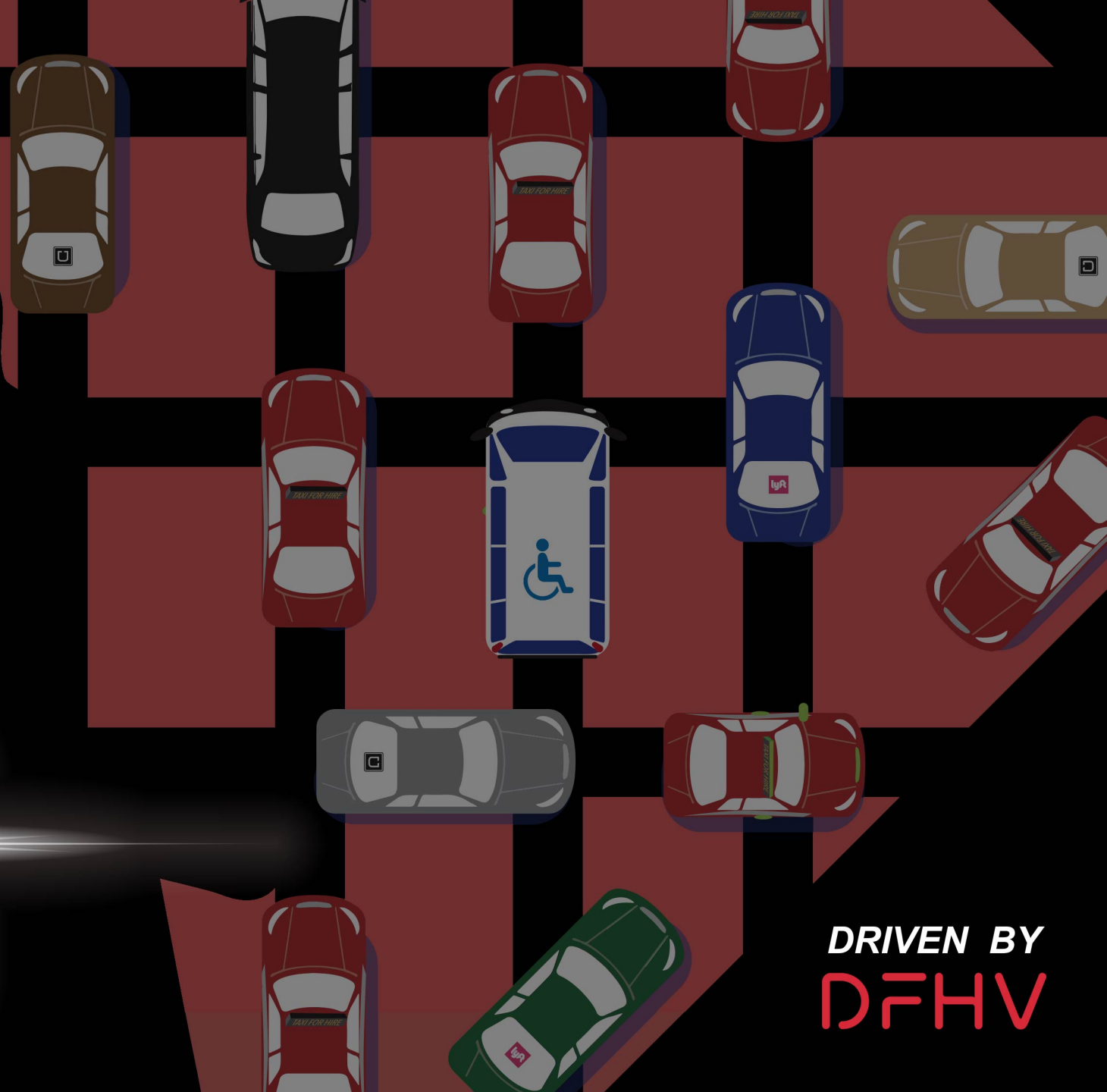


# THE EVOLUTION OF THE RIDE



DRIVEN BY  
DFHV

# Agenda

I. Welcome – Director Do

II. Overview of Session – Wendy Klancher

III. Presentation on Licensing and Registration – Randy Jenkins

IV. Questions and Answers

V. Closing



# Licensing & Registration

Presented By: Randy Jenkins  
Client Relations Manager



# Operational Shifts

- DFHV Service Center
- Online Services
- Licensing and Permitting
- Strategic Partnerships

# Service Center Enhancements



## ❖ Client Services Hours of Operation

- Monday - Friday (8:30 am – 4:45 pm)

## ❖ Appointment Scheduling System

- Launched June 2020
- All in -person services
  - One Stop Vehicle Registration

## ❖ Service Center Accommodations

- Weekly Schedule Rotations
- Social Distancing Protocols
  - Restricted Capacity

# Online Services



- **Operating Authority**
  - Independent Authority
  - Independent Vehicle Business
- **Portal Access**
  - Drivers
  - Companies
  - Independent Owner Operator/Independent Vehicle Businesses



# Department of For-Hire Vehicles

PUBLIC HEALTH  
EMERGENCY  
OPERATING STATUS

## Strategic Partnerships

- Department of Employment Services (DDOES)
- Department of Motor Vehicles (DMV)



# Strategic Partnership

## Department of Employment Services

- Deployment of designated DFHV Team Members
  - Client Services
  - Enforcement
- Pandemic Unemployment Assistance (PUA)
  - Application Process
  - Soft Training

# Strategic Partnership



## Department of Motor Vehicles

- Licensing Services
  - Staffing Shortages
  - Onsite Customer Service
  - Expedite delayed transactions

# Questions?

Email: [dfhv@dc.gov](mailto:dfhv@dc.gov)

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DFHV

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