



**DC Department of For-Hire Vehicles (DFHV)
FY 2016 – FY 2017 YTD Pre-Performance Oversight Hearing Questions and Answers**

I AGENCY ORGANIZATION

1. *Please provide a complete, up-to-date organizational chart for each division within the agency including, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision.*

Please see Attachment 1 - DFHV Organizational Chart.

DFHV Division Roles and Responsibilities

- **The Office of the Director** is responsible for the management of the DFHV, including the final approval and any rulemaking and ratemaking conducted by the Office of Regulatory Policy and Planning (ORPP). The Office of the Director shall include the Director, the General Counsel, and the Chief of Staff, with subordinate staff responsible for:
 - a) Administrative support;
 - b) Human Resources;
 - c) Budget and Financial services;
 - d) Technology and information services;
 - e) Contracting and procurement;
 - f) Compliance with legislative directives, analysis, and opinions to ensure appropriate rulemaking and operational activities;
 - g) Receiving confidential complaints about hack inspectors;
 - h) Providing updated facts pertaining to operations and rulemaking through various communication platforms, including press releases, testimony, speech, and the DFHV website; and
 - i) Serving as a liaison between the DFHV and the District Department of Transportation on policies related to transportation.
- **The Office of Regulatory Policy and Planning** is responsible for regulatory policy, and industry-wide research, analysis, and planning related to the regulation of the vehicle-for-hire industry. The ORPP shall be responsible for proposing ratemaking, rulemaking, and fee adjustments related to public vehicles-for hire and submitting such proposals to the Office of the Director for final approval. The ORPP's subordinate staff shall also be responsible for analyzing industry updates, market data, and trends for the purpose of planning, assessment, and rulemaking.
- **The Office of Client Services** is responsible for communicating with and educating the public and the vehicle-for-hire industry regarding rules, standards, rates, charges, and orders issued by the DFHV.

- **The Office of Compliance and Enforcement** is responsible for:
 - a) Auditing public vehicle-for-hire companies and payment service providers to the extent authorized by this act, and regulations issued pursuant to this act, including review of vehicle records to ensure compliance with regulatory requirements, and private vehicle-for-hire companies to the extent authorized by section 20j-7(b);
 - b) Administering and enforcing all rules, rates, charges, and orders Issued by the DFHV;
 - c) Collecting fees to recover the actual costs of producing and distributing official DFHV vehicle decals, stickers, and information placards;
 - d) Collecting any other fees obtained pursuant to this act;
 - e) Inspecting public vehicles-for-hire for compliance with safety regulations established by the DFHV and the Department of Motor Vehicles;
 - f) Performing hack inspections and issuing notices of infraction; and
 - g) Providing street enforcement of the rules and regulations of the DFHV through the use of vehicle inspection officers.

- **The Office of Hearings and Conflict Resolution** is responsible for conducting all hearings, adjudications, appeals, and any form of conflict resolution, including mediation. The OHCR's subordinate staff shall also receive, document, and manage all complaints lodged against the owners and operators of public and private vehicles-for-hire, including taxicabs, taxicab companies, associations, fleets, and dispatch services, for the violation of any rule, regulation, order, rate, or law applicable to the vehicle-for-hire industry.

a. *Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.*

Please see Attachment 2 - Employee Listing

b. *Please provide a narrative explanation of any organizational changes made during the previous year.*

The Department of For-Hire Vehicles (DFHV) was established on June 22, 2016 through the Transportation Reorganization Amendment Act of 2016. In this act, the DC Taxicab Commission (DCTC) became the Department of For-Hire Vehicles (DFHV). This aligned the existing staff with the structure and objectives of the new agency. The new administrations are (1) The Office of the Director; (2) The Office of Regulatory Policy and Planning; (3) The Office of Client Services; (4) The Office of Compliance and Enforcement; and (5) The Office of Hearing and Conflict Resolution.

II PERSONNEL

2. *Please provide a complete, up-to-date position listing for your agency, which includes the following information (Please list this information by program and activity):*

- a. *Title of position;*
- b. *Name of employee or statement that the position is vacant, unfunded, or proposed;*
- c. *Date employee began in position;*

- d. *Salary and fringe benefits, including the specific grade, series, and step of position;*
- e. *Funding status (local, federal);*
- f. *Job requirements; and*
- g. *Job status (continuing/term/temporary/contract)*

Please see Attachment 3 - Position Listing

3. *Please provide the number of FY17 full-time equivalents (FTEs) for the agency, broken down by program and activity. Please also note the number of vacancies at the close of FY16, by program and activity, and current vacancy information thus far into FY17:*

There are 64 FY 2017 FTEs for the agency. Please see Attachment 4 – FTEs and Vacancies for the breakdown by program and activity.

- a. *For each vacant position, please note how long the position has been vacant and whether or not the position has since been filled;*

Please see Attachment 4 – FTEs and Vacancies.

