



TESTIMONY OF ERIC ROGERS

INTERIM CHAIRPERSON,

DISTRICT of COLUMBIA TAXICAB COMMISSION

BEFORE

THE CITY COUNCIL OF THE DISTRICT OF COLUMBIA

COMMITTEE ON TRANSPORTATION AND THE
ENVIRONMENT

PUBIC OVERSIGHT HEARING

ON

THE DISTRICT OF COLUMBIA TAXICAB COMMISSION

March 4, 2015
11:00 AM
1350 Pennsylvania Avenue, N.W.
Council Chamber
Washington, D.C. 20004



Performance Oversight Questions
District of Columbia Taxicab Commission FY2015

A. ORGANIZATION AND OPERATIONS

1. Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.
 - Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.
 - Has the agency made any organizational changes in the last year? If so, please explain.

RESPONSE #1:

Organizational Chart (Attachment 1a)

Roles and Responsibilities by Division:

Executive Office of Taxicabs: Consists of:

Chairman – directs and coordinates the actions of the entire agency to promote and maintain a healthy and viable taxicab industry. Supporting positions include:

Legal Branch – provides legislative guidance to ensure agency compliance; prepares rulemakings; and offers opinions and analysis regarding operational activities.

Public Information Officer – handles media inquiries, FOIA requests, prepares press release and speeches for the Chairman; and provides website management.

Hearing Examiners – conduct and preside over quasi-judicial administrative hearings regarding companies and drivers regulated by the commission.

Research Analyst – performs research and analysis on the public vehicle/transportation industry and provides quantitative data and reports as a result.

Executive Assistant – assists the Chairman in the formulation, planning and implementation of objectives, programs, and activities.

Agency Management Administration: Consists of:

Chief Administrative Officer – responsible for the day-to-day management of administrative operations, including human resources, budget, contracting and procurement, facilities and all support functions. The CAO actively participates in the establishment of agency policy planning, and providing leadership and advice concerning fiscal and strategic administrative matters. Supporting positions include:

Management Liaison Specialist (HR) – serves as the main point of contact with DCHR, Also responsible for the development and submission of personnel action requests related to position descriptions, incentive awards, proposals for adverse action, grievances and appeals, performance evaluations and other human resource matters related to classification, staffing, training and employee relations.

Contracts & Procurement Analyst – manage and oversee all transactions stemming from the procurement of supplies, services and products; the administration and closeout of contracts and any other procurement activities.

Facility Operations Specialist – responsible for tracking the agency's vehicle fleet, maintenance of computers and telephone equipment services, and carrying out all facility related support services.

Administrative Support Specialist – coordinates the agency's work flow and special projects and ensures timeliness and quality of work submitted on behalf of the agency.

Staff Assistant – generalized duties with a primary responsibility for providing substantive administrative and management support using analytical skills.

Driver and Consumer Services Administration: Consists of :

Chief of Operations – responsible for the day-to-day management and oversight of projects, IT, vendor management, and driver and customer services. The COO actively participates in the establishment of agency policy planning and providing leadership and advice concerning long and short range technical planning and strategic operations. Supporting positions include:

IT Project Manager – provides expertise in designing and maintaining the agency's system application solutions. In addition, provides analytical oversight, evaluations, and information concerning the effectiveness and efficiency of the agency's data gathering systems.

ADA Program Manager – responsible for the implementation, tracking and reporting of all matters related to the CAPS-DC pilot project and other programs related to driver training in compliance with ADA guidelines.

Complaints Manager – responsible for the management and oversight of consumer complaints, civil administrative litigation, mediation and adjudication. Creating and maintain a driver point system is a major project to be undertaken.

Driver Services Program Manager – responsible for the day-to-day management and oversight of driver applications, vehicle registrations, license, tags, seals, stickers, decals, Face cards, and driver training.

Consumer Services Program Manager – responsible for providing technical advice, project direction and assistance to the community and community based organizations regarding DCTC's goals and objective in advancing the taxicab industry.

Enforcement Administration: Consists of:

Chief Enforcement Officer – responsible for directing, supervising, and coordinating the enforcement and compliance management of DCMR Title 31 by Public Vehicle Enforcement Inspectors of all levels. The CEO conducts the day-to-day operations of the PVEI's; manages, develops, and implements the goals, objectives, policies, and priorities for Title 31 compliance and enforcement, assigning programs, and recommending related administrative policies, practices and procedures. Supporting positions include *Assistant Chief Public Vehicle Enforcement Inspectors, Lead Inspectors and Line Inspectors*, with respect to the following additional development, oversight and management practices:

PVEI recruitment, initial training and continual education
Partnerships and coordinated practices with other law enforcement agencies that possess concurrent Title 31 enforcement responsibility

- **List of Employees with name and title and section.**
(Attachment 1b)

- **Organizational Changes** - DCTC requested a realignment of staff and divisions to improve operational and administrative efficiencies in order to better carry out the mission and core functions of the agency. In May 2014, the Director of DCHR concurred with the proposed realignment and it was subsequently approved. It should be noted that there was a reduction of three positions. However, No employees were let go as a result. DCTC was able to move each employee into another position with no reduction in grade or salary. A copy of the proposed RIF and Realignment is attached.
(Attachment 1c)

2. Please list each **new program** implemented by the agency during FY 2014. For each initiative please provide:
 - A description of the initiative.
 - The funding required to implement the initiative.
 - Any documented results of the initiative.

RESPONSE #2:

- **New Programs – Enforcement Section:**

The Anonymous Rider Program

- This program is designed to collect passenger data, by tactically deploying anonymous persons, contracted by this agency, to take rides in public Vehicles for Hire, in detection of (A) whether provisions of the District of Columbia Taxicab Commission Establishment Act and implementing regulation prohibiting refusal to haul based upon destination or upon the race, disability, or some other physical characteristic of a potential passenger, are being violated; and in detection of (B) whether Taxicabs are operating with a required MTS unit allowing a passenger to make either a cash payment or cashless payment, at the passenger's discretion. These tactical operations are conducted in conjunction with DCTC Public Vehicle Enforcement Inspectors, positioned in an unobstructed line of sight of an anonymous rider to take immediate enforcement action should either the Inspector observe an instance of a refusal to haul, or should an Inspector be notified by an anonymous rider that a refusal to haul has occurred, or that a MTS violation has occurred, e.g., a particular taxicab failed to offer and or provide a cashless payment option for a ride.

Funding Required to Implement: \$68,755.00

Results: Below is a summary analysis of the results of each survey. It depicts the number of rides per survey, the number of particular violations by category and, for future statistical analyses and extrapolation purposes, what percentage of the total number of rides each confirmed violation represents:

- **Refusals to Haul** - 308 rides
 - 11 times out of 308 rides black subject passed over for a white subject. 3.57% (4.68% excluding disabled rides)
 - 29 times out of 308 rides a solo black was passed up. 9.41% (12.34% excluding disabled rides)
 - 10 times out of 308 rides a solo white was passed up. 3.2467% (4.26% excluding disabled rides)
 - 12 times out of 308 rides a black and white team was passed up. (5.10% excluding disabled rides)
 - 9 times out of 308 rides a blind subject with a dog was passed up. 2.92 % (9 out of 52 rides he took with a dog = 17.31%)

- 1 time out of 308 rides a blind subject with a cane was passed up. .325% (1 out of 9 rides he took with a cane = 11.11%)
- 0 times out of 308 rides a wheelchair subject passed up. (0 out of 4 rides he took)
- 0 times out of 308 rides a subject with crutches passed up. (0 out of 7 rides he took)
- 2 out of 308 rides a disabled subject (cerebral palsy) passed up. .65% (2 out of 4 rides he took = 50%)

MTS Violation - 300 credit card rides

- 4 meter violations out of 300 rides (1.333%)
- 28 nonfunctioning credit card readers out of 300 rides (9.333%)
- 7 cash only demands out of 300 rides (2.333%)

▪ **New Programs – Driver Services**

DC Taxi App

The District of Columbia Taxicab Commission has established a project to create a citywide digital dispatch service (DC Taxi App) to connect the taxicab riding public with the over 6,000 taxicabs licensed by DCTC to operate in the District. This new service will be enabled through a mobile application that connects riders with available taxicabs. Similar to other mobile transportation solutions, DC Taxi App will be available via iOS and Android phones and have interfaces specifically designed for riders and drivers. Unlike existing services, the DC Taxi App will have a ready pool of taxicabs connected to this app so that if drivers choose they can accept rides through the DC Taxi App as per the recently approved DCTC regulations.

Funds Required to Implement: \$309,000

Results: In FY 2014 the scope was established and the regulations regarding the Co-op were established and approved. The request for proposal (RFP) was submitted in FY 2014 and the contract awarded in 2015. The app is still in development and is slated for beta testing in early spring 2015.

Taxicab Data Management System (TDIM)

The DC Taxicab Commission established a project to procure and configure a commercial off the shelf software (COTS) solution to capture trip information from Payment Service Providers (PSPs) and Digital Dispatch Servicers (DDSs) as well as driver and vehicle information from existing DCTC applications. The existing system is currently hosted in the District's data center and maintained by the Office of the Chief Technology Officer.

