

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of For-Hire Vehicles**



**Department of For-Hire Vehicles External Dashboard**  
**(Beta Version)**

**Navigation Instructions**

**And**

**Frequently Asked Questions (FAQs)**

## TABLE OF CONTENTS

---

|   |          |
|---|----------|
| <b>NAVIGATION INSTRUCTIONS .....</b>  | <b>3</b> |
| <b>FREQUENTLY ASKED QUESTIONS (FAQs) .....</b>  | <b>7</b> |
| GENERAL.....  | 7        |
| REPORT 1: THUMBNAILS OF REPORT 2 TO REPORT 12 .....   | 7        |
| REPORT 2: VEHICLES BY TYPE: PRIVATE SEDANS, LICENSED TAXICABS, AND LICENSED LUXURY CLASS VEHICLES .....                     | 8        |
| REPORT 3: TAXICAB FARES COLLECTED .....   | 9        |
| REPORT 4: LICENSED TAXICAB AND LUXURY CLASS DRIVERS .....   | 10       |
| REPORT 5: LICENSED TAXICAB AND LUXURY CLASS VEHICLES .....  | 10       |
| REPORT 6: LOST AND FOUND.....   | 12       |
| REPORT 7: CUSTOMER COMPLAINTS AGAINST FOR-HIRE OPERATORS AND COMPANIES FILED WITH THE DEPARTMENT OF FOR-HIRE VEHICLES ..... | 13       |
| REPORT 8: TICKETS AGAINST FOR-HIRE OPERATORS ISSUED BY THE DEPARTMENT OF FOR-HIRE VEHICLES .....                            | 14       |
| REPORT 9: TRIPS BY TYPE .....   | 15       |
| REPORT 10: INTERACTIVE MAP: TRIPS BY WARD AND TIME-OF-DAY.....  | 16       |
| REPORT 11: SURCHARGE GENERATED FOR THE DISTRICT.....  | 17       |
| REPORT 12: TRANSPORT DC .....   | 18       |

## NAVIGATION INSTRUCTIONS

---

This beta version of the Department of For-Hire Vehicles (DFHV) external dashboard consists of 12 reports. The first page shows thumbnails of the charts included in the dashboard. The reports with specific topics begin on page 2.

Index to the reports:

- Report 1: Thumbnails of Report 2 to Report 12
- Report 2: Vehicles by Type: Private Sedans, Licensed Taxicabs, and Licensed Luxury Class Vehicles
- Report 3: Taxicab Fares Collected
- Report 4: Licensed Taxicab and Luxury Class Drivers
- Report 5: Licensed Taxicab and Luxury Class Vehicles
- Report 6: Lost and Found
- Report 7: Customer Complaints Against For-Hire Operators and Companies Filed with the Department of For-Hire Vehicles
- Report 8: Tickets Against For-Hire Operators Issued by the Department of For-Hire Vehicles
- Report 9: Trips by Type
- Report 10: Interactive Map: Trips by Ward and Time-of-Day
- Report 11: Surcharge Generated for the District (includes \$0.25 taxicab surcharge per trip generated by taxicabs and 1% of the gross revenue generated by [Digital Dispatch Services](#) for private sedans and black cars)
- Report 12: Transport DC

- 1) Please use the report page navigation at the bottom (center) to select the desired page and click “Enter Full Screen Mode” to expand the page.



Report Page Navigation

Enter Full Screen Mode

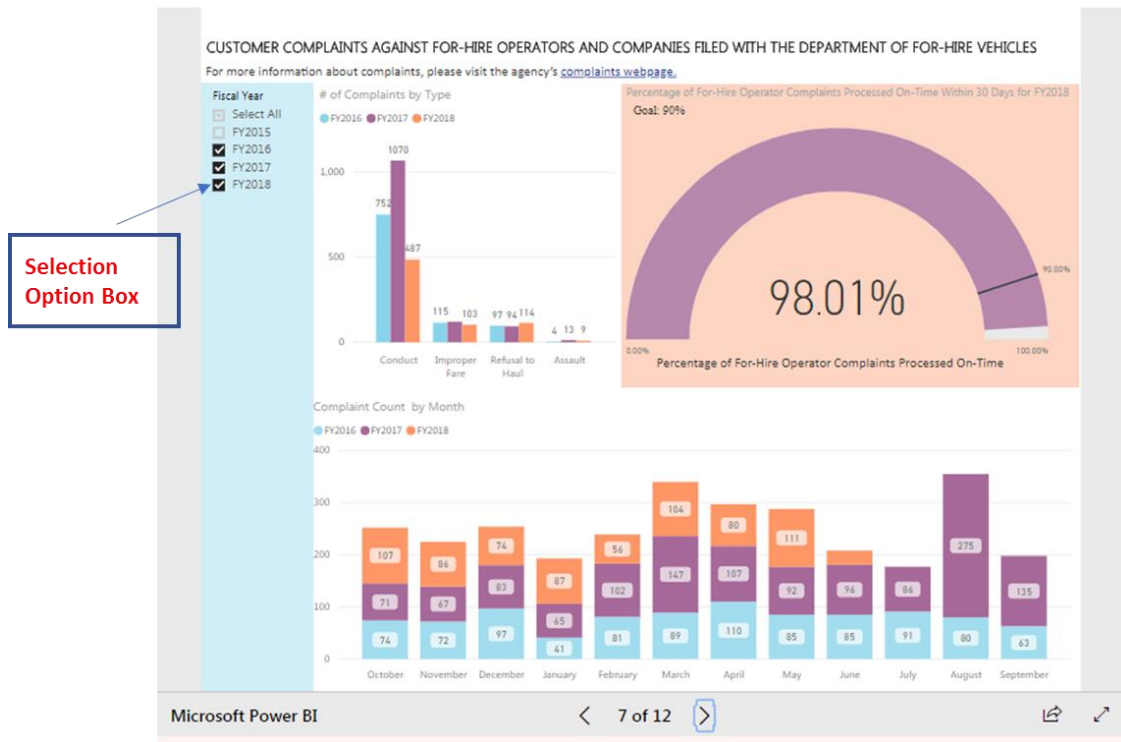
2) To expand a chart, click the focus mode icon  in the upper right corner of the chart.



