



**ADMINISTRATIVE ISSUANCE:  
LICENSING PROCEDURES DURING  
MODIFIED WORK HOURS FOR COVID-19  
Series/Number: AI-2020-01  
Approved March 19, 2020  
Effective March 20, 2020**

**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 due to the COVID-19 pandemic, from March 16 through March 31, the Department will continue to provide all essential services via telephone or online access Monday through Friday during the hours of 8:30 am – 4:30 pm. Given the need for social distancing, during this COVID-19 pandemic, **DFHV will temporarily suspend in-person services**. Please call **(202) 645-7300** so that we can address your needs remotely. You can also contact DFHV Client Services at [dfhv.clientservices@dc.gov](mailto:dfhv.clientservices@dc.gov). This period of modified in-person government services is subject to extension.

During this period of emergency, all modifications due to COVID-19 are effective immediately including:

- All Face-ID’s scheduled to expire between March 18<sup>th</sup> and April 30<sup>th</sup> will automatically be extended until July 1, 2020. Affected operators will be notified via email.
- The Department will set up telephonic seminars or on-line 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, on-line, or in-person once regular service operations resume.
- The timeframe to file appeals for license denials will be paused until in-person services resume.
- The following services will be suspended during the emergency. They will resume within thirty (30) calendar days of 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 days of end date of the emergency modification period.

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

Documentation required for licensing may be submitted on-line at <https://dfhv.dc.gov/service/client-and-customer-services> or by e-mail 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 on-line 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)

### **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 following April 1, 2020, or other designated date. 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 on-line during the period of emergency modification. In-

person payment collection will resume once the Department returns to normal operations after April 1, 2020.

**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:   
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DAVID DO  
Director