As part of the solution, a sub-system to track para-transit trips made in support of the Coordinated Alternative to Paratransit Service (CAPS-DC) pilot program was included.

Funds Required to Implement: \$164,000

Results: Fully integrated the CAPS-DC program in the TDMS allowing for management of the para-transit program. Certified two of the seven payment service providers (PSPs) into production.

Driver Safety System

District of Columbia Taxicab Commission (DCTC) intends to procure a Driver Safety Management System (DSMS) that will enable the real-time tracking of taxicab location and route during a driver distress event. Once the driver activates a device located within the cab that signals some type of emergency taking place, the secure system will capture the pertinent driver, vehicle and geospatial information from the existing Payment Service Providers (PSPs). Planning is still underway to determine the initial routing of the emergency signal and subsequent police response. The system will also provide reporting capability to allow for subsequent event investigations.

Funds Required to Implement: \$75,000

Results: The concept is still in early planning stages. Collaboration with the Office of Unified Command is still undetermined.

3. Please provide a complete, up-to-date **position listing** for your agency, which includes the following information for each position:
 - Title of position.
 - Name of employee or statement that the position is vacant, unfunded, or proposed.
 - Date employee began in position.

- Salary and fringe benefits, including the specific grade, series, and step of position.
- Job status (continuing/term/temporary/contract).

Please list this information by program and activity

RESPONSE #3: Position Listing - Attachment 1b

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

RESPONSE #4:

The agency is required to conduct annual performance evaluations of all its employees. Performance evaluations for employees are prepared by the manager of each section in which the employee is assigned. Each manager is required to develop performance goals designed to assess employee behavior. During designated time frames throughout the year, or as warranted, employee behavior is assessed to determine if they are meeting individual job requirements. If not, Performance Improvement Plans are developed to help the employee meet job performance expectations.

5. 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.

RESPONSE #5: There are no employees detailed to or from the agency.

6. Please provide the Committee with:
- A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense.
 - A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.
 - A list of employee bonuses or special award pay granted in FY 2014 and FY 2015, to date.
 - A list of travel expenses, arranged by employee.
 - A list of the total overtime and worker's compensation payments paid in FY 2014 and FY 2015, to date.

RESPONSE #6:

- Cell phones, digital assistants, other devices

Employee	Cell Phone	Ticket Writer	iPad
Rogers, Eric	X		
Tillman, Sherry	X		
Lerner, Jacques	X		
Muhammad, Karl	X		
McInnis, Sharon	X		
Mixon, Juanda	X		
Starks, Dennis	X		
Hevor, Renee	X		
Roberts, Linda	X		
Person, David	X		
Waters, Neville	X		
Scott, John	X		
Bocock, Monique	X		
Lee, Andy	X		
Benson, Doris	X		
Benson, Andraea	X	X	
Bears, Calvin	X	X	
Bowden, Mia	X		X
Conrad Sr., James	X	X	
Earle, Johnice	X	X	
Evans, Timothy	X		X
Hudgins, Marquis	X	X	
Johnson, Sonji	X	X	
Lane Sr., James	X	X	
Register, Lamont	X		X
Martin, Carl	X		X
Mekonnen, Eilma	X	X	
Starks, Dennis	X		X
Wallace, Gregory	X	X	X
Winter, Reginald	X		

- **Vehicles owned by agency and to whom assigned**

VEHICLE	MAKE	MODEL	YEAR	VEHICLE ID #	ASSIGNMENT
1. 7290	CHEVY	IMPALA	2009	2G1WB57K291167267	Marquis Hudgins
2. 7291	CHEVY	IMPALA	2009	2G1WB57K191196260	Johnice Earle
3. 7292	CHEVY	IMPALA	2009	2G1WB57K891231165	Andraea Benson & Eilma Mekonnen
4. 7317	CHEVY	IMPALA	2009	2G1WB57K491237810	Sonji Johnson
5. 7322	CHEVY	IMPALA	2009	2G1WB57K691253536	Keisha Spencer
6. 3875	FORD	TAURUS	2004	1FAFP53264G163206	Gregory Wallace
7. 10659	FORD	TAURUS	2014	1FAHP2MK4EG169058	James Conrad
8. 10555	FORD	TAURUS	2014	1FAHP2MK9EG169055	Carl Martin & Reginald Winter
9. 10454	FORD	TAURUS	2014	1FAHP2MK6EG169059	Calvin Bears & Lamont Register
10. 10557	FORD	TAURUS	2014	1FAHP2MK2EG169057	Mia Bowden & Timothy Evans
11. 10658	FORD	TAURUS	2014	1FAHP2MK0EG169056	James Lane
12. 8664	DODGE	CARAVAN	2012	2C4RDGBG4CR396488	Administrative Staff

- **No employee bonuses or special awards for FY14 or FY15 to date**

- **Travel expenses**

Jacque Lerner, General Counsel and John Scott, Chief of Operations, attended the International Association of Transportation Regulators (IATR) conference held in New Orleans, LA, September 21-24, 2014, for a total cost of \$3,868.77.

- **Overtime & Workers Compensation**

There were no Workers Compensation claims paid for FY14. To date, there have no claims paid for FY15.

Overtime for FY 2014 - \$69,064 FY2015 \$42,685

7. Please identify all **electronic databases** maintained by your agency, including the following:

- A detailed description of the information tracked within each system.
- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.

- Whether the public can be granted access to all or part of each system

RESPONSE #7:

- A detailed description of the information tracked within each system.

Taxicab Commission Information System (TCIS): The database used by DCTC as the system of records to store and retrieve the Digital Dispatch Services (DDS) and Payment Service Providers (PSP) information of daily trip records and vehicle inventory.

e-Form: The database used by DCTC as the system of records to store and retrieve the taxicab and limousine drivers' indicative data such as the Face ID numbers, contact information, data of birth, etc. The Database is also used by DCTC to store lost and found entries and drivers' testing records starting in FY2014.

VIVO: The database used to store and retrieve vehicle information such as registration, owners' information, meter shops, etc., and to assign new Public Vehicle Numbers (PVIN). The PVIN is the unique identifier for each taxicab vehicle.

- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.

DCTC has contracted a vendor to build a new Taxicab Database Management System(TDMS) to replace current TCIS . The new TDMS would include an online user interface; more edit features; ad-hoc reporting; broader data collection capabilities coupled with the consolidation of the data from PSPs.

- Whether the public can be granted access to all or part of each system.

Currently, DCTC shares information only with agencies within the DC Government. No public entity has access to DCTC system applications at this time.

8. What has the agency done in the past 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.

RESPONSE #8:

The Commission provides the public with the opportunity to attend and comment at its monthly General Commission Meetings. The public can speak at the podium on the topics discussed or they can speak about other topics of concern to them. DCTC responds to all individual and media requests and provides public awareness on operations and policies via the DCTC government website on the internet. The internet is a crucial platform used by DCTC for informing both the taxi industry and the public on the agency's programs, initiatives, and activities. All Commission public meetings are recorded by a transcriber. The meeting recordings are transcribed and published on the DCTC website. This allows for prompt availability of the information to everyone to ensure public awareness of Commission regulatory decisions and actions.

9. How does the agency solicit **feedback** from customers? Please describe.
- What is the nature of comments received? Please describe.
 - How has the agency changed its practices as a result of such feedback?

RESPONSE #9:

The public is invited to provide feedback at the monthly General Commission Meetings and Public Hearings. The agency web site provides a direct link via the dctc3@dc.gov email address for the public to send comments or inquiries. This email address is monitored daily and responded to appropriately. There is also a "Ask the Chairman" link which also allows the user to send an email to the Commission. These emails are read daily and sent forward to the appropriate recipient.

Most comments are related to services being sought by a perspective driver, e.g., how to apply, what is required, cost, etc. There are also inquiries about lost items, compliments for staff or driver, complaints, observations and suggestions.

As a result of driver complaints and suggestions, DCTC changed its driver examination process effective, October 1, 2014, to allow for same day examinations. DCTC also changed the fingerprinting process which has led to a faster turnaround on background check results.

When warranted and after proper discussion and legal review, regulatory changes have been implemented based, in part, on customer feedback.

10. How was the agency tried to reduce agency **energy use** in FY 2014?

RESPONSE #10:

DCTC continued to reduce the number of individual desktop printers and has moved to integrate everyone with the two central network printers. This should result in less paper and ink cartridge use. Staff is encouraged to email and save documents electronically and only print them when required. Also, when it is necessary to replace equipment, when possible we look for products displaying the energy star symbol, which indicates a government rating for energy efficiency.

