

**Department of For-Hire Vehicles
FY19-20 Performance Oversight Hearing
Written Questions Responses**

General Questions

1. **Please provide a current organizational chart for the Department, including the number of vacant, frozen, and filled full-time equivalents (FTEs) in each division or subdivision. Include the names and titles of all senior personnel. Also provide the date that the information was collected on the chart. Please provide:**

See attachment #1 (Q1: Org Chart)

- a. **An explanation of the roles and responsibilities for each division and subdivision, including specific programs and projects administered by each division. Please also explain the administrative organization within each division; and**

Office of Director – directs the day-to-day management and administrative operations including Performance Management, Human Resources, Client Services, Contract and Procurement, Facilities, Information Technology and Compliance and Enforcement which enable DFHV to provide a wide range of complex, and diverse consumer services and programs to the citizens of the District of Columbia its visitors and the for-hire vehicle industry.

Performance Management – direct the performance for the agency, focusing on performance management, continuous quality improvement, and program evaluation techniques for the agency’s strategic management framework on planning, analyzing collected data, measuring results, and developing and executing monitoring and accountability tools.

Operations – execution of the overall functioning of the Director’s vision, agency, and operation. Oversee vendor management, consumer complaints, relationship management, and other support functions which enable delivery of programs to the citizens of the District of Columbia, its visitors, and the for-hire vehicle industry.

Client Services -- manage interactions between clients and the agency, from passengers, drivers, companies, and registered agents. Provide assessment of operations and help accomplish program goals by bringing a disciplined approach to evaluating risk, controls, and governance processes.

Compliance and Enforcement-- enforce policies, practices, and procedures by carrying out the agency’s statutory charge to ensure that for-hire vehicle’s passengers have a clean, safe, and enjoyable traveling experience and addressing any instance of non-compliance with Title 31 or the DCMR.

- b. **A narrative explanation of any changes made during the previous year.**

On 10/25/19, the agency reassigned four (4) account managers from the Client Services Division. DFHV assessed that the best way to serve constituents would be to synergize the work of account managers.

Three (3) account managers were moved to the Performance Management team where they can provide better input on pilot programs, as well as disseminate information to companies in a more timely manner.

One (1) account manager, who oversees Digital Dispatch Service accounts (eg, ridesharing companies) and reviews technology applications of new accounts, had a title change to Information Technology (IT) Project Manager and is currently reporting to the IT Department.

2. **Please provide a current Schedule A for the Department, which identifies all employees by title/position, current salaries, fringe benefits, and program. This Schedule A should also indicate if the positions are continuing/term/temporary/contract and whether they are vacant or frozen positions.**
 - a. **For each vacant position, please state how long the position has been vacant, and provide the status of the Department's efforts to fill the position, as well as the position number, the title, the program number, the activity number, the grade, the salary, and the fringe associated with each position. Please also indicate whether the position must be filled to comply with federal or local law, and whether there are impediments to the Department's ability to fill those vacancies.**
 - b. **For each filled position, please provide the employee's length of service with the Department.**

See attachment #2 (Q2 Schedule A)

3. **Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.**

No employees are currently detailed to or from DFHV.

4. **Please provide the Committee with:**
 - a. **A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at Department expense in Fiscal Year 2019 and Fiscal Year 2020, to date;**

See attachment #3 (Q4a - Mobile Devices).

- b. A list of all vehicles owned, leased, or otherwise used by the Department and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the Department's vehicles in Fiscal Year 2019 and Fiscal Year 2020, to date;

Tag	Model	Assignment	Status
10454	Ford Taurus	DFHV Enforcement	Owned
10555	Ford Taurus	DFHV Enforcement	Owned
10557	Ford Taurus	DFHV Enforcement	Owned
10659	Ford Taurus	DFHV Enforcement	Owned
11137	Ford Taurus	DFHV Enforcement	Owned
11139	Ford Taurus	DFHV Enforcement	Owned
11141	Ford Taurus	DFHV Enforcement	Owned
11142	Ford Taurus	DFHV Enforcement	Owned
11143	Ford Taurus	DFHV Enforcement	Owned
11144	Ford Taurus	DFHV Enforcement	Owned
11145	Ford Taurus	DFHV Enforcement	Owned
11176	Ford Taurus	DFHV Enforcement	Owned
13081	Chevy Bolt Electric Vehicle	DFHV Enforcement	Owned
8664	Dodge Caravan	DFHV Administration	Owned

There were two incidents involving DFHV vehicles in FY19.

- On November 16, 2018, the driver of a personal vehicle swerved into a DFHV Enforcement vehicle and kept going. The VIO operating the DFHV enforcement vehicle swerved to the right to avoid a collision and hit the rear of a bus.
- On January 17, 2019, the driver of a personal vehicle hit the rear of a DFHV Enforcement Vehicle, while stopped at a traffic light.

- c. A list of travel expenses, arranged by employee for Fiscal Year 2019 and Fiscal Year 2020, to date, including the justification for travel and description of activities engaged in during the travel;

Fiscal Year (FY)	Employee	Travel Justification	Expenditure Amount
FY2019	David Do	2019 Smart Cites Innovation Summit, Denver, CO	\$1,767.84
		National Planning Conference 2019, San Francisco, CA	\$3,250.44
		Total	\$5,018.28
	Eric Fidler	IATR 32nd Annual Conference, Canada	\$2,017.00
		Total	\$2,017.00
	Neville Waters	2019 Smart Cites Innovation Summit, Denver, CO	\$2,738.65
		IOT Expolution Expo, Fort Lauderdale, FL	\$657.75
		Total	\$3,396.40
	Michael Tietjen	IATR 32nd Annual Conference, Canada	\$2,747.16
	Total	\$2,747.16	
Grand Total			\$13,178.84

There are no travel expenses to report for FY20, as of January 3, 2020.

- d. A list of employee bonuses or special award pay, raises, and step increases granted in Fiscal Year 2019 and Fiscal Year 2020, to date; and

There were no bonuses or special pay awarded in FY19, or FY20 to-date.

- e. A list of the total overtime and workers' compensation payments paid in Fiscal Year 2019 and Fiscal Year 2020, to date, including the number of employees who received overtime and workers' compensation payments, in what amounts, and for what reasons.

In FY19, DFHV paid a total of \$60,046.75 in overtime payments to 24 employees. In FY20 to-date, DFHV paid a total of \$24,859.99 in overtime payments to 14 employees.

Overtime payments were made to cover costs for Vision Zero activities, World Series enforcement efforts and other special events and initiatives.

DFHV has made no Workers' Compensation payments in FY19 or FY20, to date.

5. With regard to the use of communication devices:

- a. What procedures are in place to track which individuals or units are assigned mobile devices (including, but not limited to smartphones, laptops, and tablet computers)? Please include how the usage of these devices is controlled.**

Mobile phones and tablets are ordered and assigned through Fixed Cost Management System, a system run by the Office of Chief Technology Officer (OCTO). DFHV requires each employee to sign for each device and keep a record of that assignment in FCMS. Because all phones are ordered through OCTO, OCTO manages the devices remotely to ensure data security and compliance with District Government policies.

DFHV orders laptops through Dell, which ships the laptops with the OCTO version of Windows already on the machine. We recently reviewed every laptop to ensure it runs the OCTO version of Windows. Using the OCTO version allows for remote management of devices and limits computer access to employees with active dc.gov accounts. Furthermore, when we purchase new laptops, we attach asset stickers and keep an inventory of the laptop assignments. We review and update the inventory quarterly to ensure accuracy.

- b. How does the Department limit the costs associated with its mobile devices?**

We regularly audit our mobile plans and disconnect any unused numbers. We shop between to mobile providers, Verizon and AT&T, and are considering a third provider for next year. Furthermore, we limit phone upgrades to business necessity.

- c. For Fiscal Year 2019 and Fiscal Year 2020, to date, what was the total cost including, but not limited to, equipment and service plans for mobile communications and devices?**

FY 2019: \$34,366 for one-time charges and \$64,379.11 for service charges.

FY 2020, to-date: \$0 in one-time charges and \$11,919.76 for service charges.

- 6. Please provide a chart showing the Department's approved budget, revised budget (after reprogramming, etc.) and actual spending, by division, for Fiscal Year 2019 and Fiscal Year 2020, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.**

See attachment #4 (Q6: 'Budget and Actual')

- 7. For FY 2019 and FY 2020, to date, please list all intra-District transfers to or from the Department. For each transfer, include all of the following details:**

- a. Buyer agency;**
- b. Seller agency;**
- c. The program and activity codes and names in the sending and receiving agencies' budgets;**

- d. Funding source (i.e. local, federal, SPR);**
- e. Description of memoranda of understanding (“MOU”) services;**
- f. Total MOU amount, including any modifications;**
- g. Whether a letter of intent was executed for Fiscal Year 2019 or Fiscal Year 2020 and if so, on what date;**
- h. The date of the submitted request from or to the other agency for the transfer;**
- i. The dates of signatures on the relevant MOU; and**
- j. The date funds were transferred to the receiving agency.**

See attachment #5 (Q7: 'List of Intra-District Transfers')

- 8. Please list any additional intra-District transfers planned for Fiscal Year 2020, including the anticipated agency(ies), purposes, and dollar amounts.**

The agency plans to receive funding of around \$87,000 from Department of Transportation for maintenance of Transportation Network Company (TNC) data.

- 9. For Fiscal Year 2019 and Fiscal Year 2020, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the Department. For each fund identified, provide: (1) the revenue source name and code; (2) the source of funding; (3) a description of the program that generates the funds; (4) the amount of funds generated by each source or program; and (5) expenditures of funds, including the purpose of each expenditure.**

See attachment #6 (Q9: 'Special Purpose Revenue Funds')

- 10. Please list each contract, procurement, lease, and grant (“contract”) awarded, entered into, extended, and option years exercised, by the Department during Fiscal Year 2019 and Fiscal Year 2020, 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 amount budgeted and actually spent;**
- d. The status of deliverables;**
- e. The term of the contract;**
- f. The Certified Business Enterprise status;**
- g. Whether the contract was competitively bid;**
- h. The name of the Department’s contract monitor and the results of any monitoring activity; and**
- i. The funding source.**

See attachment #7 (Q10: 'Contracts & Procurements')

11. **For Fiscal Year 2019 and Fiscal Year 2020, to date, please list any purchase card spending by the Department, the employee making each expenditure, and the general purpose for each expenditure.**

See attachment #8 (Q11: 'P-Card')

12. **Please list all MOU entered into by the Department during Fiscal Year 2019 and Fiscal Year 2020, to date, as well as any MOU currently in force. For each, indicate the date entered and the termination date.**

Agency	Start Date	Termination Date
Child and Family Services Agency	10/1/18	9/30/19
Child and Family Services Agency	10/1/19	9/30/20
District Department of Transportation	8/6/19	9/30/19
WMATA and Distict Department of Transportation	8/5/19	9/30/19
Fire and Emergency Medical Services	10/1/19	9/30/20
Mayor's Office of Veteran Affairs	10/1/19	9/30/20
Mayor's Office of African Affairs	1/25/19	9/30/19
Mayor's Office of African Affairs	10/1/19	9/30/20
Department of Aging and Community Living	10/1/19	9/30/20
Office of Unified Communications	10/1/18	9/30/19
Office of the Chief Financial Officer	10/1/19	9/30/20

13. **Please list the ways, other than MOU, in which the Department collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in Fiscal Year 2019 and Fiscal Year 2020, to date.**

DFHV is a member of the International Association of Taxicab Regulators (IATR) and participates in conferences and webinars to learn how other jurisdictions and countries are handling for-hire vehicle issues and new mobility options. In addition, DFHV participates in monthly conference calls with taxi regulators from across the country hosted by the Taxi and Limousine Commission in New York City. DFHV also follows trends in taxi regulations in suburban Maryland and Northern Virginia, and meets with representatives of those jurisdictions as needed. DFHV is an ex-officio member of the Transportation Planning Board's (TPB's) Access for All Advisory Committee which advises on transportation issues for people with disabilities, older adults, those with low-incomes, limited English proficiency and minority communities and membership includes stakeholders and transportation and social service agencies from DC, MD, and VA.

14. **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 yet been implemented, please explain why.**

DFHV has had two oversight activities in the last three years:

FY18 - Office of the DC Auditor: Audit of the Public Vehicles for Hire Consumer Service Fund, November 2, 2017. This audit had nine recommendations, all of which have been implemented and completed. See Attachment #9 (Q14: ODCA and OIG Recommendations).

FY17 - Office of the Inspector General: Controls Over Revenue Collection, Record Maintenance, and Vehicle Registration: November, 2016. This audit had five recommendations, all of which have been completed and implemented. See attachment #9 (Q14: ODCA and OIG Recommendations).

15. **Please describe any anticipated spending pressures for Fiscal Year 2020. Include a description of the pressure, the estimated amount and any proposed solutions.**

DFHV does not anticipate spending pressure in FY20.

16. **Please list all capital projects in the financial plan and provide an update on all capital projects under the Department's purview in Fiscal Year 2019 and Fiscal Year 2020, to date, including the amount budgeted, actual dollars spent, and any remaining balances. In addition, please provide:**

- a. **An update on all capital projects begun, in progress, or concluded in Fiscal Year 2018, Fiscal Year 2019, and Fiscal Year 2020, to date, including the amount budgeted, actual dollars spent, and any remaining balances;**
- b. **An update on all capital projects planned for Fiscal Year 2020 through Fiscal Year 2024; and**
- c. **Whether the capital projects begun, in progress, or concluded in Fiscal Year 2018, Fiscal Year 2019, or Fiscal Year 2020, to date have an impact on the operating budget of the Department? If so, please provide an accounting of such impact.**

DFHV does not have any capital projects.

17. **Please provide a list of all budget enhancement requests (including, but not limited to, capital improvement needs), for Fiscal Year 2019 and Fiscal Year 2020, to date. For each, include a description of the need and the amount of funding requested.**

DFHV works with the Mayor's Office of Budget and Performance Management to develop its annual budget. The Mayor's annual budget submission reflects those efforts.

18. **Please list, in chronological order, every reprogramming in Fiscal Year 2019 and Fiscal Year 2020, to date, that had an impact on the Department, including those which moved funds into the Department, out of the Department, and within the Department. Include the revised, final budget for the Department after the reprogramming for Fiscal Year 2019 and Fiscal Year 2020. For each reprogramming, list the date, the amount, the rationale, and the reprogramming number. Finally, please indicate whether a reprogramming impacted the Department's ability to carry out a directive or recommendation of the Committee.**

A) Local Funds

FY 2019

Effective Date	Document No.	Description	Amount
6/17/2019	BJTCREP9	Reprogramming was processed to move funds from Other Services and Charges to Telecommunications. The funds were needed to cover costs for TransportDC call center (Amazon Web Services/AWS).	44,000.00
7/8/2019	BJTC9TRN	Reprogramming was processed to move funds from Other Services and Charges to Subsidies and Transfers. The funds were needed to additional trip costs for TransportDC program.	121,000.00
Total			165,000.00

This reprogrammings didn't affect the agency's overall Local Fund budget.

FY 2020

There are no Local Fund reprogramming done so far in FY 2019.

B) Special Purpose Revenue Fund

FY 2019

Effective Date	Document No.	Description	Amount
6/18/2019	BJTCRE09	Reprogramming was processed to move funds from Other Services and Charges to Subsidies and Transfers. The funds were needed implement MicoTransit program.	100,000.00
7/8/2019	BJTCWAV9	Reprogramming was processed to move funds from PS to NPS. The funds were needed in NPS to implement the Wheelchair Accessible Vehicles (WAV) incentive pilot program and DFHV Taxi Community Forum.	90,000.00
Total			190,000.00

This reprogramming didn't affect the agency's over all Special Purpose Revenue budget.