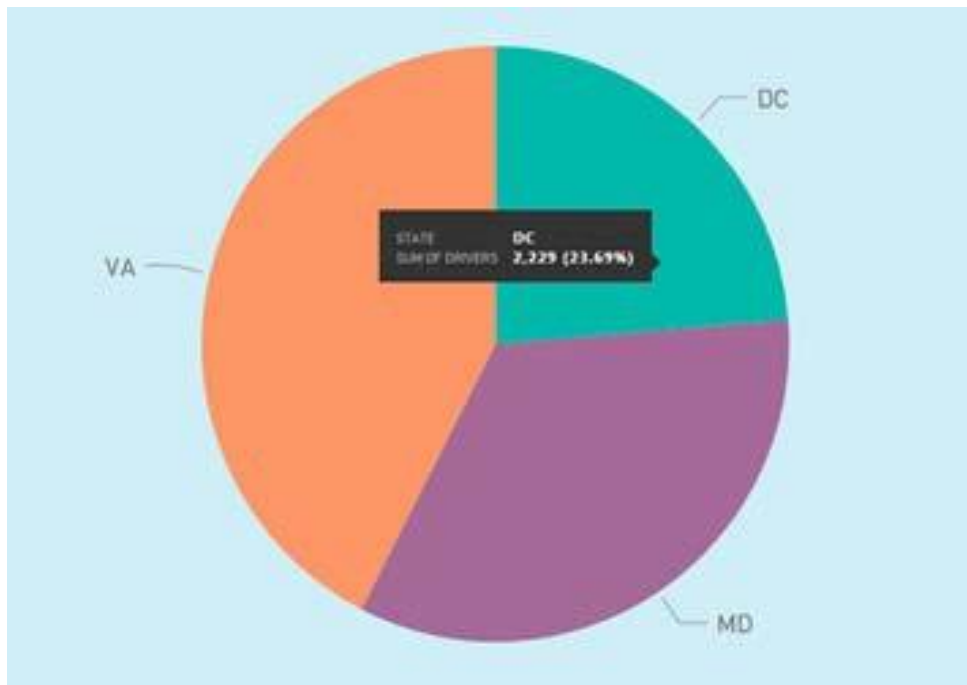
3) To change a variable on a report, such as fiscal year, please go to following interactive reports and select your desired option on the left panel:

- Report 3: Taxicab Fares Collected
- Report 7: Customer Complaints Against For-Hire Operators and Companies Filed with the Department of For-Hire Vehicles
- Report 10: Volume of Trips in a 30-Day Period
- Report 11: Surcharge Generated for the District

4) For interactive reports, select the desired option box(es) on the left panel.



5) To see data label details, scroll the cursor to the desired location on the chart.



## FREQUENTLY ASKED QUESTIONS (FAQs)

These FAQs are organized by topic.

### GENERAL

#### 1. Does the dashboard allow public input?

Yes. Please submit your questions and suggestions at

<http://dcforms.dc.gov/webform/suggestions-and-questions-dfhv-dashboard-and-statistical-data-sets>

#### 2. How often is the dashboard updated?

The dashboard is updated as often as every day, based on the availability of data. Trip data is updated with corrections for quality assurance on the 10th day of the month (or the first business day thereafter if the 10th is not a business day).

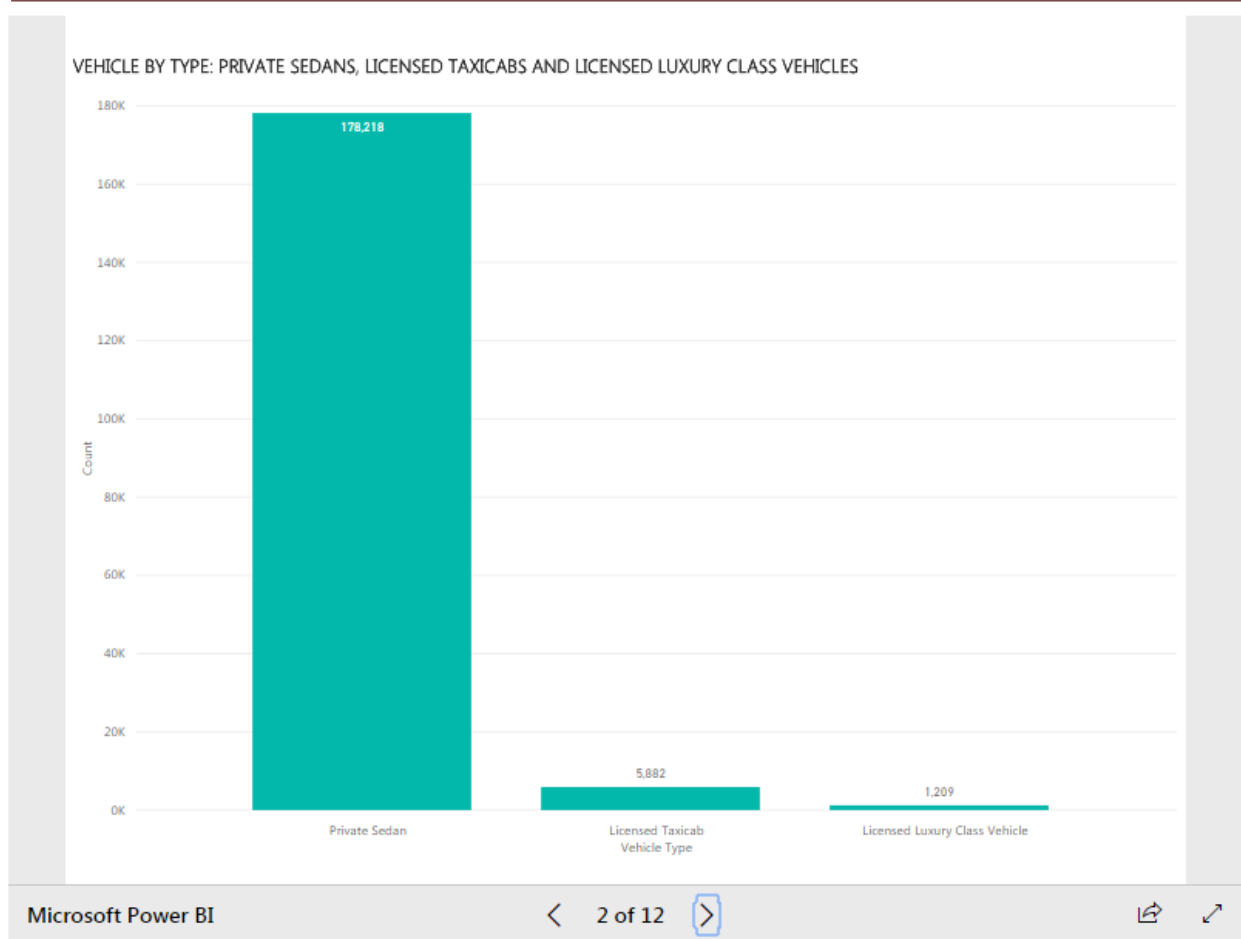
### REPORT 1: THUMBNAILS OF REPORT 2 TO REPORT 12



### 3. What does Report 1 represent and what is the best way to analyze it?

Report 1 contains thumbnails of Reports 2-12. You may click on the focus mode icon on the upper right corner of each chart to expand it. To analyze the charts, we recommend going directly to the report itself as many charts have additional filter options.

#### REPORT 2: VEHICLES BY TYPE: PRIVATE SEDANS, LICENSED TAXICABS, AND LICENSED LUXURY CLASS VEHICLES



### 4. Are the private sedans reflected in Report 2 regulated by the Department of For-Hire Vehicles?

Yes. Although the private sedans shown in this chart are not licensed by the Department of For-Hire Vehicles, the vehicles and drivers are regulated by the Department. The digital dispatch services that passengers use to book rides in private sedans are registered with the Department. For a list of these companies, please visit <http://dfhv.dc.gov/page/digital-dispatch-services-black-cars-and-private-sedans>.



