NON-DISTRICT LIMOUSINE PERMIT & SPECIAL EVENT PERMITS

FREQUENTLY ASKED QUESTIONS (FAQs)

Background

The Department of For-Hire Vehicles ("DFHV" or "Department") is charged with the continuance, development, and improvement of the District's public vehicle-for-hire industry, and with the overall regulation of for-hire vehicles. See D.C. OFFICIAL CODE §§ 50-301.07 and 50-301.13. The Department is committed to increasing competition, expanding consumer choice, and improving customer experiences across the vehicle for-hire spectrum. To address interest by non-District limousine companies and independent operators in providing service in the District, the Department issued Administrative Issuance AI-2017-03, Non-District Limousine Pilot Program on April 27, 2017. AI-2017-03 repealed AI-2016-003, Service Enhancements During Metrorail SafeTrack and established the Non-District Limousine Program ("Program"). The NDL Program has allowed temporary point-to-point operation of non-District limousines in the District without the time and expense needed to obtain permanent District registration and tags. In exchange for this temporary privilege, each approved company or independent operator was required to submit NDL trip data for each vehicle that participates in the Program and comply with all provisions described in administrative issuances. The trip data allowed the Department to enhance its understanding of customer demand for and traffic patterns of limousine service in the District, to identify areas where existing regulatory requirements should be modified, with the potential to increase vehicle utilization and spur competition among for-hire services. The Department issued Administrative Issuance AI-2017-03B on May 23, 2017, which increased the Program limit from three hundred (300) non-District limousine companies and independent operators to a total of one thousand (1,000) non-District limousine companies and independent operators. The Department issued Administrative Issuance AI-2017-03C on August 31, 2017, which increased the total number of companies or independent operators to two thousand (2,000) and expanded the Program to include black car companies and independent owners. The Department issued Administrative Issuance AI-2018-04 on May 19, 2018, which set a one-year program fee for permits to bring parity with District limousine owners and to defray the ongoing administrative costs including safety and compliance monitoring. Additionally, operators were required to use DFHV's Limo app. The Department issued Administrative Issuance AI-2019-04 on June 1, 2019, which established a one-year and two-year permits, allowed permits to be transferable between vehicles in the same companies, and set a fee for replacement stickers. Due to the impact of COVID-19 on the for-hire industry, the Department issued Administrative Issuance AI-2021-02 on November 1, 2021, which extended the duration of existing NDL permits. The Department issued Administrative Issuance AI-2022-02 on January 28, 2022, which provided fee relief for NDL permits to further alleviate the impact of COVID-19. Administrative Issuance AI-2023-01 extended the program to allow for a one-year or two-year renewal of existing NDL permits and removed the 2,000 company and operator limit. Administrative Issuance AI-2023-02 removes the Limo App and trip data reporting requirements.

The Department of For-Hire Vehicles (DFHV) will grant **Special Events Permit** to for-hire vehicle operators to allow transporting of passengers during authorized events held in the District of Columbia. Special Permits are required only for vehicles of licensed operators not currently regulated by DFHV.

The Special Events Permit fee is $250.00 per vehicle. All payments will be made online.

In addition to payment, applicants MUST upload the following with the application:

- Proof of current vehicle registration,
- Proof of insurance, and
- Documentation of licensed or registered limousine or sedan in home jurisdiction.
- In addition, if the vehicle is a rental, a copy of the rental agreement must be provided.

Complete instructions are included with the online application. The link to the Special Permit application may be found using the link as follows:

https://dfhv.dc.gov/page/special-event-permit .

The **DFHV Non-District Limousine** website information page may be found using the web link below.

https://dfhv.dc.gov/page/non-district-limousine-ndl-permit

For more information or general inquiries, one may contact the DFHV, Performance Team staff listed below:

1. Applicants who are Non-District Limousine licensees can contact Rediat Ado Program Analyst (Office) (202) 645-6004 rediat.ado1@dc.gov
2. James (Art) Brown, Account Manager, (Office)(202) 671-1833, james.brown12@dc.gov
3. Account Manager, Karl Muhammad at 202.645.4435 or karl.muhammad@dc.gov; or
4. DFHV Client Services Division at 202-645-7300 or dfhv.clientservices@dc.gov

1) Who qualifies for an NDL permit?

Answer:

- NDL permits can be granted to companies or independent operators located in Maryland or Virginia. Additionally, any vehicle associated with the NDL decal must be registered in either Maryland or Virginia.

2) What documents do you need to become an NDL permit holder?

