



**ADMINISTRATIVE ISSUANCE:
UNIFORM TAXICAB OPERATOR CURRICULUM
Series/Number: AI-2018-03
Approved April 19, 2018
Effective April 20, 2018**

I. BACKGROUND AND PURPOSE

DFHV is charged with the ongoing development and improvement of the District’s vehicle-for-hire industry, including establishing requirements for the licensing of taxicab operators. D.C. OFFICIAL CODE § 50-301.07(a), (c)(10). In furtherance of its statutory duty, DFHV has required an applicant for a new taxicab operator license to complete a curriculum that includes the topics required by D.C. Official Code § 47-2829(e)(2), while giving currently-licensed operators access to a curriculum that includes topics tailored to current for-hire issues, plus how to provide wheelchair accessible vehicle (“WAV”) service. All training is free and accessible online.

The curriculum for new applicants has included training on such things as: the rights and duties of pedestrians; cultural sensitivity, and the legal requirements for transporting persons with disabilities. The curriculum for renewal applicants has included training on such things as: how to increase taxicab revenue; how to deal with conflict; and how to provide WAV service.

DFHV has made substantial efforts to bolster the competitive position of the taxicab segment in response to economic pressures from new market entrants. Despite this, taxicabs still lack a solid competitive foothold while continuing to be the only meaningful source of accessible for-hire rides and the only lawful source of street hail service. Therefore, with the successful deployment of DTS and digital meters in all taxicabs in January 2018, and the pending expansion of DFHV’s taxicab micro-transit program across the city in the summer of 2018, the time is right to refocus taxicabs on achieving higher levels of customer service and improved facility with new technology. The first step to achieving this goal is a training curriculum that combines the existing curricula for new and renewal licenses into a single, uniform curriculum for *all* operators. Uniform training will improve the image and standing of the taxicab segment, enhance and expand its ability to fulfill its role in providing WAV service, and help DFHV achieve its goal of ending barriers to transportation inequity via micro-transit and other programs where excellent customer service and a solid understanding of new technology are critical. All DFHV taxicab operator training will continue to be free and available online. The uniform curriculum shall be implemented as a requirement for the issuance of both initial and renewal taxicab operator licenses beginning on July 1, 2018.

II. DEFINITIONS

“Operator license” – an initial *or* renewal taxicab operator license, as defined in 31 DCMR Ch. 99.

III. AUTHORITY

D.C. OFFICIAL CODE §§ 50-301.07(a), (c)(10), 47-2829; 31 DCMR §§ 1001, 1014, 1015.

IV. PROCEDURES

1. Beginning July 1, 2018, an application for an initial or renewal DFHV taxicab operator's license shall be denied if the applicant has not taken and successfully passed all online taxicab operator training courses,
2. All taxicab operator training courses shall be available online and offered free of charge.

V. FREQUENTLY ASKED QUESTIONS

I became an independent via the IVB program in 2017. Am I required to take the free training?

Yes. All licensed operators must fulfill the uniform curriculum requirements as a condition of renewal.

I am a rental operator. I have been driving since 1989. Am I required to take the free training?

Yes. All licensed taxicab operators must fulfill the uniform curriculum requirements as a condition of renewal.

What is the penalty for failing to take the required training?

Failure to take and pass required training may lead to the denial of an operator license, consistent with current regulations.

I am a currently-licensed operator seeking renewal. Am I required to take the licensing exam?

No. The licensing examination is only for an applicant seeking a new taxicab operator license.

SO ORDERED:

DEPARTMENT OF FOR-HIRE VEHICLES

By: Ernest Chrappah
ERNEST CHRAPPAH
Director