducted.

1602.7 Each private sedan business shall perform the background checks required by on each applicant before such individual is allowed to provide private sedan service

and update such background checks every three (3) years thereafter.

- 1602.8 Each private sedan business shall establish and maintain a trade dress policy as follows:
- (a) A trade dress:
 - (1) Utilizing a consistent and distinctive logo, insignia, or emblem;
 - (2) Which is sufficiently large and color contrasted so as to be readable during daylight hours at a distance of at least fifty (50) feet;
 - (3) Which is reflective, illuminated, or otherwise patently visible in darkness; and
 - (b) A policy requiring the trade dress to be displayed in a specific manner in a designated location on the vehicle at all times when the operator is logged into the private sedan business's associated or affiliated DDS, in a manner consistent with all DMV regulations and other applicable laws, and removed at all other times.
- 1602.9 Each private sedan business shall establish and maintain a policy of zero tolerance for the use of alcohol or illegal drugs or impairment by the use of alcohol or drugs while a private sedan operator is logged into the private sedan business's associated or affiliated DDS.
- 1602.10 Each private sedan business shall:
- (a) Conduct an investigation when a passenger alleges that a private sedan operator violated the zero tolerance policy established by § 1903.9; and
 - (b) Immediately suspend for the duration of the investigation required by subparagraph (b) of this subsection, a private sedan operator upon receiving a written complaint from a passenger submitted through regular mail or electronic means containing a reasonable allegation that the operator violated the zero tolerance policy established by this Chapter.
- 1602.11 Each private sedan business shall establish a policy of zero tolerance for discrimination and discriminatory conduct on the basis of any protected characteristic under [D.C. Official Code § 2-1402.31](#), while a private sedan operator is logged into a private sedan business's associated or affiliated DDS.
- 1602.12 Discriminatory conduct under § 1602.11 may include but shall not be limited to any conduct described in § 604.2:

- 1602.13 It shall not constitute discrimination under § 1602.11 for a private sedan operator to refuse to provide service or to cease providing service to an individual who engages in violent, seriously disruptive, or illegal conduct.
- 1602.14 Each private sedan business shall:
- (a) Conduct an investigation when a passenger makes a reasonable allegation that an operator violated the zero tolerance policy established by § 1602.11; and
 - (b) Immediately suspend, for the duration of the investigation conducted pursuant to subparagraph (a) of this subsection a private sedan operator upon receiving a written complaint from a passenger submitted through regular mail or electronic means containing a reasonable allegation that the operator violated the zero tolerance policy established by § 1602.11.
- 1602.15 Each private sedan business shall maintain records relevant to the requirements of this section for the purposes of enforcement.
- 1602.16 Each private sedan business shall register private sedan operators in accordance with the following requirements:
- (a) Each individual applying to register with a private sedan business (“applicant”) shall be at least twenty-one (21) years of age.
 - (b) A third party accredited by the National Association of Professional Background Screeners or a successor accreditation entity shall conduct the following examinations:
 - (1) A local and national criminal background check;
 - (2) The national sex offender database background check; and
 - (3) A full driving record check.
 - (c) A private sedan business shall reject an application and permanently disqualify an applicant who:
 - (1) As shown in the local or national criminal background check conducted in accordance with subparagraph (b) of this subsection, has been convicted within the past seven (7) years of:
 - (A) An offense defined as a crime of violence under [D.C. Official Code § 23-1331\(4\)](#);

