

**DEPARTMENT
OF
FOR-HIRE VEHICLES**

ADMINISTRATIVE ISSUANCE

Title: Passenger Rating of the Ride Experience

Series/Number: AI-2016-010

Approved: November 28, 2016

Revised: n/a

Effective: November 29, 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. Passengers shall be told that ratings are for the overall experience, not merely for the operator and vehicle, and that they are anonymous and 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 Chrappah
ERNEST CHRAPPAH
Director