



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

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

**As of March 21, 2020**

### What is our operating status?

DFHV is operational, with staff teleworking until Monday, April 27 at which time all in-person services are set to resume.

### How does this impact what we do?

- Transport DC will operate according to the second half of the month schedule, with rides for employment and medical services only.
- Sr Med Express, Non-Emergency Medical Transportation (NEMT), and VetsRide will maintain normal operations, and Taxi 2 Rail will operate with no restrictions.
- Education First and DC Neighborhood Connect will suspend service.

### How does this impact our physical locations?

- The Client Services Division is available remotely Monday – Friday from 8:30 am – 4:30 pm by calling 202-645-7300 or by email at [dfhv.clientservices@dc.gov](mailto:dfhv.clientservices@dc.gov).

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

- Vehicles Inspection Officers will have cleaning wipes (as recommended for use by the Centers for Disease Control and Prevention) and alcohol-based hand sanitizers in all officer vehicles available for drivers to use. To check availability, call the Watch Commander on Duty at 202-321-5237,

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

Only a limited number of employees are on-duty to monitor for-hire vehicle operators as part of Vehicle Inspection Officers shifts. Otherwise, staff is on telework. In addition, all staff have been advised to take precautions to keep themselves healthy and limit the spread of infections — like regularly washing their hands, 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 on the District's COVID-19 response, please visit [coronavirus.dc.gov](https://www.coronavirus.dc.gov).