



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

FY 2018 Taxicab Trip Ratings

As of September 30, 2018

Last summer DC taxis began a transition to an all new digital platform as part of a modernization program aimed at improving the customer experience and reducing the operating cost for taxis. The digital platform, among other capabilities like advance fare estimates, enables riders to rate their ride experience on a 5 point scale similar to ridesharing. Below are the findings from analyzing trips with ratings. Your opinion matters to us so next time you ride in a cab don't forget to tell us about your experience.