FY 2020

The following reprogramming is on the approval flow.

Effective Date	Document No.	Description	Amount
		Reprogramming request is submitted to move funds from Other Services and Charges to Subsidies and Transfers. The funds are needed implement MicoTransit program.	320,000.00

19. **Please list each grant or sub-grant received by the Department in Fiscal Year 2019 and Fiscal Year 2020, to date. List the date, amount, and purpose of the grant or sub-grant received.**

a. **Are any FTEs dependent on grant funding? If so, how many? Please describe any the terms of this funding, and, if it is set to expire, what plans, if any, there are in place to continue funding.**

DFHV did not receive any grants in FY 2019 or FY 2020, to date.

20. **Please describe any grant the Department is, or is considering, applying for in Fiscal Year 2020.**

DFHV is looking for opportunities to apply for grants to expand WAV services, MicroTransit service, and to support Transport DC. DFHV researches federal, national, and regional/local grant opportunities to expand innovation and help offset programmatic expenses. At this time, no applications have been submitted on the behalf of DFHV in FY20, to date.

21. **Please list all pending lawsuits that name the Department as a party. Please identify any lawsuits that potentially expose the District to significant financial liability and/or will result in a change in Department practices, and please include the current status of the litigation. Please provide the basis and extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation of the issues involved in each case.**

As of December 22, 2019, DFHV is not named as a party in any pending lawsuits.

22. **Please list all settlements entered into by the Department or by the District on behalf of the Department in Fiscal Year 2019 or Fiscal Year 2020, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).**

In FY19 and FY20, to-date (12/22/2019), DFHV has not entered into any settlements.

23. **Please list and describe any ongoing investigations, audits, or reports on the Department or any employee of the Department, including, but not limited to, personnel complaints, or any investigations, studies, audits, or reports on the Department or any employee of the Department that were completed during Fiscal Year 2019 and Fiscal Year 2020, to date, along with the Department's compliance or non-compliance with any recommendations.**

1. Vehicle Inspection Officer Complaint; DHFV conducted an investigation based on citizen complaints regarding alleged misconduct by two VIO's. The allegations were not substantiated.
2. Confidential Vehicle Inspection Officer Complaint; DFHV is currently investigating a citizen complaint regarding misconduct by an individual VIO; the matter is ongoing and highly confidential.

24. **Please provide the total number of administrative complaints or grievances filed against the Department in Fiscal Year 2019 and Fiscal Year 2020, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to Department policies or procedures that have resulted from complaints or grievances received. As it relates to a constituent challenging the Department's response to grievances, please indicate:**

- a. **Whether a formalized process is in place to request a hearing by the Director;**

- b. If so, whether a Director’s decision appealable to the Court of Appeals; and**
- c. If there is a formalized hearing process, whether that process detailed on the Department's website.**

Office of Employee Appeals: 1

Office of Human Rights: 2

DCHR Grievance: 4

DFHV follows all procedures outlined by the respective governing body, including conducting the necessary investigations, ensuring timely, accurate and truthful responses, and making needed adjustments. DFHV is and has always been responsive, cooperative and open to settlement, when appropriate. To date, the administrative complaints and grievances have not necessitated a hearing with the Director and the agency is not aware of any constituent challenges occurring in FY 19. Finally, DFHV views each complaint and grievance as a potential growth opportunity and applies lessons learned, such as requiring additional training for agency personnel.

25. **Please describe the agency’s procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in Fiscal Year 2019 and Fiscal Year 2020, to date, whether or not those allegations were resolved.**

The Department follows the guidelines mandated under Mayor’s Order 2017-313. The Department designated a Sexual Harassment Officer to investigate allegations of sexual harassment, train all employees on related laws and policies, and provide response training for all managers and supervisors.

On December 18, 2017, Mayor Muriel Bowser signed Mayor’s Order 2017-313 on sexual harassment that discusses, among other things, what constitutes sexual harassment, how to report and respond to sexual harassment, and various protections available to employees involved in a sexual harassment complaint. All District government employees have received a copy of this policy and have received clear guidance that sexual harassment is strictly prohibited in District government.

In FY19, there was one complaint that was timely investigated and resolved. In FY20, the agency has not received any sexual harassment complaints.

26. **Please provide the number of FOIA requests for Fiscal Year 2019 and Fiscal Year 2020, to date. Include the number granted, partially granted, denied, and pending. Please also provide the average response time, estimated number of FTEs required to process requests, and the estimated number of hours spent responding to these requests. For FOIA requests disposed of because no records or agency records containing the requested information exist, please describe the nature of the request.**

	FY19	FY20
Number of requests granted, in whole	11	5
Number of requests granted, in part, denied in part	15	1
Number of requests referred, or forwarded to other public bodies	2	
Number of requests pending	2 (pending on Sept 30, 2019)	2 (As of January 6, 2020)
Total Received	30	6
Average number of days to process	13	10
Estimated number of FTEs to process requests	3	TBD
Estimated number of hours spent responding to requests	320	TBD
Cost of compliance	\$15,941.65	TBD

27. **Please provide a copy of the Department’s Fiscal Year 2019 performance plan. Please explain which performance plan objectives were completed in Fiscal Year 2019 and whether or not they were completed on time and within budget. If they were not, please provide an explanation.**

See attachment #10 (Q27: 'FY19 Performance Plan')

28. **Please provide a copy of the Department’s Fiscal Year 2020 performance plan as submitted to the Office of the City Administrator.**

See attachment #11 (Q28: 'FY20 Performance Plan')

29. **Please provide a list of all studies, research papers, reports, and analyses that the Department prepared, or contracted for, during Fiscal Year 2019 and Fiscal Year 2020, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee.**

1. Transport DC Users Survey, December 2018. DFHV contracted Hales Government Solution (HGS) to assess attitudes of current users regarding recent changes to Transport DC service components and engage prospective users about their knowledge of the program and willingness to participate in future initiatives. See attachment #12 (Q29 - 'TDC User Survey').
2. Price Elasticity of Demand Study. The purpose is to examine the price elasticity of demand related to for-hire trips in Washington, D.C. Study report not yet finalized.

3. Anonymous Riders Program. DFHV periodically places trained anonymous riders in taxicabs and other for-hire vehicles to make direct observation of driver behavior and meter violations. See attachment #13 (Q29: 'Anonymous Riders').

30. **Please list all reports or reporting currently required of the Department in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).**

Reporting Requirement: The Department of For-Hire Vehicles must submit monthly revenue reports on the Public Vehicles For-Hire Consumer Fund to the D.C. Council, pursuant to D.C. Official Code § 50-301.20 (k).

Description: Monthly revenue reports have been submitted for FY19. In FY20, this requirements switched to quarterly only.

The agency will continue sending reports, in compliance with the Code requirements.

Reporting Requirement: On November 1st of each year, the Mayor shall provide to the Committee on Transportation and the Environment, or a successor committee with oversight of the Department of For-Hire Vehicles, a report on the number of civil citations issued pursuant to 31 DCMR § 825 and laws and regulations of the District of Columbia, and a report on any criminal infractions issued during the prior fiscal year.

D.C. Official Code § 50-332 (b).

Description: Title 31 DCMR § 825 has been repealed and all civil fines are now contained in Chapter 20 of Title 31. DFHV reports citations to the Council upon request, including during public hearings before the Council. DFHV also publishes the number of Notices of Infractions issued by Vehicle Inspections Officers on DFHV's dashboard (see Report 7 at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>).

Reporting Requirement: On a quarterly basis, beginning in FY 2002, the Department of For-Hire Vehicles shall issue a report to the Committee on Transportation and the Environment, or a successor committee with oversight of the Department of For-Hire Vehicles, containing the number of civil infractions issued pursuant to 31 DCMR § 825, by vehicle inspection officers. This document shall also indicate the number of infractions that were deemed liable through the adjudication process. D.C. Official Code § 50-332 (c).

Description: Title 31 DCMR § 825 has been repealed and all civil fines are now contained in Chapter 20 of Title 31. The number of Notices of Infractions issued by Vehicle Inspections Officers is publicly available on DFHV's dashboard (see Report 7 at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>).

Reporting Requirement: Annual report to the D.C. Council during its annual performance and budget oversight hearings. The report shall include information and statistics relating to licensing, enforcement, training courses relating to public vehicles for-hire, the status of taxicab equipment, estimated industry revenues, and passenger carriage, and shall outline briefly the activities and goals of the agency. D.C. Official Code § 50-311 (c).

Description: DFHV has provided the reports with the requested information to the Council during performance oversight and budget hearings.

31. **If there are any boards or commissions associated with the Department, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in Fiscal Year 2019 or Fiscal Year 2020, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.**

The For-Hire Vehicle Advisory Council meets quarterly and in FY19 and FY20 met on December 12, 2018, March 26, 2019, June 18, 2019, September 17, 2019 and December 17, 2019.

See attachment #14 (Q31a - 'FHVAC Transcripts')

See attachment #15 (Q31b - 'FHVAC Agendas')

First Name	Last Name	Appoint Date	Term end	Ward of Residence	12/12/18	3/26/19	6/18/19	9/17/19	12/17/19
Jeffrey	Schaeffer	7/18/2016	7/18/2022	MD Resident	X	X	X	X	
Jason	Arvanites	1/4/2017	1/30/2020	Ward 6					
Elliott	Ferguson	7/18/2016	7/18/2022	Ward 6					
Dotti	Love-Wade	7/18/2016	7/18/2020	Ward 1	X	X	X	X	X
Linwood	Jolly*	7/18/2016	7/18/2022	Ward 4	X	X	X	X	X
Anthony	Wash	7/18/2016	7/18/2021	Ward 6	X				
Evian	Patterson	10/18/2016	1/2/2023	Ward 1					
Anthony	Thomas	1/4/2017	1/30/2020	Ward 4					
Dawit	Dagnew	11/13/2017	1/30/2020	Ward 1	X		X		X
David	Do			Ward 5	X	X	X	X	X
*Chairman									

32. **How does the Department solicit feedback from customers? Please describe.**

- a. **Please explain what the Department has learned from this feedback, including specific examples; and**
- b. **Explain how the Department has changed its practices as a result of such feedback.**

DFHV values transparency and is committed to accountability; thus, customer feedback is critical to fulfilling agency responsibilities. Among the platforms used to engage customers are the following: agency website has an “Ask The Director” link; social media sites Twitter and Facebook; community appearances; quarterly surveys and monthly electronic newsletters; and direct face-to-face interaction via the Driver Services Department.

In addition, DFHV also continues to reach out to drivers and customers alike by offering surveys via on its website, in-person (for trainings and through meetings), and via phone calls.

During FY19, DFVH disseminated a customer satisfaction survey (quarterly) to solicit feedback/input from members of the for-hire industry. The information obtained from these surveys has been utilized by DFHV to analyze Client Services system processes towards the improvements of customer service modalities, while streamlining current processes as it relates to our licensing, vehicle registration and other systems applications.

Based on the responses captured in the collection of surveys, the agency has implemented several programs and process improvements that are centered on service delivery. Examples include:

- Deployment of Bilingual Outreach Specialists - fluent in both Amharic and French languages. This specialty team has been tasked to lessen any existing- communication barriers between the agency and taxi operators.
- Revision of all DFHV applications and documents. The agency will also develop a complete and comprehensive repository.
- Automation of the For-Hire examination and revision of online driver-training program. Extended testing hours for all new for-hire applicants.

During FY19 and FY20 to date DFHV has performed the following surveys about programs and pilots:

- Disability Etiquette Survey and Innovation Survey: Asked drivers about their experiences driving accesible vehicles and serving the disabled community, as well as their ideas for iprovements.
- Transport DC Survey: DFHV conducted an extensive phone survey to over 3,000 Transport DC users to assess customer satisfaction, their opinions about a shred riding option and different program scenarios.
- Taxi-to-Rail Survey: DFHV conducted a phone survey to over 200 T2R cusomters to assess their opinions of the program, invenitory where they rprefer to travela dn what modes of transportation tht they use.

- Microtransit Survey: DFHV conducted an electronic survey to 600 Microtransit users to assess their opinions of the program, how they use the service what other modes of transportation they use. This survey is still collecting results and will be reviewed by staff later this month.

33. **Please attach copies of the required annual small business enterprise (SBE) expenditure reports for the Department for Fiscal Year 2018, Fiscal Year 2019, and Fiscal Year 2020, to date.**

- a. **D.C. Official Code § 2-218.53(b) requires each District agency to submit supplemental information with their annual SBE expenditure report, including: a description of the activities the agency engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the agency intends to make during the next fiscal year to achieve their SBE expenditure goal. Has the Department submitted the required information for Fiscal Year 2019? Please provide a copy as an attachment.**

See attachment #16 (Q33: 'DSLBD').

Personnel

34. **Please separately list each employee whose salary was \$100,000 or more in Fiscal Year 2019 and Fiscal Year 2020, to date. Please provide the name, position number, position title, program number, activity number, salary, and fringe for each. In addition, state the amount of any overtime or bonus pay received by each employee on the list.**

<i>Name</i>	<i>Position Number</i>	<i>Position Title</i>	<i>Program</i>	<i>Salary</i>	<i>Fringe</i>
Ampedu, Eric Osei	00014703	Supervisory, Management Analyst	Compliance & Enforcement	129,854.16	38,956.25
Awojoodu, Babatunde Oluremi	00093444	Compliance Specialist	Agency Management	113,002.00	33,900.60
Do, David D	00002376	Director	Agency Management	169,113.00	50,733.90
Fidler, Eric A	00085295	Chief Informantion Officer	Agency Management	151,925.00	45,577.50
Frazier, Shalonda L	00082577	Supervisory Human Resources	Operations	121,209.47	36,362.84
Fuller, Khadija K.	00084834	Contract Administrator	Operations	117,667.20	35,300.16
Jenkins, Randy Ramon	00051375	Client Relations Manager	Operations	119,725.00	35,917.50
Kasunic, Gerald M	00001132	Administrative Officer	Operations	117,950.86	35,385.26
Klancher, Wendy K	00085689	Senior Policy Advisor	Agency Management	140,733.02	42,219.91
Lee, Chun-Ping	00084854	IT Project Manager	Client Services	120,257.00	36,077.10
Lindsay, Charles L	00084852	Account Manager	Agency Management	133,537.00	40,061.10
Marsh, John A	00083656	Attorney Advisor	Agency Management	109,474.70	32,842.41
Muhammad, Karl A	00084825	Account Manager	Client Services	113,002.00	33,900.60
Peters, Dory T	00076702	Chief of Staff	Operations	133,900.00	40,170.00
Sanders-Small, Nakeasha Lynn	00041848	General Counsel	Agency Management	164,800.00	49,440.00

Tietjen, Michael C.	00086289	Program Manager	Agency Management	124,297.80	37,289.34
Waters III, Neville R	00075712	Public Affairs Specialist	Operations	133,537.00	40,061.10
Watkins, Christopher	00070216	Account Manager	Compliance & Enforcement	104,569.00	31,370.70

35. Please list, in descending order, the top 25 overtime earners in the Department in Fiscal Year 2019 and Fiscal Year 2020, to date. For each, please state the employee's name, position number, position title, program number, activity number, salary, fringe, and the aggregate amount of overtime pay earned.