Answer:

1) State Limousine Authority;
2) Certificate of Clean Hands;
3) Cell Phone number;
4) Company Address;
5) Company Telephone Number;
6) Driver's License;
7) Company Name;
8) Company Email Address;
9) Name of Company Owner;
10) Vehicle
    a) Make;
    b) Model;
    c) Color; and
    d) Year.
9. Vehicle Registration;
10. Vehicle Proof of Commercial Insurance;
11. Copy of IRS Form SS-4 (EIN) or Social Security Card.
12. Determine whether a one-year ($650) or two-year ($1000) permit is desired.
13. What is your preferred language; and
14. Mailing Address.

3) Am I required to maintain a manifest for Non-District Limousine trips performed in the District of Columbia?

Answer:

- Yes, NDL program participants are required to maintain a manifest. According to the Department of For-Hire Vehicles regulations, active NDL companies or independent operators shall maintain a trip manifest, which may be digital or physical. A trip manifest must include the following information:
  (a) company or independent operator name;
  (b) pickup and drop off date, time, and location;
  (c) mileage (distance);

(d) total fare;
(e) payment method;
(f) vehicle license plate number;
(g) number of passengers; and
(h) unique trip number.

4) Where can I obtain an electronic trip manifest?

Answer:

- One may visit an APP store and download the app of their choice as long as the APP meets the above requirements (a through h) that are listed in the answer for question number 3.

5) Are NDL permit holders required to use the DFHV Limo App?

Answer:

- No, the DFHV Limo App has been discontinued and can no longer be used. All Non-District Limousine (NDL) drivers are encouraged to select another app to remain in compliance with service standards. One may visit an APP store and download the app of their choice as long as the APP meets the above requirements (a through h) that are listed in the answer for question number 3.

6) If I have a for-hire permit to operate in Maryland or Virginia as an independent for-hire operator or drive for a TNC (Transportation Network Company) (Uber, Lyft, etc.), can I perform point-to-point trips in the District of Columbia?

Answer:

a. No. Independent operators and companies based in Maryland and Virginia are required to obtain a Non-District Limousine (NDL) permit issued by DFHV. If you possess limousine authority from the Washington Metropolitan Area Transit Commission, please refer to line (b) below. However, Maryland Public Service Commission permit and the Virginia Certificate of Fitness allows one to drop-off a passenger in the District of Columbia if the trip originated in their state. In addition, the Maryland PSC and Virgina Certificate of Fitness permits will allow one to pick-up in the District of Columbia and Drop-off outside of in the states of Maryland or Virginia.

b) **Background:** DC Code § 50–301.13(b) specifies that DFHV cannot impose a "license requirement for operating authority ... which is redundant with the jurisdiction of the Washington

Metropolitan Area Transit Commission [WMATC]." Per 31 DCMR § 1216, the authority granted by the WMATC permits only the pre-arranged pickup of passengers within the District for trips destined outside the District (31 DCMR § 1216.2), except when the trip includes intermediary stops for the same passengers within the District (31 DCMR § 1216.12).

c) Additionally, reciprocity rules in 31 DCMR § 828 and § 1219 permit vehicles licensed in other jurisdictions to drop off passengers in the District for trips that began outside the District. Since at least 1994, DFHV's limitations under 31 DCMR § 1216 mean that operators from outside the District require additional authorization from DFHV (like an NDL) to conduct point-to-point services within the District.

d) **Exceptions to DFHV's authority**:
   a. DFHV does not regulate luxury class vehicles (such as limousines and black cars) that have a seating capacity exceeding 10. Refer to the definition of "Luxury class vehicle" in 31 DCMR § 9901.
   b. DFHV does not mandate a vehicle license for sightseeing vehicles operating in the District for fewer than 15 days annually, as outlined in 31 DCMR § 1010.4.
      a. *Note*: If the operator's vehicle seats fewer than 10 people and the operator conducts point-to-point trips within the District for 15 days or more annually, the authority granted by the WMATC does not suffice, and the operator must obtain an NDL permit.

7) If I drive a Maryland or Virginia Limo and I **ONLY** drop off passengers in the District before returning to my jurisdiction, do I need an NDL permit?

Answer:

- No, when a trip originates outside of the District of Columbia, an interjurisdictional limousine permit only authorizes a person to pick-up passengers for hire in the District on a pre-arranged basis for destinations outside the District. See **Title 31, DCMR, Chapter 12, 1216.2**.

8) Are NDL Permit holders required to show their **Manifest** to a Vehicle Inspection Officer (VIO) when requested?

Answer:

- Yes, NDL permit holders must present their trip manifest (does not have to be DFHV Limo App when requested by a VIO. The trip manifest should include the following details:
  (1) The date and time of pick-up;
  (2) The address or location of pick-up;
  (3) The final destination, which may be phrased "as directed" for electronic manifest; and
  (4) The time of discharge.