- b. *How many vacancies within the agency were posted during FY16 and FY17, to date?; and*

There were 10 vacancy positions posted for FY 2016 and 7 for FY 2017 to date.

- c. *How many new hires?*

There were 7 new hires for FY 2016 and 4 for FY 2017 to date.

4. *Please provide a detailed narrative description of the personnel process within the agency. Specifically, please describe how the personnel activity within the agency works in coordination with the DC Department of Human Resources to ensure that human resource needs are met.*

The agency is responsible for initiating all personnel action/recruitment (PAR) requests including reviewing and selecting candidates using the Selection Certificate provided by DCHR for hire. The DC Department of Human Resources (DCHR) responsibilities are to input and process general PAR actions, post vacancy directly, review, rate and rank all applications, create and maintain merit case files, review and approve justifications. The agency works very closely with DCHR to ensure that all processes, procedures and regulations are consistent with federal laws and the DPM.

5. *Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?*

DFHV conducts Individual Performance Plans for each employee. The supervisor or manager conducts the evaluation for the employee. The agency follows the Performance Plan Phase by identifying and communicating the organizational agency, and individual goals expected of the employee. This phase consists of performance expectations, competencies and SMART Goals and individual development plans. This is a collaborative process that consists of the supervisor and employee working together to determine the performance expectations and development

objectives to be accomplished during the review period. Also, there is a self-evaluation which allows the employee an opportunity to document his/her accomplishments during the review period.

During the Mid-Year Discussion: If the employee falls below Valued Performer then they will be given a Performance Improvement Plan (PIP), this allows them to correct any performance that the employee may have.

6. *Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.*

DFHV does not have any detailed employees.

7. *Please provide the Committee with:*

- a. *A list of all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense;*

Position Listing	
1.	Agosto, Pedro
2.	Bears, Kalvin
3.	Benjamin, Gerard
4.	Benson, Andraea
5.	Bocock, Monique
6.	Bowden, Mia
7.	Brown, James
8.	Cade, Sanya
9.	Chrappah, Ernest
10.	Conrad, Sr., James
11.	Diggs, Keon
12.	Dunn, Michelle
13.	Eearle, Johnice
14.	Evans, Timothy
15.	Fletcher, Virgil
16.	Fludd, Anthony
17.	Gibson-Colbert, Ron'Treece
18.	Glover, Brian
19.	Harmon, Eldon
20.	Hevor, Renee
21.	Johnson, Sonji
22.	Kwan-Hui, Shirley
23.	Lane, Sr., James
24.	Lea, Thomas
25.	Lee, Andy
26.	Lerner, Jacques
27.	Lindsay, Charles
28.	Mann, David
29.	Martin, Carl
30.	Mingal, Adam

Position Listing	
31.	Mixon, Juanda
32.	Morgan, William
33.	Motta, Jr., Robert
34.	Muhammad, Karl
35.	Nembhard, Travis
36.	Regester, Lamont
37.	Richardson, John
38.	Ricks, Tanya
39.	Roberts, Linda
40.	Sheppard, Olga
41.	Spencer, Kisha
42.	Starks, Dennis
43.	Thornton, Jonathan
44.	Tietjen, Michael
45.	Wallace, Greg
46.	Ward, Yeetta
47.	Waters, Neville
48.	Winter, Reginald

b. *A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;*

TAG #	YEAR	MAKE	MODEL	ASSIGNED
10454	2014	FORD	TAURUS	Enforcement Team
10555	2014	FORD	TAURUS	Enforcement Team
10557	2014	FORD	TAURUS	Enforcement Team
10658	2014	FORD	TAURUS	Enforcement Team
10659	2014	FORD	TAURUS	Enforcement Team
11137	2015	FORD	TAURUS	Enforcement Team
11138	2015	FORD	TAURUS	Enforcement Team
11139	2015	FORD	TAURUS	Enforcement Team
11140	2015	FORD	TAURUS	Enforcement Team
11141	2015	FORD	TAURUS	Enforcement Team
11142	2015	FORD	TAURUS	Enforcement Team
11143	2015	FORD	TAURUS	Enforcement Team
11144	2015	FORD	TAURUS	Enforcement Team
11145	2015	FORD	TAURUS	Enforcement Team
11176	2015	FORD	TAURUS	Enforcement Team
8664	2012	DODGE	CARAVAN	Facilities Team

c. *A list of employee bonuses granted in FY16 and FY17, to date, if any;*

No bonuses were granted in FY 2016 and FY 2017 to date.

d. *A list of travel expenses, arranged by employee; and*

DFHV TRAVEL - FY 2016 and FY 2017		
<i>FY 2016</i>		
NAME	TRAVEL-PURPOSE	AMOUNT
Monique Bocock	TLPA Professional Association	\$1,622.48
Chun Ping (Andy) Lee	TLPA Professional Association	\$1,074.47
Ernest Chrappah	API World 2016	\$2,018.21
Neville Waters	API World 2016	\$2,577.04
Shirley Kwan-Hui	2016 International Association of Transportation Regulators Conference	\$2,132.71
Jacques Lerner	2016 International Association of Transportation Regulators Conference	\$2,397.61
Ernest Chrappah	2016 International Association of Transportation Regulators Conference	\$2,613.32
Neville Waters	2016 International Association of Transportation Regulators Conference	\$2,593.61

e. *A list of the total overtime.*

FY 2016 total overtime was \$38,860.94.