FY19

NAME	Position No.	Title	Program	Program Title	Activity	Annual Salary	Benefits	Overtime Amount
Fludd, Anthony	00084827	Assistant Supervisory Vehicle	4000	Field Compliance And Enforcement	4010	81,544.42	24,137.15	11,209.30
Evans, Timothy C	00070215	Lead Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	79,370.00	23,493.52	10,203.46
Wren-Perkins, Nettina C	00085293	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	64,050.00	18,958.80	5,509.71
Benson, Andraea D	00085282	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	65,814.00	19,480.94	4,996.94
Mann, David	00070925	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	53,663.00	15,884.25	4,295.86
Shepperd, Olga D	00020238	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	50,485.00	14,943.56	4,247.98
Lane, James A	00085279	Lead Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	75,094.00	22,227.82	3,443.44
Glover, Brian H	00085275	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	60,019.00	17,765.62	3,240.85
Edwards, Clarissa	00075210	Customer Service Specialist	8000	Client Services	8010	65,747.00	19,461.11	2,325.77
Godfrey, Jason G	00075186	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	60,019.00	17,765.62	2,294.83
Kasunic, Gerald M	00001132	Administrative Officer	2000	Operations	2080	117,950.86	34,913.45	1,761.77
Morgan, William	00070924	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	56,994.00	16,870.22	1,166.09
Martin, Carl E	00085454	Assistant Supervisory Vehicle	4000	Field Compliance And Enforcement	4010	82,331.33	24,370.07	1,114.46
Spencer, Kisha L	00085497	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	67,578.00	20,003.09	1,011.68
Bowden, Mia	00085452	Assistant Supervisory Vehicle	4000	Field Compliance And Enforcement	4010	82,331.33	24,370.07	691.73
Smallwood, Stefanie	00085277	Program Analyst	8000	Client Services	8010	61,521.00	18,210.22	679.30
Gibson, Cherell D	00085297	Public Vehicle Enforce Inspection	4000	Field Compliance And Enforcement	4010	60,019.00	17,765.62	641.57
Conrad Sr., James M	00014528	Lead Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	75,094.00	22,227.82	560.82
Smith, Roxanne	00084853	PGM SUPPORT SPEC	8000	Client Services	8010	64,050.00	18,958.80	358.76
Gibson, Ron Treece M	00085292	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	58,430.00	17,295.28	82.12
Bears,	00085277	Vehicle	4000	Field	4010	60,472.00	13,424.78	76.78

Kalvin G		Inspection Officer		Compliance And Enforcement				
Hudgins, Marques D	00022000	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	52,099.00	11,565.98	65.80
Goodwin, Wanda T	00023061	PGM SUPPORT SPEC	8000	Client Services	8010	69,342.00	20,525.23	48.55
Pollard, Andrew H	00070216	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	47,473.00	10,539.01	19.18
Total Overtime Paid				60,046.75				

FY20

NAME	Position No.	Title	Program	Program Title	Activity	Annual Salary	Benefits	Overtime Amount
Lane, James A	00085279	Lead Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	75,094.00	22,227.82	3,903.23
Glover, Brian H	00085275	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	60,019.00	17,765.62	3,276.13
Evans, Timothy C	00070215	Lead Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	79,370.00	23,493.52	2,763.43
Conrad Sr., James M	00014528	Lead Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	75,094.00	22,227.82	2,491.71
Fludd, Anthony	00084827	Assistant Supervisory Vehicle	4000	Field Compliance And Enforcement	4010	81,544.42	24,137.15	2,273.83
Wren-Perkins, Nettina C	00085293	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	64,050.00	18,958.80	1,876.46
Gibson, Cherell D	00085297	Public Vehicle Enforce Inspection	4000	Field Compliance And Enforcement	4010	60,019.00	17,765.62	1,594.64
Benson, Andraea D	00085282	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	65,814.00	19,480.94	1,370.12
Godfrey, Jason G	00075186	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	60,019.00	17,765.62	1,276.84
Spencer, Kisha L	00085497	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	67,578.00	20,003.09	1,178.67
Shepperd, Olga D	00020238	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	50,485.00	14,943.56	1,099.73
Regerter, Lamont	00085453	Assistant Supervisory Vehicle	4000	Field Compliance And Enforcement	4010	89,997.80	26,639.35	1,038.44
Morgan, William	00070924	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	56,994.00	16,870.22	662.16
Mann, David	00070925	Vehicle Inspection Officer	4000	Field Compliance And Enforcement	4010	53,663.00	15,884.25	51.60
Total Overtime Paid				24,856.99				

36. **For Fiscal Year 2019 and Fiscal Year 2020, to date, please provide a list of employee bonuses or special award pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.**

There were no employee bonuses or special award pay in FY19, or FY20 (to date).

37. **Please explain how the Department conducts annual performance evaluations of its employees, including who conducts the evaluations and what steps are taken to ensure that all agency employees are meeting individual job requirements.**

DFHV managers are required to develop, communicate, and finalize employee performance evaluation, providing employees with a full fiscal year to achieve their goals and be properly evaluated. In FY19 DFHV completed 100% of its evaluations.

38. **Please provide each collective bargaining agreement that is currently in effect for Department employees. Please include the bargaining unit and the duration of each agreement.**

Please see attachment #17 (Q38 - Collective Bargaining Agreement).

Collective Bargaining Agreements with Compensation Units 1 & 2.

DFHV is not currently in bargaining.

*The Collective Bargaining Agreement continues to be in effect pending approval of a new one

39. **Does the Department conduct employee satisfaction surveys or otherwise solicit such information from employees? If so, please explain how such information is collection and evaluated, including whether responses are anonymous and/or confidential. Please explain what steps are taken to ensure that all Department employees are comfortable in the work environment.**

DFHV currently does not conduct employee satisfaction surveys. The Director engages with employees at All Hands Staff meetings, encourages shared ideas, and offers flexible learning opportunities.

40. **Please provide the total number of complaints or grievances from employees or former employees that the Department received or was aware of in Fiscal Year 2019 and Fiscal Year 2020, to date, including, but not limited to, matters concerning program implementation and work environment.**

Office of Employee Appeals: 1

Office of Human Rights: 2

DCHR Grievance: 4

DFHV follows all procedures outlined by the respective governing body, Including conducting the necessary investigations, ensuring timely, accurate and truthful responses and making needed

adjustments. DFHV is and has always been responsive, cooperative and open to settlement, when appropriate. To date, the administrative complaints and grievances have not necessitated a hearing with the Director and the agency is not aware of any constituent challenges occurring in FY 19. Finally, DFHV views each complaint and grievance as a potential growth opportunity and applies lessons learned such as requiring additional training for agency personnel.

41. **Please provide a list of any additional training or continuing education opportunities made available to Department employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained. Please discuss whether the Department accepts requests from employees to engage in specific training opportunities.**

The following is a list of additional trainings and continuing education opportunities provided by DFHV:

- Sexual Harrasment Training, DCHR, 9 employees attended;
- LGBTQ Training, training provided by Sheila Reed, mandatory training for all staff;
- Power BI training by Dynamic Edge, 10 employees attended;
- SQL Training by General Assembly, 5 employees attended,
- Executive Leadership Program by MWCOG, 1 employee attending;
- Procurement Training by NASPO, 1 employee attended;
- Leadership Development Training by Skillpath, 3 employees attended;
- Media Training by MW Consulting, 1 employee attended;
- Defensive Driving Training by Chesapeake Region Safety Council, 16 employees attended;
- Customer Service Training by Washington Consulting Team, 38 employees attended.

42. **Please discuss any training deficiencies the Department identified during Fiscal Year 2019 and Fiscal Year 2020, to date, and plans the Department has to address those deficiencies.**

DFHV currently does not have any training deficiencies.

Agency Operations

43. **Please describe any initiatives that the Department implemented in Fiscal Year 2019 and Fiscal Year 2020, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.**

To streamline various business application processes that improve internal operations and customer experience, DFHV has started making significant upgrades towards its Salesforce platform:

- DFHV started to centralize various databases such as enforcement records in Salesforce.
- DFHV started developing workflow apps that can handle various functions such as collect passenger feedback on various DFHV offered programs, check insurance status and others.

- DFHV made improvements to its existing Salesforce app by adding features that reduce human error in data entries (i.e. VIN check verification)
- DFHV has also started planning on creating workflow apps in Salesforce to offer Digital Dispatch Service, Private Sedan Business, New Operating Authority and other applications online.

FY20 Initiatives:

Increase modes for residents and passengers to submit complaints / Improve Complaints Data Quality

Integrating complaint platforms such as 311 and HMD with Salesforce greatly improves the internal operations of the Complaints Process. More detailed information can be reported, and information can flow better between necessary parties.

Expand online access to DFHV licensing services:Automation of the For-Hire Examination greatly improves the efficiency and accuracy of testing, also saving the agency much time and resources

44. **Please list the top five priorities for the Department, and please provide a detailed explanation for how the Department expects to achieve or work toward these priorities in Fiscal Year 2020. How did the Department address its top priorities listed for this question last year?**

The top priorities for FY 21 include 1) safety; 2) accessibility; 3) economic development; 4) transportation equity; and 5) regulatory compliance.

1) Safety: DFHV launched a “Ride Safe DC” communication campaign which included ads on bus sides, bus stop shelters and Metro stations, as well as video messaging placed on backseat monitors of taxis and on the Chinatown billboard. In addition, the agency supports Mayor Bowser’s Vision Zero initiative with postcards to drive awareness of safety tips for the public (i.e., drivers, bicyclists, pedestrians).

2) Accessibility: DFHV has launched a pilot program – Union Station Fast Pass – to incentivize wheelchair accessible vehicle operators by allowing access to a pick-up zone to “jump the line” based on criteria that tracks the number of rides provided. DFV is working on coordinated initiatives for FY20 to ensure and improve access.

3) Economic Development: DFHV will continue to provide Business Opportunity Grants to support pilot programs and concepts that address market failures, serve specific customers, and presents options for increasing fair access to for-hire rides

4) Transportation Equity: DFHV is seeking to improve transportation equity to ensure that ALL residents and visitors can obtain fair, accessible and safe for-hire transportation services for a fair cost in a reasonable time. Pilot programs that enhance equity include T-2-R that served Wards 7 & 8 with ride options within their area with a focus on getting to and from Metro stations; and

DC Microtransit that offers free rides via an on-demand shuttle service.

5) Regulatory Compliance: DFHV will continue its cycle of the newly revamped company audit program. DFHV has also upgraded its technology to improve street enforcement of operators for Title 31 violations.

45. **Please list each new program implemented by the Department during Fiscal Year 2019 and Fiscal Year 2020, to date. For each initiative, please provide:**

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

Launch Universal Operator License - In FY19, DFHV updated its licensing to issue a Universal For-Hire Vehicle Operator's license - Universal Face ID. Currently, operator's licenses, known as the Face ID, are issued for a specific class of vehicle (eg, taxicab). The Universal Face card means that licensed operators will no longer be restricted to a single class of vehicles. This offers participating operators more economic opportunities, reduces their operating costs and allows them flexibility to respond to market demand. The Universal Operator License will provide more income opportunities for taxicab drivers by allowing them to participate in TNCs, in addition to taking street hails. This will also increase vehicle availability and efficiency for passengers. There is no cost associated with this initiative.

Optimize safety and compliance checks by enforcement - DFHV integrated new technology to optimize safety and compliance checks and enforcement resources. Using modern technology for enforcement activities makes it easier for our Vehicle Inspection Officers (VIO) to monitor for-hire vehicle activities throughout the city. The cost for this initiative was \$153,797.

Promote Green Rides - To further DC's sustainability goals, DFHV partnered with DOEE to offer discounted rides in EV taxicabs and to raise passenger awareness of EV taxicabs in the city. The cost for this initiative was \$16,452.

Improve access to WAV for persons with disabilities and older adults -DFHV continued to lead in improving access to transportation for residents and visitors who use wheelchairs. DFHV incentivized training for-hire drivers about assisting and providing excellent service to wheelchair users. 130 drivers were trained in FY19 Q3, with additional sessions held in Q4. In addition drivers of WAVs who attended training and continue to provide service to users in wheelchair users can receive a \$5 per trip bonus for rides in the TDC program and are eligible for other initiatives, such as Union Station Fast Pass. The cost for this initiative was \$44,720

Enhance Driver Earnings - DFHV undertook initiatives to create provide additional economic opportunities. DFHV provided funds to train over 1,000 in how to use e-hailing apps to increase the number of trips they can take. Adding the ability for drivers to accept

e-hails provides more opportunities to compete in the FHV industry. The cost for this initiative was \$19,176.

Taxi-to-Rail (T2R) - DFHV launched the Taxi-to-Rail program in FY19 to provide first-mile, last-mile trips for residents East of the River to nearby Metro stations. In summer of FY19, DFHV added grocery stores, additional Metro stations and public facilities including libraries, recreation centers and pools. Residents receive a subsidy of up to \$10 per ride. Two companies participated in the program. The cost for this initiative (through November 30, 2019) is \$27,058.93.

DC Microtransit - Microtransit offers an on-demand-based shuttle service to shorten travel times and connect residents with the transit options, resources and amenities in their neighborhood. Microtransit is a curb to curb service in which passengers use an app or make a call to request a ride anywhere within the Microtransit zone. DFHV is currently operating one Microtransit zone across portions of NW and NE that includes the neighborhoods of Takoma, Petworth, Michigan Park, Brookland, Woodridge, Ivy City, Union Market and Trinidad. Six Metro stations serve these areas (Shaw, Brookland, Rhode Island Avenue, Fort Totten, Takoma and Petworth). Microtransit offers consumer choice to people who use other specialized program to get to medical appointments as the zone includes Washington Hospital Center, Howard University Hospital and the Providence Urgent Care Center. Since the inception of the first pilot zone in 2019, nearly 24,000 rides have been given on DC Microtransit. Nearly 600 people have tried DC Microtransit, and 80% of those users have returned to take additional rides. The average Microtransit trip is 1.65 miles and just over twelve minutes long. Of all rides, over 81% are 2.5 miles or less. In the first few months of service, DC Microtransit has been able to group or share rides nearly 50% at during peak rush hour in the morning and late afternoon. In FY20, DFHV will launch an additional Microtransit pilot East of the River bringing the total to two operating zones in the District. The cost for this initiative is \$471,514.37 (through November, 2019)

Implement Pooled riding in the Transport DC program - In FY2019, DFHV will continue testing pooled riding in the Transport DC program. Transport DC service providers will be expected to match up to two Transport DC users per trip who are travelling at similar times and routes. The goals of this pilot will be to increase vehicle utilization and also to increase passenger awareness and feedback. Through shared riding, DFHV expects to reduce the out-of-pocket cost to the passengers, be able to deliver more rides within the budget and increase incentive for drivers to participate in the program. Pooling rides gives passengers an affordable transportation alternative and helps to decrease congestion. This cost of this initiative was \$17,675.

Increase modes for residents and passengers to submit complaints - To improve public safety and build the public's trust in the for-hire vehicle system, DFHV has lowered the barrier to reporting complaints by opening new complaint pathways through 311 and innovative apps. DFHV integrated its complaint process with the DC 311 App so that it is more accessible to the public. A passenger will be able to submit for-hire related complaints in app, online, or by phone. Photos can easily be included in these complaints. Additionally, the public will be able to use the How's My Driving (HMD) app to report violations and concerns directly to DFHV. The HMD app is also integrated with DFHV's

Salesforce, 311 and HMD provide automatic status updates as the complaint progresses through DFHV's process. It will also notify complainants of the complaint outcome. This cost of this initiative was \$16,287.88.