9) Can I operate and conduct point-to-point trips after paying the NDL permit fee?

Answer:

- Yes.

10) How long does it take after I apply to be approved?

Answer:

- The application reviewal process for an approval can take up to three (3) business days after the application is submitted and received by the Department of For-Hire Vehicles (DFHV).

11) Are for-hire tags required to apply for an NDL permit?

Answer:

- No, an NDL permit is granted to individuals or entities authorized to provide for-hire or limousine services in Maryland or Virginia. The NDL program does not specifically depend on a vehicle's license plate.

12) Where do I place the NDL permit decal on my vehicle?

Answer:

- The NDL decal should be affixed to the inside of the front windshield, ensuring that it is clearly visible to a VIO during vehicle inspections.

13) Who do I contact when having a technical problem with applying for a NDL permit or the DFHV Limo App?

Answer:

a. For technical assistance, please contact the following:
   (1) DFHV.NDL@dc.gov
   (2) Karl Muhammad, Account Manager, at office number (202) 674-3488, cell number (202) 316-0665, or via email at karl.muhammad@dc.gov
   (3) James Brown, Account Manager, at office number (202) 671-1833 or via email at james.brown12@dc.gov

14) How do I submit a complaint or a compliment involving a DFHV VIO?

Answer:

a. Complete the online complaint form: www.dfhv.my.salesforce-sites.com/dfhvcomplaints or
b. Email to: DFHV.Complaints@dc.gov
c. Vehicle Inspection Officer Complaints https://dfhv.dc.gov/service/vehicle-inspection-officer-complaints
d. Jason Phillips jason.phillips1@dc.gov Administrator, Compliance and Enforcement;
e. Call: (855) 484-4966 or (202) 645-7300 (Press 2 for Complaints)
f. Mail to DFHV, 2235 Shannon Place SE, Suite 3001, Washington, DC 20020

15) Is it possible to contact a DFHV account manager 24/7 for assistance with a ticket when stopped by a VIO?

Answer:

- No, an Account Managers is available during regular business hours, from 8:30AM to 4:00PM, Monday through Friday.

16) How can I find my "Driver ID" to log into the DFHV Limo app?

Answer:

- To locate your Driver ID, log into the company or driver portal, select the "Operators" tab, ensure the operators are set to "All Contacts," then click on the name of the Driver / Operator. The Driver ID will be displayed at the top left side of the page.

17) If my limousine (for-hire) authority is registered under the company name, such as "XYZ TRANSPORT SERVICES, LLC," can I get a certificate of Clean Hands under my personal name?

Answer:

- No. The Certificate of Clean Hands must be issued under the same name as the one listed on the for-hire documentation.

18) Must I include a Certificate of Clean Hands with each application submission?

Answer:

- Yes, a Certificate of Clean Hands and a for-hire authority must accompany each application submitted.

19) How long is my Certificate of Clean Hands valid?

Answer:

- A Certificate of Clean Hands remains valid for one year from the date indicated on the certificate.

20) Can other drivers use my vehicle if not validated to operate it?

Answer:

- No. All drivers are required to be listed under the company's list of operators.

21) If I live in Maryland or Virginia and work for a Transportation Network Company (TNC) (example: Uber/Lyft), am I required to obtain a Non-District Limousine permit to provide point-to-point service in the District of Columbia?

Answer:

- Yes, Transportation Network Company (**TNC**) service providers based in Maryland and Virginia are required to secure a Non-District Limousine permit from the D.C. Department of For-Hire Vehicles (DFHV). Permits can be applied for via the DFHV website, using the following application link: https://dfhv-site.secure.force.com/NDLNewApplication/

22) If my state authority was issued in the name of my business (Ex. Supreme Limo Service) can my certificate of clean hands be issued in my personal name?

Answer:

- The certificate of clean hands must be issued to the name printed on the for-hire operating authority that was issued from the state of Maryland or the Commonwealth of Virginia. If the for-hire authority has the business name printed on it the certificate of clean hands must be issued to the business and the business name must be printed on the clean hands certificate. If the for-hire authority has one's personal name printed on it, the clean hands certificate must be issued to the personal name printed on the for-hire authority.

Effective Immediately, the DFHV will no longer mail decal stickers. All Non-District Limousine (NDL) permits will now be delivered electronically via email. This change ensures faster delivery, improved convenience, and reduced environmental impact, for application types: **New of first time NDL applicant applications**, **Renewal**, **Permit Replacement** and **Add Vehicle**. Once your payment is confirmed, the **Department of For-Hire Vehicles** will email the digital NDL permit on the same day.

NDL Decal stickers are no longer issued or mailed to applicants, permits are sent by email.