11. Please complete the following chart about the residency of **new hires**:

Number of Employees Hired in FY 2014 and FY 2015, to date

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	35	10
Term	5	1
Temporary	N/A	N/A
Contract	1	N/A

B. BUDGET AND FINANCE

12. Please provide a chart showing your agency's **approved budget and actual spending**, by division, for FY 2014 and FY 2015, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

RESPONSE # 12:

- See following chart:

***** Budgets By Appropriated Fund By CSG**
***** TC0 - D.C. Taxicab Commission**

Comp Source Group	FY 2014 Revised Budget	FY 2014 Expenditures	FY 2015 Revised Approved Budget	FY 2015 Expenditures to Date	FY14/ FY15 Budget Variance	Comments
LOCAL FUND						
0011 - REGULAR PAY - CONT FULL TIME	0	0	0	0	0	
0012 - REGULAR PAY - OTHER	0	0	0	0	0	
0013 - ADDITIONAL GROSS PAY	0	0	0	0	0	
0014 - FRINGE BENEFITS - CURR PERSONNEL	0	0	0	0	0	
0015 - OVERTIME PAY	0	0	0	0	0	
PERSONNEL SERVICES Total	0	0	0	0	0	
0020 - SUPPLIES AND MATERIALS	3,000	3,000	0	0	(3,000)	FY 2014 includes promotional funding to support voucher painting of District cabs
0031 - TELEPHONE, TELEGRAPH, TELEGRAM,	0	0	0	0	0	
0040 - OTHER SERVICES AND CHARGES	39,000	39,000	160,000	36,272	121,000	FY2014 includes professional services to promote vehicle painting in FY2014 only; FY2015 includes promotional funding for CAPS-DC Wheelchair Assessability Program
0041 - CONTRACTUAL SERVICES - OTHER	0	0	0	0	0	
0050 - SUBSIDIES AND TRANSFERS	108,200	108,200	840,000	57,036	731,800	FY2014 includes vehicle painting vouchers granted to taxi drivers in FY2014; FY2015 includes funding for CAPS-DC Wheelchair Assessability Program
0070 - EQUIPMENT & EQUIPMENT RENTAL	-	0	0	0	0	
NON-PERSONNEL SERVICES Total	150,200	150,200	1,000,000	93,308	849,800	
LOCAL FUND Total	150,200	150,200	1,000,000	93,308	849,800	
SPECIAL PURPOSE REVENUE FUNDS						
0011 - REGULAR PAY - CONT FULL TIME	1,747,451	1,717,468	3,581,931	799,475	1,834,480	FY2015 includes additional position from approved agency realignment
0012 - REGULAR PAY - OTHER	281,149	321,971	455,941	124,524	174,792	FY2015 includes additional position from approved agency realignment
0013 - ADDITIONAL GROSS PAY	67,461	55,825	24,424	60,237	(43,037)	FY2014 revised budget and expenditures reflects severance and leave for separated employees; FY2015 expenditures includes separation for transitioning Chairman-reprogramming to be requested
0014 - FRINGE BENEFITS - CURR PERSONNEL	504,591	459,319	1,025,619	182,184	521,028	Fringe associated with additional positions
0015 - OVERTIME PAY	65,317	69,064	15,000	35,886	(50,317)	Reprogramming to be requested
PERSONNEL SERVICES Total	2,665,969	2,623,647	5,102,915	1,202,306	2,436,946	
0020 - SUPPLIES AND MATERIALS	46,000	7,493	0	0	(46,000)	Supply budget for FY2015 is posted on the Intra-District Fund
0031 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC	7,600	4,600	0	0	(7,600)	RIS phone requests in FY14
0040 - OTHER SERVICES AND CHARGES	1,469,577	1,013,060	956,269	213,508	(513,308)	Limo testing included in FY14
0041 - CONTRACTUAL SERVICES - OTHER	32,015	9,850	775,530	32,904	743,515	Creation of Driver Training Program; Taxi Company Audits; Taxi Industry Research Studies
0050 - SUBSIDIES AND TRANSFERS	207,900	203,200	0	0	(207,900)	FY 2014 included grant funding to taxi companies to purchase vehicles for CAPS-DC Pilot program
0070 - EQUIPMENT & EQUIPMENT RENTAL	224,256	203,776	435,000	0	210,744	FY 2015 includes funding to support vehicle purchase for incurring inspectors
NON-PERSONNEL SERVICES Total	1,987,348	1,441,979	2,166,799	246,412	179,451	
SPECIAL PURPOSE REVENUE FUNDS Total	4,653,317	4,065,626	7,269,714	1,448,718	2,616,397	

Comp Source Group	FY 2014 Revised Budget	FY 2014 Expenditures	FY 2015 Revised Approved Budget	FY 2015 Expenditures to Date	FY14/ FY15 Budget Variance	Comments
INTRA-DISTRICT FUNDS						
0011 - REGULAR PAY - CONT FULL TIME	0	0	159,135	64,610	159,135	Budget revised to include transfer of attorneys from OAG
0012 - REGULAR PAY - OTHER	0	0	80,085	0	80,085	Budget revised to include transfer of attorneys from OAG
0013 - ADDITIONAL GROSS PAY	0	0	0	0	0	
0014 - FRINGE BENEFITS - CURR PERSONNEL	0	0	55,499	16,411	55,499	Fringe associated with attorney positions
0015 - OVERTIME PAY	0	0	0	0	0	
PERSONNEL SERVICES Total	0	0	294,719	81,021	294,719	
0020 - SUPPLIES AND MATERIALS	60,000	51,482	59,652	69,652	(348)	
0031 - TELEPHONE, TELEGRAPH, TELEGRAM,	0	0	0	0	0	
0040 - OTHER SERVICES AND CHARGES	14,000	14,000	33,756	0	19,756	
0041 - CONTRACTUAL SERVICES - OTHER	126,000	126,000	2,206	0	(123,794)	Reduction in FY2015 reflects the policy change to place OAG attorneys in the agency rather than transfer out to OAG
0070 - EQUIPMENT & EQUIPMENT RENTAL	0	0	642	0	642	Equipment for attorneys
NON-PERSONNEL SERVICES Total	200,000	191,482	96,256	69,652	(103,744)	
INTRA-DISTRICT FUNDS Total	200,000	191,482	390,975	150,673	190,975	
Grand Total	5,003,517	4,407,308	8,365,970	1,692,699	3,362,453	

13. Please list any **re-programmings**, in, out, or within, related to FY 2014 or FY 2015 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.

RESPONSE #13:

FY 2014 REPROGRAMMINGS						
DATE	FROM	AMOUNT	ORIGINAL PURPOSE	TO	AMOUNT	REPROGRAMMED USE
LOCAL REPROGRAMMINGS						
DEC 2013	FY 2014 SUPPLEMENTAL	(\$644,000)	-----	DCTC - CSG 40, CSG 50	\$644,000	DCTC - Award Vehicle Paint Vouchers to Taxi Drivers. Support compliance with unified color requirement.
SPR REPROGRAMMINGS						
SEP 2014	DCTC Budget Authority Request - from DCTC Consumer Service	(\$25,000)	Salary Surplus - delayed staffing for increased inspectors	DCTC Budget Authority Request - to Justice Dept Finger Printing Fund	\$25,000	Finger Printing Fund is pass through from DCTC to MPD for services. Increase provides budget to support increased finger printing requests.
SEP 2014	DCTC Reduced Budget Authority	(\$1,000,000)	Salary Surplus (\$800K) - delayed staffing for additional approved positions in DCTC realignment; equipment (\$150K)	DCRA	\$1,000,000	DCRA - Business Improvement District Transfer
SEP 2014	Within DCTC Programs - AMP, Consumer Services, Passenger & Driver Protection, Enforcement & Education	(\$483,070)	Salary and fringe surplus, and Contracts	DCTC - CSG 11, CSG12, CSG13, CSG15, CSG 40, CSG 50, CSG 70	\$483,070	Salaries, Shift Differential, Overtime, funding to support CAPS-DC Pilot and associated fleet costs

NO REPROGRAMMINGS IN FY 2015

FY2014- Increased budget authority based on revenue- \$1,653,317. Required to support salaries related to approve agency realignment, vehicle purchase, professional services

14. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2014 or FY 2015, to date.

RESPONSE #14:

DCTC INTRA-DISTRICT TRANSFERS (FY 2014 - FY 2015)

FY 2014	
TRANSFER IN	
\$ 183,500	KV0 - DEPT OF MOTOR VEHICLES - Out of State License
TRANSFER OUT	
\$ 139,513	CB0 - OFFICE OF ATTORNEY GENERAL - LEGAL SUPPORT
\$ 40,858	PO0 - CONTRACTS & PROCUREMENT - PCARD
\$ 74,714	FA0 - METROPOLITAN POLICE DEPT - JUSTICE DEPT FINGERPRINTING & BACKGROUND CHECK
\$ 47,747	KT0 - DEPT OF PUBLIC WORKS - VEHICLE MAINTENANCE
\$ 67,516	TO0 - CHIEF TECHNOLOGY - TECH SUPPORT FOR TSMS

FY 2015	
TRANSFER IN	
\$ 188,971.00	CB0 - OFFICE OF ATTORNEY GENERAL - LEGAL SUPPORT
TRANSFER OUT	
\$ 25,000	AS0 - RTS - TELEPHONE REQUEST
\$ 47,748	KT0 - DEPT OF PUBLIC WORKS - VEHICLE MAINTENANCE
\$ 99,000	BE0 - DCHR - JUSTICE DEPT FINGER PRINTING
\$ 60,000	PO0 - CONTRACTS & PROCUREMENT - PCARD

15. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2014 or FY 2015, to date. For each account, please list the following:

- The revenue source name and code.
- The source of funding.
- A description of the program that generates the funds.
- The amount of funds generated by each source or program in FY 2014 and FY 2015, to date.
- Expenditures of funds, including the purpose of each expenditure, for FY 2014 and FY 2015, to date.