Implement Vision Zero Driver Education to promote public safety - DFHV will contribute to city's overall Vision Zero goals of promoting safe use of and reducing death and injury to users of the city's transportation system by training all drivers of public for-hire vehicles about Vision Zero. Drivers will learn about Vision Zero principles and practices that they can implement to promote safety for their passengers and all other users of the transportation system. In FY20, DFHV will develop and implement the training requirements. DFHV Vehicle Inspection Officers will also distribute Vision Zero materials during enforcement operations. Vision Zero has been added to the online driver training program We are currently working to develop Vision Zero materials that the DFHV VIOs will distribute during enforcement operations. This initiative has no significant cost.

Taxi lights pilot - DFHV will research and test new taxi light solutions that are durable, affordable, and provide new features that benefit the public, drivers and passengers. DFHV will test these taxi lights as a new platform to issue public service announcements, such as about DFHV services such as lost and found or complaints. Other use cases include advertising partnerships to provide additional driver income, facilitating the environment for taxi e-hailing, advertising specials and discounts to the riding public, posting public safety information (e.g., Amber Alerts) and improving access for people with disabilities. DFHV will conduct field pilots of potential taxi light solutions and evaluate their benefits to approve their use in general fleet deployment. DFHV researched several taxi lights that could accomplish the goals of this program. We awarded a grant to one taxi company to order 90 lights for installation and testing. The lights are currently being manufactured and we expect their arrival in February. We are working with the grantee to connect the software systems of their dispatching system and their digital meter to the light. DFHV will use this pilot to learn if these new lights, the most advanced taxi lights in the world, could be deployed fleet-wide at no or minimal cost to taxi drivers and DFHV. The cost for this initiative is \$23,000.

Union Station Fast Pass - DFHV launched the Union Station Fast Pass Pilot Program in late October. A driver who has a Union Station Fast Pass is able to gain entry to the front of the taxi line at Union Station. The pass will allow drivers easier and fastest access to the busiest pick up point for taxicabs in the city. This provides a new financial incentive for taxi drivers, increases the interest in operating wheelchair accessible vehicles, and ultimately play a role in increasing the number of WAVs circulating. In addition to rides to wheelchair users, DFHV additionally gives weight to rides to wheelchair users that take place East of the River, late at night and on the weekend. This initiative has no significant cost.

46. **Please identify all electronic databases maintained by the Department, 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.**

Quick Base – A database platform continually maintained and hosted by OCTO for the entire D.C. Government. DFHV uses Quick Base to track purchases requests, performance reviews of contracts, and daily activities of Vehicle Inspection Officers. DFHV also uses Quick Base to track the list of customers and approved medical facilities for Transport DC. No public access; the Transport DC customer list, as this list contains the personally identifiable information (PII) of our residents who participate in the program. DFHV first started using Quick Base at least eight years ago, but the platform is hosted and constantly updated by Intuit through a contract managed by OCTO.

Salesforce – A customer relationship management (CRM) platform hosted and maintained in the Salesforce Government Cloud. DFHV uses Salesforce as its system of record for registration information on drivers, vehicles, and taxicab companies. DFHV also tracks customer complaints, and various company permit applications in Salesforce. DTS providers connect to Salesforce to validate the status of drivers’ Face IDs when they log into their meters. Resident complaints submitted through 311 or third-party apps go into our Salesforce system, which transmits agency replies to residents.

DFHV first started using Salesforce three years ago and we are continually customizing Salesforce to improve the internal operations of the agency. We are currently transitioning our VIO activity application from Quick Base to Salesforce to ease the administrative burden on our VIOs. We are also planning to build an online version of the One Stop form so drivers and companies can submit their applications online and minimize their time spent in the service center.

Event Hub – A database and web interface that stores taxi location data and taxi trip records. The digital meters submit this information to Event Hub constantly. DFHV is continually improve the Event Hub to collect more trip information from Transport DC trips, to improve the user interface for DFHV employees, and to perform automatic data quality checks. Event Hub also receives, validates, and stores data submitted by TNCs as required by law. No public access as the trip records contain PII. DFHV first started using Event Hub three years ago.

gTechna Officer Command Center – This is a system provided by vendor gTechna for storing all notices of infractions that officers issue in the field. The project include a license plate recognition system (LPRS) attached to one cruiser; the LPRS only alerts us to license plates on our Be On the Lookout (BOLO) list. DFHV first started using this system three months ago.

47. **Please describe how the Department measures programmatic success. Please discuss any changes to outcomes measurement in Fiscal Year 2019 and Fiscal Year 2020, to date.**

DFHV measures programmatic success through our Key Performance Indicators

FY19 Key Performance Indicators:

- Percent of complaints processed on-time within 30 calendar days

- Percent of warnings to overall tickets issued by Vehicle Inspection Officers
- Percent of licenses processed on-time within 10 calendar days
- Economic contributions by for-hire vehicles
- Percent of agency budget allocated to grants
- Percent of operating authorities processed within 30 calendar days
- HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft
- HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft
- FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days
- FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year
- CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued
- CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent
- IT POLICY AND FOIA COMPLIANCE - Percent of ""open"" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal
- IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension
- HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance

FY20 Key Performance Indicators

- Percent of complaints processed on-time within 20 calendar days
- Percent of warnings to overall tickets issued by Vehicle Inspection Officers
- Percent of licenses processed on-time within 10 calendar days
- Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)
- Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSo
- IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of ""open"" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal
- IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension
- Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)
- Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors)

For FY20, DFHV set higher targets and reduced cycle time for several measures due based on performance of previous years.

48. **Please describe the top metrics regularly used by the Department to evaluate its operations. Please be specific about which data points are monitored by the Department.**

- Percent of complaints processed on-time within 30 calendar days
- Percent of warnings to overall tickets issued by Vehicle Inspection Officers
- Percent of licenses processed on-time within 10 calendar days
- Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)

49. **Please list the task forces and organizations of which the Department is a member.**

- Autonomous Vehicle Working Group
- EV Working Group
- Mayor's Office, Vision Zero Project
- For-Hire Vehicle Advisory Council
- DFHV Accessibility Advisory Council
- Metropolitan Washington Council of Governments, Transportation Planning Board
- AgeFriendly DC Task Force

50. **Please provide an update of the agency's participation in the Mayor's Vision Zero initiative.**

- Please provide specific policies that the Department has adopted as a result of its participation in the task force; and**
- Please provide the names and titles of the individual(s) who represent the Department in the task force meetings.**

a. DFHV's Vision Zero efforts are focused on 2 out of the 3 "Es" (Engineering, Education, and Enforcement). DFHV-VIOs are out on city streets educating For Hire Vehicle operators/drivers and enforcing DCMR Title 31 as appropriate. DFHV has also collaborated with DDOT on initiatives such as Pick-Up, Drop-Off (PUDO) zones and sharing of data to inform safety initiatives.

b. David Do, Director
Eric Fidler, Chief Information Officer
Eric Ampedu, Enforcement Administrator

51. **Please explain the impact on your Department of any legislation passed at the federal level during Fiscal Year 2019 and Fiscal Year 2020, to date, which significantly affected agency operations.**

No federal legislation passed in FY19 and FY20 will significantly impact agency operations.

52. **Please describe any steps the Department took in Fiscal Year 2019 and Fiscal Year 2020, to date, to improve the transparency of Department operations.**

The agency provides the public the opportunity to offer comments at all For-Hire Advisory Council (FHVAC) Meetings. The posting of minutes from the FHVAC Meetings supports the objective to be transparent and enable those not present to obtain some insight into decisions and actions. Responses to media inquiries offer awareness to agency programs and policies. Online posts are also a critical platform to inform both the for-hire industry and the public of initiatives and activities. In addition, the monthly electronic newsletter and various community appearances allows for the sharing of information. The DFHV External Data Dashboard also gives a clear snapshot of the local for-hire industry by making available for public review figures related to the number of for-hire vehicles in operation, revenue generated, infractions issued, and pick-up/drop-off locations and frequencies.

53. **Please provide a detailed description of any new technology acquired in Fiscal Year 2019 and Fiscal Year 2020 to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.**

Gtechna e-Citation system (FY19 \$154,997; FY20 \$39,395): This project is to assist DFHV Vehicle Inspection Officers in issuing and managing Notices of Infraction (NOIs). The solution includes the Officer Command Center, the software licenses for the handheld NOI issuance program, and license plate recognition software and hardware. The Officer Command Center allows DFHV to manage NOIs issued by field officers on handheld devices. The e-citation system mirrors the Officer Ticket Issuance System that MPD uses. The contract included software, hardware, installation, and configuration. The vendor completed the \$154,997 contract to DFHV's satisfaction and will provide annual maintenance for \$39,395 in FY 20.

Printers (FY19: \$44,541 lease + \$10,000 maintenance; FY20: \$55,766 purchase + \$12,013 maintenance contract): In FY20, DFHV purchased a new fleet of copiers: three Canon imageRUNNER ADVANCE C5560i III and two imageRUNNER ADVANCE C5540i III. The one-time \$55,766 purchase includes equipment, installation, and a five-year warranty. The monthly service agreement of \$1001.10 covers toner and maintenance.

Previously, DFHV spent \$44,541 for the annual leasing, maintenance and service for copiers and \$10k on toner and supplies.

In FY 2019 we spent \$28,000 to upgrade and replace existing computer equipment, such as laptops and monitors. Having made the necessary upgrades last year, we have not spent anything on computer equipment in FY 2020.

Data Integration Hub enhancements for TNC data: DFHV's vendor for the taxi Data Integration Hub (Event Hub) enhanced the system to receive, validate, and store TNC data submitted

pursuant to the Budget Support Act. The system processes the TNCs' quarterly submissions and alerts them of any errors they need to correct. Data are uploaded and stored securely and separately from taxi data to ensure privacy for both industries and passengers. The automatic data validation feature has greatly improved the efficiency and quality of data submissions. DFHV shares the data with DDOT through an MOU.

54. **Please provide an update on the Department's progress in implementing legislation passed by the Council that expanded the Department's regulatory abilities to include collecting more data from private for-hire companies such as Uber, Lyft, and Via. Please explain how the Department has utilized the data.**

The private for-hire companies are submitted data quarterly. DFHV built a system to collect and validate the data and to provide companies with records they need to correct. The agency has used the data to review hotspots of for-hire pick-ups and drop-offs to inform enforcement deployments and to assist DDOT in deciding the placement of the new Pick-Up/Drop-Off (PUDO) zones throughout the city. Furthermore, the trip data have been useful in preliminary analyses of future micro-transit expansion East of the River.

Since the legislation has passed, DFHV has partnered with DDOT to collect and organize the raw data and has begun receiving raw data from each TNC on a quarterly basis.

Program Specific Questions

55. **Please provide the following data as of September 30, 2017, September 30, 2018, September 30, 2019 and January 1, 2020:**
- a. **How many public vehicle-for-hire companies were subject to the Department's compliance audits in Fiscal Year 2017, Fiscal Year 2018, Fiscal Year 2019 and Fiscal Year 2020 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?**

In FY17, DFHV published a scorecard for taxicab companies with the status of their compliance with WAV vehicles, Uniform Color Scheme, and vehicle age requirements. The company audit scorecard was posted to the DFHV web site. Of 35 total companies, two were found to have deficiencies and given the opportunity to remediate them.

In FY18, DFHV prepared monthly compliance reports which examined company's compliance with key Title 31 such as WAV, color scheme, and data submission. In addition, DFHV's account management department performed over 806 accounts reviews on regulated businesses. DFHV also worked with the Office of Tax and Revenue to conduct audits on the submission of 1% gross receipts surcharge by digital dispatch service (DDS) companies.

In FY19 and FY20 to-date, DFHV revamped its audit procedures and audit team. DFHV now has a dedicated staff person and one contractor for audit and compliance and their duties include performing audits on the businesses that DFHV regulates. In FY19, DFHV developed a new

strategy and audit programs based on the requirements of Title 31. In FY19, DFHV conducted 32 audits of taxicab companies. As part of DFHV's new audit process, taxicab companies will be audited on a two year cycle (eg, taxicab companies audited in FY19 will be subject to audit again in FY21 and remaining taxicab companies not audited in FY19 will be audited in FY20). DFHV expects audit letters with results to go out soon.

56. **Please provide the amount of revenue generated by the passenger surcharge, per month, in Fiscal Year 2017, Fiscal Year 2018, Fiscal Year 2019 and Fiscal Year 2020, to date.**

Month	FY 2017	FY 2018	FY 2019	FY 2020
October	239,402.10	51,074.25	2,378.75	37,121.75
November	294,959.13	184,368.25	164,199.00	165,257.25
December	284,980.15	207,460.25	228,290.50	52,698.75
January	170,005.72	154,742.75	155,460.50	
February	227,563.00	83,965.75	139,096.75	
March	335,770.75	248,186.25	156,867.50	
April	272,854.25	323,020.13	209,562.00	
May	344,530.00	185,438.25	203,925.46	
June	253,731.50	391,880.50	205,801.00	
July	226,574.25	234,535.75	188,615.00	
August	209,222.85	217,144.00	165,736.25	
September	261,468.75	364,628.50	265,301.50	
Total	3,121,062.45	2,646,444.63	2,085,234.21	255,077.75

57. **Please provide the amount of revenue generated from any other Department activities, including licensing, in Fiscal Year 2017, Fiscal Year 2018, Fiscal Year 2019 and Fiscal Year 2020, to date.**

Revenue Code	Revenue Type	FY 2017	FY 2018	FY 2019	FY 2020
1001	HACK & LIMO LICENSE TEST	15,400.00	8,401.00	5,147.50	1,300.00
3006	HACKERS LICENSES	893,825.99	899,233.94	592,555.22	133,226.72
3007	DUPLICATE FACE ID CARD	6,200.00	3,750.00	3,950.00	1,050.00
3008	LATE FEES	54,175.00	44,350.00	29,875.00	7,450.00
3009	VEHICLE AGE WAIVER FEE \$50.00	150.00			
3010	BUSINESS LICENSES	87,025.00	89,149.50	88,099.50	22,025.00
3043	PUBLIC VEHICLE FOR HIRE SURCHARG			14,250.00	
3045	ONE STOP VEHICLE REGISTRATION	213,030.00	179,800.00	171,332.00	19,650.00
3046	LUXURY CLASS SEDAN	1,950.00	(1,775.00)	50.00	
3047	OUT-OF-STATE VEHICLE REGISTRATION		95,670.50	69,775.00	

3080	TAXI METER BUSINESS LICENSE FEE				
3081	PSP APPLICATION FEE	5,000.00			
3082	DDS APPLICATION FEE	5,000.00	1,000.00	12,000.00	
3083	DDS SERV REGISTRATION AMENDMNT (RENEWAL)	3,500.00			
3087	PRIVATE VEHICLE FOR HIRE-REGISTER AS COM				
3088	DTS APPLICATION FEE	15,000.00	15,000.00	12,500.00	
3089	IVB APPLICATION FEE	150.00	59,800.00	26,450.00	3,300.00
3095	TAXIMETER SEALS	1,200.00			
3106	SPECIAL EVENT PERMIT FEE	505,900.00	732,345.00	646,184.00	
5013	DCTC VIOLATION	5,000.00			
6111	OTHER REVENUE - OTHER	0.00			
Total		1,812,505.99	2,126,724.94	1,672,168.22	188,001.72

58. Please provide the amount of funds collected by the Department (under the 1% gross receipts provision) from companies providing digital dispatch service to private vehicles-for-hire in Fiscal Year 2019 and Fiscal Year 2020, to date, broken down by quarter and company. Please explain how the accuracy of this payment is verified.