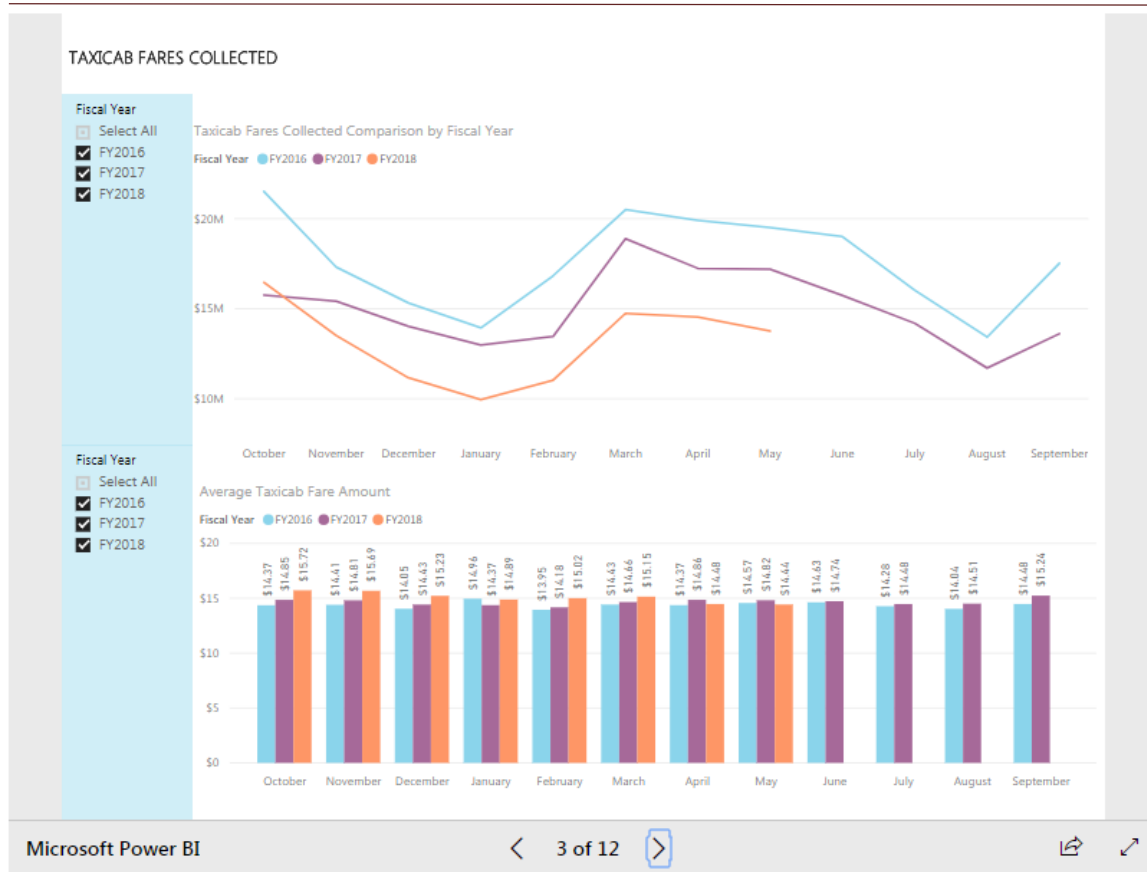
## 5. What do licensed luxury class vehicles represent in Report 2?

These include both limousines and black cars licensed by the Department.

## 6. What does the number of private sedans represent?

The number represents an estimate of vehicles affiliated with Uber, Lyft, Via, and now defunct Split (also called TNCs) as of June 2016.

### REPORT 3: TAXICAB FARES COLLECTED



## 7. When will the current month's data be reflected in Report 3?

The current month's data will be available by the 10th day of the next month (or the first business day thereafter if the 10th day is not a business day).

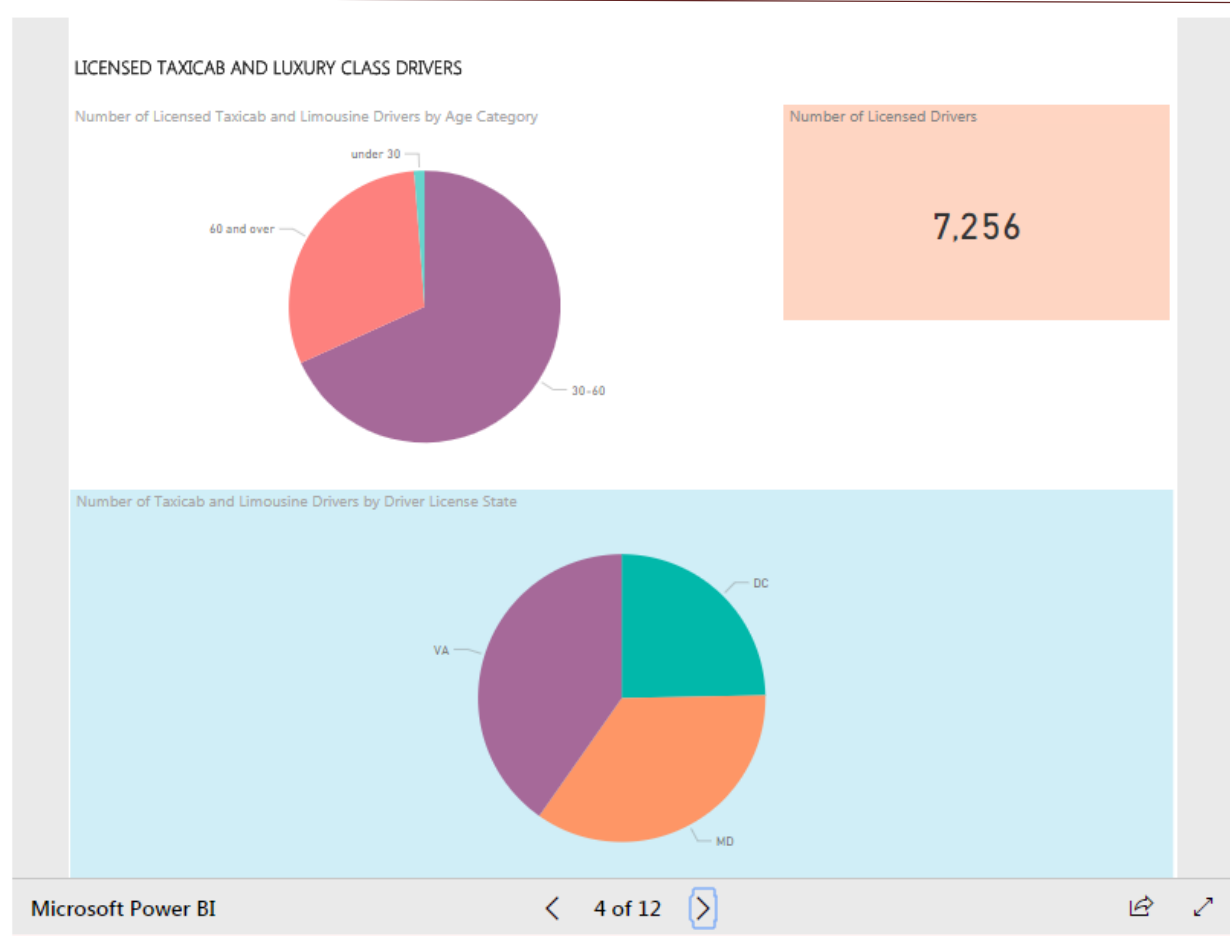
## 8. Do collected taxicab fares include tips or tolls?