FY 2017 year-to-date total overtime as of February 11th is \$1,838.86.

8. *Please list each new program implemented by the agency during FY 2016. For each initiative please provide:*

- a. *A description of the initiative;*
- b. *The funding required to implement the initiative; and*
- c. *Any documented results of the initiative.*

Electric Vehicles

- a. In FY 2016, DFHV made investment in the for-hire vehicle industry by making grants for taxicab operators to purchase hybrid electric or all electric vehicles (EV). The addition of EV to the District’s taxicab fleet furthers the effort to make for-hire vehicles more

- environmentally friendly. In addition to the environmental benefits, EVs produce fuel savings, provide operators with lower maintenance costs and present passengers with a quieter and smoother ride. Expanding economic opportunities is a corner stone of the Mayor's administration. This grant program supports the initiative to create pathways to economic viability by making investments in the vehicle-for-hire industry to support residents and entrepreneurs. In addition, the acquisition of 100% electric vehicles is one of the ways to obtain a new H-tag.
- b. The Department of For-Hire Vehicles in support of the objective to expand economic opportunities implemented a process to award \$190,000 in competitive grants as an incentive to transition to electric vehicles.
 - c. The creation of the first ever electric taxi program increased the awareness of climate change while generating cost savings and reduction in emissions. With almost 150 electric vehicles having been placed in service, this fleet has the potential of reducing CO2 emissions by 83%, or 1,322,468 pounds.

Neighborhood Ride Service

- a. Neighborhood Ride Service (NRS) is a microtransit service where eight-passenger taxi shuttles operate on fixed routes in transportation deserts for \$3.25 per trip. The Department conducted a study of transportation options and identified three distinctly less well served than other locations. Thus, to help reduce this inequity DFHV launched a competitive grant program for taxicab companies to provide taxicab service for NRS.
- b. The funding for the program was \$183,000 for grants to cover the acquisition of vehicles, marketing and incentives.
- c. NRS has provided 2,044 rides during its initial six months of operation. These results are being studied to determine what modifications should be considered (i.e., revised routes, fare charge, service hours and expansion).

Digital Taxi Solution

- a. The Digital Taxicab Solution (DTS) is a program to reduce the on-going financial burden of operating a public for-hire vehicle, reduce barriers to entry for new public for-hire vehicles, incentivize the transition from legacy taxicab equipment to newer equipment that can compete in the digital economy, promote competition and innovation among a larger group of businesses that have more direct ties to the District taxicab industry, enhance safety by incentivizing the early adoption of innovative technologies that integrate with autonomous and semi-autonomous vehicle control systems, and to enhance the agency's ability to verify a vehicle's location and status. The program was created to address the issues of outdated equipment, the cost of taxicab equipment and the lack of a competitive market for taxicab equipment. DTS will be an open-architecture system combining a state-of-the-art digital taximeter with the DC TaxiApp and as many other ehail apps as the DTS provider chooses to integrate.
- b. There is no cost to the government for the DTS program.
- c. Expected benefits of the DTS include reduced equipment costs for drivers and new features for riders such as dynamic pricing, loyalty programs and shared riding.

9. *Please identify all electronic databases maintained by your agency, including the following:*
- a. *A detailed description of the information tracked within each system;*
 - b. *The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and*
 - c. *Whether the public can be granted access to all or part of each system.*

Taxicab Data Management System (TDMS)

- a. TDMS is a vendor-provided application which tracks trip and vehicle information provided by payment service providers (PSPs). TDMS tracks taxicab trip information including vehicle, driver, pick up and drop off location, and payment information.
- b. The system was implemented in May 2015.
 - A geo-based search capability was implemented to improve trip search capabilities in FY 2016.
 - Driver authentication functionality was integrated into the application allowing for greater visibility and to ensure only eligible drivers are taking trips.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

QuickBase

- a. QuickBase is an Intuit provided web-based collaborative database application that allows business people to create their own custom applications without writing code. Various database exists within QuickBase are used to track:
 - Meter and dome light seal inventory management (limited external access)
 - Surcharge submission information (no public access)
 - Special permit decal issuance (public access for submission of application)
 - Non-MSA operator decal issuance (public access for submission of application)
- b. The initial QuickBase database was created in 2012.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

DFHV Training Portal

- a. A learning management system that provides drivers with self-paced training courses accessible from any location with access to the internet.
- b. The application was implemented in 2015 and is available to all drivers with a valid face ID.
- c. Because of privacy concerns, the public cannot be granted direct access to the system.