- (B) An offense under Title II of the Anti-Sexual Abuse Act of 1994, effective May 23, 1995 (D.C. Law 10-257; D.C. Official Code §§ 22-3002 *et seq.*)
 - (C) An offense under Section 3 of the District of Columbia Protection Against Minors Act of 1982, effective March 9, 1983 (D.C. Law 4-173; D.C. Official Code § 22-3102);
 - (D) Burglary, robbery, or an attempt to commit robbery under An Act To establish a code of law for the District of Columbia, approved March 3, 1901 (31 Stat. 1323; D.C. Official Code §§ 22-801, 22-2801 and 22-2802);
 - (E) Theft in the first degree under Section 112 of the District of Columbia Theft and White Collar Crimes Act of 1982, effective December 1, 1982 (D.C. Law 4-164; D.C. Official Code § 22-3212);
 - (F) Felony fraud or identity theft under Sections 112, 121, or 127b of the District of Columbia Theft and White Collar Crimes Act of 1982, effective December 1, 1982 (D.C. Law 4-164; D.C. Official Code §§ 22-3212, 22-3221, and 22-3227.02); or
 - (G) An offense under any state or federal law or under the law of any other jurisdiction in the United States involving conduct that would constitute an offense described in subparagraphs (A), (B), (C), (D), (E), and (F) of this paragraph if committed in the District;
- (2) Is a match in the national sex offender registry database;
 - (3) As shown in the national background check or driving record check conducted in accordance with subparagraphs (b)(1) and (b)(3) of this section, has been convicted within the past seven (7) years of:
 - (A) Aggravated reckless driving under Section 9(b-1) of the District of Columbia Traffic Act, 1925, approved March 3, 1925 (43 Stat. 1123; D.C. Official Code § 50-2201.04 (b-1));
 - (B) Fleeing from a law enforcement officer in a motor vehicle under section 10b of the District of Columbia Traffic Act, 1925, effective March 16, 2005 (D.C. Law 16-239; D.C. Official Code § 50-2201.05b);

- (C) Leaving after colliding under section 10c of the District of Columbia Traffic Act, 1925, effective April 27, 2013 ([D.C. Law 19-266](#); [D.C. Official Code § 50-2201.05c](#));
 - (D) Negligent homicide under Section 802(a) of An Act To amend an Act of Congress entitled “An Act to establish a Code of Law for the District of Columbia”, approved March 3, 1901, as amended, by adding three new sections to be numbered 802(a), 802(b), and 802(c), respectively, approved June 17, 1935 (49 Stat. 385; [D.C. Official Code § 50-2203.01](#));
 - (E) Driving under the influence of alcohol or a drug, driving a commercial vehicle under the influence of alcohol or a drug, or operating a vehicle while impaired under Sections 3b, 3c, or 3e of the Anti-Drunk Driving Act of 1982, effective April 27, 2013 ([D.C. Law 19-266](#); [D.C. Official Code §§ 50-2206.11, 50-2206.12, and 50-2206.14](#));
 - (F) Unauthorized use of a motor vehicle under Section 116 of the District of Columbia Theft and White Collar Crimes Act of 1982, effective December 1, 1982 (D.C. Law 4-164; [D.C. Official Code § 22-3216](#)); and
 - (G) An offense under any state or federal law or under the law of any other jurisdiction in the United States involving conduct that would constitute an offense described in subparts (A), (B), (C), (D), (E), or (F) of this part if committed in the District; or
- (4) Has been convicted within the past three (3) years of driving with a suspended or revoked license under Section 13(e) of the District of Columbia Traffic Act, 1925, approved March 3, 1925 (43 Stat. 1123; [D.C. Official Code § 50-1403.01\(e\)](#)), according to the driving record check conducted in accordance with § 1902.16 (b).

1602.17 Each private sedan business shall allow its operators to use only vehicles which:

- (a) Have a manufacturer’s rated seating capacity of eight (8) persons or fewer, including the operator;
- (b) Have at least four (4) doors and meet applicable federal motor vehicle safety standards for vehicles of its size, type, and proposed use; and

- (c) Are not more than ten (10) model years of age at entry into service and not more than twelve (12) model years of age while in service.

1602.18 A private sedan business may offer service at no charge, suggest a donation, or charge a fare, provided however, that if a fare is charged the private sedan business shall comply with the provisions of Chapter 17.

1602.19 Each private sedan business shall possess the insurance required by Chapter 16 and be registered with the Office as set forth in Chapter 16.

1602.20 Each private sedan business shall notify the Department immediately upon the suspension or termination of an operator, by providing the operator's name, address, driver's license information, and the vehicle's make, model, year, color, and tag information.

