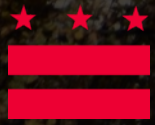


Information Session

May 18, 2021





Welcome

from David Do, Director



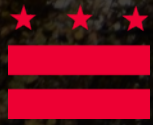
Agenda

- I. **Welcome** – Director Do, DFHV
- II. **Overview of Session** – Steve Brigham, Public Engagement Associates
- III. **Feedback from Taxi Driver Summit and Industry Recovery** – Wendy Klancher, DFHV
- IV. **FAQs of Client Services** – Randy Jenkins, DFHV
- V. **Operating Rules** – Michael Tietjen, DFHV
- VI. **Wrap Up (4:15pm)**

**How to submit
questions during this
session**

Email: dfhv@dc.gov

Text: 202-740-2030



Feedback from Taxi Summit

Presented By: Wendy Klancher
Senior Policy Advisor



Taxi Summit on March 24

- About 170 participants
- DFHV presented 5 recovery Ideas
- Break out Groups and Polling
- DFHV is now refining the ideas for a Recovery Blueprint
- Today, we want to present the feedback we received and do some additional polling

5 Take-Aways from Summit

1. Companies and drivers need to have enough options to make their businesses work for them (flexibility and diversification)
2. Keep driver costs reasonably low
3. Less regulation– encourage rather than mandate

“To be as lenient and responsive to our customers without undue impact on our bottom line”

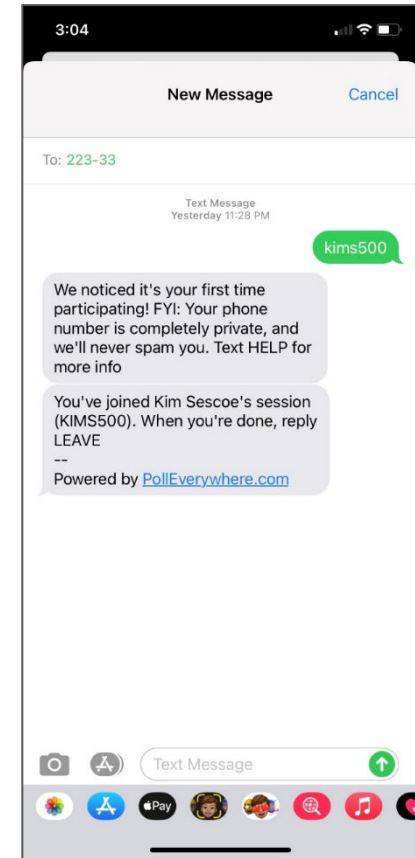
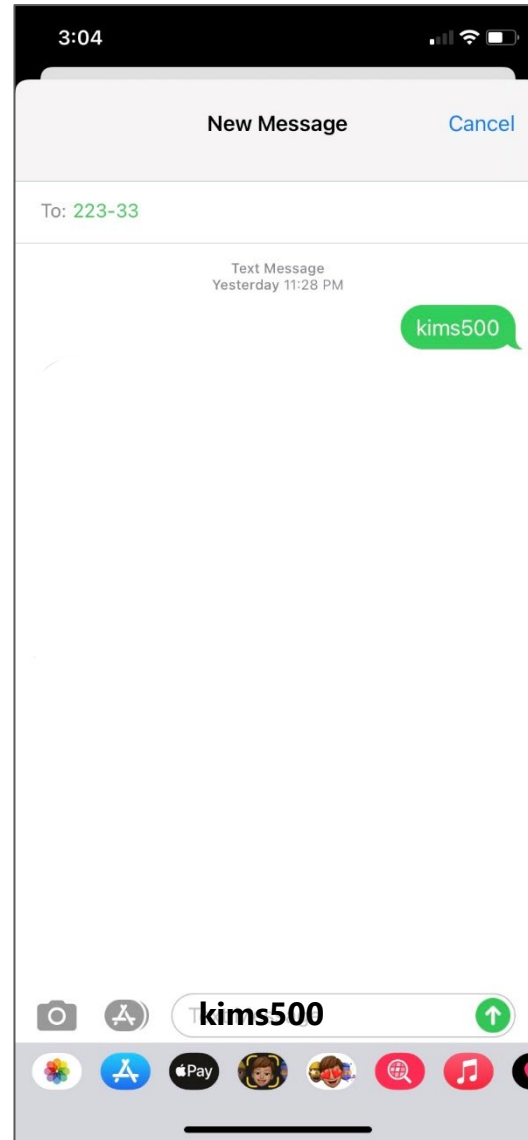
4. Wide agreement that digital dispatch is the future (dispatch complements street-hailing)
5. Be responsive to customer’s expectations in for-hire service