RESPONSE #15:

DCTC SPECIAL PURPOSE REVENUE ACCOUNTS																																																																																																					
REVENUE CODE	REVENUE NAME	SOURCE OF FUNDING	DESCRIPTION OF PROGRAM	REVENUE GENERATED																																																																																																	
				FY 2014	FY 2015																																																																																																
2100	JUSTICE DEPARTMENT FINGERPRINTS	Funded by applicants requiring hacker and limousine licenses.	Metropolitan Police Department/ DCHR shall submit to the Taxicab Commission a voucher on a periodic basis to be reimbursed for the cost of producing fingerprint records.	\$ 69,714	\$ 73,115																																																																																																
2400	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE FUND	The fund receives a new 25cent surcharge per taxi ride; collects fees from the issuance and renewal of a public vehicle-for-hire license.	The fund may be used to pay for the costs incurred by the Taxicab Commission in operating and administering programs, investigations, proceedings, and to provide grants, loans, incentives, or other financial assistance to owners of licensed taxicabs in the District to offset the cost of acquiring, maintaining, and operating wheelchair-accessible vehicles.	\$ 6,432,845	\$ 2,265,872																																																																																																
<p>FY 2014- Expenditures - Justice Department Fingerprints - \$69714 FY 2015- Expenditures - Justice Department Fingerprints - \$25110</p> <p><i>*Revenue generated from the Justice Department Fingerprints is not used for DCTC agency operations. Revenue collected supports the MOU to DC Metropolitan Police Department/ DCHR for services associated with background checks and fingerprinting drivers.</i></p> <p>FY 2014- Expenditures Public Vehicles for Hire Consumer Service Fund (CSF) - \$3,995,912 FY 2015- Expenditures Public Vehicles for Hire Consumer Service Fund (CSF) - \$1,403,046</p> <table border="0"> <thead> <tr> <th colspan="2">FY 2014 - CSF Expenditures</th> <th colspan="2">FY 2015 - CSF Expenditures</th> </tr> </thead> <tbody> <tr> <td>\$ 2,623,647</td> <td>Salaries</td> <td>\$ 1,156,078</td> <td>Salaries</td> </tr> <tr> <td>\$ 4,600</td> <td>OFRM - Telephone Request</td> <td>\$ 25,000</td> <td>RTS telephone request</td> </tr> <tr> <td>\$ 6,200</td> <td>Printing - Seals</td> <td>\$ 20,000</td> <td>Uniforms</td> </tr> <tr> <td>\$ 35,000</td> <td>Triage Group - Driver Training</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 71,055</td> <td>Consultant/ Staffing</td> <td>\$ 30,653</td> <td>Staffing</td> </tr> <tr> <td>\$ 6,400</td> <td>Postage</td> <td>\$ 180</td> <td>Postage</td> </tr> <tr> <td>\$ 9,800</td> <td>Copier Maintenance Agreement</td> <td>\$ 2,400</td> <td>Copier Maintenance</td> </tr> <tr> <td>\$ 12,350</td> <td>Transcription Services</td> <td>\$ 5,000</td> <td>Transcription Services</td> </tr> <tr> <td>\$ 47,747</td> <td>Vehicle Maintenance</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 40,858</td> <td>Pcard</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 120,072</td> <td>judgement award</td> <td>\$ 78,000</td> <td>Digital Dispatch</td> </tr> <tr> <td>\$ 224,975</td> <td>Limo Post Test Exam</td> <td>\$ 6,330</td> <td>Relocation Expenses</td> </tr> <tr> <td>\$ 22,554</td> <td>Taxi Research</td> <td>\$ 32,904</td> <td>Taxi Research</td> </tr> <tr> <td>\$ 47,599</td> <td>CAPS-DC Project Consultant</td> <td>\$ 7,770</td> <td>Supplies</td> </tr> <tr> <td>\$ 50,400</td> <td>Rider Survey</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 51,223</td> <td>CAPS-DC Promotion</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 40,000</td> <td>CAB Connect</td> <td>\$ 35,371</td> <td>CAB Connect</td> </tr> <tr> <td>\$ 23,203</td> <td>Computer equipment</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 141,406</td> <td>5 vehicles/ vehicle equipment</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 9,850</td> <td>Capitol Inquiry</td> <td>\$ 3,360</td> <td>Capitol Inquiry</td> </tr> <tr> <td>\$ 203,200</td> <td>CAPS-DC Grants - vehicles</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 203,773</td> <td>vehicle purchase/vehicle equipm</td> <td>\$ -</td> <td></td> </tr> <tr> <td>\$ 3,995,912</td> <td></td> <td>\$ 1,403,046</td> <td></td> </tr> </tbody> </table>						FY 2014 - CSF Expenditures		FY 2015 - CSF Expenditures		\$ 2,623,647	Salaries	\$ 1,156,078	Salaries	\$ 4,600	OFRM - Telephone Request	\$ 25,000	RTS telephone request	\$ 6,200	Printing - Seals	\$ 20,000	Uniforms	\$ 35,000	Triage Group - Driver Training	\$ -		\$ 71,055	Consultant/ Staffing	\$ 30,653	Staffing	\$ 6,400	Postage	\$ 180	Postage	\$ 9,800	Copier Maintenance Agreement	\$ 2,400	Copier Maintenance	\$ 12,350	Transcription Services	\$ 5,000	Transcription Services	\$ 47,747	Vehicle Maintenance	\$ -		\$ 40,858	Pcard	\$ -		\$ 120,072	judgement award	\$ 78,000	Digital Dispatch	\$ 224,975	Limo Post Test Exam	\$ 6,330	Relocation Expenses	\$ 22,554	Taxi Research	\$ 32,904	Taxi Research	\$ 47,599	CAPS-DC Project Consultant	\$ 7,770	Supplies	\$ 50,400	Rider Survey	\$ -		\$ 51,223	CAPS-DC Promotion	\$ -		\$ 40,000	CAB Connect	\$ 35,371	CAB Connect	\$ 23,203	Computer equipment	\$ -		\$ 141,406	5 vehicles/ vehicle equipment	\$ -		\$ 9,850	Capitol Inquiry	\$ 3,360	Capitol Inquiry	\$ 203,200	CAPS-DC Grants - vehicles	\$ -		\$ 203,773	vehicle purchase/vehicle equipm	\$ -		\$ 3,995,912		\$ 1,403,046	
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16. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:
- A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes).
 - The amount of capital funds available for each project.
 - A status report on each project, including a timeframe for completion.
 - Planned remaining spending on the project.

RESPONSE #16:

- DCTC does not have **Capital Funds** in its budget.

17. Please provide a complete accounting of all **federal grants** received for FY 2014 and FY 2015, to date.

RESPONSE #17:

- DCTC does not receive **Federal Grants**.

18. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2014 and FY 2015, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party.
- The nature of the contract, including the end product or service.
- The dollar amount of the contract, including budgeted amount and actually spent.
- The term of the contract.
- Whether the contract was competitively bid or not.
- The name of the agency's contract monitor and the results of any monitoring activity.
- Funding source.

RESPONSE #18:

FY 2014

OST, Inc. (ITSA – Pedro Agosto) PO 498911 Para-Transit Project Consultant (consulting services for pilot para-transit service)

Dollar amount - \$103,446.16 / budgeted amount - \$103,446.16/ actually spent - \$103,446.16

Contract term 7/13/14 thru 9/30/14 Competitively Bid Funding Source 2400

Agency Contract Monitor – John Scott Services were rendered as contracted.

Cab Connect (Izzy Ayala) PO 488570 One City Paint Incentive Voucher Program (developed computer software to monitor this program) The program ran from March 1 thru 8-1-14.
Dollar amount - \$5,000 / budgeted amount - \$5,000/ actually spent - \$5,000
Contract term 10/1/13 thru 8/30/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – John Scott Services were rendered as contracted.

Cab Connect (Izzy Ayala) PO 504764 Operate and maintain the Taxicab Information System TCIS.
Dollar amount - \$203,996.00/ budgeted amount - \$203,996.00/ actually spent - \$40,000.
Contract term 10/1/13 thru 9/30/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – John Scott Services were rendered as contracted.

The Triage Group LLC (Stephan Papadopoulos) PO 492369 Continuation of services for technology management.
Dollar amount - \$10,000 / budgeted amount - \$10,000/ actually spent - \$9,555
Contract term 7/13/14 thru 9/30/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – John Scott Services were rendered as contracted.

Taxi Research Partners Ltd. (James Cooper) PO 497118 Taxi Research Program Initial studies as required regarding taxi operations.
Dollar amount - \$52,505.60 / budgeted amount - \$52,505.60/ actually spent - \$52,505.60
Contract term 7/13/14 thru 9/30/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – John Scott Services were rendered as contracted.