Quarter	FY 2019	FY 2020
First Quarter Total	0.00	0.00*
Second Quarter Total	1,552,735.67	0.00
Third Quarter Total	1,555,573.11	0.00
Fourth Quarter Total	3,218,625.97	0.00
Grand Total	6,326,934.75	0.00

**The first quarter payment is not due until January 15, 2020.*

DFHV assigns a staff member to monitor the timely receipt of Gross Receipts report submissions and ensures that deposits are made to the District each quarter.

59. Please discuss how many digital taxicab solution (DTS) providers currently service the District; What are the six largest DTS providers in the District and include their market share percentage.
- a. Please describe the role DTS providers serve in assisting with the modernization of the taxicab industry. Also, please discuss any difficulties the Department had in effectively transitioning to DTS, as well as its advantages?

DFHV has granted approval for five DTS providers: Transco, Yellow, PARS, UVC, and Grand. Furthermore, DFHV approved Flywheel as an Option for Payment Technology (OPT) provider. Market share is considered trade secret.

This summer DFHV successfully completed renewals and approvals for five DTS providers and one OPT provider. DFHV concluded its support for the DFHV meter, which had powered UVC, Grand, and PARS. These three companies either came to commercial agreements with private meter providers or developed their own meters. DFHV rigorously tested all approved DTS meters for accuracy in measurement, and also for compliance with DFHV's fare formula, including the ability to apply shared ride rates and other grant program rates.

DFHV is receiving location data of the entire taxi fleet while the driver is on duty and receives detailed trip records from each meter automatically and wirelessly. The digital meter revolution has provided DFHV with immediate data that aid in planning of enforcement deployments, investigating complaints, reuniting passengers with lost items, and tallying surcharge payments due to the District Government. With a few clicks, DFHV staff have immediate insight into all taxi trips.

60. **Is there a functioning passenger and driver alert system now installed in District taxicabs? If not, has a timeline been set for full installation of the system? Please provide the details of the system.**

Yes, there is a 24/7 live assistance phone number in all vehicles for passengers and drivers.

61. **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 Fiscal Year 2020? How many vehicles will remain to be painted at the end of Fiscal Year 2020?**

4972 registered taxicabs are painted in Uniform Color Scheme, as of December 3, 2019.

There are 209 vehicles that are not painted in the uniform color scheme. These vehicles are 2010 (3), 2011 (102) and 2012 (101), 2013 (3); and are grandfathered and exempt because the uniform color scheme went into effect in 2013. The three 2010 vehicles are still on the road because they were granted a waiver in 2019 and can drive through the end of 2020. It is anticipated that the 2011 vehicles will come off the road unless the companies or Independent drivers seek a waiver.

62. **Please describe the Department's efforts, to date, in increasing the availability of and options for wheelchair accessible vehicle-for-hire service in the District. Please also include how many District taxicabs are wheelchair accessible, and how many addition vehicles the Department anticipates will be wheelchair accessible by the end of Fiscal Year 2020.**

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

One of DFHV's highest priorities is to ensure that residents and visitors have high quality accessible transportation options. To that end, DFHV has already implemented initiatives to improve WAV service including training of drivers of WAV vehicles, enhanced rates for drivers who carry Transport DC users in wheelchairs and the Union Station Fast Pass. In FY20, DFHV will work on a coordinated, long term agenda for WAV and accessibility initiatives.

As of December 22, 2019, there are 269 wheelchair accessible vehicles. DFHV anticipates a similar number of vehicles on the road at the end of FY20. This is due to DFHV maintaining the 12 percent WAV requirement for company fleets. This is a slight decrease in the numbers of WAVs from one year ago, but is consistent with the contraction in the taxi industry.

63. **How many “Failure to haul” citations did the Department issue in Fiscal Year 2019 and Fiscal Year 2020, to date? Please discuss what the Department has done to address failure to haul.**

FY19: 7

FY20: to date: 3

DFHV hires a contractor for an Anonymous Rider program. This program details anonymous riders to hail both public and private vehicles for hire, and complete questionnaires to document their experience with an operator who refuses to haul. This program was implemented in FY17 and FY19, and it helped reduce the number of cases involving refusal to haul by vehicles for hire operators.

64. **Please provide the number of complaints that the Department received in Fiscal Year 2019 and Fiscal Year 2020, 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.**

a) Non-installation: FY19: 0; FY20: 0

b) Non-working: FY19: 24; FY20: 0

c) Refusal to accept credit cards: FY19: 33; FY20, 2

65. **Please provide the number of Notices of Infractions that the Department has issued to taxicab operators in Fiscal Year 2019 and Fiscal Year 2020, 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**

a) Non-installation: FY19: 0; FY20: 0

b) Non-working: FY19: 24; FY20: 0

c) Refusal to accept credit cards: FY19: 33; FY20: 2

66. **Please provide the number of Notice of Infractions referred to the Office of Administrative Hearings in Fiscal Year 2019 and Fiscal Year 2020, to date.**

FY20 - 0

FY19 – 3 (Offensive Language, Unsafe Driving, Refusal to Haul)

67. **Please provide the number of consumer complaints receive by the Department in Fiscal Year 2019 and Fiscal Year 2020, 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 the Department have in resolving complaints related to private vehicle-for-hire service? What difficulties, if any, does the Department have in cooperating with a digital dispatch service to resolve consumer complaints?**

In FY19, DFHV's complaints department received a total of 514 complaints about private for-hire vehicles. So far in FY20, DFHV has received 138 complaints about private for-hire vehicles.

DFHV works with each DDS provider to resolve complaints that are submitted. DFHV can only resolve complaints that are submitted through the Complaints department. Passengers can submit complaints to the Complaints department through multiple methods including e-mail, phone, web form, Twitter, the How's My Driving app, and 311. DFHV continues to actively promote the availability of the DFHV's complaint resolution for all types of for-hire vehicles. DFHV is also looking for new modes for complaints submission.

All DDS are cooperative and have answered all complaints sent to them for resolution. The average resolution time for DDS complaints is less than 15 calendar days.

68. **Please describe how the Department involves private for-hire vehicle companies in the case of a consumer complaint against a driver/operator for a private for-hire company, including:**

- a. **Whether the Department shares the complainant's personal information with the private for-hire company, and, if it does, how much personal information is shared;**
- b. **Whether there are privacy concerns likely to arise when the Department shares a complainant's personal information with private for-hire companies; and**
- c. **Whether there is an alternative solution to resolve a complaint of this nature without sharing the complainant's personal information with the companies.**

DFHV receives and process all private for-hire vehicle complaints from the public. DFHV then notifies the company of the complaint and the company initiates its own internal investigation. Within the required timeframe, the PFHV company will send to DFHV the outcome of their investigation in writing. DFHV then notifies the complainant of the outcome.

- a. Yes. DFHV provides the complainant name, email, and telephone number, if provided. Complainants are notified this information will be shared and they can request to submit an anonymous complaint.

b. No. Submission of personal information is voluntary.

c. Complainants can submit anonymous complaints.

69. **Please describe the various Department alternative paratransit programs, including: budget and expenditures for Fiscal Year 2019 and Fiscal Year 2020, to date, for each program; whether the program is fully functioning or a pilot program; the number of participants in Fiscal Year 2019 and Fiscal Year 2020, to date; costs to users of the program; and costs or savings to the District.**

1) Transport DC Program: provides a premium, same day, cost effective alternative transportation service for MetroAccess paratransit customers. Transport DC will provide unrestricted rides for the first 15 days of the month and rides only for employment and medical services during the remainder of the month.

- Co-pay: \$5.00 per one way trip.
- Hours of operation: 24 hours a day/7days.
- To Book a Ride: 1-844-322-7732.
- WAV services on request.

2) DC Pool Rides Pilot: provides a premium, same day, cost effective alternative share riding transportation service within the Transport DC program. The goal is to reduce individual rides to reduce the overall demand on the TDC budget.

- Currently suspended: Temporarily stopped to come up with a different program approach.
- Zero co-pay for the customer in FY20.
- WAV service on request.

70. **In which Wards is the Neighborhood Ride Service now operating? Are there plans for expansion, and if so, what is the timeline?**

The Neighborhood Ride Service was sunset in early FY19. DFHV took the resources and lessons learned from that pilot and in FY19, launched DC Microtransit. This new community-based transportation service for District residents fills in gaps in the transportation network. DFHV views Microtransit as an opportunity to enhance the District's transportation ecosystem with modes of transportation that aggregate rides, reduce congestion, reduce greenhouse gas emissions and provide residents with affordable community-based travel options while connecting them to fixed route service, grocery stores, health care and other necessities.

Microtransit is a curb to curb service in which passengers use an app or make a call to request a ride anywhere within the Microtransit zone. DFHV is currently operating one Microtransit zone across portions of NW and NE that includes the neighborhoods of Takoma, Petworth, Michigan Park, Brookland, Woodridge, Ivy City, Union Market and Trinidad. Six Metro stations serve these areas (Shaw, Brookland, Rhode Island Avenue, Fort Totten, Takoma and Petworth). Microtransit offers consumer choice to people who use other specialized program to get to

medical appointments as the zone includes Washington Hospital Center, Howard University Hospital and the Providence Urgent Care Center.

Since the inception of the first pilot zone in 2019, nearly 24,000 rides have been given on DC Microtransit. Nearly 600 people have tried DC Microtransit, and 80% of those users have returned to take additional rides. The average Microtransit trip is 1.65 miles and just over twelve minutes long. Of all rides, over 81% are 2.5 miles or less. In the first few months of service, DC Microtransit has been able to group or share rides nearly 50% at during peak rush hour in the morning and late afternoon. While the majority of DC Microtransit ride requests serve one passenger, almost 20% of all ride requests are for parties of two or more passengers. DFHV is encouraged by the positive response, strong growth in ridership and the potential to group even more rides – all of these address the District’s sustainability, modal shift, congestion reduction and quality of life goals set for the District.

In FY20, DFHV will launch an additional Microtransit pilot East of the River bringing the total to two operating zones in the District. Based on the learnings of the initial Microtransit pilot, DFHV can create new zones of approximately five to six square miles with 109.5 hours of service each week. In planning each zone, DFHV takes into consideration the advice of the grantee, known hot spots from DFHV's programs, and insights from DFHV's trip data about for-hire vehicle service in the District.

71. **Please discuss the Senior MedExpress program. Please describe how the program functions, the Department’s role in the administration of the program, how much funding is allocated for the program, and the source of the funding. Please also discuss:**
- a. **How District residents can participate in the program, how information about the program can be accessed by the public, and any outreach efforts to expand public access to such information;**
 - b. **How much the Department reimburses per ride and how that dollar amount is determined;**
 - c. **How quickly the program reaches its monthly pre-booking caps and whether the Department believes the program should be expanded to raise those caps; and**
 - d. **Any alternative transportation programs offering similar services which may be utilized when the monthly pre-booking caps are met, how District residents can learn about these programs, and any outreach efforts made, or planned, by the Department to expand public access to these programs.**

The Senior MedExpress program is a non-emergency, first come, first serve, transportation assistance program funded by the Department of Aging and Community Living (DACL) in collaboration with DFHV, and Yellow Cab Co. of DC, Inc. (provider). DC residents 60 years of age or older who have a certified medical condition requiring essential life-sustaining appointments, such as chemotherapy or dialysis treatment are eligible and may book trips between Monday and Saturday from 6 am to 6 pm. In addition, DACL (who manages the eligibility process, entrusts the grantee after enrollment to provide information) has extended the service for complimentary round-trip transportation to and from essential non-emergency

medical appointments and health care benefit centers (e.g.: SNAP, DHCF (Medicaid Offices) and the Department of Disability Services (DDS)).

- a. District residents can call DACL's Information, Referral & Assistance unit (202-724-5626) and request an application for themselves and a Health Care Provider Certification Form confirming the need of an essential life-sustaining treatment. Eligible customers can book a ride by calling Yellow Cab Co. of DC, Inc's intake line: 202-420-7533.

DACL has devoted a web page describing the program and the general public can access application information by visiting the website: <https://dcoa.dc.gov/service/transportation-services-sept2>

Yellow Cab Company of DC, Inc., Grantee, has a website (<https://dcyellowcab.com/senior-medexpress/>) devoted to Senior MedExpress defining how to book a ride, hours of service, types of request honored, and customer satisfaction survey. Yellow has an application link for customers to download the application and health care provider certification form. In addition, Yellow Cab has posted an annual holiday calendar to inform residents of which days the program will not be open.

Beginning in FY20, DFHV developed a Senior MedExpress program description based on DACL's information into DFHV's grant program materials when conducting outreach to ANC leaders, scheduled community events, as well as partnered with stakeholders to reach a wider DC audience, this would include outreach through the Mayor's Office African Affairs and local churches.

- b. DACL provides a \$28 reimbursement rate per trip, for which DFHV ensures trips are validated for the procurement process. DACL determines the rate based on estimate need and volume which increases throughout the year, please see attachment for review.

DACL built the Senior MedExpress on the Transport DC foundation, for which it was determined in FY18/19 a one-way trip would be reimbursed at \$28. The dollar amount for reimbursement was carried over into FY20 without change by DACL.

- c. DFHV has been monitoring the program since the beginning of FY20, and due to the nature of the program being first come, first serve, the program constantly has ebbs and flows. The program may temporarily suspend service for a few days to two weeks prior to the upcoming month. For example: December was pre-booked during the week of Thanksgiving - roughly 13 days prior to the end of the month – this is outlier; Raising Caps: The extension or reduction in ridership caps would be determined by DACL leadership since they administer the funding and set the grant parameters. However, DFHV will need to work with DACL & Grantee to conduct an annual analysis between FY19 and FY20 to determine if expansion by placing resources towards months showing patterns of high-volume use is warranted.

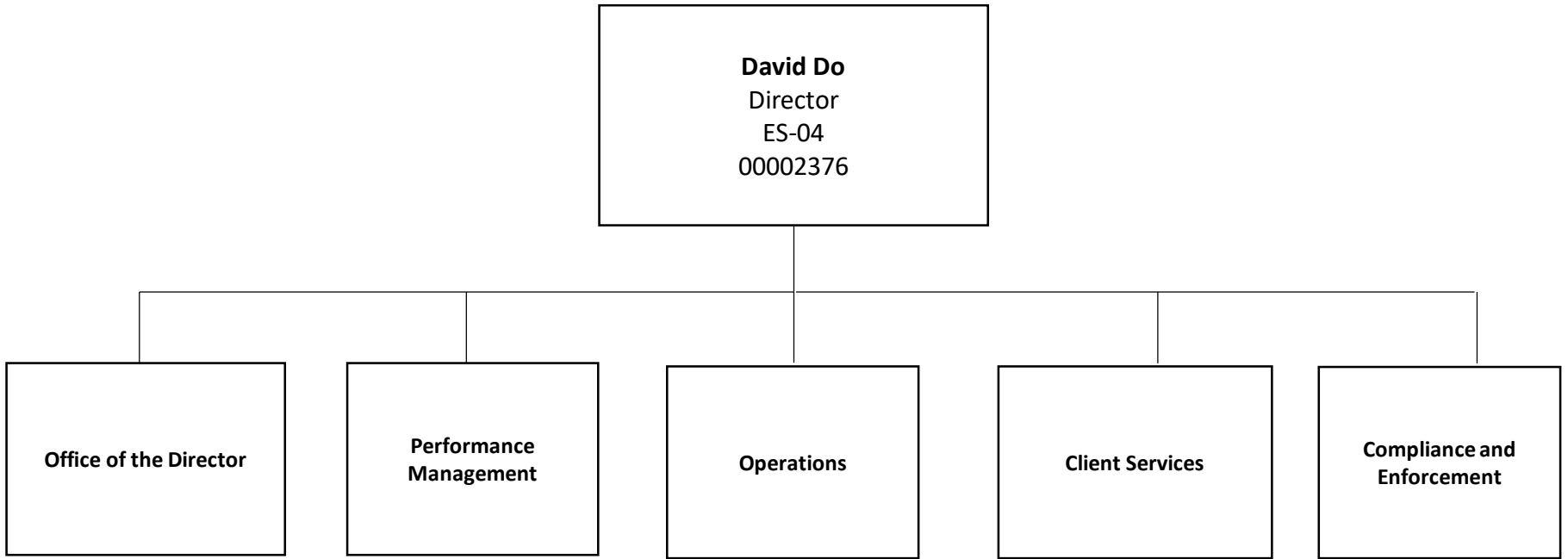
- d. Alternative Programs when caps are met: DFHV offers Transport DC, MicroTransit, VetsRide, and Taxi-to-Rail to DC residents to ensure connectivity to medical appointments, employment or other quality of life opportunities. Yellow Cab Co of DC, Inc. also advertises

Transport DC, Taxi-to-Rail and Abilities-Rides (for MetroAccess customer getting around Maryland – but is expected to open in DC in CY2020).