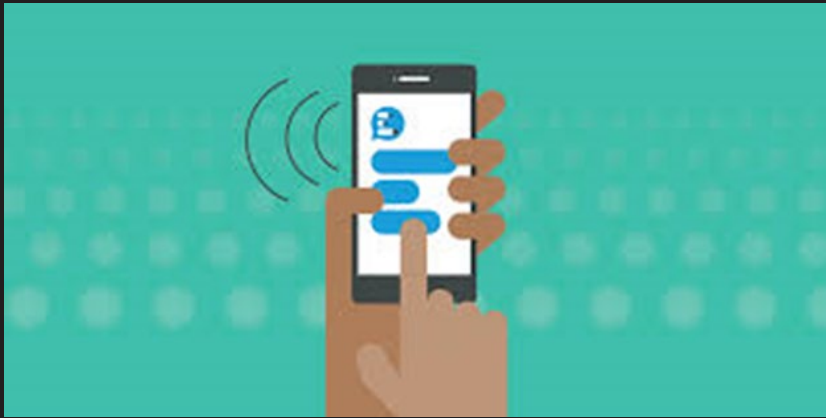
POLLING

Using your mobile phone

Text to 22333

Message: KIMS500





- Text the number matching your answer
- If you make a mistake, text CLEAR or UNDO, you will get a Cleared response message.
- Then vote again, with the number matching your answer
- If you have two answers, enter your first response , then second response

Example: 1, 2

When poll is active, respond at pollev.com/kims500

Text **KIMS500** to **22333** once to join

Did you participate in the March 24 Taxi Summit?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

2. Do you think the take-aways capture the feedback from the Summit?

5 Take-Aways

1. Encourage industry diversification
2. Keep driver costs reasonably low
3. Less regulation– encourage rather than mandate
4. Digital dispatch is the future
5. Be responsive to customer's expectations

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Do you think the take-aways capture the feedback from the Summit?

Yes

Somewhat

No

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What is the Recovery “Blueprint”?

- Identifies DFHV actions over the next 5 years to help the industry recover
- Actions will be short, medium or long-term
- To be published by August

Actions for Recovery Blueprint

1. Promote more ways to connect drivers and passengers

- Conduct outreach to drivers on the benefits of being on dispatch
- Support a public awareness campaign on e-hailing
- Offer incentives to drivers to sign up for dispatch

2. Fare and payment innovation

- Allow upfront pricing and pre-payment for dispatch trips
- Promote discounts citywide

3. Provide opportunities to diversify

- Allow taxis to take mainline Uber and Lyft trips
- Make delivery options for taxis permanent in regs

4. Reduce fee burden by eliminating DFHV late fees for 1 year and review DFHV fee structure

5. Identify additional ways to simplify Title 31 regulations

6. Accessibility and Equity

1) Promote more ways to connect passengers and drivers

- **Driver outreach**
- **Public awareness campaign**
- **Consider driver incentives to sign up for dispatch**

What it is:

- Provide more ways for passengers to order a taxi – Digital dispatch and “e-hailing”= same concept
- Digital Dispatch complements street hailing
- DFHV role
 - driver outreach
 - public awareness campaign
 - consider driver incentives to sign up for dispatch

Feedback:

- Strong support
- Concern about what it will cost drivers
- Needs to be heavily marketed so customers know about the app (s)

2) Fare and Payment Innovations

Allow Upfront Pricing and Pre-Payment

What it is:

Customers would be offered a competitive fare if they prepay through an app or over the phone

DFHV role: clarify allowed in regs

Feedback:

- Drivers know that they will get paid
- Need to be clear as to who sets the price (the DTS company, not the driver)
- Reduces passengers “fare anxiety”
- Will this reduce drivers pay? Increase number of trips, may increase overall pay

2) Fare and Payment Innovations

Discounting of Taxi Fares Citywide

What it is:

- DTS companies can set fare discounts as a way to increase business (eg \$1 to \$2 off fare)
- Results from study: When taxi business is 30% back, driver's income would increase due to higher number of trips
- DFHV action: Remove 24-hour notice in regs

Feedback:

- Need to be clear as to who sets the discount (the DTS company, not the driver)
- Will this reduce drivers pay? Increase number of trips, may increase overall pay