Capitol Inquiry Inc. (Ken Cummings) PO 488087 Consultant Services – Provided anonymous riders to test taxi compliance.
Dollar amount - \$10,000 / budgeted amount - \$10,000/ actually spent - \$8,505
Contract term 12/16/13 thru 1/5/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – Dennis Starks Services were rendered as contracted.

Capitol Inquiry Inc. (Ken Cummings) PO489799, Consultant Services – Provided anonymous riders to test taxi compliance.
Dollar amount - \$10,000 / budgeted amount - \$10,000/ actually spent - \$9,850
Contract term 1/14/14 thru 3/30/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – Dennis Starks Services were rendered as contracted.

Capitol Inquiry Inc. (Ken Cummings) PO503239 Consultant Services – Provided anonymous riders to test taxi compliance.
Dollar amount - \$50,400 / budgeted amount - \$50,400/ actually spent - \$50,400
Contract term 8/26/14 thru 9/30/14 Competitively Bid Funding Source 2400
Agency Contract Monitor – Dennis Starks Services were rendered as contracted.

FY 2015

OST, inc. (ITSA – Pedro Agosto) PO 507157 Para-Transit Project Consultant (consulting services for pilot para-transit service) The project was implemented on 10-1-14.

Dollar amount - \$62,026.40 / budgeted amount - \$62,026.40/ actually spent - \$36,271,096

Contract term 10/1/14 thru 9/30/15 Competitively Bid Funding Source 1000

Agency Contract Monitor – John Scott Services rendered as contracted.

Cab Connect (Izzy Ayala) PO 512373 Operate and maintain the Taxicab Information System TCIS.

Dollar amount - \$163,996.00/ budgeted amount - \$163,996.00/ actually spent - \$42,499.50

Contract term 10/1/14 thru 9/30/15 Competitively Bid Funding Source 2400

Agency Contract Monitor – John Scott Services were rendered as contracted.

The Triage Group LLC (Stephan Papadopoulos) PO 510812 Develop and implement an electronic taxi hailing application (app).

Dollar amount - \$309,320.00 / budgeted amount - \$309,320.00/ actually spent - \$78,000

Contract term 10/1/14 thru 9/30/15 Competitively Bid Funding Source 2400

Agency Contract Monitor – John Scott Services were rendered as contracted.

Taxi Research Partners Ltd. (James Cooper) PO 510000 Taxi Research Program Initial studies as required regarding taxi operations.

Dollar amount - \$37,136.64 / budgeted amount - \$37,136.64/ actually spent - \$32,903.93

Contract term 11/10/14 thru 3/31/15 Competitively Bid Funding Source 2400

Agency Contract Monitor – John Scott Services were rendered as contracted.

Capitol Inquiry Inc. (Ken Cummings) PO512417 Consultant Services – Provided anonymous riders to test taxi compliance.

Dollar amount - \$33,600.00 / budgeted amount - \$33,600.00/ actually spent - \$3,360.00

Contract term 12/10/14 thru 9/30/15 Competitively Bid Funding Source 2400

Agency Contract Monitor – Dennis Starks Services were rendered as contracted.

TRANSCO Inc. PO 514649 CAPS-DC Reimbursement. The project was implemented on 10-1-14.

Dollar amount - \$420,000.00 / budgeted amount - \$420,000.000/ actually spent - \$37,520.00

Contract term 10/1/14 thru 9/30/15 Competitively Bid Funding Source 2400

Agency Contract Monitor – John Scott Services were rendered as contracted.

Yellow Cab Co. of DC Inc. PO 514650 CAPS-DC Reimbursement. Project was implemented on 10-1-14.

Dollar amount - \$420,000.00 / budgeted amount - \$420,000.000/ actually spent - \$19,516.00

Contract term 10/1/14 thru 9/30/15 Competitively Bid Funding Source 2400

Agency Contract Monitor – John Scott Services were rendered as contracted.

19. Please provide the details of any **surplus** in the agency's budget for FY 2014, including:

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

RESPONSE #19:

DCTC FY 2014 BUDGET / EXPENDITURE VARIANCE

Surplus Identified	Revised Budget	Expenditure	Variance	Comments
Salaries	\$ 2,665,969	\$ 2,623,647	\$ 42,322	Agency realignment delayed
Professional Services	\$ 1,469,577	\$ 1,013,060	\$ 456,517	Taxicab Information System (TCIS) continued in FY 2015

C. LAWS, AUDITS, AND STUDIES

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

RESPONSE #20: None

21. Please identify any statutory or regulatory **impediments** to your agency's operations.

RESPONSE #21: None

22. 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.

RESPONSE #22:

DCTC is responsible for oversight and implementation of 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 April 4, 2014)
- Chapter 2: Panel on Rates and Rules: Rules of Organization and Rules of Procedure for Ratemaking (Last revised October 16, 2009)
- Chapter 3: [RESERVED]

- Chapter 4: Taxicab Payment Services Providers (Last revised June 27, 2014)
- Chapter 5: Taxicab Companies, Associations and Fleets (Last revised January 2, 2015)
- Chapter 6: Taxicab Parts and Equipment (Last revised January 2, 2015)
- Chapter 7: Enforcement (Last revised June 27, 2014)
- Chapter 8: Operation of Taxicabs (Last revised December 5, 2014)
- Chapter 9: Insurance Requirements (Last revised June 27, 2014)
- Chapter 10: Public Vehicles for Hire (Last revised January 2, 2015)
- Chapter 11: Public Vehicles for Hire Consumer Service Fund (Last revised April 4, 2014)
- Chapter 12: Luxury Services – Owners, Operators, and Vehicles (Last revised January 2, 2015)
- Chapter 13: Licensing and Operations of Taxi Meter Companies (Last revised June 27, 2014)
- Chapter 14: Operation of Black Cars (Last revised January 2, 2015)
- Chapter 15: Licensing and Operations of Dome Light Installation Companies (Last revised June 27, 2014)
- Chapter 16: Dispatch Services and District of Columbia Taxicab Industry Co-op (Last revised January 2, 2015)
- Chapter 18: Wheelchair Accessible Paratransit Taxicab Industry Co-op (Last revised October 31, 2014)
- Chapter 99: Definitions (Last revised January 2, 2015)

23. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2014 that significantly affect agency operations.

RESPONSE #23: None

24. Please provide a list of all **MOUs** in place during FY 2014.

RESPONSE #24:

- **Office of the Chief Financial Officer (OCFO)** – Facilitate credit and debit card transaction processing for revenue collections through Merchant Identification locations requested by the Buyer Agency to various financial institutions.
- **Washington Metropolitan Area Transit Authority (WMATA)** – Participate in the creation and implementation of the “Coordinated Alternative to ParaTransit Service” (CAPS-DC) Pilot Program.
- **Office of the Attorney General (OAG)** – Legal services to provide litigation, advice giving and programmatic support to its operations.
- **Metropolitan Police Department (MPD)** – Provide finger-print based criminal background checks of applicants seeking public vehicle for hire operators’ licenses.
- **Department of Motor Vehicles (DMV)** – Collect funds on behalf of DCTC from every non-resident taxi and limousine driver, exempted from residency requirements, who registers a taxi or limousine within the District of Columbia, and distribute a portion of those funds to DCTC.
- **Office of the Chief Technology Officer (OCTO)** – OCTO shall design, develop, implement, test and support the eForms application that automates certain business processes. OCTO shall also provide consulting service for certain DCTC projects.
- **Office of Unified Command (OUC)** – Provides access to city-wide radio system in order to achieve communications and to provide radio maintenance for the subscriber’s radios.

25. Please provide a list of all studies, research papers, and analyses (“**studies**”) the agency requested, prepared, or contracted for during FY 2014. Please state the status and purpose of each study.

RESPONSE #25:

- **Neighborhood Van Service Assessment**

A study was initiated to identify the potential market for “neighborhood van” service to operate. The study concluded that there is a demand for such service in certain neighborhoods. The feasibility of developing and operating this type of service is still be evaluated.
- **Impact of Issuing New H-Tags**

A study was initiated to assess the financial impacts of issuing new H-Tags on existing taxi drivers. The study concluded that issuing new H-Tags will have a detrimental impact on the earnings of taxi drivers. The full impact of the study is undergoing legal review.
- **Market Model Defining Quota Levels for Taxi Licenses**

A study was initiated to look at the issues affecting the District taxi market. The study determined the key variables affecting the local taxi market and developed a “taxi market mode” that may be applied to constrain license numbers. The study further identifies the difference between demand for services and the levels of supply allowing for the calculation of a total number of vehicles that would be required to effectively meet demand in a timely manner. This information is still being evaluated. The study concluded that increasing the license quota would have the impact of reducing overall passenger delay.
- **Impact of App Dispatch Variable Pricing on Driver Wages**

The study identified the impact that results from allowing a variation in fares charged to app dispatched trips. The study found that the extent to which an app will result in positive demand impacts beyond those created by price alone will largely depend upon the quality of the app itself. A well designed and used app may result in a larger growth in trips. This information will be considered as the taxi app is developed and its use implemented.
- **TCIS2 Policy Standard Queries and Application**

A comprehensive review of the Taxicab Information System updates to the existing database development, populated directly from Passenger Service Providers (PSPs) or their dispatch system company (DDS). TCIS2 is intended to review and re-specify the structure and inputs of the existing system on the base of utility to the commission and direct application. This system will allow for the automated production of a management report outlining the performance of the taxi fleet and its drivers.
- **Developing a Taxicab Research Program**

The researcher was tasked to identify, develop and apply a taxicab research program. This relates to the effective use of data collected in the course of taxi operation through in vehicle equipment. The Taxicab Research Program is split into three sub-tasks:

 - The identification of current data, availability and quality, including standardization

to evaluation. This document draws on a number of parallel reports specific to individual policy reviews.