1602.21 Each private sedan business shall designate and maintain one or more individuals with whom the Department shall be able to communicate at all times for purposes of enforcement and compliance under this title and other applicable laws, whom the private sedan business shall identify in its registration under this chapter and shall maintain an email address dedicated exclusively to the purposes of this paragraph.

1602.22 Each private sedan business shall ensure a private sedan operator cannot log in to the app of the private sedan business's associated or affiliated DDS app while the operator is suspended or after the operator is terminated by the private sedan business.

1603 OPERATOR REQUIREMENTS

1603.1 Each private sedan operator shall comply with the following requirements for providing private sedan service in the District:

- (a) The operator shall provide service only when registered with and not under suspension by a private sedan business which is registered under this chapter. The provision of private sedan service while under suspension shall be deemed a failure to be registered with any private sedan business.
- (b) The operator shall accept trips only through the use of, and when logged into, an app provided by a digital dispatch service, registered under Chapter 7, and associated or affiliated with the private sedan business with which the operator is registered.
- (c) The operator shall not solicit or accept a street hail, engage in false dispatch, or use a taxicab or limousine stand.
- (d) The operator shall not be logged in to the app of a private sedan business's

associated or affiliated digital dispatch service without displaying the trade dress of such private sedan business in the manner required by its trade dress policy as established pursuant to Chapter 16.

- (e) The operator shall keep the following items present in the vehicle, readily accessible for inspection by a vehicle inspection officer, police officer, and other District enforcement official:
 - (1) A current and valid personal driver's license issued by a jurisdiction within the MSA;
 - (2) Written proof of the personal motor vehicle insurance coverage required by [D.C. Official Code § 31-2403](#); and
 - (3) A device through which the operator provides service and demonstrates compliance with this title and other applicable laws.
- (f) The operator shall fully and timely cooperate with vehicle inspection officers, police officers, and other District enforcement officials, during traffic stops, and during all other enforcement and compliance actions under this title and other applicable laws. A violation of this paragraph shall be treated as a violation of a compliance order under Chapter 3.
- (g) The operator shall, in the event of an accident arising from or related to the operation of a private sedan originating in or occurring in the District:
 - (1) Notify the private sedan business with which the operator is associated if required by the private sedan business; and
 - (2) Notify the Department within three (3) business days if the accident is accompanied by the loss of human life or by serious personal injury without the loss of human life. The notice shall include a copy of each report filed with MPD or other police agency, a copy of each insurance claim made by the private sedan operator, and such other information and documentation as required by the Department.
- (h) The operator shall be chargeable with knowledge of the applicable provisions of this title and other applicable laws, applicable notices published in the *D.C. Register*, and applicable administrative issuances, instructions and guidance posted on the Department's website.

1604 INSURANCE

1604.1 Each private sedan business or private sedan operator shall maintain a primary automobile liability insurance policy that provides coverage for the vehicle and the

operator when the operator is engaged in a prearranged ride of at least one million dollars (\$1,000,000) per occurrence for accidents involving a private sedan operator, for all private sedan trips originating in or occurring in the District, under which the District is a certificate holder and a named additional insured.

1604.2 Each private sedan business or private sedan operator shall maintain a primary automobile liability insurance policy that provides coverage for the vehicle and the operator, for all private sedan trips originating in or occurring in the District, under which the District is a certificate holder and a named additional insured, for the time period when the operator is logged in to a private sedan business's DDS, showing that the operator is available to pick up passengers but is not engaged in a prearranged ride.

1604.3 The coverage amounts under § 1604.2 shall be minimum coverage of at least fifty thousand dollars (\$50,000) per person per accident, with up to one hundred thousand dollars (\$100,000) available to all persons per accident, and twenty-five thousand dollars (\$25,000) for property damage per accident and either:

- (a) Offers full-time coverage similar to the coverage required under § 16 of the Act;
- (b) Offers an insurance rider to, or endorsement of, the operator's personal automobile liability insurance policy as required by § 7 of the Compulsory/No Fault Motor Vehicle Insurance Act ([D.C. Official Code §§ 31-2401 et seq.](#)); or
- (c) Offers a liability insurance policy purchased by the private sedan business that provides primary coverage for the time period in which the operator is logged into the private sedan business's DDS showing that the operator is available to pick up passengers.