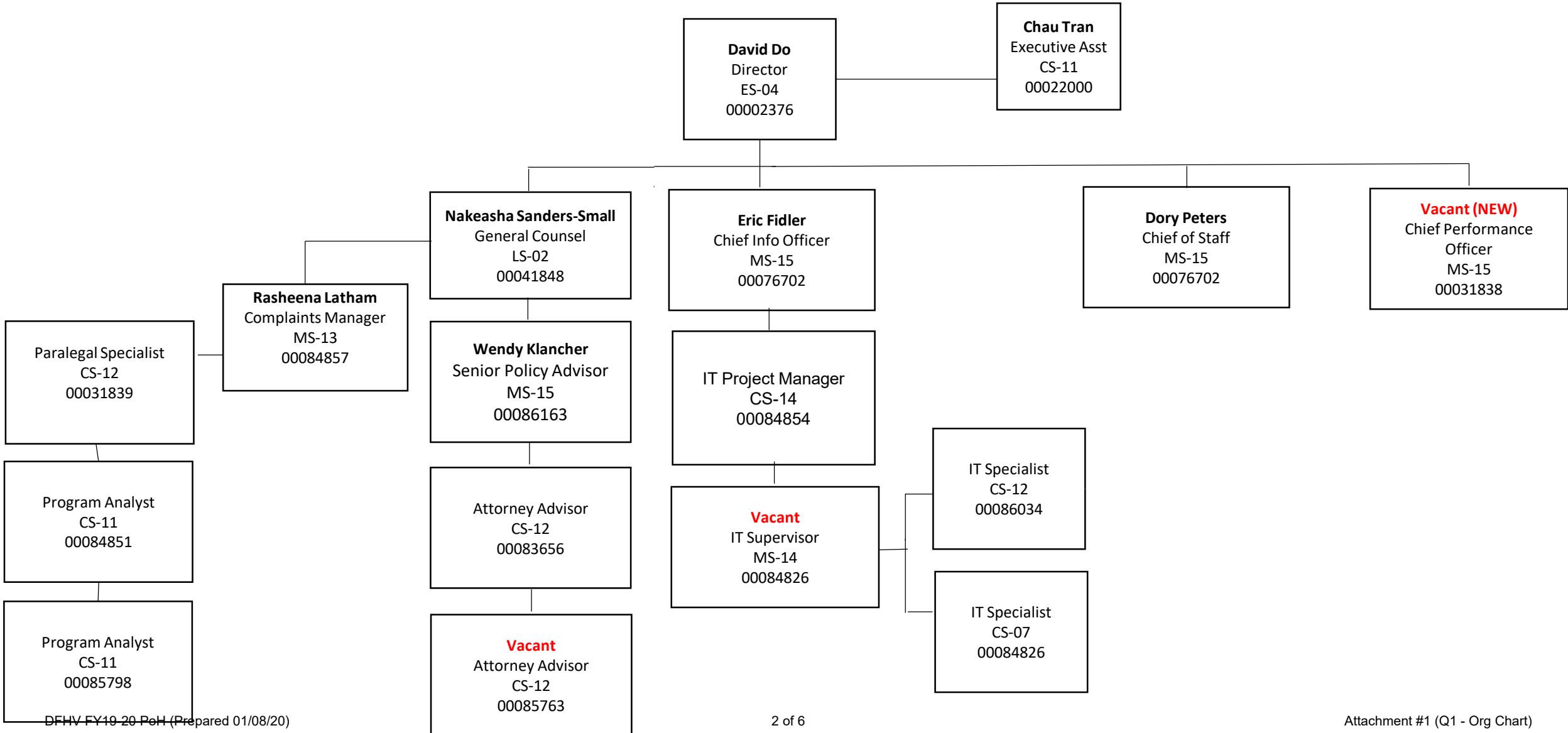
DC seniors can learn about this program by calling the DACL, Information, Referral & Assistance line: 202-724-5626, visit DACL’s website; or by calling Yellow Cab directly at 202-420-7533; or by visiting Yellow Cab’s website: <https://dcyellowcab.com/senior-medexpress/> and reviewing the eligibility and prebooking requirements.

DFHV will continue adding Senior MedExpress information into our DFHV Grant Program Guide and distribute the information through our outreach and grant teams, as well as connect with stakeholders (DDOT, AgeFriendly DC, DACL, AARP, LCE to name a few) and our sister agencies to attend annual community events (for example: H Street Festival, Capitol Pride, Earth Day, etc.). Our outreach and grant teams will continue to attend ANC meeting, church events, as well as Ward festivals and celebrations throughout 2020.

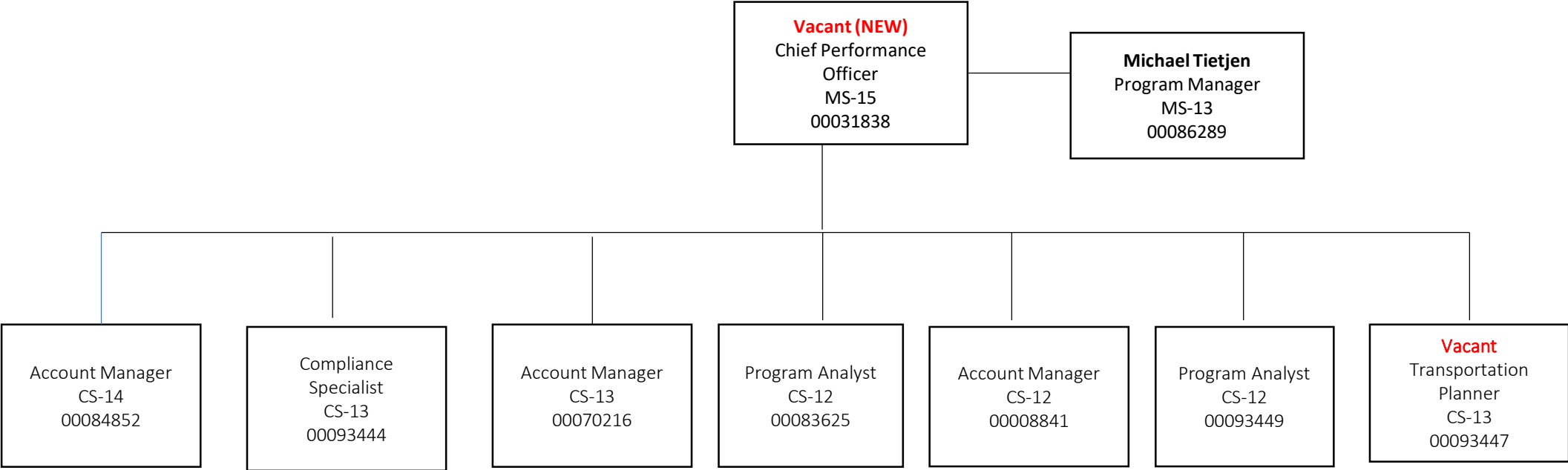
Department of For-Hire Vehicles Organizational Chart



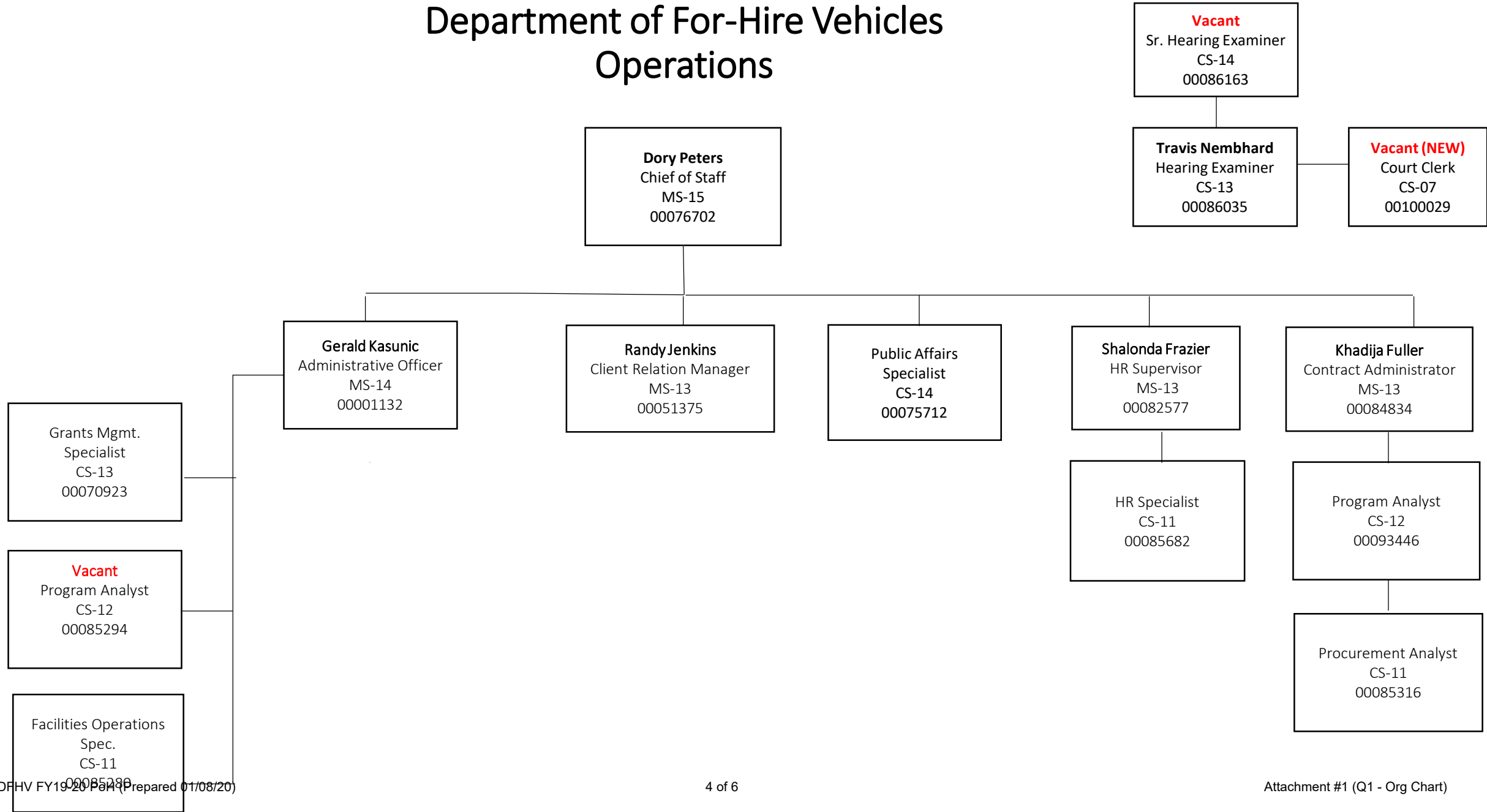
Department of For-Hire Vehicles Office of the Director



