THE EVOLUTION OF THE RIDE

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Agenda

I. Welcome – Director Do

II. Overview of Session – Wendy Klancher

III. Presentation on Safety During Pandemic – Assistant Chief Anthony Fludd

IV. Questions and Answers

V. Closing





DFHV COVERNMENT OF THE DISTRICT OF COLUMBIA MURIEL BOWSER, MAYOR

Safety During Pandemic

Presented By: Anthony Fludd Assistance Chief Enforcement Officer

Session Topics

Safety Guidance PUDO Lanes Taxi Safety Partition Car Free Lanes

Vehicle Inspection Officers

➤Safety Compliance

➤Carjacking

► VIO Complaint Process





Safety Guidance

YOU ARE RIDING AGAIN. TRAVEL WITH US... SAFELY.

CORONAVIRUS.DC.GOV

DFHV DFHV MUREL BOWSER, M

SAFE RIDING. PROTECT YOURSELF AND OTHERS.



Stay at home if you are sick or recently exposed.

➤ Carpool service should not be operating.

➢ Passengers handle own baggage.

➤Use contactless payment.

If passengers refuse to comply with safety measures, report.

If you feel uncomfortable with providing transport to a visibly sick passenger for safety reasons, you can choose to refuse transport.

Discrimination Prohibited.



Pick Up/Drop Off (PUDO) Lanes

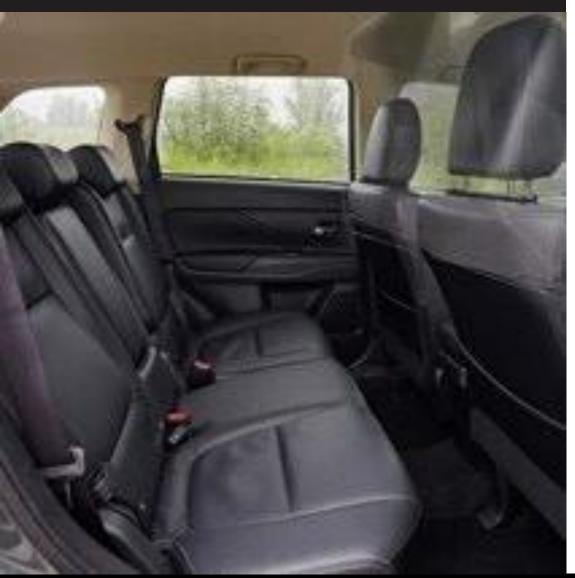


DDOT PUDO Zones

- Signage at more than 20 locations
- Temporary restaurant PUDO Zones in effect through public health emergency.
- A full map of locations is available on <u>coronavirus.dc.gov</u>.



Taxi Safety Partition



- Effective 10/19/2020, taxicabs must have a safety partition that: \checkmark Does not obstruct driver's vision; \checkmark Has opening for payment; \checkmark Does not impede entry and exit; \checkmark Is not a hazard to passengers; \checkmark Provides coverage;
 - ✓ Is easily cleaned;
 - ✓ Can withstand air flow; and
 - ✓ Meets all standards that DFHV may issue.



Car Free Lanes for Buses and Bikes

(DC Bus Priority Program)



DDOT has Car Free Lanes in these locations:H/I Street NW

- ≻7th Street NW (Massachusetts Avenue NW to Pennsylvania Avenue NW)
- Martin Luther King, Jr. Avenue SE (W Street SE to St. Elizabeth's East Campus)
- ≻14th Street NW (Euclid Street NW to Irving Street NW)

M Street SE (10th Street SE and Half Street SE)





Car Free Lanes for Buses and Bikes

(DC Bus Priority Program)



Department of For-Hire Vehicles

Government of the District of Columbia

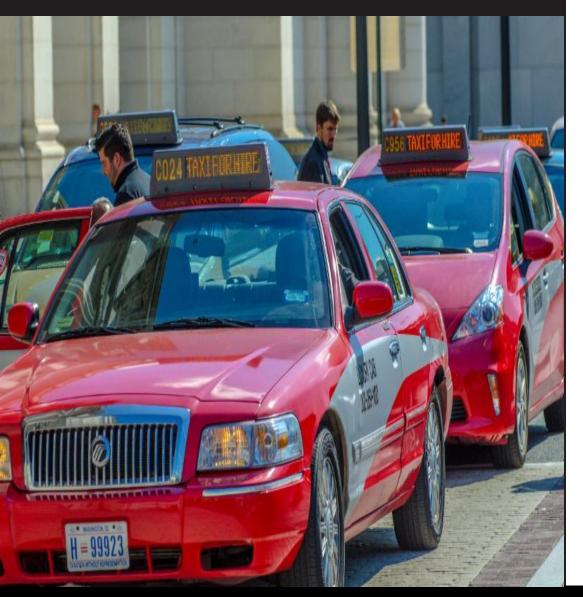
- > A Car Free Lane is coming to 16th Street NW.
- For-hire vehicles cannot pick-up and drop off in car free lane
 - Exception: servicing a passenger with a disability

Allowed to make a turn at an intersection or driveway.

For more information, visit ddot.dc.gov/page/carfree-lanes-buses-and-bikes.