Salesforce CRM

- a. The Salesforce platform is a cloud based application used for centralized management of operator, vehicle, and company licensing; complaints; and lost and found.
- b. The first phase of the system was installed in February of 2016 and the initial rollout was completed in September, 2016.
 - A self-service portal allowing drivers and companies the ability to process license and operating authority renewals on-line is currently in the final stages of beta testing.
- c. Licensed public for hire vehicle operators and companies will have access to view data relevant to the individual or company.

DFHV Dashboard

- a. The Department of For-Hire Vehicles introduced an External Dashboard and Statistical Data Sets pertaining to the vehicle-for-hire industry. The dashboard is intended to generate policy discussions while supporting transparency and accountability.
- b. The external dashboard was implemented in late FY 2016.
- c. The public version of the dashboard is available on the agency web site.

SharePoint

- a. The Microsoft SharePoint Portal is a collaborative workspace that allows the agency to more effectively and efficiently share information and tools. The portal contains functional area standard operating procedures, support documentation, Commission Meeting notes, operational logs and notes, etc.
- b. The portal was implemented in October, 2015
- c. The SharePoint site is for internal use only and the public cannot be granted direct access to the system.

Data Integration Hub

- a. The data integration hub is a catalog of Application Programming Interface (API) that provides the status of information about vehicles, meters and drivers. The API allows third party developers to create new apps or applications leveraging open data. It also allows DFHV and transportation planners the ability to analyze traffic patterns.
- b. The initial repository was created in FY 2016 and upgrade is planned in FY 2017 to improve user experience.
- c. This is currently unavailable to the public but in FY 2017, DFHV will provide a website to the registered developers to gain API access for innovations.

10. What has the agency done this year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

DFHV has launched a beta version of the data visualization dashboard and data sets in FY 2016 to enable the public to access agency information. This dashboard generates robust debates about DFHV regulations and programs, better informs the public about the industry and the agency, encourages innovators to design new programs, and helps improve safety. The

dashboard can be found on our agency website at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>.

In addition, DFHV published taxicab trip data on the DC Open Data portal, posted 8 meeting or hearing transcripts online, distributed 12 monthly newsletters, adopted 68 rulemakings, which were posted on the agency website (43 of which were published in the D.C. Register), and held or participated in 39 community events.

11. How does the agency solicit feedback from customers? Please describe.

The agency utilizes several platforms to engage with industry stakeholders and the general public including: public meetings, hearings and town halls; a monthly newsletter; regular twitter posts; an interactive online forum operated through the UserVoice proprietary technology; market research surveys; and community appearances.

a. What is the nature of comments received? Please describe.

The nature of the comments pertains to driver concerns about H-tags, operating costs and clarification of regulatory requirements. In addition, public feedback concerns customer experiences in for-hire vehicles.

b. How has the agency changed its practices as a result of such feedback?

Multiple paths to vehicle ownership have been established with adopted regulation that embraces electronic proof of insurance rather than antiquated paper proof of insurance. We also adopted electronic manifest of trip records instead of paper manifest. To lessen the burden for the drivers, DFHV changed its fine structure making the maximum fine \$500 instead of \$5,000. DFHV also adopted an early warning system to incentivize appropriate behavior rather than issuing Notice of Infractions that may result in fines. In addition, DFHV has provided free online training for disability sensitivity and improved customer service to the industry at no cost.

12. How has the agency tried to reduce agency energy use in FY 2016?

DFHV is committed to being an energy efficient agency. In FY 2016 we continued existing practices and efficiencies including the following:

- Energy saving lighting in building- lights automatically switch off after idle time;
- DFHV has recycling receptacles in all common areas for food, paper, and metal;
- Trash cans are located only in common areas; and
- Employee offices and cubicles have recycling cardboard boxes.

13. Please provide the agency's FY 2016 Performance Accountability Report.

Please see Attachment 5- FY 2016 Performance Accountability Report.

III BUDGET AND FINANCE

14. *Please provide a chart showing your agency's approved budget and actual spending, by division, for FY 2016 and FY 2017, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.*

Please see Attachment 6 – FY16 and FY17 Approved Budget and Actual Spending.

15. *Please list any reprogrammings, in, out, or within, related to FY 2015 or FY 2016 funds. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.*

Please see Attachment 7 - Reprogramming Requests.

16. *Please provide a complete accounting for all intra-District transfers received by or generated by your agency.*

Please see Attachment 8 - Intra-District Transfers.

17. *Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY 2016 and FY 2017, to date. For each account, please list the following:*

- a. The revenue source name and code;*
- b. The source of funding;*
- c. A description of the program that generates the funds;*
- d. The amount of funds generated by each source or program in FY 2016 and FY 2017, to date; and*
- e. Expenditures of funds, including the purpose of each expenditure, for FY 2016 and FY 2017, to date.*

Please see Attachment 9 - Special Purpose Revenue Accounts.