Department of For-Hire Vehicles Performance Management

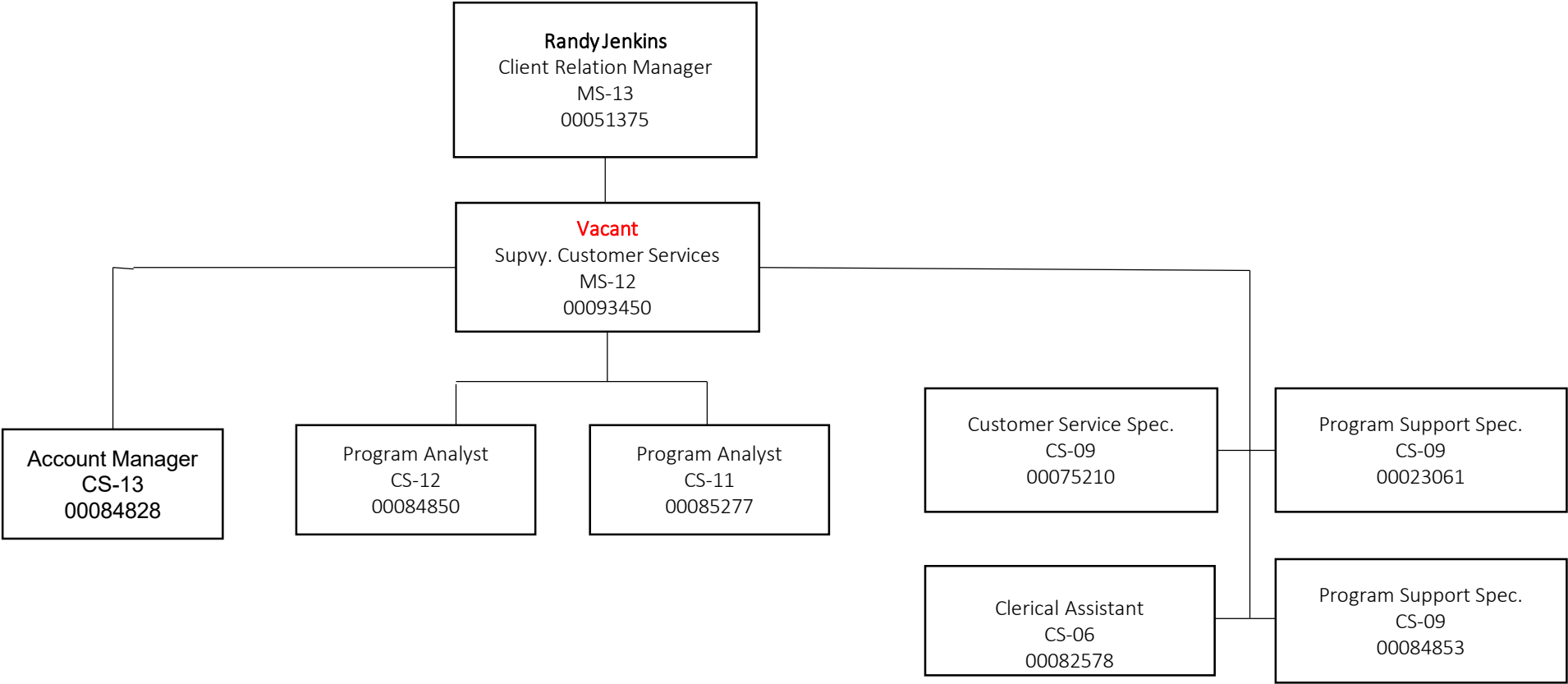


Department of For-Hire Vehicles Operations



Department of For-Hire Vehicles Client Services

Chief of Staff
MS-15
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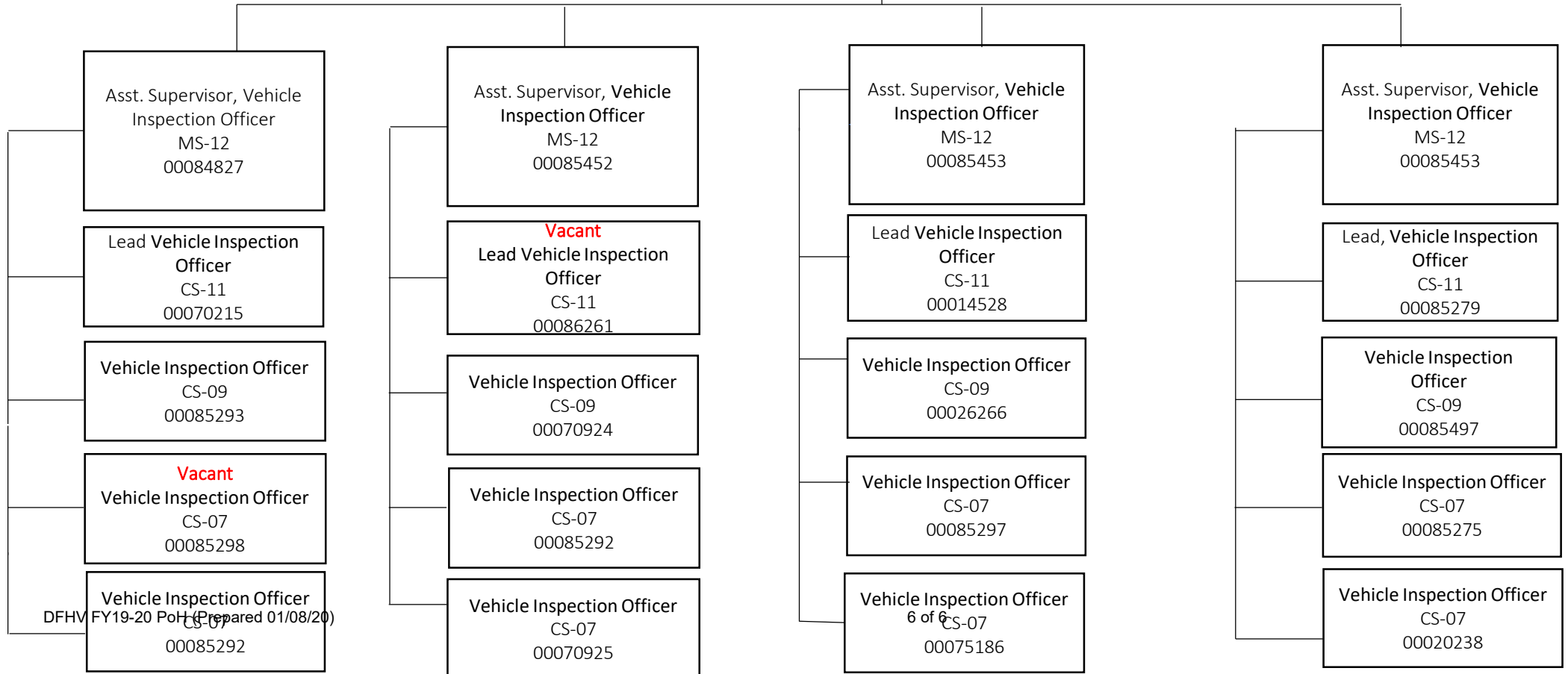


Department of For-Hire Vehicles Compliance and Enforcement

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DFHV FY19-20 PoH (Prepared 01/08/20)

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Attachment #1 (Q1 - Org Chart)

DFHV: FY 2020 Schedule A Report as of 12.24.2019

Vac Stat	Name	Title	Annual Salary	Fringe Benefit	Prgm Code	Hire Date	Position Status	Vacant Date	Status of Vacancy
F	Do,David D	Director, Department For-Hire	169,113.00	50,733.90	Agency Management	1/15/2015	Continuing	N/A	N/A
F	Ampedu,Eric Osei	Supv Mgmt and Program Analyst	129,854.16	39,562.23	Compliance & Enforcement	1/22/2006	Continuing	N/A	N/A
F	Awojoodu,Babatunde Oluremi	Compliance Specialist	113,002.00	34,201.94	Agency Management	2/26/2018	Continuing	N/A	N/A
F	Belay,Dereje	FINANCIAL MANAGER	122,887.00	36,374.55	Agency Financial Operations	11/5/2012	Continuing	N/A	N/A
F	Benson,Andraea D	Vehicle Inspection Officer	65,814.00	19,919.70	Compliance & Enforcement	4/13/2009	Continuing	N/A	N/A
F	Bowden,Mia	Assistant Supervisory Vehicle	82,331.33	25,083.61	Compliance & Enforcement	12/11/1996	Continuing	N/A	N/A
F	Brown, Sheila	Clerical Assistant	38,141.00	11,442.30	Client Services	12/23/2019	Continuing	N/A	N/A
F	Brown,James Arthur	Account Manager	87,931.00	26,379.30	Agency Management	1/2/2015	Continuing	N/A	N/A
F	Clay,Latisha L	Program Analyst	83,209.00	25,240.06	Operations	3/1/1999	Continuing	N/A	N/A
F	Conrad Sr.,James M	Lead Vehicle Inspection Office	75,094.00	22,728.45	Compliance & Enforcement	6/1/1999	Continuing	N/A	N/A
F	Davis,Charles E	Program Analyst	97,375.00	29,584.30	Agency Management	5/28/2019	Continuing	N/A	N/A
F	Duncan,Sebastian A.	Program Analyst	76,126.00	23,193.05	Agency Management	9/16/2019	Continuing	N/A	N/A
F	Edwards,Clarissa	Customer Service Specialist	65,747.00	20,030.92	Client Services	1/30/2012	Continuing	N/A	N/A
F	Evans,Timothy C	Lead Vehicle Inspection Office	79,370.00	24,152.53	Compliance & Enforcement	9/8/2003	Continuing	N/A	N/A
F	Fidler,Eric A	Chief Information Officer	151,925.00	45,577.50	Agency Management	2/4/2019	Continuing	N/A	N/A
F	Fludd,Anthony	Assistant Supervisory Vehicle	81,544.42	24,814.21	Compliance & Enforcement	7/25/2016	Continuing	N/A	N/A
F	Frazier,Shalonda L	Supervisory Human Resources Sp	121,209.47	36,686.07	Operations	8/4/2008	Continuing	N/A	N/A
F	Fu,Peihong	IT Spec(Applications Software)	90,292.00	26,726.43	Agency Management	9/4/2018	Continuing	N/A	N/A
F	Fuller,Khadija K.	Supervisory Contract Administr	117,667.20	35,863.54	Operations	11/4/2013	Continuing	N/A	N/A
F	Gebregyorgis,Amanuel E	Paralegal Specialist	85,570.00	26,070.33	Agency Management	11/26/2018	Continuing	N/A	N/A
F	Gibson,Cherell D	PUBLIC VEHICLE ENFORCE INSPEC	60,019.00	18,005.70	Compliance & Enforcement	5/29/2018	Continuing	N/A	N/A
F	Gibson,Ron Treece M	Vehicle Inspection Officer	58,430.00	17,801.67	Compliance & Enforcement	2/24/2014	Continuing	N/A	N/A
F	Glover,Brian H	Vehicle Inspection Officer	60,019.00	18,205.76	Compliance & Enforcement	9/23/2013	Continuing	N/A	N/A
F	Godfrey,Jason G	Vehicle Inspection Officer	60,019.00	18,165.75	Compliance & Enforcement	5/10/2010	Continuing	N/A	N/A
F	Goodwin,Wanda T	PGM SUPPORT SPEC	69,342.00	20,802.60	Client Services	6/29/1987	Continuing	N/A	N/A
F	Hevor,Renee	Procurement Analyst	77,232.00	23,375.55	Operations	7/17/2000	Continuing	N/A	N/A
F	Jenkins,Randy Ramon	Client Relations Manager	119,725.00	36,374.63	Client Services	6/18/2012	Continuing	N/A	N/A
F	Kasunic,Gerald M	Administrative Officer	117,950.86	34,913.45	Operations	10/20/2014	Continuing	N/A	N/A
F	Klancher,Wendy K	Senior Policy Advisor	140,733.02	42,595.19	Agency Management	9/30/2019	Continuing	N/A	N/A
F	Lane,James A	Lead Vehicle Inspection Office	75,094.00	22,851.33	Compliance & Enforcement	6/19/1991	Continuing	N/A	N/A
F	Latham,Rasheena D	Complaints Manager	93,776.56	28,383.04	Agency Management	1/22/2018	Continuing	N/A	N/A
F	Lea Jr.,Thomas L	Vehicle Inspection Officer	64,050.00	19,385.80	Compliance & Enforcement	3/17/2008	Continuing	N/A	N/A
F	Lee,Chun-Ping	Account Manager	120,257.00	36,077.10	Client Services	10/21/2013	Continuing	N/A	N/A
F	Lindsay,Charles L	Account Manager	133,537.00	39,526.95	Agency Management	2/25/2013	Continuing	N/A	N/A
F	Mann,David	Vehicle Inspection Officer	53,663.00	16,098.90	Compliance & Enforcement	12/28/2015	Continuing	N/A	N/A
F	Marsh,John A	Attorney Advisor	109,474.70	33,207.33	Agency Management	3/13/2015	Continuing	N/A	N/A
F	Martin,Carl E	Assistant Supervisory Vehicle	82,331.33	25,013.75	Compliance & Enforcement	8/16/1999	Continuing	N/A	N/A
F	McMillan,Sherrita R.	IT Specialist (Network Service)	55,485.00	16,904.43	Agency Management	5/28/2019	Continuing	N/A	N/A
F	Morgan,William	Vehicle Inspection Officer	56,994.00	17,098.20	Compliance & Enforcement	5/18/2015	Continuing	N/A	N/A
F	MUHAMMAD,KARL A	Account Manager	113,002.00	34,332.06	Client Services	7/28/2014	Continuing	N/A	N/A
F	Nembhard,Travis	HEARING EXAMINER	96,136.00	28,840.80	Operations	10/17/2016	Continuing	N/A	N/A
F	Perry,Eileen U	Human Resources Specialist	63,498.00	19,353.42	Operations	8/10/2015	Continuing	N/A	N/A
F	Peters,Dory T	Chief of Staff	133,900.00	40,170.00	Operations	12/15/2003	Continuing	N/A	N/A
F	Regester,Lamont	Assistant Supervisory Vehicle	89,997.80	27,299.33	Compliance & Enforcement	10/20/2014	Continuing	N/A	N/A
F	Richardson,John A	Facility Operations Specialist	69,429.00	21,161.12	Operations	12/15/2014	Continuing	N/A	N/A
F	Roberts,Linda A	Program Analyst	90,292.00	27,328.38	Client Services	8/20/1979	Continuing	N/A	N/A
F	Sanders-Small,Nakeasha Lynn	General Counsel	164,800.00	49,989.33	Agency Management	3/11/2013	Continuing	N/A	N/A
F	Shepperd,Olga D	Vehicle Inspection Officer	50,485.00	14,943.56	Compliance & Enforcement	7/25/2016	Continuing	N/A	N/A
F	Sigler,Amber M	Program Analyst	83,208.55	25,350.87	Compliance & Enforcement	9/15/2008	Continuing	N/A	N/A
F	Smallwood,Stefanie	Program Analyst	61,521.00	18,691.20	Client Services	8/7/2017	Continuing	N/A	N/A
F	Smith,Roxanne	PGM SUPPORT SPEC	64,050.00	19,215.00	Client Services	11/17/2014	Continuing	N/A	N/A
F	Spencer,Kisha L	Vehicle Inspection Officer	67,578.00	20,564.19	Compliance & Enforcement	1/14/2012	Continuing	N/A	N/A
F	Stover Sr.,Tyren T.	Grants Management Specialist	96,136.00	28,456.26	Operations	6/10/2019	Continuing	N/A	N/A
F	Tietjen,Michael C.	Program Manager	124,297.80	37,289.34	Agency Management	9/6/2005	Continuing	N/A	N/A
F	TILLMAN,SHERRY A	Program Analyst	77,337.00	23,562.01	Agency Management	1/23/2006	Continuing	N/A	N/A
F	Tran,Chau Minh	Executive Assistant	61,521.00	18,456.30	Agency Management	11/27/2017	Continuing	N/A	N/A
F	Waters III,Neville R	Public Affairs Specialist	133,537.00	40,061.10	Operations	8/6/2012	Continuing	N/A	N/A
F	Watkins,Christopher	Account Manager	104,569.00	31,871.36	Compliance & Enforcement	10/10/2017	Continuing	N/A	N/A
F	Williams,Dustin R.	Program Analyst	67,452.00	20,550.38	Agency Management	8/16/2010	Continuing	N/A	N/A
F	Wren-Perkins,Nettina C	Vehicle Inspection Officer	64,050.00	18,958.80	Compliance & Enforcement	3/27/2000	Continuing	N/A	N/A
F Total			5,380,991.20						
V	TBD	Chief Performance Officer	143,646.00	43,093.80	Agency Management	(blank)	Continuing	10/1/2019	Selection made, pending DCHR approval

Vac Stat	Name	Title	Annual Salary	Fringe Benefit	Prgm Code	Hire Date	Position Status	Vacant Date	Status of Vacancy
V	TBD	Supervisory IT Specialist	129,411.00	38,823.30	Agency Management	(blank)	Continuing	8/30/2019	classification pending
V	TBD	Program Analyst	76,126.00	22,837.80	Operations	(blank)	Continuing	11/12/2019	classification pending
V	TBD	Vehicle Inspection Officer	45,718.00	13,715.40	Compliance & Enforcement	(blank)	Continuing	11/10/2019	Pending posting
V	TBD	Attorney Advisor	76,126.00	22,837.80	Agency Management	(blank)	Continuing	9/27/2019	Pending posting
V	TBD	Senior Hearing Examiner	103,657.00	31,097.10	Operations	(blank)	Continuing	10/15/2016	Selection made, pending DCHR approval
V	TBD	Lead Vehicle Inspection Office	66,542.00	19,962.60	Compliance & Enforcement	(blank)	Continuing	3/11/2019	Selection made, pending DCHR approval
V	TBD	TRANSPORTATION PLANNER	87,703.00	26,310.90	Agency Management	(blank)	Continuing	7/26/2019	Interview process
V	TBD	Supervisory Customer Service R	97,853.00	29,355.90	Client Services	(blank)	Continuing	10/27/2019	Pending posting
V	TBD	Court Clerk Liaison	42,273.00	12,681.90	Operations	(blank)	Continuing	10/1/2019	Pending posting
V Total			907,196.00						
Grand Total			6,288,187.20						

