



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

ADMINISTRATIVE ISSUANCE: LICENSING PROCEDURES DURING MODIFIED WORK HOURS FOR COVID-19

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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. Due to the modification of in-person government services resulting from the coronavirus (COVID-19) pandemic, the Department will continue to provide all essential services via telephone or online access for the duration of the public health emergency. For additional information, contact DFHV Client Services at dfhv.clientservices@dc.gov or call (202) 645-7300. This period of modified in-person government services is subject to extension.

DFHV remains operational; however, DFHV staff are teleworking through the duration of the public health emergency. Client Services is available to respond remotely Monday – Friday, 8:30 a.m. to 4:30 p.m. Call (202) 645-7300 or email dfhv.clientservices@dc.gov

During the Public Health Emergency, all modifications due to COVID-19 are effective immediately including:

- All active Face-IDs and NDLS expiring after Mar 1, 2020 will be extended for 60 days after the end of the public health emergency. Operators will be notified via email. The Department will set up telephonic seminars or online access for operators and companies to maintain certification compliance.
- The Department will suspend the administration of in-person examinations.
- The Department will suspend all licensure-related payment requirements. Payment may be collected by phone, online, or in-person once regular service operations resume.
- The timeframe to file appeals for license denials will be paused until in-person services resume.

- All DFHV hearings, if any, will be held telephonically during the Public Health Emergency.
- The following services will be suspended during the emergency. They will resume within thirty (30) calendar days of the end date of the emergency modification period or upon further notice:
 - One-Stop Vehicle Registration (New);
 - One-Stop Registration (Renewal);
 - One-Stop Duplicate Registration;
 - One-Stop Replacement Tag NDL (Permit -New);
 - NDL Additional Vehicle;
 - NDL Additional Operator;
 - NDL Replacement Sticker;
 - Operating Authority (New); and
 - Operating Authority (Renewal).

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

These procedures will be in effect during the period of emergency modification of the Department's services due to COVID-19. The Department will resume normal operations within thirty (30) days of the end date of the emergency modification period.

A. Submission of Application Materials

Documentation required for licensing may be submitted online at dfhv.dc.gov/service/client-and-customer-services or by email to 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.

C. Examinations

During the emergency period, administration of in-person examinations will be suspended. Any license approved will be conditioned on passing necessary the examinations once normal operations resume. This includes written knowledge testing and vehicle inspections performed by the Department.

D. Payment


The Department will suspend in-person payment transactions during the modified work schedule. The Client Services department will maintain a log of payments owed. The Department may establish payment collection by phone or online during the period of emergency modification. In-person payment collection will resume once the Department returns to normal operations.

E. Appeals

If a license is denied during the emergency work schedule, the timeframe for the appeals process will be paused until normal operations resume.

SO ORDERED:

DEPARTMENT OF FOR-HIRE VEHICLES

By:  _____
DAVID DO
Director