Yes, the collected taxicab fare amount represents the total fare amount which includes tips, tolls, and the passenger surcharge of \$0.25 per trip.

**9. There appears to be a downward trend in taxicab fares compared to the last fiscal year.  
What is the Department of For-Hire Vehicles doing to help the taxicab industry?**

The Department of For-Hire Vehicles is working to ensure a level playing field for all for-hire vehicles and to grow the accessible transportation that taxicabs alone provide to the disabled community. The Department has been exploring revenue-enhancing options to encourage drivers to remain in the industry, such as on-demand delivery, specialized transportation services, professional training, and reductions in regulatory burdens. The ultimate size of the industry, however, will be largely decided by the future demand for taxicab service, as the primary role of the Department is to encourage excellent customer experiences in all classes of for-hire service, and to ensure consumers have transparent options in choosing for-hire transportation.

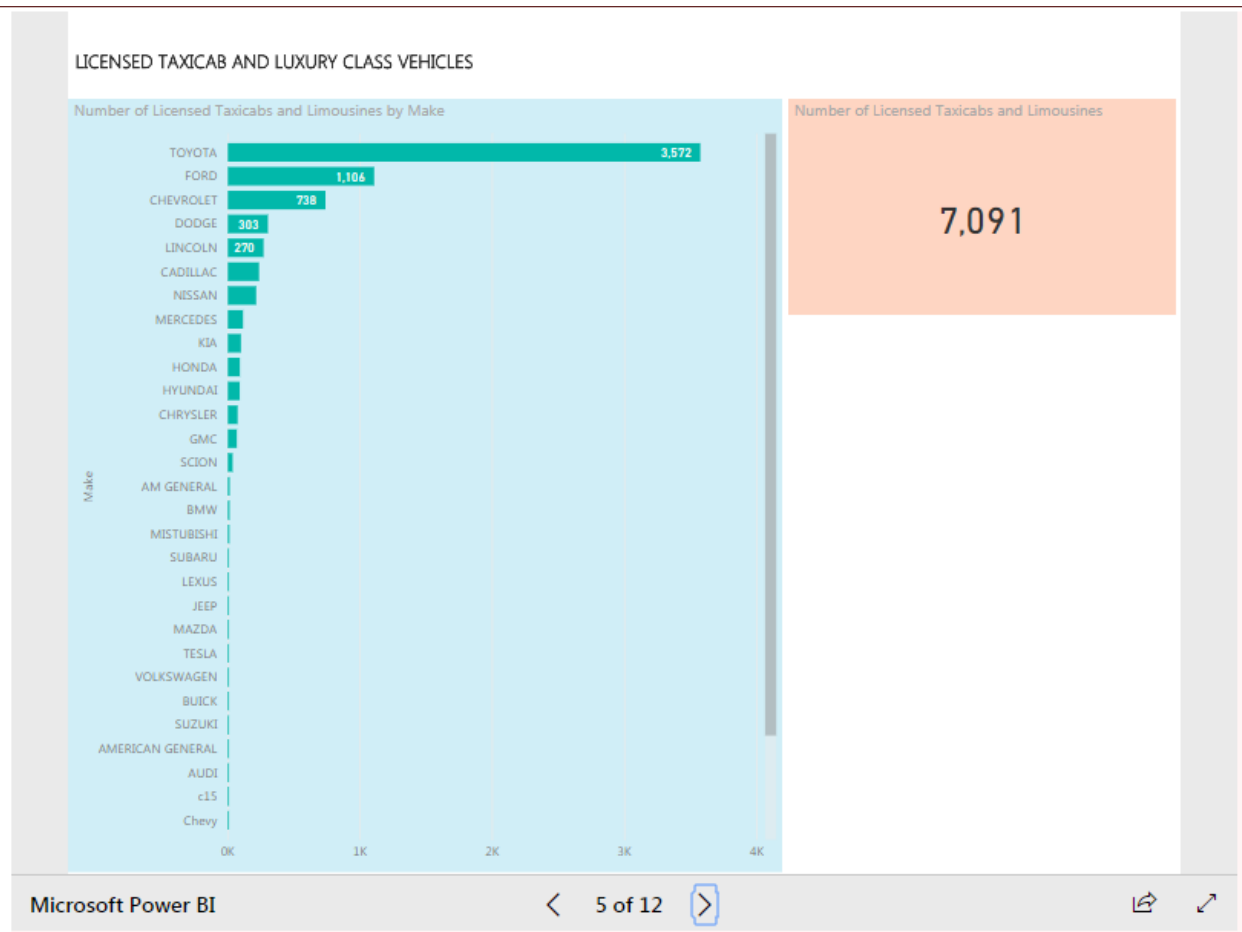
**REPORT 4: LICENSED TAXICAB AND LUXURY CLASS DRIVERS**



**10. Why is the number of licensed taxicab and luxury class drivers higher than taxicab and luxury class vehicles?**

Some drivers rent their vehicles, so there may be multiple drivers for a single vehicle.