- **Data Fields and Output**

This study is a detailed explanation of the data fields and outputs in the TCIS. Data fields are drawn from the TCIS. Data requirements mirror those as set out in the original TCIS system, with added assurance of data quality and additional data fields as discussed below.

26. 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 2014 or FY 2015, to date.

RESPONSE #26:

- District of Columbia Inspector General Investigation (OIG). Investigation into a complaint by a current employee regarding employment practices. This investigation was completed and closed on June 2, 2014
- OIG Investigation. Investigation into complaints alleging DCTC had provided misinformation and improper instructions on the process for applicants seeking “Sedan/Limousine” licenses.
- OIG Audit. This audit started December 2014 and is ongoing. This audit was included in the Fiscal Year 2015 Audit and Inspection Plan.
- Office of the Chief Financial Officer Audit (OCFO). This audit of DCTC’s cashier system called iNovah was started in FY 2014. We are still awaiting the final report.

27. 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.

RESPONSE #27:

Office of Human Rights (OHR). On January 6, 20014, OHR opened an investigation into DCTC’s handling of refusal to haul cases where the refusal to haul was based on race or disability of prospective passenger. This investigation was initiated in part at the request of D.C.

Councilmember Tommy Wells. This investigation was concluded in April 2014 and OHR made the following recommendations:

- **Diversity and Cultural Competency Training:** Beginning in FY15, DCTC should plan to develop, schedule, and deliver training sessions for all existing drivers. These sessions should be instructor-led and include strong educational components around cultural sensitivity and prejudice reduction, as well as information about the purpose and extent of the DC Human Rights Act of 1977. Training structure and development should be completed in consultation with OHR in efforts to ensure the content is appropriate, effective and highly relevant to the goals of this recommendation.
 - **Update on Actions Taken:** DCTC contracted with a vendor to prepare a curriculum outlining “refresher training” for all drivers. This training must be completed prior to license renewal beginning in the late summer/fall 2015. The curriculum includes cultural sensitivity, discrimination awareness, to include components of the Human rights Act of 1977. To date there has not been collaboration with OHR to gain consensus on the curriculum. This collaboration will be planned shortly.
- **Biannual Driver Recertification:** DCTC should ensure that the aforementioned training sessions are available on a consistent basis and that drivers be required to attain recertification on this training every two years and/or upon renewal of their license. DCTC should continuously track and manage driver training history and provide advance notice of upcoming recertification deadlines and training dates as they arise.
 - **Update on Actions Taken:** AS previously mentioned drivers will have to complete training prior to application for license renewal every two years. There is currently dedicated staff to track and monitor driving training records. DCTC will have recertification notices in place by the start of the recertification training.
- **Complaint Intake and Referral Management:** DCTC should employ several mechanisms to capture, track, and refer complaints to appropriate enforcement bodies. These mechanisms should include, but are not limited to, the following:
 - Using standard response language for all complaints received that describes an individual’s right to file a discrimination complaint with OHR if they believe they have experienced

discrimination while engaging or attempting to engage a taxicab driver; and

- Creating an online complaint form which allows individuals to submit complaints specific to issues of discrimination via DCTC website or print form. The form should request the PVIN number of the taxicab, approximate time and location of incident, the basis of the alleged discrimination (to be made available in a menu of protected traits under the DCHRA), and contact information for the individual. This form should be available on DCTC and OHR's webpage and digitally routed, upon submission, to both agencies to determine the appropriate investigative body to handle the complaint.
- **Update on Actions Taken:** In response to OHR's recommendations, we have strengthened the statement on our Complaints webpage advising complainants, who believe they are a victim of refusal to haul based on discrimination, how to file a complaint with OHR. Our website also lists the protected traits consistent with the D.C. Human Rights Act and OHR's recommendations. There currently exists an on-line complaint form that has the ability to capture all the necessary information regarding a complaint. At present DCTC does not forward the complaints directly to OHR without consulting with their office first.
- **Public Awareness Campaign:** OTC in collaboration with OHR should launch an awareness campaign which promotes the rights of taxi passengers or potential passengers under DCHRA, helps identify discriminatory behaviors likely to occur when hailing or engaging with taxicabs, and informs individuals of available remedies. This campaign should include, but is not limited to, public transit advertisements (i.e. WMATA Metro, Metro Buses, and bus shelters), joint social media promotion, and providing information within individual taxicabs regarding the right to file a complaint of discrimination.
 - **Update of Actions Taken:** DCTC is in the process of hiring a Consumer Services Manager. The position is currently posted for hiring. It will be the responsibility of this person, among other duties, to reach out to OHR and other such government and community agencies and organizations and launch a public awareness campaign.
- **Referral Relationship with Taxi Companies and Associations:** DCTC should establish a referral relationship with taxicab companies and associations to encourage communication and intervention when

complaints of discrimination are sent to these companies and associations. DCTC should devise protocols to outline the transmission of complaints from any taxicab company or association to the DCTC. DCTC should also ensure that all taxicab companies and associations in the District are in receipt of the protocols and aware of the appropriate action to employ upon receipt of a relevant complaint.

- **Update of Actions Taken:** DCTC currently has a program in place whereby all cab companies and Payment Service Providers can be notified, en mass, via email. Through this portal, DCTC can establish the aforementioned “referral relationship” while provide a means for communication. As previously mentioned, once hired, the Consumer Services Manager, will further explore other means of mass communication with taxi companies and associations.

D. PROGRAM-SPECIFIC QUESTIONS

I. General Agency Operations

28. Please provide the following data as of September 30, 2013, September 30, 2014, and January 1, 2015:

	# of Operators			# of Companies			# of Associations			# of Vehicles		
	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
Taxicabs	8,250	6,944	8,094	116	98	98	42	42	42	DMV*	6704	6704
Limousines/Sedans	2,032	1,517	1,697	73	39	39/14	n/a	n/a	n/a	DMV*	298	309

*This data has been requested from DMV

29. How many public vehicle-for-hire companies have been subject to DCTC compliance audits in FY 2013, FY 2014, and FY 2015 to date? What were the circumstances of such audits?
- Did any of these compliance audits resulted in decertification of the company or association for non-compliance? If so, how many?

RESPONSE #29:

On July 23, 2014 there were six cab companies issued a 15 Day Notice to Cure a Proposed Revocation of the Certificate of Operating Authority. The Commission scheduled a mediation session with the 6 companies collectively, Trust Cab, Dove Cab, Lucky Cab, Safe Cab, Super Cab, and Blazer Cab. During mediation, the companies agreed to merge and form one company. Trust Cab Co. the decided not merge because they cured and came into compliance. Dove Cab Co. did not merge because of irreconcilable differences with the other four companies and did not cure; this company is now facing a

cease and desist order. The other four companies merged (Lucky, Safe, Super and Blazer). Our internal investigation revealed the following results:

