



Government of the District of Columbia  
Department of For-Hire Vehicles



# **ADMINISTRATIVE ISSUANCE:**

## **LICENSING PROCEDURES**

**Series/Number: AI-2021-01**

**Approved October 1, 2021**

**Revised October 1, 2021**

**Effective October 1, 2021**

### **I. BACKGROUND AND PURPOSE**

The Department of For-Hire Vehicles (“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’s responsibilities include licensure of operators and companies to ensure competent, knowledgeable, and professional service. See D.C. Official Code §§ 50-301.02 and 50-301.06.

In light of the impact of COVID-19 and the Public Health Emergency, DFHV is submitting this Administrative Issuance (AI) to extend the renewal deadlines for certain Face-Id’s and NDLS. This AI provides guidance to operators regarding those extensions.

- All active Face-IDs and NDLS expiring after September 30, 2021 will be extended to November 1, 2021. This means operators who fail to renew on or before November 1, 2021 will be deactivated. Operators will be notified via email. The Department will set up telephonic seminars or online access for operators and companies to maintain certification compliance.

### **II. DEFINITIONS**

“Licensing document” a physical or electronic document issued to a person as evidence that such person has been issued a license pursuant to Title 31 of the DCMR, such as a DCTC operator's identification card (Face ID).

### **III. AUTHORITY**

Department of For-Hire Vehicles Establishment Act of 1985, effective March 25, 1986, D.C. Official Code § 50-301 *et seq.*; D.C. Official Code § 47-2829, *et seq.*; 31 DCMR Chapters 5, 10, 12, 16, 18, and 19.

### **IV. PROCEDURES**

#### **A. Submission of Application Materials**

Documentation required for licensing may be submitted online at [dfhv.dc.gov/service/client-and-customer-services](https://dfhv.dc.gov/service/client-and-customer-services) or by email to [DFHV.ClientServices@dc.gov](mailto:DFHV.ClientServices@dc.gov). The Client Services department will


communicate by phone or email regarding the status of application processing.

**B. Training**

The Department will offer telephone seminars or online webinars for operators and companies to maintain certification compliance. Client Relations Manager, Randy Jenkins, will be available for technical or online support at [DFHV.ClientServices@dc.gov](mailto:DFHV.ClientServices@dc.gov).

**SO ORDERED:**

**DEPARTMENT OF FOR-HIRE VEHICLES**

By:  10/1/2021  
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DAVID DO  
Director