Vehicle Inspection Officers



□ Formerly known as Hack Inspector

Goal is to ensure safety of public

Conducts safety and compliance checks

Can issue NOIs

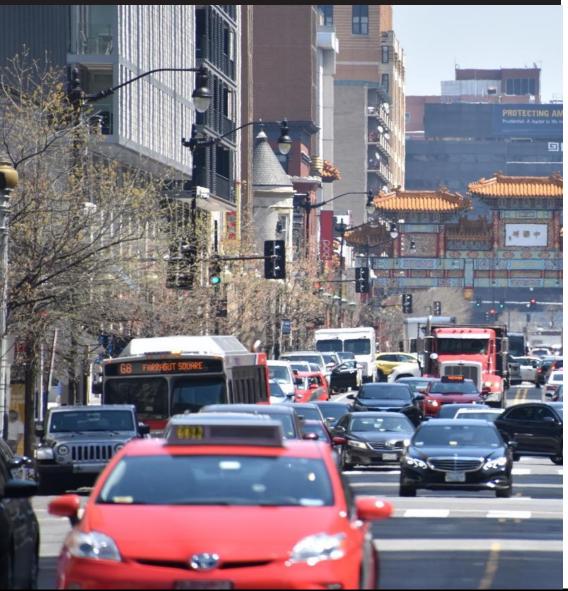
□VIOs have received training

Professionalism and partnership

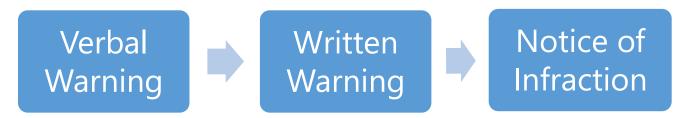




Safety Compliance



3-Step Escalation Process



NOI can include fine and/or impoundment

Electronic copies of some documents acceptable





WHAT TO KNOW ABOUT CARJACKING



✓ Always lock your car

- ✓ Never leave your vehicle idling/running unattended
- ✓ Always keep track of your keys, never leave them inside the vehicle
- ✓ Park in a safe spot
- \checkmark Stay alert and aware of your surroundings
- ✓ If you see suspicious activity, report it anonymously by calling 202-727-9099
- ✓ If you are a victim of a crime, report it immediately by calling 911.

Visit MPD's website for more information on how to stay safe: <u>mpdc.dc.gov/page/auto-theft-prevention</u> or visit your local police district.

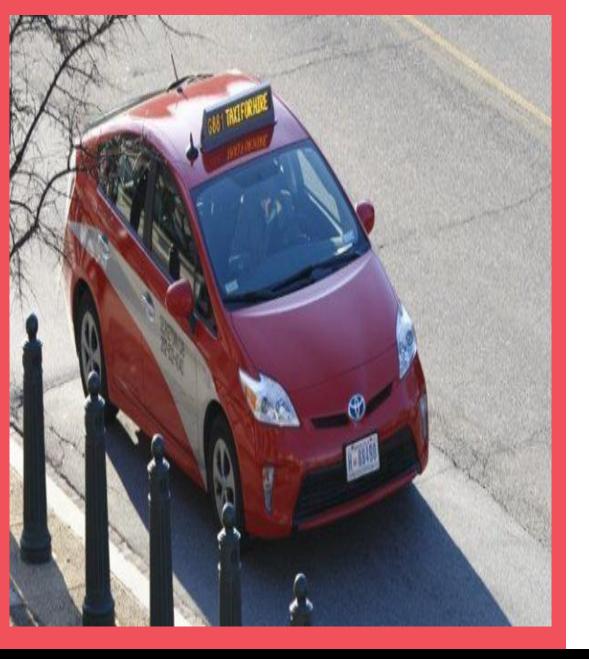


VIO COMPLAINT PROCESS

30 Day Process

Acknowledgement <u>Stage</u>	Investigat		/ _	<u>plution</u>	Close
 Upon receipt of a complaint: The complainant receives an acknowledgment from DFHV within 72 hours. The respondent receives notice of the complaint from DFHV, on the same day, or the next business day following the date on which the acknowledgment has been sent to the complainant. The complainant receives a case ID from DFHV for status tracking. 	encouraged to provide requested information in a timely manner to complete the investigation. • If requested, meet with the complainant to discuss the matter further	 If the complaint is deemed actionable, the DFHV schedules a meeting with the respondent to discuss the complaint. During the informal meeting, the complainant's identity remains protected. Respondent may elect to include their representative at any point during the investigation process. 	 Disposition may form of: Dismissal of the complaint; Mandatory re- Warning Letter held on file for than 3 years); Probationary present and/or Any other actional and other actional and other the law 	he disposit greater -training; be subr er (to be reviewe or no less the Dire ; and app period; Directo will bec ions • All con e agency enforce r, held on for at le	he complaint has esolved, any tions that are r in severity than tory re-training will mitted to and ed by the Office of ector. Upon review proval by the or, the disposition come final. mplaints against the ement officer will be n file by the agency east 3 years from te of disposition.

Submit all complaints and concerns to **<u>dfhv.complaints@dc.gov</u>**.



Thank you for listening!





Questions?

Email: <u>dfhv@dc.gov</u>

Text: 202-740-2030







DFHV.dc.gov

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