18. *Please provide a list of all projects for which your agency currently has capital funds available. Please include the following:*

- a. A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes);*
- b. The amount of capital funds available for each project;*
- c. A status report on each project, including a timeframe for completion; and*
- d. Planned remaining spending on the project.*

DFHV has no capital projects.

19. *Please provide a complete accounting of all federal grants received for FY 2016 and FY 2017, to date.*

DFHV has no federal grants.

20. Please list each contract, procurement, lease, and grant (“contract”) awarded, entered into, extended and option years exercised, by your agency during FY 2015 and FY 2016, to date. For each contract, please provide the following information, where applicable:

- a. The name of the contracting party;
- b. The nature of the contract, including the end product or service;
- c. The dollar amount of the contract, including budgeted amount and actually spent;
- d. The term of the contract;
- e. Whether the contract was competitively bid or not;
- f. The name of the agency’s contract monitor and the results of any monitoring activity; and
- g. Funding source.

Please see Attachment 10 – Contracts.

21. Please provide the details of any surplus in the agency’s budget for FY 2016, including:

- a. Total amount of the surplus; and
- b. All projects and/or initiatives that contributed to the surplus.

Please see Attachment 11 - FY16 Budget Surplus.

IV LAWS, AUDITS, AND STUDIES

22. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement.

There are no legislative requirements that the agency lacks sufficient resources to implement.

23. Please identify any statutory or regulatory impediments to your agency’s operations.

The agency is currently working with the Executive Office of the Mayor on statutory changes that will improve agency operations.

24. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

DFHV is responsible for Title 31 of the DCMR, TAXICABS AND PUBLIC VEHICLES FOR HIRE. Title 31 is comprised of the following chapters:

- Chapter 1: District of Columbia Taxicab Commission: Rules of Organization (Last revised January 1, 2016)
- Chapter 2: [RESERVED] (Last revised January 8, 2016)
- Chapter 3: [RESERVED]
- Chapter 4: Taxicab Payment Services Providers (Last revised May 20, 2016)
- Chapter 5: Taxicab Companies, Associations, Fleets, and Independent Taxicabs (Last revised November 18, 2016)
- Chapter 6: Taxicab Parts and Equipment (Last revised October 28, 2016)
- Chapter 7: Enforcement (Last revised May 20, 2016)
- Chapter 8: Operation of Public Vehicles for Hire (Last revised May 20, 2016)

- Chapter 9: Insurance Requirements (Last revised January 27, 2017)
- Chapter 10: Public Vehicles for Hire (Last revised October 14, 2016)
- Chapter 11: Public Vehicles for Hire Consumer Service Fund (Last revised January 8, 2016)
- Chapter 12: Luxury Services – Owners, Operators, and Vehicles (Last revised May 20, 2016)
- Chapter 13: Licensing and Operations of Taxi Meter Companies (Last revised May 20, 2016)
- Chapter 14: Operation of Black Cars (Last revised January 27, 2017)
- Chapter 15: Licensing and Operations of Dome Light Installation Companies (Last revised May 20, 2016)
- Chapter 16: Dispatch Services and District of Columbia Taxicab Industry Co-op (Last revised May 20, 2016)
- Chapter 18: Wheelchair Accessible Paratransit Taxicab Service (Last revised August 12, 2016)
- Chapter 19: Private Vehicles for Hire (Last updated on May 20, 2016)
- Chapter 20: Fines and Civil Penalties (Consolidates and updates all fines in the Title, added May 20, 2016)
- Chapter 99: Definitions (Last revised November 18, 2016)

25. *Please explain the impact on your agency of any federal legislation or regulations adopted during FY 2016 that significantly affect agency operations.*

DFHV is not aware of any FY 2016 federal legislation or regulations applicable to agency operations.

26. *Please provide a list of all MOUs in place during FY 2016.*

Please see Attachment 7 - Intra-District Transfers.

27. *Please provide a list of all studies, research papers, and analyses (“studies”) the agency requested, prepared, or contracted for during FY 2016. Please state the status and purpose of each study.*

Two studies and analyses were requested, prepared or contracted for in FY 2016:

- **Neighborhood Ride Service** - A study was completed by a contractor to determine demand, pricing, & route for fixed shuttle service in traditionally underserved areas of the District. The study is completed.
- **Wheelchair Accessible Vehicles (WAVs)** – A study was completed by a contractor to determine demand and corresponding inventory necessary to serve those in need of WAV transportation service. The study is completed.

28. *Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2016 and FY 2017, to date.*

- D.C. Auditor of the Public Vehicles-for-Hire Consumer Service Fund (Fund). Pursuant to D.C. Official Code § 50-301.20 (j), an audit of the Fund is required once every three fiscal years. This audit was started on October 27, 2016 and is ongoing.
- OIG Audit of D.C. Taxicab Commission (15-1-01TC) – This audit was started December 2014. A draft report was completed on September 23, 2016. Agency response was submitted on November 6, 2016. This audit was included in the Fiscal Year 2016 Audit and Inspection Plan. The agency received the final report on November 22, 2016. Please see response to question #29 for more details.
- OIG Investigation – A complaint referral by a taxicab driver against a vehicle inspection officer. The investigation is on-going.