## REPORT 5: LICENSED TAXICAB AND LUXURY CLASS VEHICLES



### 11. What is the breakdown of the number of licensed taxicabs and luxury class vehicles?

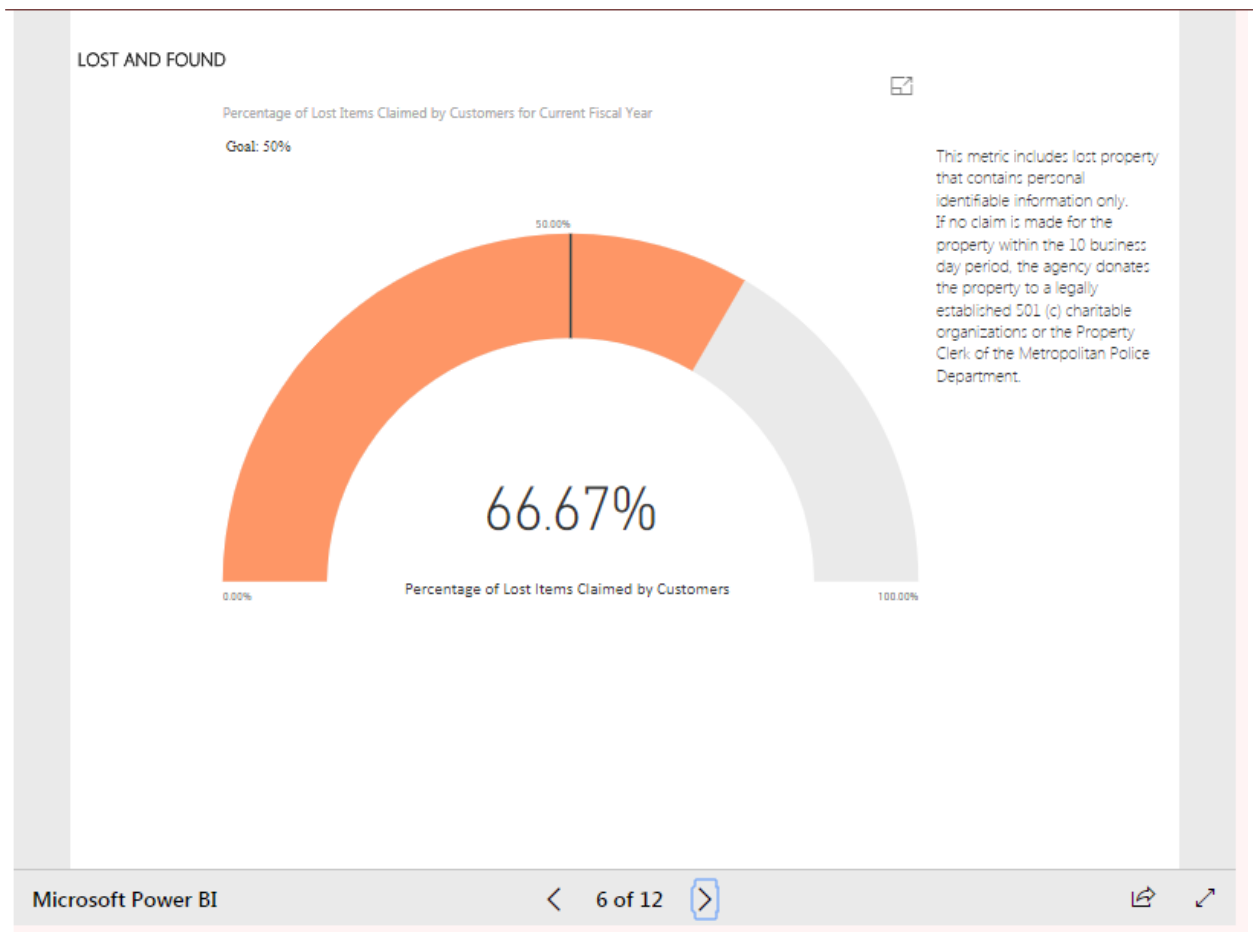
Please refer to Report 2 for a breakdown of licensed taxicabs and luxury class vehicles.

### 12. How many public for-hire wheelchair accessible vehicles does the District have?

Please visit the following link for the latest number of the public for-hire wheelchair accessible vehicles in the District:

<https://dfhv.dc.gov/page/taxicab-and-limousine-companies>

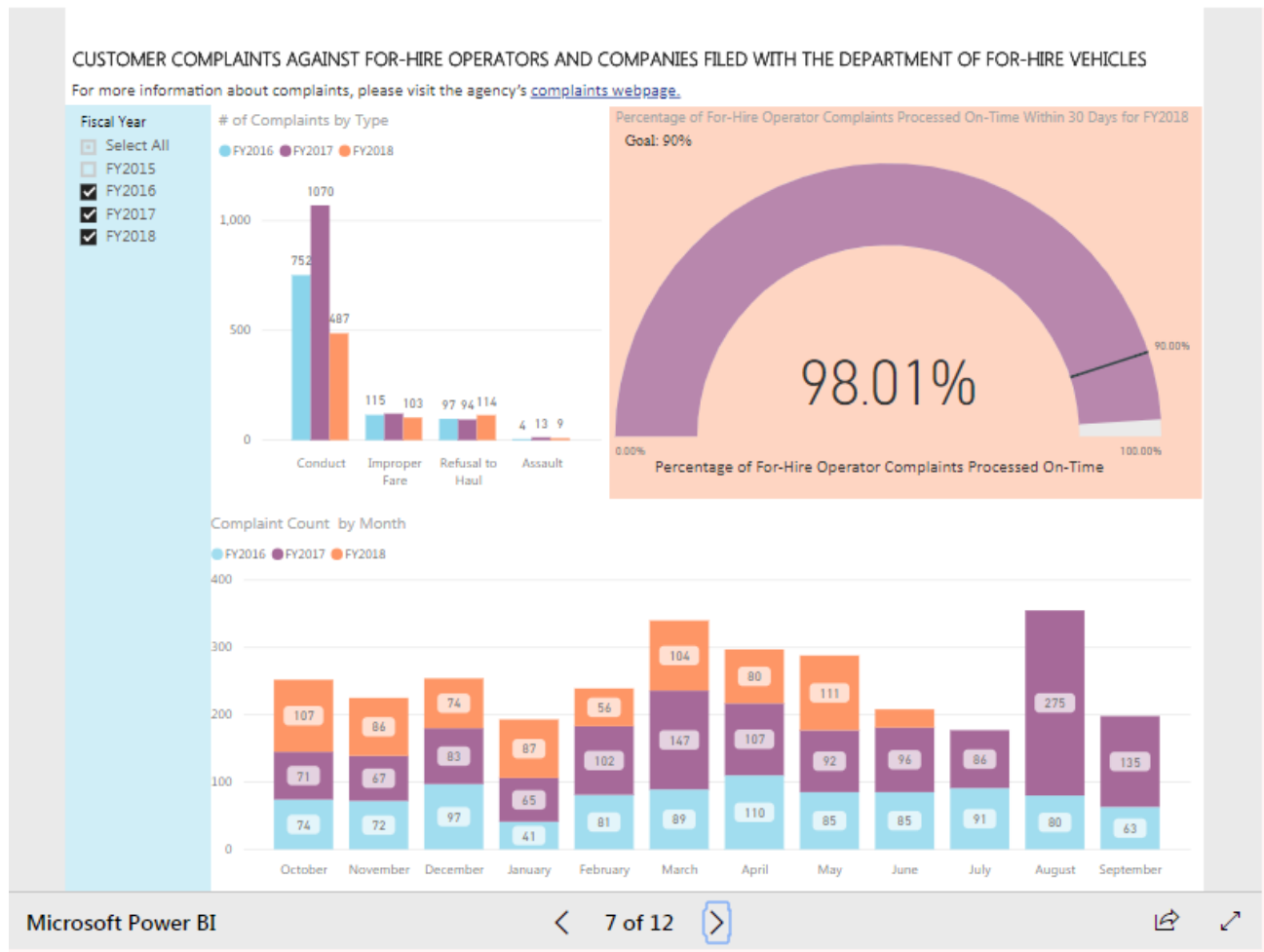
## REPORT 6: LOST AND FOUND



### 13. I left my belongings in a for-hire vehicle. How do I contact DFHV's Lost and Found Services?

Please call DFHV at (202) 645-7300 or (855) 484-4966, or visit DFHV's Lost and Found webpage, to complete a lost property form, and to find additional information. For the webpage, please click here: <http://dfhv.dc.gov/service/lost-and-found>.