3) Opportunities for diversification

Allow taxis to take mainline Uber and Lyft trips in their cab

What it is:

- DFHV would allow taxis to take regular/mainline Uber and Lyft trips in their cab
- Drivers would sign up to Uber and Lyft as an operator (Drivers who rent their taxi may not be allowed to do this – that would be up to the taxi company)
- Trips would occur as an Uber or Lyft trip (through the app, same Uber/Lyft fare, same driver pay)

Feedback:

- Many drivers liked the idea and want to “join the competition”
- Part-time (Uber/Lyft) vs Full-time drivers (taxis)
- Driver pay structure is different

3) Opportunities for diversification

Make Delivery Options permanent in Regs

What it is:

- DFHV issued an Administrative Issuance allowing taxis to do parcel delivery (food and packages)
- Make it permanent

Feedback:

- Recommendation came from Taxi Driver Summit

4) Eliminating DFHV late fees for 1 year and review DFHV Fee structure

What it is:

- Eliminate DFHV late fees for 1 year (Face ID late fees)
- Over the next year, review DFHV fee structure and identify possible changes
 - Does not include 25 cent surcharge

5) Review Title 31 and find ways to simplify

What it is:

- Title 31 regs are in need of simplification
- DFHV would take a deep dive into analyzing what should be changed to make taxis more competitive with Uber and Lyft

Feedback:

- Taxis are already overly regulated
- Uber and Lyft should have more requirements
- Allow companies to diversify and do more than just taxi passenger transportation
- Simplify/lessen regulations on DTS and DDS companies

6) Accessibility and Equity

What it is:

Accessibility and equity will be key goals in the Recovery Blueprint

Accessibility: DFHV would continue to monitor and incentivize WAV availability for people who need them

Seek funding to help incentivize more WAVs and continue to look for non-monetary incentives

Equity: DFHV participation in Deputy Mayor's racial equity task force and address equity internally and externally

Feedback:

- DFHV Accessibility Advisory Committee is concerned about WAVs



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Do you think being on dispatch would get you more fares and more business?

Yes

No

No Sure

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After the public health emergency ends, would you be interested in doing delivery work in addition to regular fares?

Yes

No

Maybe

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If you have two answers,
enter your first response,
then second response

Example: 1, 2



Respond at pollev.com/kims500

Text **KIMS500** to **22333** once to join, then **1, 2, 3, or 4**

What two top areas of Title 31 taxi regs would you like to see changed? (choose two)

Fares and pricing

1

Vehicle requirements

2

Driver requirements (licensing and registration)

3

Industry structure (simplify companies, associations, Ind- Owner Operator)

4

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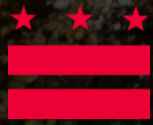
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Questions?

Email: dfhv@dc.gov

Text: 202-740-2030



FAQ's from Client Services

Presented By: Randy Jenkins
Client Relations Manager



Operational Shifts

- Public Health Emergency
- Service Center Enhancements
- Licensing and Processing Updates

Public Health Emergency



Public Health Emergency
UPDATE: JULY 20TH (Tentative)

What does it mean?

- Accommodations:
 - ✓ License and Permits have been extended 45 days post PHE expiration
 - ✓ Associated Fees have been suspended until further notice

Service Center Enhancements



❖ Client Services Hours of Operation

- ❑ Monday - Friday (8:30 am – 4:45 pm)

❖ Appointment Scheduling System

- ❑ Quick Response Code (QR)

❖ Live Chat Feature

- ❑ Monday- Friday 9:00am-3:30pm

- ❑ Client Services / Complaints Division



What are you looking for today?



Department of For-Hire Vehicles

[Read Mayor Bowser's Presentation on DC's COVID-19 Situational Update: April 26](#)

- [Home](#)
- [Passengers & Public](#)
- [Drivers](#)
- [Resources & Tools](#)
- [For-Hire Companies](#)
- [About DFHV](#)



[For-Hire Vehicle Advisory Council Meetings](#)

The For-Hire Vehicle Advisory Council meets quarterly and advises DFHV on the regulation of the vehicle-for-hire industry.



[Virtual Info Session – May 13, 2021](#)

DFHV is hosting a Virtual Info Session for the for-hire vehicle industry on May 13, 2021, at 3:00 PM. The session provides drivers with



[Virtual Taxi Drive](#)

Director David Do a drivers at the Virtua held on March 24, 2

DFHV Chat

*First Name:

*Last Name:

*Phone:

*Email:

*Chat About?:

Start Chatting

LICENSE AND IDENTIFICATION CARD



NO.