1604.4 Each private sedan business that purchases an insurance policy under this chapter shall provide proof to the Department, at the time of registration, that the private sedan business has secured the policy, and shall provide proof of its compliance with this chapter within five (5) business days of such compliance.

1604.5 A private sedan business shall not allow a private sedan operator who has purchased his or her own policy to fulfill the requirements of this chapter to accept a trip request through the DDS used by the private sedan business until the private sedan business verifies that the operator maintains insurance as required under this chapter. If the insurance maintained by a private sedan operator to fulfill the insurance requirements of this chapter has lapsed or ceased to exist, the private sedan business shall provide the coverage required by this chapter beginning with

the first dollar of a claim.

- 1604.6 If more than one insurance policy purchased by a private sedan business provides valid and collectable coverage for a loss arising out of an occurrence involving a motor vehicle operated by a private sedan operator, the responsibility for the claim shall be divided on an equal basis among all of the applicable policies; provided, that a claim may be divided in a different manner by written agreement of all of the insurers of the applicable policies and the policy owners.
- 1604.7 In a claims coverage investigation, a private sedan business shall cooperate with any insurer that insures the private sedan operator's motor vehicle, including providing relevant dates and times during which an accident occurred that involved the operator to determine whether the operator was logged into a private sedan business's DDS showing that the operator is available to pick up passengers.
- 1604.8 The insurance requirements set forth in this chapter shall be disclosed on each private sedan business's website, and the business's terms of service shall not contradict or be used to evade the insurance requirements of this chapter.
- 1604.9 Within ninety (90) days of the effect, a private sedan business that purchases insurance on an operator's behalf under this chapter shall disclose in writing to the operator, as part of its agreement with the operator:
- (a) The insurance coverage and limits of liability that the private sedan business provides while the operator is logged into the business's DDS showing that the operator is available to pick up passengers; and
 - (b) That the operator's personal automobile insurance policy may not provide coverage, including collision physical damage coverage, comprehensive physical damage coverage, uninsured and underinsured motorist coverage, or medical payments coverage because the operator uses a vehicle in connection with a private sedan business.
- 1604.10 An insurance policy required by this chapter may be obtained from an insurance company authorized to do business in the District or with a surplus lines insurance company with an AM Best rating of at least A-.
- 1604.11 Each private sedan business and operator shall have one hundred twenty (120) days from the effective date to procure primary insurance coverage that complies with the requirements of § 1604.2; provided however, that until such time, each private sedan business shall maintain a contingent liability policy meeting at least the minimum limits of § 1604.2 that will cover a claim in the event that the private sedan operator's personal insurance policy denies a claim.

- 1604.12 Each insurance policy required by this chapter shall provide that the Department receive all notices of policy cancellations and changes in coverage.
- 1604.13 Each private sedan business shall ensure that the Department receives all notices of policy lapses.
- 1604.14 Each private sedan business shall file proof of insurance as required by this chapter whenever an insurance policy is obtained to replace an existing, lapsing, terminated, or cancelled policy, including where a private sedan business changes from allowing its associated operators to provide the coverage required by the chapter to providing the coverage itself.

1605 COMPLIANCE

- 1605.1 No person shall violate any applicable provision of this chapter.
- 1605.2 No private sedan operator shall threaten, harass, or engage in abusive conduct, or attempt to use or use physical force against any District enforcement official.
- 1605.3 No private sedan operator shall provide service if such operator is not registered with a private sedan business registered under this chapter.
- 1605.4 No private sedan sedan business with which the operator is registered during any period when the operator has been suspended by the private sedan business. An operator suspended by a private sedan business shall be deemed not registered with such private sedan business.
- 1605.5 No private sedan operator shall provide service while under the influence of illegal intoxicants, or under the influence of legal intoxicants that have been prescribed with a warning against use while driving or operating equipment.
- 1605.6 No private sedan operator shall solicit or accept a street hail, engage in false dispatch, or use a taxicab or limousine stand.
- 1605.7 No private sedan operator shall access or attempt to access a passenger's payment information after the payment has been processed.
- 1605.8 No private sedan operator or private sedan business shall engage in conduct which hinders or prevents the District from receiving an amount which the private sedan business's associated or affiliated digital dispatch service must transmit to OCFO pursuant to this chapter.
- 1605.9 No private sedan business shall commence operating in the District unless it has been granted a registration by the Department pursuant to this chapter.

