

**ADMINISTRATIVE ISSUANCE:
DRIVER PAYMENTS AND PASSENGER RECEIPTS FOR DTS**

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I. BACKGROUND AND PURPOSE

The Department of For-Hire Vehicles (DFHV) is committed to ensuring transparency and fairness in the relationship between Digital Taxicab Solution (DTS) providers, D.C.-licensed taxicab drivers, and passengers. Feedback from drivers has highlighted concerns with the reliability, accuracy, completeness, and timely distribution of revenue and trip data from DTS companies. For passengers, access to accurate receipts and fee breakdowns is a basic right. Clear, itemized receipts are essential to protect passengers from fraud and bad actors.

To address these concerns and strengthen accountability, this Administrative Issuance establishes new requirements for DTS providers:

For Drivers: DTS providers shall provide each driver, within 24 hours of payment, a list of payments and fees. This summary will serve as a critical tool for drivers to track completed trips, understand earnings, and verify that payments accurately reflect their work. By standardizing disclosures, DFHV aims to support drivers in managing their operations while holding DTS providers to clear and consistent reporting obligations.

For Passengers: DTS providers shall ensure the accuracy of all fares, trip extras, tolls, surcharges, and airport fees, and that every ride receipt, whether printed or electronic, includes a full breakdown of these charges.

This measure is part of DFHV's broader effort to promote transparency, empower drivers and passengers, and reinforce trust in DTS operations within the District.

This issuance applies to all DTS providers authorized under Title 31 DCMR §§ 602 and 802 and affiliated with D.C.-licensed taxicab drivers.

II. DEFINITIONS

Digital Taxicab Solutions (DTS) – A technology solution for the operation of taxicabs that consists at a minimum of a digital taximeter running on a driver console, as defined in Title 31,



and a credit card processing device, as such terms are defined in Title 31, and any optional components that the DTS provider may choose to include.

Dynamically Printed Receipts – Receipts that are fully printed by the DTS system in real time, providing all trip information in a complete printed format.

Hybrid Receipts – Receipts that combine preprinted static information with handwritten, trip-specific details and include a URL directing the passenger to the complete electronic version of the receipt.

Electronic Receipts – Receipts that are generated and delivered to the passenger by text message, email, or QR code at the conclusion of the trip.

III. AUTHORITY

Establishment Act, D.C. OFFICIAL CODE § 50-301, *et seq.*; 31 DCMR §§ 602, 802.

IV. PROCEDURES

1. Driver Payment and Fee Visibility Requirements

Each DTS provider shall provide every driver who is owed payment or charged a fee with a detailed breakdown of payments and fees. At a minimum, this must include:

- a) A list of all trips, earned cancellation fees, and any other services or driver revenue included in the payment.
- b) The total amount of fares earned and any other revenue, including tips, bonuses, promotions, or other monies due to the driver within 24-hours or one (1) business day of when revenue is received by the DTS with the sole exclusion of banking hour limitations (e.g., for revenue earned after a 5pm cut-off during banking business days the payment is made the next business day-after; payments earned on a Friday are made the following Monday.)
- c) An itemized list of all deductions and the final net payment amount, including but not limited to DTS fees, credit card fees, rental fees, insurance fees, per-trip surcharge fees in line with item a. above.



- d) A plain-language explanation of each fee withheld, such as credit card fees, surcharge payments, DTS fees, or rental fees. Generic descriptions such as “fees” or “other costs” are prohibited.

When a DTS acts as an intermediary in any trip or service performed by a driver, whether through an integration, standalone mobile application, receipt of a DDS trip request, hotel booking device, bulk payment processing, or any other means, the DTS shall be responsible for ensuring the driver’s payment is made within twenty-four (24) hours, as required by 31 DCMR § 602.18(c).

1.1. Delivery Method

To promote accessibility and convenience, DTS providers shall deliver required trip payment and fee details on the **same day or the following day after any trip or payment-related activity**. Delivery must be through at least one of the following reliable and consistent communication methods:

- a) Emailing the payment and fee details to each driver at their email address on file;
- b) Providing access to a secure web portal where drivers can view and download daily payment and fee records; or
- c) Offering a DTS taximeter application interface (e.g., a driver wallet) that enables drivers to view, download, or email their trip payment details.

Regardless of the delivery method, all payment and fee details must be complete, accurate, and provided in accordance with the timelines and content requirements of this issuance.

