



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

## Update on Department of For-Hire Vehicles Operating Status during COVID-19 Emergency

### What is our operating status?

DFHV remains operational with in-person client services available by appointment only. Go to [DFHV.dc.gov/appointment](https://dfhv.dc.gov/appointment). You can use online tools to apply for or renew a Face ID, submit One Stop Vehicle Registration, or submit a DTS Application. New customers can use [this form](#) to request a new Face ID through the online portal. Existing drivers and companies should use [this form](#) to apply for an account to access the online portal. If you already have an account, login to your portal to proceed. Client Services is open Monday - Friday, 8:30 am to 4:30 pm. Call (202) 645-7300 or email [dfhv.clientservices@dc.gov](mailto:dfhv.clientservices@dc.gov).

### How does this impact what we do?

- TransportDC continues to operate but with a modification – Beginning April 16 DFHV added grocery stores to the list of available locations such as employment and medical services. This modification remains in effect throughout the public health emergency.
- Sr Med Express, Non-Emergency Medical Transportation (NEMT), and VetsRide are maintaining normal operations.
- DC Neighborhood Connect is repurposed for the exclusive use by healthcare workers at Howard University Hospital, United Medical Center and Psychiatric Institute of Washington from 9:00 pm to 1:00 am.
- Taxi-to-Rail continues to operate with no geographic restrictions to provide rides citywide to and from essential businesses, such as grocery stores, medical facilities, pharmacies, as well as Metro stations. Passengers have no limits on the number of trips per month. To book call (202) 727-3827. The program will discontinue service as of 11:59 pm on September 30, 2020.
- Education First and Union Station Fast Pass are suspended.

### How does this impact our physical locations?

- The Client Services Department is available Monday - Friday 8:30 am - 4:30 pm. Call (202) 645-7300 or email [dfhv.clientservices@dc.gov](mailto:dfhv.clientservices@dc.gov). To schedule an appointment go to [DFHV.dc.gov/appointment](https://dfhv.dc.gov/appointment).

### What else are we offering to meet your needs?

- Vehicles Inspection Officers will have gloves, masks, hand sanitizer and cleaning wipes (as recommended for use by the Centers for Disease Control and Prevention) in all officer vehicles available for drivers to use.

### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

A limited number of staff continue to telework. All staff have been advised to take precautions to keep themselves healthy and limit the spread of infections – like regularly washing and sanitizing their hands, wearing masks, and cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-645-7300 or [DFHV@dc.gov](mailto:DFHV@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).