## REPORT 7: CUSTOMER COMPLAINTS AGAINST FOR-HIRE OPERATORS AND COMPANIES FILED WITH THE DEPARTMENT OF FOR-HIRE VEHICLES



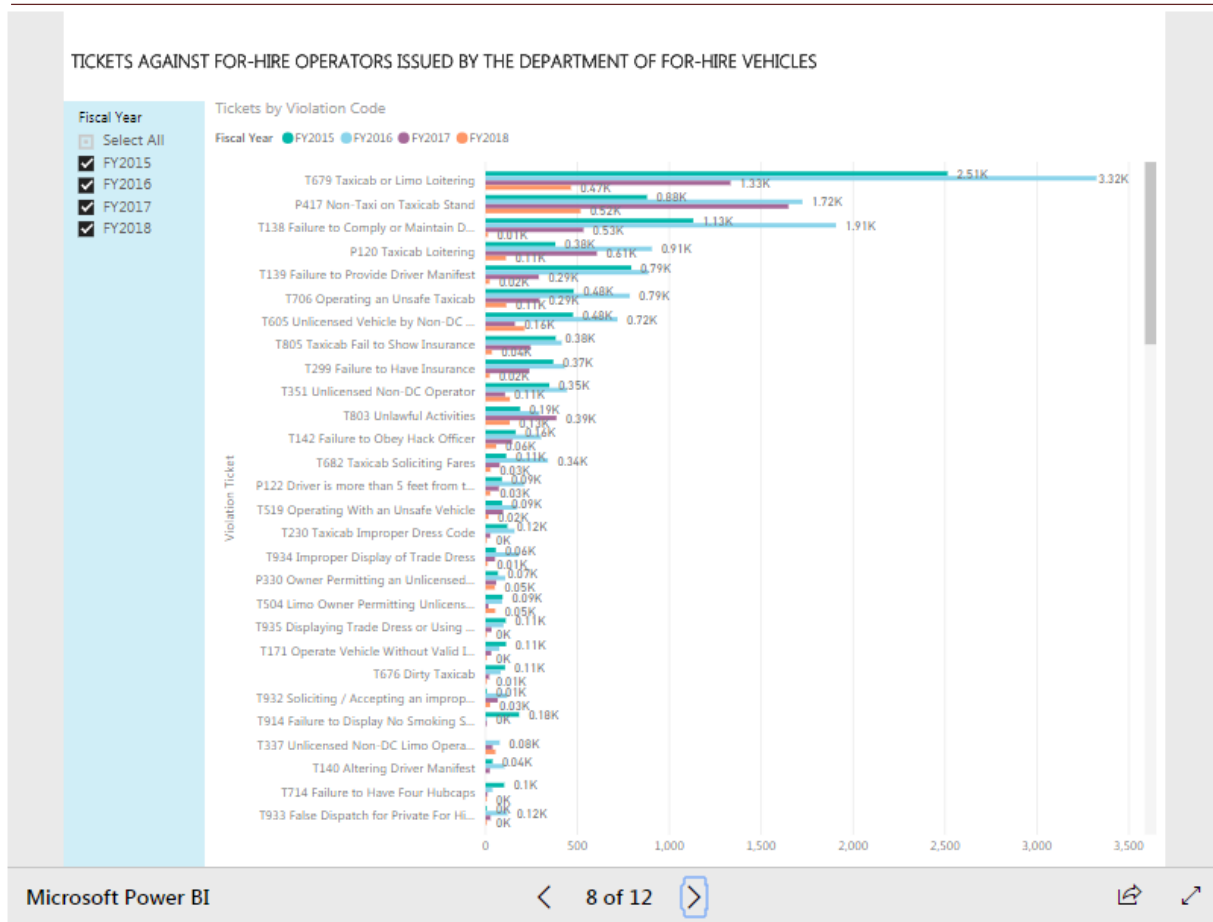
### 14. I have a complaint or concern about a for-hire ride. How do I file a complaint?

Please call DFHV at (202) 645-7300 or (855) 484-4966, or visit DFHV's Complaints webpage to complete an online form, and to find additional information. For the webpage, please click here: <http://dfhv.dc.gov/service/complaints>.

### 15. Does the number of complaints filed against for-hire operators and companies include apps (digital dispatch services or DDSs) and private sedan businesses (also called TNCs)?

Yes. The customer complaints reflected in Report 7 includes complaints filed against all for-hire operators and companies, public and private, as well as the apps (DDSs) that connect passengers with rides.

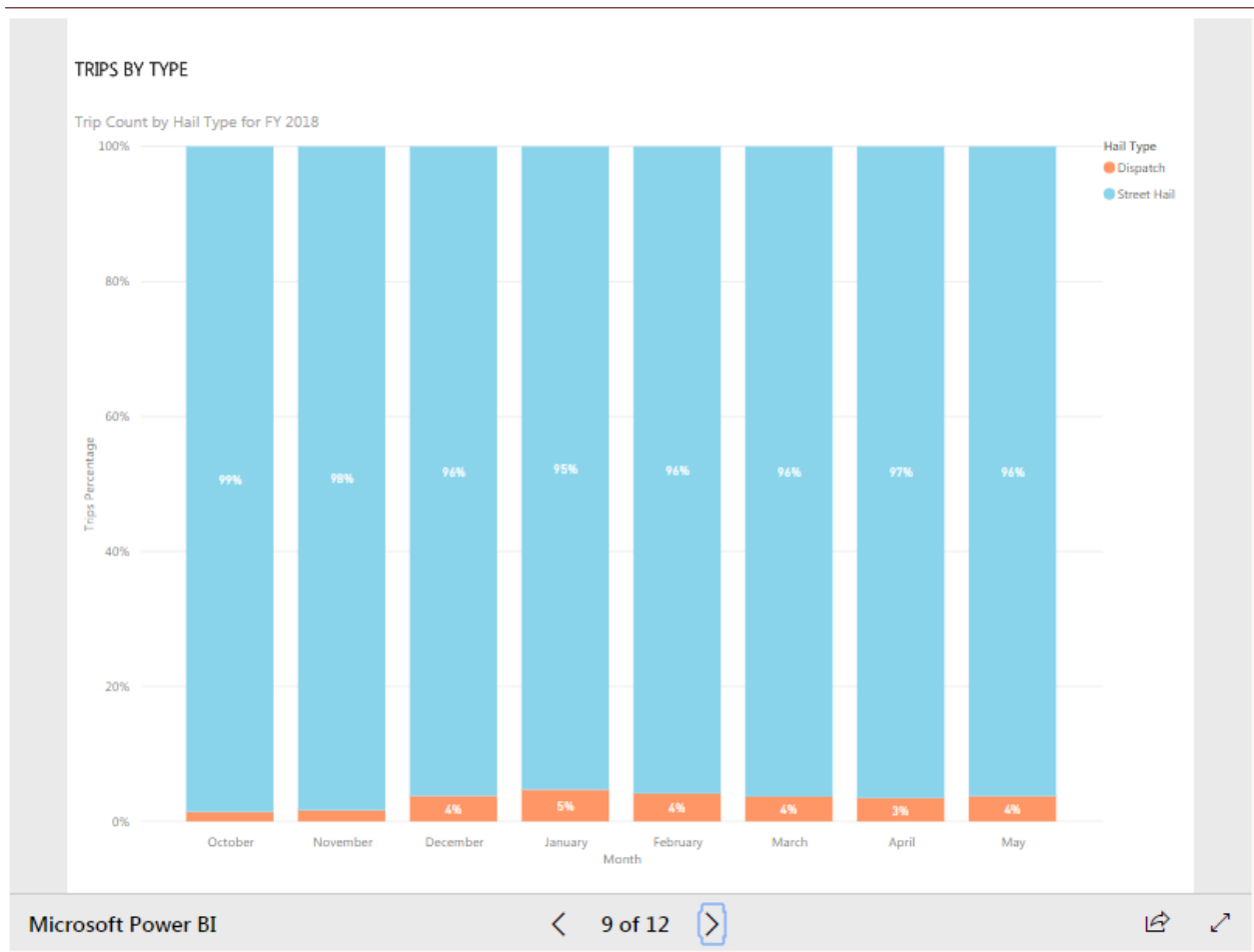
## REPORT 8: TICKETS AGAINST FOR-HIRE OPERATORS ISSUED BY THE DEPARTMENT OF FOR-HIRE VEHICLES



### 16. What is the source of ticket information?

The tickets reflected in the chart were issued by DFHV Vehicle Inspection Officers for violations of Title 31 and the D.C. Code. It does not include tickets issued by other law enforcement agencies, such as the Metropolitan Police Department of District of Columbia and the U.S. Capitol Police.