EXPIRES

AUTHORIZED TO DRIVE

 DO NOT DUPLICATE

OFFICIAL GOVERNMENT DOCUMENT

DAVID DO,
DIRECTOR

DEPARTMENT OF FOR-HIRE VEHICLES
(202) 645-7300



NOTICE TO PASSENGERS- TAKE NOTE OF THE ABOVE NUMBER AND NAME ON THIS CARD, THIS IS A PHOTOGRAPH OF THE AUTHORIZED DRIVER. IF ANOTHER PERSON IS DRIVING THIS VEHICLE, NOTIFY A POLICE OFFICER.

DFHV
Government of the District of Columbia
Department of For-Hire Vehicles

WE ARE DC GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

- License
- Enhancements
 - Fresh Redesign
 - Smaller in Size
 - More efficient production time
- Quick Response (QR) Code
 - Embedded Driver info
 - Lost and Found
 - Complaints

DFHV



Government of the District of Columbia
Department of For-Hire Vehicles

Temporary For-Hire License

SAMPLE LICENSE



Face ID: **91313**

Birthdate: **12/10/2000**

Operator Name: **Laura Fu**

Date of Issuance: **4/27/2021**

License Type: **Taxicab**

Expiration Date of Temporary
License: **5/27/2021**

Address: **2235 Shannon Place SE,
Washington, DC, 20020**

This Temporary For-Hire License can be used from **4/27/2021 – 5/27/2021**. This Temporary FACE ID should be carried with your most recent FACE ID issued by the Department of For-Hire Vehicles. You will receive your official Face ID card within thirty (30) days.

- License holders to be issued Temporary (30) Day License (PDF)
- Online/Walk-ins
- Official License
 - Processed in 24-48 hours
 - Mailed USPS

DFHV

FREQUENTLY ASKED QUESTIONS

Q: When the coronavirus (COVID-19) ends, DFHV will be swamped, because more than 80 present driver's FACE ID will expire. How are you prepared for that?

A: As we prepare to resume normal operating status, DFHV is making concerted efforts to ensure our licensing processing time does not impact the overall customer experience.

Q: If the documents we have collected to renew FACE ID from different agencies such as background check, driving record, and other documents have expired, are they still valid to use for FACE ID renewal?

A: All documents necessary to complete your FACE ID renewal must be valid at the time your application is submitted.

Q: What online services are available?

A: All renewal applications have been made available online. The agency is currently considering the addition of other

Q: What services have been automated?

A: All Renewal Applications have been automated to include:

Face ID Renewal

One Stop Vehicle Registration

Independent/IVB Operating Authority



Service Center Hours

The DFHV Service Center remains open Monday – Friday from 8:30 am until 4:45 pm by **APPOINTMENT ONLY**.

Client Services is now accessible via:

- Email: dfhv.clientservices@dc.gov
- Phone: 202-645-7300
- Chat Feature 9 am – 3:00 pm

Questions?

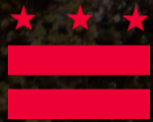
Email: dfhv@dc.gov

Text: 202-740-2030

Questions?

Email: dfhv@dc.gov

Text: 202-740-2030



Operating Rules

Presented By: Michael Tietjen
Chief Performance Officer



Operating Rules for Taxis



- All taxis must have working meters and run meters when picking up passengers.



- All taxis must accept credit card payment.



- Taxis must transport passengers anywhere in the metro area.
- Drivers and passengers are still required to wear masks in for-hire vehicles.



DTS Providers

➤ Capitol Cab/Transco

➤ transcoinc888@aol.com

➤ (202) 398-0526

➤ DC VIP Cab

➤ yonatan@dcvipcab.com

➤ (202) 269-9000

➤ Democracy Cab

➤ empirecab@hotmail.com

➤ (202) 488-4844

➤ Grand Cab Company

➤ grandcab1@grandcab.com

➤ (202) 269-6690

➤ UVC

➤ uvc@uvcdc.com

➤ (202) 269-1100

➤ Yellow Cab

➤ contact@dcyellowcab.com

➤ (202) 546-7900

Questions

Email: dfhv@dc.gov

Text: 202-740-2030



Thank you for listening!

For More Information

Website: www.dfhv.dc.gov

Email: dfhv@dc.gov

Call: (202) 645-7300