

**DEPARTMENT  
OF  
FOR-HIRE VEHICLES**

**ADMINISTRATIVE ISSUANCE**

Title: Passenger Rating of the Ride Experience

Series/Number: AI-2016-009

Approved: November 22, 2016

Revised: November 23, 2016

Effective: November 24, 2016

**I. BACKGROUND AND PURPOSE**

The Department of For-Hire Vehicles is charged with the continuance, development, and improvement of the District's vehicle-for-hire ecosystem, and overall regulation of taxicabs. *See* D.C. OFFICIAL CODE § 50-301.07. The Department has promulgated rules to require that passengers be able to rate the ride experience via the MTS rear console. *See* 31 DCMR § 603.8(o). Rating information will be used to gauge and improve customer satisfaction, and may be made available to the public only in an anonymized and aggregated format.

**II. DEFINITIONS**

"Passenger rating" – a one-to-five star rating for the overall ride experience.

**III. AUTHORITY**

Establishment Act, D.C. OFFICIAL CODE § 50-301 *et seq*; 31 DCMR § 603.

**IV. PROCEDURES**

1. Not later than January 21, 2017, each PSP shall ensure that its MTS enables the passenger to rate the overall ride experience via the rear console. The passenger shall be able to provide and alter the rating at any point before completing the trip transaction including after payment has been submitted. All ratings shall be anonymous; operators shall not see the ratings provided by passengers.
2. The passenger shall be told that the rating is about the overall experience – not only about the operator or vehicle, and that it is anonymous and will not be seen by the operator.
3. Each PSP shall include passenger rating data from its associated vehicles in the trip data feed it submits to DFHV every 24 hours. If a passenger does not rate the ride, the PSP shall affirmatively indicate this fact in its data; blank fields and null values for these rides are not permitted. Trip data shall be submitted in accordance with the API document previously made available provided by the Department.

**SO ORDERED:**

**DEPARTMENT OF FOR-HIRE VEHICLES**

By: Ernest Chrappa  
ERNEST CHRAPPAH  
Director