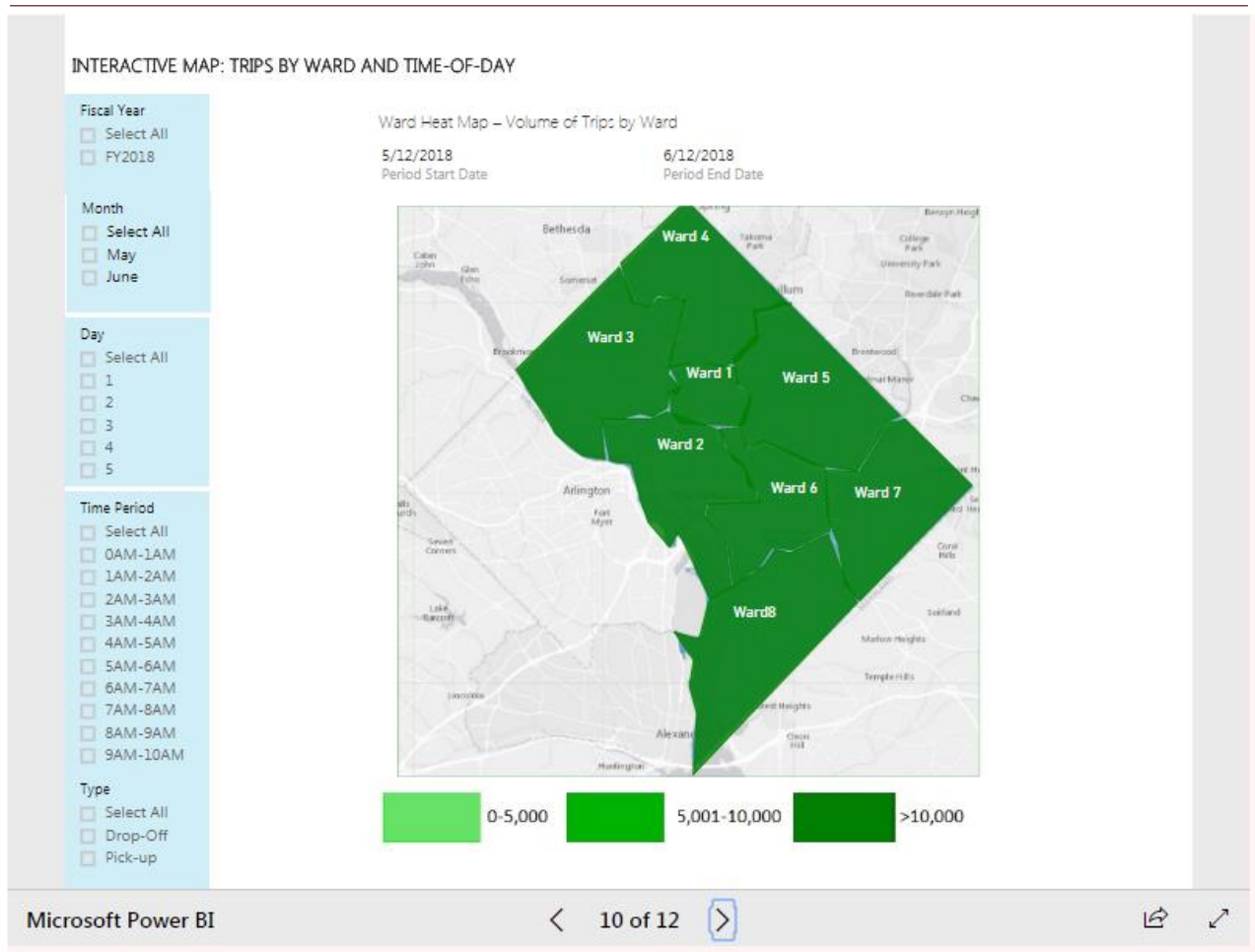
## REPORT 9: TRIPS BY TYPE



### 17. Is more information available concerning how rides are booked?

Yes. The type of booking (or “hail type”) includes the following: “dispatch” for taxicab rides booked by telephone or app, “street hail” for taxicab rides hailed on the street.