29. *Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.*

1) Office of Inspector General (OIG)

In December 2014, the OIG initiated an audit of the DCTC (now DFHV), to review revenue collection and licensing practices. This audit was completed in November 2016. OIG made five recommendations and DFHV has implemented four of the recommendations to date. In addition, the agency is in procurement process to seek external resource with audit and compliance expertise to further strengthen the existing policies and procedures. Specifically:

Recommendation 1: Develop and implement written policies and procedures over record maintenance of taxicab fees.

Update on Action Taken: DFHV has completed this recommendation and will continue to update its policy and procedures as necessary.

Recommendation 2: Develop and implement written policies and procedures documenting the process to validate fees collected against OCFO records.

Update on Action Taken: Please see prior response of recommendation 1.

Recommendation 3: Establish and implement guidance to standardize the reporting format for surcharge fees for PSPs and comply with Title 31 DCMR requirements for PSPs.

Update on Action Taken: DFHV has completed this recommendation and PSPs are required to use the standard reporting format for passenger surcharge.

Recommendation 4: Develop and implement policies and procedures for maintaining taxicab driver, taxicab company, and PSP files.

Update on Action Taken: DFHV has started an internal review of its existing policies and procedures to improve its processes for recording taxicab fees and record maintenance of taxicab files. The agency is committed to publishing final policies and procedures, educate personnel on

the updated documentation requirements and records management standards, and perform necessary reconciliation with the Office of the Chief Financial Officer (OCFO). Target date for completion is September 31, 2017.

Recommendation 5: Finalize integration of the taxicab driver information systems.

Update on Action Taken: DFHV has completed the agency's multiple systems integration efforts centralizing the company and driver applications, driver records and records of daily collection of fees. Additional functionalities to further enhance customer service experience are underway.

V PROGRAM-SPECIFIC QUESTIONS

30. Please provide the following data as of September 30, 2015, September 30, 2016, and January 1, 2017:

- a. How many public vehicle-for-hire companies were subject to DFHV compliance audits in FY 2015, FY 2016, and FY 2017 to date? What were the circumstances of such audits?
- b. Did any of these compliance audits result in decertification of the company or association for non-compliance? If so, how many?

There was no company audit conducted in FY 2015. In FY 2016, 86 taxicab companies were audited and DFHV has changed to an Account Manager model where each taxicab company is assigned to an Account Manager to provide better customer service and oversight. As of January 1, 2017, the Account Managers had completed 129 inspections for taxicab and limo companies. As a result of these inspections, the operating authority of taxicab companies, taxicab associations or limo companies that were not in compliance with licensing requirements were not renewed. Taxicab company audits are planned in the remaining fiscal year.

31. Please provide the amount of revenue generated by the passenger surcharge, per month, in FY 2015, FY 2016, and FY 2017, to date.

FY 2015 to FY 2017 Passenger Surcharge Collected

Month	FY 2015	FY 2016	FY 2017 to Date
October			\$ 239,367.30
November		\$ 686,641.46	\$ 295,049.13
December	\$ 708,637.35		\$ 284,890.15
January	\$ 516,936.06	\$ 283,019.61	\$ 170,605.72
February	\$ 300,221.75	\$ 541,228.50	
March		\$ 396,071.35	
April	\$ 380,152.43	\$ 1,400.00	
May	\$ 391,304.74	\$ 310,274.75	
June	\$ 875,500.09	\$ 713,605.50	
July	\$ 300,076.56	\$ 263,439.75	
August	\$ 731,060.77	\$ 279,638.75	
September	\$ 319,283.25	\$ 266,982.25	
Total	\$ 4,523,173.00	\$ 3,742,301.92	\$ 989,912.30

32. Please provide the amount of revenue generated from any other DFHV activities, including licensing, in FY 2015, FY 2016, and FY 2017, to date.

