

ADMINISTRATIVE ISSUANCE:

LICENSING PROCEDURES

Series/Number: AI-2021-02

Approved: November 1, 2021

Revised October 29, 2021

Effective November 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 Taxicab Operator Face IDs and Non-District Limousine (NDL) licenses. This AI provides guidance to operators regarding those extensions.

- **This extension is applicable to all active Face IDs and NDLs expiring on November 1, 2021.** The deadline is extended according to the Face ID holder’s date of birth or the NDL Decal number. Face ID holders may refer to the chart below and their birth month to determine their extension date. NDL holders may refer to attachment A which is a list of NDLs expiring on November 1 with their updated expiration dates. All license holders will receive an email about the new expiration dates. The Face ID expiration schedule:

| Birth Month | Face ID Expiration Deadline |
|-----------------------|-----------------------------|
| January and February | November 15 |
| March and April | November 22 |
| May | November 29 |
| June | December 6 |
| July and August | December 13 |
| September | December 20 |
| October | December 27 |
| November and December | January 3 |

This extension is final. Licenses and permits that are not renewed by the expiration dates listed above will be deactivated. Operators will receive an email about their expiration date. The Department will provide instructions 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 or permit pursuant to Title 31 of the DCMR, such as a DFHV 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

License holders may submit their required documentation through in-person services or by uploading the file to the designated online business portal. Instructions and the online portal can be found at dfhv.force.com/driver/s/login/. The Client Services department will communicate by phone or email regarding the status of application processing.

B. Instructions

The Department will offer detailed instructions for operators and companies to maintain their certification compliance. DFHV Client Services team will be available for or online support at DFHV.ClientServices@dc.gov.

V. FREQUENTLY ASKED QUESTIONS (FAQ's)

Q: When will my extension expire?

A: If your license is scheduled to expire on November 1, 2021, you will be granted a final extension based on your birth month or NDL decal number. This has been indicated in the schedule included in the Administrative Issuance. You may check the driver portal for your Face ID or NDL expiration date. The portal can be found at dfhv.force.com/driver/s/login/.

Q: How do I know if my Face ID expires on November 1, 2021?

A: If your Face ID originally expired in March 2020, it was automatically renewed until November 1, 2021. **You can also look up your expiration date in the driver portal.** dfhv.force.com/driver/s/login/.

Q: How do I determine the decal number for my NDL?

A: The decal number is listed on the decal on your vehicle. You can also log-in to the driver portal to find it. You can access the portal at: dfhv.force.com/company/login

Q: I am in the process of renewing my license/permit. I have all my documents ready for submission except the certificate of clean hands. Will DFHV process my application?

A: No. The certificate of clean hands is a requirement for all Face ID, Operating Authority, and Non-District Limousine renewal applications.

If you have questions about Clean Hands, email the Office of Tax and Revenue Clean Hands Correspondence Unit at CleanHands.Cert@dc.gov

SO ORDERED:

DEPARTMENT OF FOR-HIRE VEHICLES

By:  11/1/2021

DAVID DO
Director