

**ADMINISTRATIVE ISSUANCE:  
PROVISIONAL DFHV OPERATOR LICENSES (FACE ID)**

**Series/Number: AI-2026-02**

**Approved: May 26, 2026**

**Effective: May 26, 2026**

**Expiration: September 30, 2026**

**I. BACKGROUND AND PURPOSE**

The Department of For-Hire Vehicles (DFHV) is committed to supporting safe, efficient, and timely access to the District’s taxicab industry. DFHV recognizes that delays in the full DFHV operator license (Face ID) application process may prevent otherwise qualified driver applicants from beginning work while they complete remaining licensing requirements.

To address this issue, this Administrative Issuance establishes a temporary process for issuing a Provisional Face ID. The provisional license will allow an eligible driver applicant to operate a taxicab for a limited period while completing the requirements for a Face ID.

This issuance establishes the process by which a Digital Taxicab Solution (DTS) company may submit a Fast Track application on behalf of a driver applicant. The process is intended to reduce onboarding delays while preserving DFHV’s ability to review driver eligibility, background information, driving history, and required identity documentation.

**II. DEFINITIONS**

Driver applicant – an individual seeking authorization to operate a taxicab in the District.

Fast Track application – the form used by a DTS company to submit required driver applicant information and supporting documents to DFHV for review and processing of a Provisional Face ID.

Provisional DFHV Operator License (Face ID) – a temporary license issued by DFHV that authorizes an eligible driver applicant to operate a taxicab for forty-five (45) calendar days from the date of issuance.

**III. AUTHORITY**

Establishment Act, D.C. OFFICIAL CODE § 50-301, *et seq.*; 31 DCMR §§ 1000.1, 1002.1



## **IV. PROCEDURES**

### **1. Fast Track Application Process**

A DTS company may submit a Fast Track application to DFHV on behalf of a driver applicant for the purpose of applying for a Provisional Face ID.

The Fast Track application must be completed and signed by both the driver applicant and an authorized representative of the DTS company. By signing the Fast Track application, the driver applicant and DTS company certify that the information submitted is true, complete, and accurate to the best of their knowledge, and acknowledge that the information will be used by DFHV to review and process the application for a Provisional Face ID.

The driver applicant's email address, not the DTS company's email address, must be included on the Fast Track application.

### **2. Required Documents**

The DTS company shall submit the completed Fast Track application and the following supporting documents to DFHV through the designated online portal:

- a) A valid driver's license for the driver applicant;
- b) The driver applicant's driving history from home jurisdiction, and DC Department of Motor Vehicles;
- c) The driver applicant's background report for DFHV review; and
- d) Proof of citizenship or permanent residence.
- e) Front-facing photo with white background.

The background report submitted for the provisional application shall include a local and national criminal background check and a national sex offender database background check conducted by a third party accredited by the National Association of Professional Background Screeners or a successor accreditation entity. DFHV shall review the background report for consistency with the good moral character requirements applicable to DFHV operator license applicants, including the standards set forth in 31 DCMR §§ 1001.13 – 1001.15. Driver applicants seeking a Face ID beyond the provisional period must complete all remaining fingerprint-based background check requirements.

No application fee shall be required for the Provisional Face ID.



### **3. DFHV Review**

Upon receipt of a completed Fast Track application and all required supporting documents, DFHV Client Services shall review the submission for completeness and eligibility within 1 business day.

Once approved, the applicant will receive a Provisional Face ID valid for (45) calendar days via email.

DFHV may deny or decline to process a Fast Track application if the application is incomplete, inaccurate, missing required documents, or if the submitted documentation indicates that the driver applicant is not eligible for a provisional license.

### **4. Issuance and Validity Period**

A Provisional Face ID shall be valid for forty-five (45) calendar days from the date of issuance. The provisional license shall automatically expire at the end of the forty-five (45) calendar day period. The automatic expiration of a Provisional Face ID does not constitute a denial, suspension, or revocation of a DFHV operator license and does not create a right to appeal.

### **5. Continued Operation After Provisional Period**

A driver applicant who intends to continue operating as a taxicab driver beyond the provisional period must complete all requirements for a Face ID before the provisional license expires.

A driver applicant who does not complete the requirements for a Face ID before the provisional license expires shall not continue operating under the expired provisional license.

### **6. DTS Company Responsibility**

A DTS company that submits a Fast Track application on behalf of a driver applicant is responsible for ensuring that the application and all supporting documents are complete and submitted through the required process.

A DTS company shall not permit a driver to continue operating under a Provisional Face ID after the license has expired.

### **7. Compliance**



Failure to comply with this issuance may result in enforcement action, including civil penalties and any other remedies available under Title 31, up to and including suspension or revocation of DTS authorization.

**SO ORDERED:**

**DEPARTMENT OF FOR-HIRE VEHICLES**

**BY:**   
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**JONATHAN ROGERS**  
**DIRECTOR**