1605.10 No insurance policy which provides the coverage required by this chapter shall contain language that does not conform with this Title or the Act.

1605.11 No private sedan business or private sedan operator shall attempt through any means to contradict or evade the requirements of this title or other applicable laws.

CHAPTER 17 – FEES AND BONDS CHARTS

1700 FEES

1700.1 The fees for licenses, permits, operating authority and other services under this title shall be:

Chapter 6 – Equal Access to For Hire Vehicles	
Transport DC Application Fee	\$500
Chapter 7 – Dispatch Services	
Chapter 8 – Public Vehicle Operator’s Licensing and Operating Requirements	
Application Fee	
Chapter 9 – Public Vehicle Insurance Requirements	
Chapter 10 – Public vehicle-for-hire Licenses and Operations	
Chapter 11 – Public vehicle-for-hire Business Licenses (including Luxury Services and Black Car Businesses)	
Luxury Service Vehicle Business	\$475
Luxury Service Vehicle Owner	\$250
Operating Authority Application	\$250

Per Vehicle Registration Fee -- Initial and Renewal Applications	\$50
Chapter 12 – Taxicab Companies, Associations, and Independent Owners	
Application for Independent Taxicab Vehicle Business Operating Authority	\$150
Application for Independent Taxicab Owner Operating Authority	\$50
Transfer of Ownership -- Taxicab Company, Association, or Fleet	\$500
Per Vehicle Registration Fee -- Initial and Renewal Applications	\$50
Chapter 13 – Taxicab Parts and Equipment	
Vehicle Age Waiver Fee	\$50
Chapter 14 – Taxicab Equipment Businesses	
Proposed MTS Application Fee	\$1,000
Application Fee	\$5,000 and surcharge bond of \$100,000
Taximeter cable seals	\$0.50
Proposed PSP Application Fee	\$1,000
Taximeter Business License Fee	\$2,000; \$500 non-refundable
Dome Light Business Application Fee	\$500

Dome Light Business Biennial Renewal Application Fee	\$1,500
Chapter 15 – Reserved	
Chapter 16 – Private Vehicles for Hire	
Private Sedan Business Application Fee	\$25,000
• Renewal Fee	\$1,000
Digital Dispatch Service Amend Fee	\$300
Digital Dispatch Service Application Fee	\$500

1701 BONDS

1701.1 As part of their licensing requirements, certain businesses licensed by the DFHV shall provide bonds payable to the DC Treasurer to be conditioned on the licensee complying with all provisions of this title including, but not limited to, compliance with the Clean Hands Act and payment of any fines or judgments against the licensee by any court or administrative agency, including, but not limited to, the Office of Administrative Hearings for violations of this title.

1701.2 The amounts of the bonds applicable to the Title are as follows:

Business	Bond Amount
Public Vehicle for Hire Owner	\$ (Bond or insurance)
Taximeter Business	\$50,000
Payment Service Provider	\$50,000
Dome Light Business	\$50,000
Dispatch Service Provider	\$50,000

Copies of this proposed rulemaking can be obtained at www.dcregs.dc.gov or by contacting the Department of For-Hire Vehicles, 2235 Shannon Place, S.E., Suite 3001, Washington, D.C. 20020. All persons desiring to file comments on the proposed rulemaking action should submit written comments via e-mail to dfhv@dc.gov or by mail to the Department of For-Hire Vehicles, 2235 Shannon Place, S.E., Suite 3001, Washington, DC 20020, no later than forty-five (45) days after the publication of this notice in the *D.C. Register*.