FY 2015 to FY 2017 Other Revenue Collected

Revenue Code	Revenue Type	FY 2015	FY 2016	FY 2017
1001	HACK & LIMO LICENSE TEST			\$ 6,900.00
3006	HACKERS LICENSES	\$ 1,452,349.50	\$ 1,268,988.29	\$ 344,036.18
3007	DUPLICATE FACE ID CARD	\$ 7,375.00	\$ 6,850.00	\$ 2,850.00
3008	LATE FEES	\$ 54,350.00	\$ 74,400.00	\$ 21,275.00
3009	VEHICLE AGE WAIVER FEE \$50.00	\$ 28,725.00	\$ 15,800.00	\$ 150.00
3010	BUSINESS LICENSES	\$ 8,684.54	\$ 90,625.00	\$ 75,425.00
3042	LIMOUSINE LICENSE	\$ 2,550.00		
3045	ONE STOP VEHICLE REGISTRATION	\$ 314,835.00	\$ 253,687.50	\$ 74,440.00
3046	LUXURY CLASS SEDAN	\$ 8,350.00	\$ 5,075.00	\$ 1,350.00
3061	TAXI LICENSE TEST 1ST	\$ 4,349.00		
3062	TAXI LICENSE TEST 2ND	\$ 3,900.00		
3063	TAXI LICENSE TEST 3RD	\$ 100.00		
3071	LIMO LICENSE TEST 1ST	\$ 100.00		
3080	TAXI METER BUSINESS LICENSE FEE	\$ 4,500.00	\$ 18,250.00	
3081	PSP APPLICATION FEE		\$ 700.00	\$ 5,000.00
3082	DDS APPLICATION FEE	\$ 1,500.00	\$ 500.00	
3084	LATE RENEWAL APPLICANT FEES FOR PSP OR DDS	\$ 25.00		
3087	PRIVATE VEHICLE FOR HIRE-REGISTER AS COM	\$ 100,000.00	\$ 25,000.00	
3092	DCTC STICKER DECAL	\$ 1,100.00		
3095	TAXIMETER SEALS	\$ 1,775.00	\$ 1,691.50	\$ 900.00
3106	SPECIAL EVENT PERMIT FEE		\$ 72,835.00	\$ 137,780.00
6111	OTHER REVENUE - OTHER	\$ 172,363.25	\$ 50,600.00	\$ 600.00
Total		\$ 2,166,931.29	\$ 1,885,002.29	\$ 670,706.18

33. *Please provide the amount of funds collected by DFHV (under the 1% gross receipts provision) from companies providing digital dispatch service to private vehicles-for-hire in FY 2016 and FY 2017, to date, broken down by quarter and company.*

Please see Attachment 12 – *Funds Collected from Digital Dispatch Service Companies.*

VI MODERNIZATION PROGRAM

34. *Has DFHV determined the manner and timeline for the installation of a passenger and driver alert system for taxicabs? If so, please provide details of the proposed system and the timeline for full installation in taxicabs. If not, why not?*

Each approved payment service provider (PSP) is required to provide the passenger safety feature with its modern taximeter system (MTS) for taxicabs. A visible alert button must be available on the MTS unit to allow the passenger to make a distress call or signal without observation by the driver. The alert signal or call will route to a 24 hour dispatch call center. A call representative will call the driver, request that they pull over the vehicle immediately, triage the situation with the driver and passenger(s) to determine if it is a bona fide emergency before contacting a 911 operator and provide location of the vehicle.

35. *How many payment service providers (PSPs) currently service the District? What are the five largest PSPs in the District and their market share percentage? Generally, describe the role they serve in assisting with the modernization of the taxicab industry. What difficulties, if any, does DFHV have in effectively managing PSPs?*

There are currently eight PSPs operating in the District - three PSPs have current approved operating authority and five PSPs are operating while their denials of operating authority renewal are being appealed. The five largest PSPs by market share are Hitch (25%), Creative Mobile Technologies (18%), United Ventures Consortium (14%), DC VIP (13%) and Transco Inc. (12%).

PSPs provide basic credit card systems but the market is moving away from that model.

36. *How many taxicabs have been painted in the District's uniform taxicab color scheme, to date? How many additional vehicles are expected to be painted in the remainder of FY 2017? How many vehicles will remain to be painted at the end of FY 2017?*

There are currently 4,656 taxicabs out of the required 3,141 painted in the uniform color scheme, exceeding the requirement by 48%. DFHV requires new vehicles to be painted in the uniform color scheme before they enter into service.

37. *Please provide DFHV's efforts, to date, in increasing the availability of and options for wheelchair accessible vehicle-for-hire service in the District.*

DFHV provided grants and regulatory incentives to people to adopt and put into service of WAVs. The agency is enforcing the legislative requirements of not only the 6% WAV requirement of taxicab companies' owned fleet but 12% as well. The agency's records show that there are more WAVs than the requirements. The number of WAVs as of end of January 2017 is 223.

38. *How many District taxicabs are wheelchair accessible? How many additional vehicles does the Commission anticipate will be accessible by the end of FY 2017?*

There are 223 WAVs in the District. DFHV does not expect any additional WAV's by the end of FY 2017.

39. *Please describe DFHV's current goal regarding the overall percentage of taxicabs that need to be wheelchair accessible in the District, as well as DFHV's short and long-term plans to achieve this goal.*

With 223 WAVs, the District's fleet now has one of the highest ratios of WAVs to total population among major American cities such as San Francisco, Boston, Houston, and New York. DFHV will continue to make efforts (short and long term) to increase the WAVs in D.C., such example includes bringing independent taxi owner and other drivers into the Transport DC program by offering incentives such as H-tags for participation.