## REPORT 10: INTERACTIVE MAP: TRIPS BY WARD AND TIME-OF-DAY

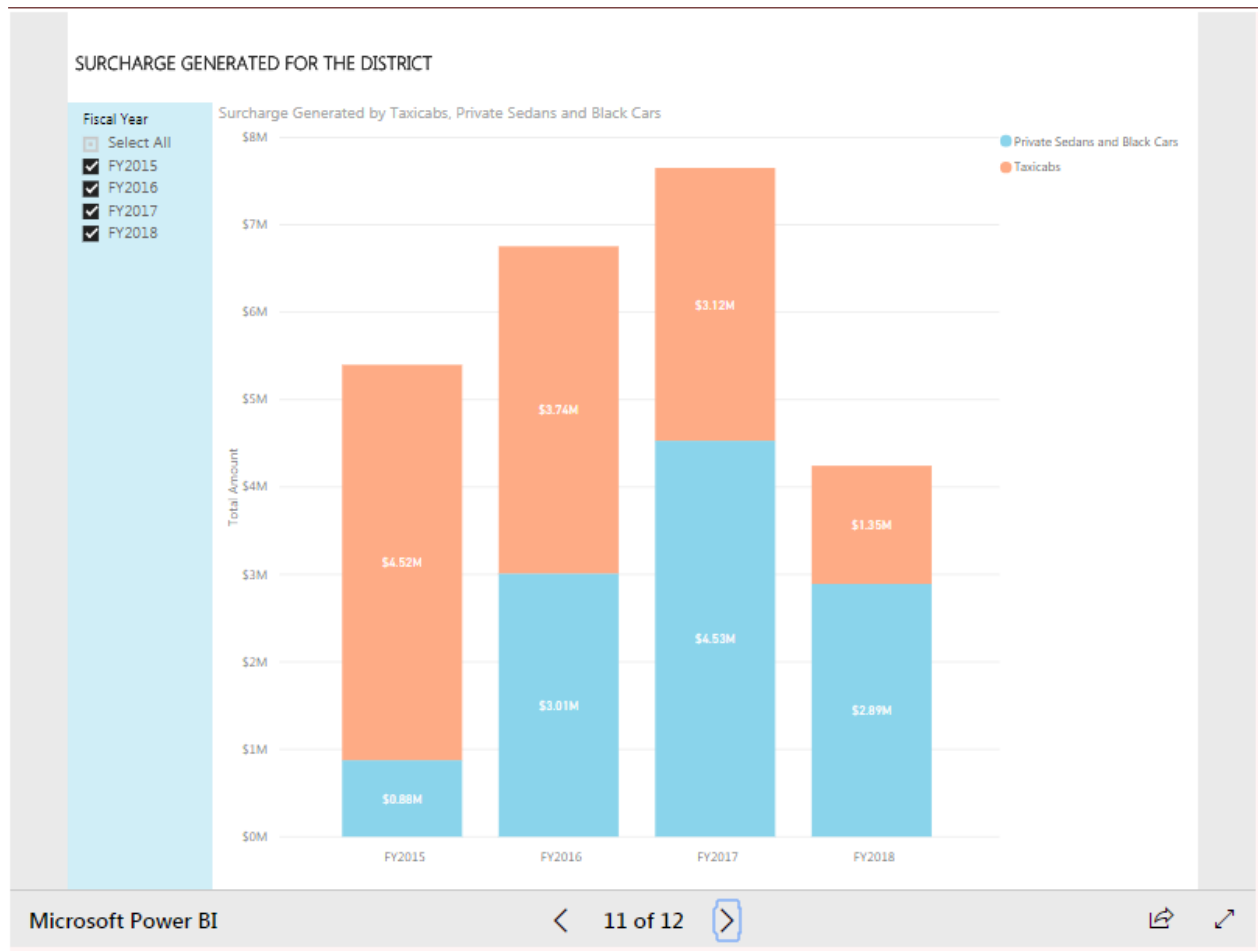


### 18. What is being planned to increase the service level in underserved neighborhood wards in the District?

DFHV provides grant funding for the Neighborhood Ride Service by Taxis (NRS), which will provide fixed-route transportation in underserved areas of Wards 4, 7, and 8. Service will be provided using eight-passenger shuttles picking up and dropping off passengers along fixed routes within each ward. Passengers can ride for \$5 or less. For more information, please visit the NRS webpage at: <http://dfhv.dc.gov/page/neighborhood-ride-service-taxis>.



## REPORT 11: SURCHARGE GENERATED FOR THE DISTRICT



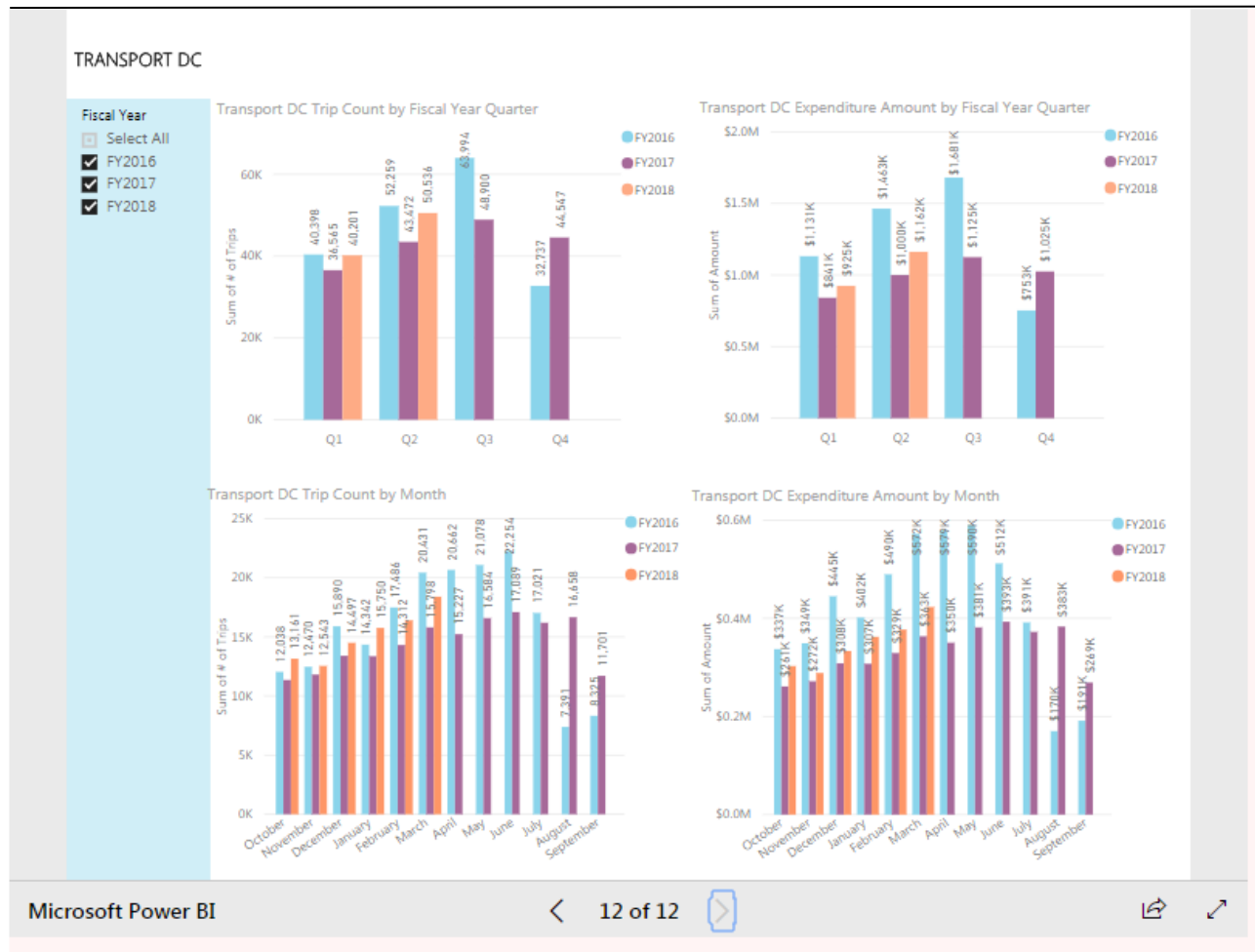
### 19. What does the surcharge consist of?

The surcharge consists of a 25-cent passenger surcharge per trip generated by taxicab rides and 1% of the gross revenue from DDSs for private sedan and black car rides paid to the District of Columbia Office of the Chief Financial Officer (OCFO).

### 20. How often is the surcharge updated in the report?

The taxicab passenger surcharge is updated on a weekly basis, and 1% of gross revenue from DDSs is updated quarterly.

## REPORT 12: TRANSPORT DC



### 21. What is Transport DC?

Transport DC provides an alternative transportation service for MetroAccess customers. Please visit the Transport DC webpage for more information:

<http://dfhv.dc.gov/service/transport-dc>.

### 22. Does Transport DC Count and Expenditure Amount represent the actual trips completed during that month?

No. The trip count and expenditure amount in the chart only represent the actual ride reimbursement to the Transport DC providers for that particular month.

### 23. How often are the Transport DC charts updated?

They are updated on a quarterly basis after the quarter end reconciliation.