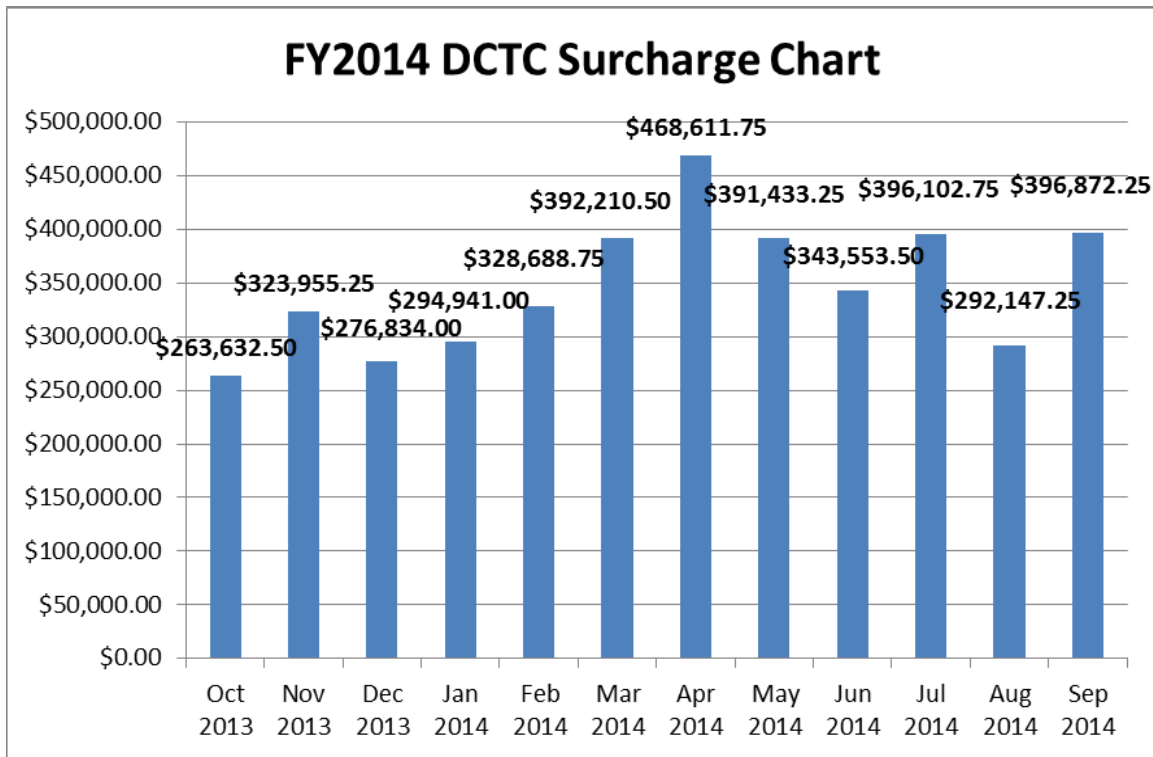
- Dove Cab Co., was cited for failure to operate a bona fide administrative office in the District of Columbia and failure to maintain the minimum number of vehicles in a fleet (20). The result was Dove Cab Co. decided not to merge with the other companies herein mentioned. Dove has not corrected the violations and is pending a cease and desist order from the Commission.
- Lucky Cab Co., was cited for failure to operate a bona fide administrative office in the District of Columbia and failure to maintain the minimum number of vehicles in a fleet (20). The result was Lucky Cab merged and the new merger is pending final review by the Commission.
- Safe Cab Co., was cited for failure to operate a bona fide administrative office in the District of Columbia and failure to maintain the minimum number of vehicles in a fleet (20). The result was Safe Cab merged and the new merger is pending final review by the Commission.
- Trust Cab Co., was cited for failure to operate a bona fide administrative office in the District of Columbia and failure to maintain the minimum number of vehicles in a fleet (20). The result was Trust Cab came into compliance and cured the violations cited timely and completely. No further action was taken against Trust Cab Co.
- Super Cab Co., was cited for failure to operate a bona fide administrative office in the District of Columbia and failure to maintain the minimum number of vehicles in a fleet (20). The result was Super Cab merged and the new merger is pending final review by the Commission.
- Blazer Cab Co., was cited for failure to operate a bona fide administrative office in the District of Columbia and failure to maintain the minimum number of vehicles in a fleet (20). The result was Blazer Cab merged and the new merger is pending final review by the Commission.

DCTC is planning to contract with a vendor to perform such audits in the near future. There currently is not sufficient staff to perform formal audits on a scheduled basis in-house. At the time of each company's annual

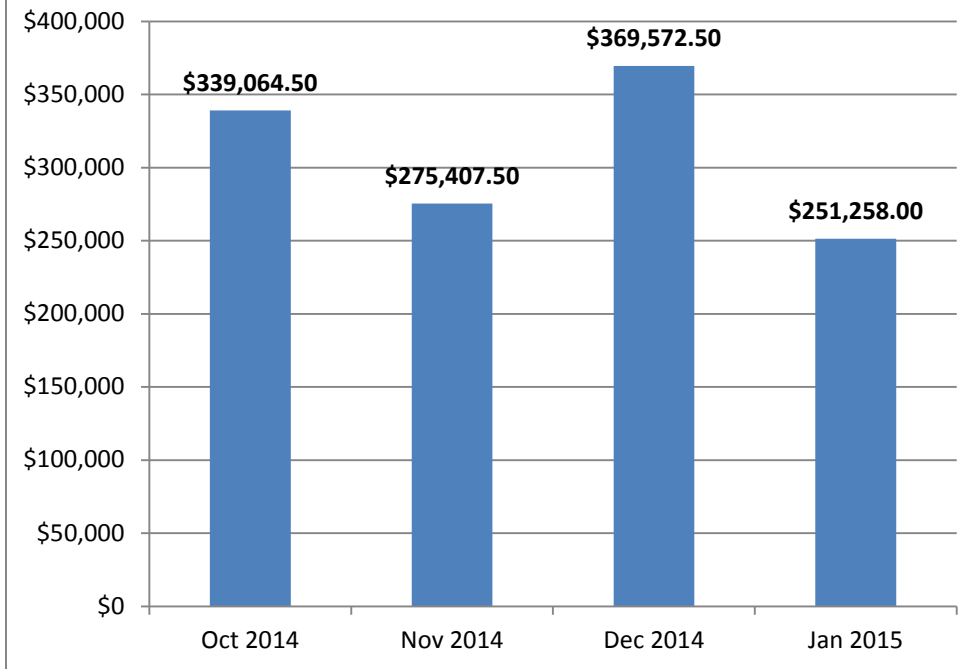
renewal, their business applications are thoroughly reviewed for compliance. No company has been de-certified as a result of these annual reviews.

30. Please provide the amount of revenue generated by the passenger surcharge, per month, in FY 2014 and to date in FY 2015.

RESPONSE #30:



FY2015 DCTC Surcharge Chart



31. Please provide the amount of revenue generated from any other DCTC activities, including licensing, in FY 2013, FY 2014, and FY 2015, to date.

RESPONSE #31:

*TCO Special Purpose Revenues
Fiscal Years 2013 - 2015*

Agency Object Title	FY 2013	FY 2014	FY 2015
BUSINESS LICENSES		73,558	
DCTC STICKER DECAL		50	
DDS APPLICATION FEE		500	
DUPLICATE FACE ID CARD		800	2,700
HACKERS LICENSES		1,339,849	755,175
LUXURY CLASS SEDAN		146,550	2,718
ONE STOP VEHICLE REGISTRATION		158,875	125,500
OTHER REVENUE - OTHER	553,242	4,758,807	1,343,223
PUBLIC VEHICLE FOR HIRE SURCHARG	191,200	59,250	
TAXI LICENSE TEST 1ST			1,000
TAXI LICENSE TEST 2ND			2,200
TAXI LICENSE TEST 3RD			100
TAXI METER BUSINESS LICENSE FEE		9,000	1,500
TAXIMETER SEALS		2,663	975
VEHICLE AGE WAIVER FEE \$50.00		100	5,775
Total TCO Local Revenues	\$ 744,442	\$ 6,550,002	\$ 2,240,865

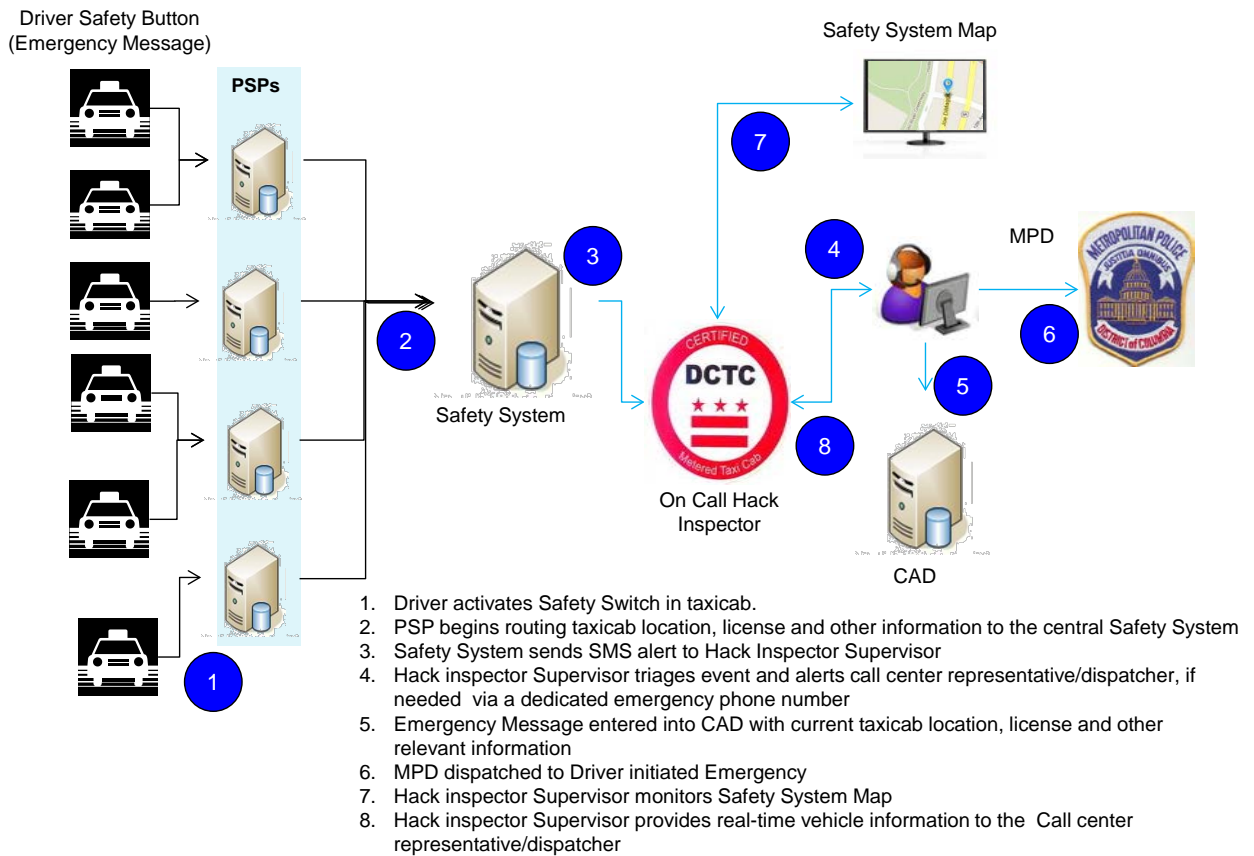
II. Modernization Program

32. Has DCTC 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.

RESPONSE #32:

- DCTC, in collaboration with the Office of Unified Communications, has determined a manner of implementation for the Driver Safety System. It is anticipated that system can be ready for testing by early summer and installation can begin in late summer 2015. We are still awaiting some confirmations from OUC on the exact manner that the system will notify them when an emergency signal is received from the driver. Below is a diagram of the most likely scenario of operation.