2. Passenger Receipts

To promote transparency, DTS companies must ensure that drivers can provide both printed **and** electronic receipts to passengers. All receipts, regardless of type, must be automatically delivered or provided to the passenger at the conclusion of the trip, at the time of payment.

2.1. Printed Receipts

Printed receipts may be either dynamically printed or hybrid.



- (a) Dynamically printed receipts must be generated and printed in full by the DTS system in real time at the point of service within the vehicle. These receipts are produced using a Bluetooth-enabled or hardwired printer connected to the DTS system.
 - i. Dynamically printed receipts must contain all required trip information in a fully printed format, including the fare, itemized extras, gratuity, date and time of the trip, and all required vehicle and operator identifiers.

- (b) Hybrid receipts must combine preprinted static information with handwritten, trip-specific details. The preprinted portion must include standardized elements such as the operator's Face ID, DFHV complaints contact, Lost and Found contact information, and any other static information required by DFHV. The handwritten portion must capture all variable trip details, including the fare amount, itemized extras, gratuity, and any additional required information specified in this issuance.
 - i. Hybrid receipts must also include a URL that directs passengers to the full electronic version of the receipt. This URL must consist of a static prefix printed on the receipt and a handwritten suffix unique to the trip, ensuring passengers can easily access the complete itemized components online.

2.2. Electronic Receipts

Electronic receipts are delivered through one of the following methods: text message, email, or a QR code displayed to the passenger that links directly to the full electronic version of the receipt.

- (a) Delivery must occur in real time and must not depend on any action by the passenger beyond selecting their preferred delivery method at the time of payment.

- (b) The electronic receipt must be immediately accessible upon delivery and must contain all required trip information either within the text message or email itself, or through a direct link to a webpage that displays the complete list of required components.

- (c) Electronic receipt delivery must occur seamlessly through the DTS system to ensure timely, complete, and accurate access to all required trip details.



2.3. All Required Receipt Components

All receipts, whether dynamic, hybrid, or electronic, must include the full set of required components identified in 31 DCMR § 802.3.

Additionally, each receipt must clearly itemize all extra fees, including airport fees, passenger surcharges, additional passenger charges, tolls, dispatch fees, snow emergency fees, and any other authorized charges.

These components must be presented in a clear and accessible manner. The accompanying table specifies how each required item must be displayed across the three receipt formats.



Required Item (A and B)	A		B
	Required (in all instances)		Required (in all instances)
	Option 1	Option 2	
	Dynamic Printed Receipt	Hybrid Receipt	Electronic Receipt (by text message, email, web, or QR Code)
Driver's Name	Yes. Printed	Yes. Pre-printed	Yes. Electronic
Company Phone Number	Yes. Printed	Yes. Pre-printed	Yes. Electronic
PVIN #	Yes. Printed	Yes. Handwritten	Yes. Electronic
FACE ID #	Yes. Printed	Yes. Pre-printed	Yes. Electronic
Total Fare	Yes. Printed	Yes. Handwritten	Yes. Electronic
Itemized Extra Fees <i>Airport Fee</i> <i>Passenger Surcharge</i> <i>Additional Passenger Fee</i> <i>Tolls</i> <i>Dispatch Fee</i> <i>Snow Emergency Fee</i>	Yes. Printed	Yes. May be handwritten or itemized in handwritten Trip Web URL	Yes. Itemized in Trip Web URL
Gratuities	Yes. Printed	Yes. Handwritten	Yes. Electronic
Total Amount Paid	Yes. Printed	Yes. Handwritten	Yes. Electronic
Trip Web URL	No	Yes. Pre-printed URL prefix + handwritten suffix	Yes. Electronic
DFHV Lost & Found Contact Information <i>dfhv.dc.gov/page/lost-and-found or (855) 484-4966</i>	Yes. Printed	Yes. Pre-printed	Yes. Electronic
DFHV Complaints Link <i>dfhv.dc.gov/service/complaints</i>	Yes. Printed	Yes. Pre-printed	Yes. Electronic
DFHV Phone <i>(855) 484-4966 or (202) 645-7300</i>	Yes. Printed	Yes. Pre-printed	Yes. Electronic



3. *Compliance*

Failure to comply with this issuance may result in enforcement action, including civil penalties and any other remedies available under Title 31, up to and including suspension or revocation of DTS authorization.

SO ORDERED:

DEPARTMENT OF FOR-HIRE VEHICLES

BY: 

JONATHAN ROGERS
DIRECTOR