40. *DFHV established a temporary moratorium that restricts new taxicabs from entering service. What are DFHV's short and long-term plans around either lifting the moratorium, amending the moratorium, or making the moratorium permanent?*

The moratorium was effectively lifted as of April 8, 2015 with the adoption of emergency regulations to issue new H-tags to taxicab companies provided WAVs were placed in service to meet the legislative requirement to have 6% of a company fleet comprised of WAVs. Subsequently, independent operators were provided a pathway to obtain new H-tags by placing into service either a WAV or an electric vehicle.

VII COMPLAINTS ENFORCEMENT

41. *How many "Failure to haul" citations did DFHV issue in FY 2016 and FY 2017, to date? What has DFHV done to address failure to haul?*

DFHV issued 22 "Refusal to haul" citations in FY 2016 and 1 "Refusal to haul" citation in FY 2017 as of February 1, 2017. DFHV continues its anonymous rider deployment plan in FY 2017 to help address refusal to haul. In place since FY 2015, it provides anonymous passengers with different characteristics that are strategically staged throughout the city, to test and survey the quality of service, or lack thereof, provided by vehicles for hire. In addition, DFHV is working with private for-hire companies to address over forty refusal to haul incidents by private for-hire vehicles.

42. *How many complaints did DFHV receive in FY 2016 and FY 2017, to date, related to non-installation of the modern taximeter system, operating with faulty, unapproved, or non-working modern taximeter equipment, or a refusal to accept credit or debit cards through the modern taximeter system?*

DFHV received 137 meter and credit card related complaints in FY 2016 and 3 meter and credit card related complaints FY 2017 to date (October, 2015 – January, 2017). In the same period in FY 2016 (October, 2015 – January, 2016), there were 44 meter and credit card related

complaints, representing a 93% drop in complaints for taximeter and credit card complaints from FY 2016 to FY 2017.

43. *How many notice of infractions did DFHV hack inspectors issue to taxicab operators in FY 2016 and FY 2017, to date (broken down by month) related to non-installation of the modern taximeter system, or operating with faulty, unapproved, or non-working modern taximeter equipment?*

The Notice of Infractions (NOIs) issued by DFHV’s Vehicle Inspector Officers (VIOs) represent 88% of overall FY 2016 NOIs and 89% of overall FY 2017 NOIs issued by the District and Federal agencies, such as Department of Public Works, Metropolitan Police Department, U.S. Park Police, and U.S. Capitol Police.

For NOIs issued by DFHF Enforcement, three areas of non-compliance were written with respect to the modern taximeter system (MTS), e.g., T-236, tampering with meter seal; T-237, operating without a meter; and T-238, operating with a non-functioning meter. In FY 2017 to date (as of end of January 2017), compared to the same period in FY 2016, there has been a 65% drop in NOIs for taximeter violations.

The month by month breakdown of NOIs issued for these areas of non-compliance are as follows:

FY 2016	Total	T-236	T-237	T-238
Oct. 2015	10	1		9
Nov. 2015	4		1	3
Dec. 2015	2			2
Jan. 2016	1			1
Feb. 2016	2			2
March 2016	5			5
April 2016	1	1		
May 2016	0			
June 2016	0			
July 2016	1			1
August 2016	3			3
Sept. 2016	2			2
FY 2016 Total	31	2	1	28
FY 2017	Total	T-236	T-237	T-238
Oct. 2016	3		1	2
Nov. 2016	0			
Dec. 2016	1		1	
Jan. 2017	2			2
FY 2017 Total	6		2	4

44. *How many Notice of Infractions were referred to the Office of Administrative Hearings?*

There were 46 FY 2016 Notice of Infractions (NOIs) and 17 FY 2017 NOIs since beginning of the fiscal year were filed with the Office of Administrative Hearings (OAH) based on consumer complaints.

One thousand six hundred twenty-six NOIs issued by DFHV Enforcement were referred to OAH in FY 2016.

45. *How many consumer complaints did DFHV receive in FY 2016 and FY 2017, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft? What impediments, if any, does DFHV have in resolving complaints related to private vehicle-for-hire service? What difficulties, if any, does DFHV have in cooperating with a digital dispatch service to resolve consumer complaints?*

DFHV received 27 complaints in FY 2016 and 7 complaints to-date in FY 2017 concerning trips arranged by digital dispatch companies. DFHV relies on the cooperation of the digital dispatch companies in order to resolve these complaints. Through the account review process started in FY 2016, DFHV has engaged with the companies to address some of the issues growing from complaints. DFHV has communicated its complaint process timeline to allow the company to resolve the complaint itself and comply with DFHV's timeline.

An impediment to receiving complaints regarding private for-hire vehicles is that the DC Code's minimum requirement is that private for-hire companies post on their web site that customers have their right to file a complaint with DFHV. We believe that private for-hire vehicle companies could more actively educate riders about their rights to file a complaint.