Driver Safety Management System Manual Monitoring and Dispatch



33. How many taxicabs have been painted in the District's new taxicab color scheme, to date? How many additional vehicles are expected to be painted in the remainder of FY 2015? How many vehicles will remain to be painted at the end of FY 2015?

RESPONSE #33:

- It is difficult to provide an exact number for vehicles that have been painted in the new taxicab color scheme. Taxicab owners are not required to notify DCTC when they paint their vehicles. Owners must comply with the uniform color scheme if the vehicle is entering service as a new vehicle or a replacement vehicle; or if it has to be repainted in whole or in part for any reason. By the end of 2017 all taxicabs should be painted in the uniform color scheme. By that time all vehicles that were in service prior to the implementation of the new color scheme would be required to be retired and replaced with another vehicle, which would require it to be painted in the uniform color. With an active fleet of 6,704, it is estimated that approximately 55%, or 3,685, have been painted in the uniform color scheme, leaving 3,019 to be painted. By then end of 2015 it is estimated that another 15%, or 1,005 more vehicles, should be painted in the new uniform color scheme.

34. How many District taxicabs are wheelchair accessible? How many additional vehicles does the Commission anticipate will be accessible by the end of FY 2015?

RESPONSE #34:

- Currently there 82 taxicabs that are wheelchair accessible. By the end of 2015 the Commission anticipates another 52 wheelchair accessible vehicles will be added to the fleet, bring the total to 134.

35. Please describe DCTC's ultimate target regarding the overall percentage of taxicabs that need to be wheelchair accessible in the District as well as DCTC's short and long-term plans to achieve this goal.

RESPONSE #35:

- It is the position of the Commission that a range of 15 - 20% of the taxicab fleet should be wheel chair accessible. That would result in over a thousand vehicles. This should be adequate to provide service to those in need in the District of Columbia. In the short term, DCTC plans to strictly enforce the 6% requirement on existing taxicab

company's and associations. The Commission is currently exploring long-term options to increase the number wheelchair accessible vehicles in the fleet. Currently, the Commission's Panel on the Industry is conducting public sessions and will issue an opinion in April regarding the number and priority of new license plates to be issued. With that in mind, one long term option under serious consideration is that all new license tags should only be issued to wheel chair accessible vehicles.

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

RESPONSE #36:

- On February 15, 2015, the Chairman referred the question on the issuance of new H-tags and the current moratorium to the Panel on the Industry to, within 60 days, make recommendations to the Commission on how many new taxis should be allowed to be licensed and the priority of those receiving a license. The current Chairman has received numerous inquiries from Drivers who in the near and distant past feel some "right" to an H-Tag. These drivers were denied because of legislative and policy changes in 2006, 2009, and 2010. In order to equitably examine the issue, the Panel will solicit comments from the public and will make a recommendation to the full Commission by April 15, 2015. Once the recommendations have been received by the full Commission, it is the Commission's intent to act on the recommendation quickly and put the issue to rest.

III. Complaints and Enforcement

37. Please provide the following information concerning the scope of DCTC's complaint and enforcement operations:

RESPONSE #37:

INFRACTIONS	FY 2013	FY 2014	FY 2015
# of Title 31 Infractions issued by DCTC Hack Inspectors:	8,555	9,333	3,028
Three most common infractions:	1) T-138 Manifest 2) T-417 Non Taxi Parked on Stand 3) T-679 Loitering	1) T-138 Manifest 2) T-679 Loitering 3) T-417 Non Taxi Parked on Stand	1) T-679 Loitering 2) T-138 Manifest 3) T-417 Non Taxi Parked on Stand
# of vehicles impounded by DCTC:	780	668	197
Three most common reasons for impoundment:	1) T-299 Fail to have Insurance 2) T-171 Unlicensed Operator 3) T-238 Operating w/ Nonfunctioning Meter	1) T-299 Fail to have Insurance 2) T-171 Unlicensed Operator 3) T-605 Unlicensed Vehicle Non Resident	1) T-299 Fail to have Insurance 2) T-171 Unlicensed Operator 3) T-605 Unlicensed Vehicle Non Resident

COMPLAINTS	FY 2013	FY 2014	FY 2015
Three most common complaints:	1)conduct 2)improper fare 3)refusal to haul	1)conduct 2)improper fare 3)refusal to haul	1)conduct 2)improper fare 3)refusal to haul
Total number of complaints that remain unresolved/open from the previous fiscal year, as of October 1 ('13, '14, '15)	0	785	334
Total number of new complaints received from October 1 to September 30 of the fiscal year ('13, '14, '15 to date):	1156	1631	590
Total number of complaints resolved/closed ('13, '14, '15 to date):	1156	634	205
Total number of complaints that resulted in a fine, suspension, or revocation:	1119	154	25
Total number of complaints transferred to OAH for adjudication:	37	58	26
Average time from receipt of complaint to disposition of the complaint/transfer to OAH:	60 – 90 days	60 days	60 days

SUSPENSIONS/REVOCATIONS	FY 2012	FY 2013	FY 2014
# of licenses suspended	1	13	9
Three most common reasons for suspension:	1)assaults (physical, sexual, verbal) 2)DWI/DUI 3) arrest	1)assaults (physical, sexual, verbal) 2)DWI/DUI 3) arrest	1)assaults (physical, sexual, verbal) 2)DWI/DUI 3) arrest
# of licenses revoked	0	0	5
Three most common reasons for revocation:	1)assaults (physical, sexual) 2)DWI/DUI 3) arrest (narcotics, unlawful weapons in taxicab)	1)assaults (physical, sexual) 2)DWI/DUI 3) arrest (narcotics, unlawful weapons in taxicab)	1)assaults (physical, sexual) 2)DWI/DUI 3) arrest (narcotics, unlawful weapons in taxicab)

38. How many “Failure to haul” citations did DCTC issue in FY 2014 and FY 2015 to date. What has DCTC done to address failure to haul?

RESPONSE #38:

- The DCTC Public Vehicle Enforcement Inspectors issued a total of 38 NOI’s for Refusal to haul in the fiscal year 2014 and 5 NOI’s in fiscal year 2015 to date for refusal to haul.
- The DCTC has initiated an Anonymous Rider Program to randomly sample public vehicle for hire service, generally; with a focus on Refusal to Hauls and Credit Card Reader violations. Essentially, decoys are stage at locations throughout the City, who attempt to hail cabs. These decoys are distinguished by race and or various physical disabilities. They then proceed to solicit cab service. And if either is passed up, then participating Public Vehicle Enforcement Inspectors interceded with traffic stop to issue an appropriate Notice of Infraction, and to take any further enforcement action required.

39. How many complaints did DCTC receive in FY 2014 and FY 2015, 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?

RESPONSE #39:

FY 2014- 429
FY 2015- 132

40. How many notice of infractions did DCTC hack inspectors issue to taxicab operators in FY 2014 and FY 2015, 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?

RESPONSE #40:

FY 2014		FY 2015	
October	13	October	2
November	4	November	2
December	4	December	4
January	4	January	0
February	6		
March	3		
April	17		
May	10		
June	7		
July	6		
August	8		
September	14		
TOTAL	96		8

The DCTC Public Vehicle Enforcement Inspectors issued a total of 96 NOI's for taxi meter related violations for FY 2014:

- 88 citations for T-238 operating with a non-functioning meter
- 4 citations issued for T-237 operating without a meter
- 4 citations issued for T-236 tampering with a meter seal.

The DCTC Public Vehicle Enforcement Inspectors issued a total of 8 NOI's for taxi meter related violations for FY 2015:

- 7 citations for T-238 operating with a non-functioning meter
- 1 citation for T-236 tampering with a meter seal.

**THAT CONCLUDES MY WRITTEN TESTIMONY. I WILL GLADLY
TAKE YOUR QUESTIONS.**