Mobile Devices Assigned to Staff

Device	Last Name	First Name
Cellular Phone	Ampedu	Eric
Cellular Phone	Bears	Kalvin
Cellular Phone	Belay	Dereje
Cellular Phone	Benson	Andraea
Cellular Phone	Bowden	Mia
Cellular Phone	Brown	James
Cellular Phone	Clay	Latisha
Cellular Phone	Conrad	James
Cellular Phone	Davis	Charles
Cellular Phone	Do	David
Cellular Phone	Duncan	Sebastian
Cellular Phone	Evans	Timothy
Cellular Phone	Fidler	Eric
Cellular Phone	Fludd	Anthony
Tablet	Fludd	Anthony
Cellular Phone	Frazier	Shalonda
Cellular Phone	Fu	Laura
Cellular Phone	Fuller	Khadija
Cellular Phone	Gebregiyorgis	Amanuel
Cellular Phone	Gibson	Cherell
Cellular Phone	Gibson-Colbert	Rontreece
Cellular Phone	Glover	Brian
Cellular Phone	Godfrey	Jason
Cellular Phone	Hevor	Renee
Cellular Phone	Jenkins	Randy
Cellular Phone	Kasunic	Gerald
Cellular Phone	Klancher	Wendy
Cellular Phone	Lane	James
Cellular Phone	Latham	Rasheena
Cellular Phone	Lea	Thomas
Cellular Phone	Lee	Andy
Cellular Phone	Lindsay	Charles
Cellular Phone	Mann	David
Cellular Phone	Martin	Carl
Cellular Phone	Mcmillan	Sherrita
Cellular Phone	Mengistu	Yared
Cellular Phone	Muhammad	Karl
Cellular Phone	Nembhard	Travis

Device	Last Name	First Name
Cellular Phone	Niang	Abdoul
Cellular Phone	Perry	Eileen
Cellular Phone	Peters	Dory
Cellular Phone	Regester	Lamont
Cellular Phone	Richardson	John
Cellular Phone	Sanders- Small	Nakeasha
Cellular Phone	Shepperd	Olga
Cellular Phone	Sigler	Amber
Cellular Phone	Spencer	Kisha
Cellular Phone	Stover	Tyren
Cellular Phone	Tietjen	Michael
Cellular Phone	Tran	Chau
Cellular Phone	Waters	Neville
Cellular Phone	Watkins	Chris
Cellular Phone	Wren-Perkins	Nettina

Department of For-Hire Vehicles (TC0)
Fiscal Year 2018 Budget and Actual Expenditures

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	LOCAL FUND	7000	MARKETING AND OUTREACH	7020	OUTREACH AND PUBLIC INFORMATION	4,095,397.00	4,818,397.00	4,463,888.00	354,509.00
		7000 Total				4,095,397.00	4,818,397.00	4,463,888.00	354,509.00
0100 Total						4,095,397.00	4,818,397.00	4,463,888.00	354,509.00
0600	SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE)	1000	AGENCY MANAGEMENT	1010	PERSONNEL	127,604.91	127,604.91	128,597.78	(992.87)
				1030	PROPERTY MANAGEMENT	75,742.71	75,742.71	77,807.67	(2,064.96)
				1040	INFORMATION TECHNOLOGY	1,280,364.42	1,380,364.42	1,045,119.03	335,245.39
				1060	LEGAL	505,548.34	505,548.34	362,524.19	143,024.15
				1070	FLEET MANAGEMENT	38,320.06	38,320.06	52,723.57	(14,403.51)
				1080	COMMUNICATIONS	13,000.00	13,000.00	8,894.77	4,105.23
				1090	PERFORMANCE MANAGEMENT	2,294,726.52	2,704,726.52	2,363,114.06	341,612.46
		1000 Total				4,335,306.96	4,845,306.96	4,038,781.07	806,525.89
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	131,136.61	131,136.61	130,400.73	735.88
		100F Total				131,136.61	131,136.61	130,400.73	735.88
		2000	OPERATIONS	2010	COMPLAINTS	346,934.26	346,934.26	241,791.13	105,143.13
				2030	DRIVER ASSISTANCE	0.00	0.00	0.00	0.00
				2040	ACCOUNT MANAGEMENT	431,845.30	431,845.30	391,994.62	39,850.68
				2050	HEARINGS AND CONFLICT RESOLUTION	220,578.00	220,578.00	106,551.55	114,026.45
				2060	RESEARCH	270,000.00	270,000.00	151,329.06	118,670.94
				2070	AUDIT	35,000.00	35,000.00	0.00	35,000.00
		2000 Total				1,304,357.56	1,304,357.56	891,666.36	412,691.20
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	2,585,246.88	2,485,246.88	2,449,262.67	35,984.21
		4000 Total				2,585,246.88	2,485,246.88	2,449,262.67	35,984.21
		7000	MARKETING AND OUTREACH	7010	MARKETING	288,216.43	288,216.43	172,829.97	115,386.46
				7020	OUTREACH AND PUBLIC INFORMATION	25,000.00	125,000.00	71,238.70	53,761.30
		7000 Total				313,216.43	413,216.43	244,068.67	169,147.76
		8000	CLIENT SERVICES	8010	DRIVER SERVICE	741,914.15	741,914.15	735,606.11	6,308.04
				8020	COMPANY SERVICES	127,604.91	127,604.91	136,304.23	(8,699.32)
		8000 Total				869,519.06	869,519.06	871,910.34	(2,391.28)
0600 Total						9,538,783.50	10,048,783.50	8,626,089.84	1,422,693.66
0700	OPERATING INTRA-DISTRICT FUNDS	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	0.00	70,474.00	70,474.00	0.00
		1000 Total				0.00	70,474.00	70,474.00	0.00
		2000	OPERATIONS	2070	AUDIT	170,000.00	0.00	0.00	0.00
		2000 Total				170,000.00	0.00	0.00	0.00
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	30,000.00	27,959.87	27,959.87	0.00
		4000 Total				30,000.00	27,959.87	27,959.87	0.00
		7000	MARKETING AND OUTREACH	7020	OUTREACH AND PUBLIC INFORMATION	0.00	800,575.00	800,575.00	0.00
		7000 Total				0.00	800,575.00	800,575.00	0.00
0700 Total						200,000.00	899,008.87	899,008.87	0.00
Grand Total						13,834,180.50	15,766,189.37	13,988,986.71	1,777,202.66

The \$354,509 surplus in Local Fund is due to suspension of one of the taxicab companies providing Transport DC ride as a result of breaching an agreement.
The \$1,422,693.66 surplus in Special Purpose Revenue Fund consists of \$564,00 PS surplus due to vacant positions; \$175,000 remaining balance in grants and subsidies as some programs were deferred to FY19;
\$683,000 surplus in telecommunications, supplies, equipment, contracts as well as other services and charges (printing costs, professional services and travel).

DFHV did not have federal funding in FY 2018.

Department of For-Hire Vehicles (TC0)
Fiscal Year 2019 Budget and Actual Expenditures

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	LOCAL FUND	2000	OPERATIONS	2080	GRANTS	5,924,443.99	5,924,443.99	5,792,022.67	132,421.32
		2000 Total				5,924,443.99	5,924,443.99	5,792,022.67	132,421.32
0100 Total						5,924,443.99	5,924,443.99	5,792,022.67	132,421.32
0600	SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE)	1000	AGENCY MANAGEMENT	1010	PERSONNEL	131,433.06	131,433.06	158,970.89	(27,537.83)
				1015	TRAINING AND EDUCATION	27,000.00	16,298.65	16,298.65	0.00
				1030	PROPERTY MANAGEMENT	80,321.01	80,321.01	81,486.81	(1,165.80)
				1040	INFORMATION TECHNOLOGY	2,347,374.87	1,747,939.41	1,708,773.83	39,165.58
				1060	LEGAL	511,234.43	398,955.74	398,955.74	0.00
				1070	FLEET MANAGEMENT	48,365.00	48,365.00	43,353.77	5,011.23
				1080	COMMUNICATIONS	10,000.00	10,000.00	8,627.35	1,372.65
				1090	PERFORMANCE MANAGEMENT	1,992,745.99	1,670,784.23	1,666,068.83	4,715.40
		1000 Total				5,148,474.36	4,104,097.10	4,082,535.87	21,561.23
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	139,260.74	139,260.74	136,728.36	2,532.38
		100F Total				139,260.74	139,260.74	136,728.36	2,532.38
		2000	OPERATIONS	2010	COMPLAINTS	483,473.37	483,473.37	415,282.04	68,191.33
				2040	ACCOUNT MANAGEMENT	386,301.65	386,301.65	403,425.11	(17,123.46)
				2050	HEARINGS AND CONFLICT RESOLUTION	241,003.81	241,003.81	116,072.63	124,931.18
				2060	RESEARCH	70,000.00	70,000.00	282,432.75	(212,432.75)
				2070	AUDIT	35,000.00	35,000.00	31,572.32	3,427.68
				2080	GRANTS	700,953.01	920,953.01	965,527.17	(44,574.16)
		2000 Total				1,916,731.84	2,136,731.84	2,214,312.02	(77,580.18)
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	2,965,021.48	2,451,829.34	2,416,096.57	35,732.77
		4000 Total				2,965,021.48	2,451,829.34	2,416,096.57	35,732.77
		7000	MARKETING AND OUTREACH	7010	MARKETING	451,941.30	334,899.72	332,095.92	2,803.80
				7020	OUTREACH AND PUBLIC INFORMATION	25,000.00	21,280.85	21,280.85	0.00
		7000 Total				476,941.30	356,180.57	353,376.77	2,803.80
		8000	CLIENT SERVICES	8010	DRIVER SERVICE	886,768.59	752,856.95	690,606.16	62,250.79
				8020	COMPANY SERVICES	142,166.64	142,166.64	151,676.59	(9,509.95)
		8000 Total				1,028,935.23	895,023.59	842,282.75	52,740.84
0600 Total						11,675,364.95	10,083,123.18	10,045,332.34	37,790.84
0700	OPERATING INTRA-DISTRICT FUNDS	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	0.00	299,942.00	299,942.00	0.00
		1000 Total				0.00	299,942.00	299,942.00	0.00
		2000	OPERATIONS	2080	GRANTS	0.00	480,642.46	480,642.46	0.00
		2000 Total				0.00	480,642.46	480,642.46	0.00
0700 Total						0.00	780,584.46	780,584.46	0.00
Grand Total						17,599,808.94	16,788,151.63	16,617,939.47	170,212.16

The \$132,412.32 surplus in Local Fund is due to lower actual cost of AWS(Amazon Web Services) and lower actual completed trips in Transport DC pool ride program.

DFHV did not have federal funding in FY 2019.

Department of For-Hire Vehicles (TC0)
Fiscal Year 2020 Budget and Actual Expenditures
As of December 17, 2019 (First Quarter)

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	LOCAL FUND	2000	OPERATIONS	2080	GRANTS	5,895,397.00	5,895,397.00	696,574.39	5,198,822.61
		2000 Total				5,895,397.00	5,895,397.00	696,574.39	5,198,822.61
Q14-FY19 Budget and Actual									
0600	SPECIAL PURPOSE REVENUE FUNDS ('O'TYPE)	1000	AGENCY MANAGEMENT	1010	PERSONNEL	142,184.16	142,184.16	46,124.46	96,059.70
				1015	TRAINING AND EDUCATION	27,000.00	27,000.00	0.00	27,000.00
				1030	PROPERTY MANAGEMENT	87,359.47	87,359.47	15,678.00	71,681.47
				1040	INFORMATION TECHNOLOGY	2,318,533.61	2,318,533.61	98,711.36	2,219,822.25
				1060	LEGAL	728,719.64	728,719.64	62,060.01	666,659.63
				1070	FLEET MANAGEMENT	42,000.00	42,000.00	0.00	42,000.00
				1080	COMMUNICATIONS	10,000.00	10,000.00	2,500.00	7,500.00
				1090	PERFORMANCE MANAGEMENT	3,007,599.55	3,007,599.55	326,731.85	2,680,867.70
		1000 Total				6,363,396.43	6,363,396.43	551,805.68	5,811,590.75
		100F	AGENCY FINANCIAL OPERATIONS	110F	BUDGET OPERATIONS	155,180.54	155,180.54	26,842.65	128,337.89
		100F Total				155,180.54	155,180.54	26,842.65	128,337.89
		2000	OPERATIONS	2010	COMPLAINTS	414,499.77	414,499.77	76,196.28	338,303.49
				2040	ACCOUNT MANAGEMENT	420,846.20	420,846.20	75,878.01	344,968.19
				2050	HEARINGS AND CONFLICT RESOLUTION	329,042.92	329,042.92	24,278.56	304,764.36
				2060	RESEARCH	376,648.34	376,648.34	16,550.70	360,097.64
				2080	GRANTS	765,503.79	765,503.79	280,854.71	484,649.08
		2000 Total				2,306,541.02	2,306,541.02	473,758.26	1,832,782.76
		4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	2,943,973.71	2,943,973.71	434,313.86	2,509,659.85
		4000 Total				2,943,973.71	2,943,973.71	434,313.86	2,509,659.85
		7000	MARKETING AND OUTREACH	7010	MARKETING	388,021.22	388,021.22	35,208.61	352,812.61
				7020	OUTREACH AND PUBLIC INFORMATION	2,700.00	2,700.00	0.00	2,700.00
		7000 Total				390,721.22	390,721.22	35,208.61	355,512.61
		8000	CLIENT SERVICES	8010	DRIVER SERVICE	898,487.44	898,487.44	132,286.16	766,201.28
				8020	COMPANY SERVICES	165,681.78	165,681.78	29,126.83	136,554.95
		8000 Total				1,064,169.22	1,064,169.22	161,412.99	902,756.23
0600 Total						13,223,982.14	13,223,982.14	1,683,342.05	11,540,640.09
0700	OPERATING INTRA-DISTRICT FUNDS	2000	OPERATIONS	2080	GRANTS	830,000.00	2,930,000.00	479,169.00	2,450,831.00
		2000 Total				830,000.00	2,930,000.00	479,169.00	2,450,831.00
0700 Total						830,000.00	2,930,000.00	479,169.00	2,450,831.00
Grand Total						19,949,379.14	22,049,379.14	2,859,085.44	19,190,293.70

Department of For-Hire Vehicles (TCO)
List of Intra-District Transfers

1) FY 2019 Intra-District Transfers from Other Agencies

Project No.	Description	Seller Agency	Buyer Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	LOI
CTS19N	Children Transportation Services	Department of For-Hire Vehicles	Child and Family Services Agency (CFSA)	2000	OPERATIONS	2080	GRANTS	Local Fund	9/28/2019	10/9/2018	358,350.00	
DSS19N	Data Sharing System	Department of For-Hire Vehicles	Department of Transportation	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	Local Fund	8/15/2019	8/21/2019	299,942.00	
TTI19N	Non-Emergency Medical Transportation	Department of For-Hire Vehicles	Department of Fire and Emergency Medical Services	2000	OPERATIONS	2080	GRANTS	Local Fund	5/14/2019	5/16/2019	4,042.46	
VET19N	Veterans Transportation Services	Department of For-Hire Vehicles	Mayor's Office of Veteran Affairs	2000	OPERATIONS	2080	GRANTS	Local Fund	9/12/2018	10/2/2018	118,250.00	
Total											\$ 780,584.46	

2) FY 2019 Intra-District Transfers to Other Agencies

Project No.	Description	Buyer Agency	Seller Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	LOI
9DE1TC	FY19 - DC NET Sweep	Department of For-Hire Vehicles	Office of the Chief Technology Officer (OCTO)	2000	OPERATIONS	2080	GRANTS	Local Fund	10/22/2018	2/1/2019	32,877.31	
9FM1TC	Fleet Services	Department of For-Hire Vehicles	Department of Public Works (DPW)	1000	AGENCY MANAGEMENT	1070	FLEET MANAGEMENT	Special Purpose Revenue Fund	Citywide MOU	12/31/2018	43,353.77	
AA01TC	Public Record Management	Department of For-Hire Vehicles	Mayor's Office of African Affairs (MOAA)	8000	CLIENT SERVICES	8010	DRIVER SERVICE	Special Purpose Revenue Fund	1/25/2019	2/19/2019	19,097.97	
BATC19	Record Retention Agreement	Department of For-Hire Vehicles	Office Of the Secretary	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	Special Purpose Revenue Fund	Citywide MOU	2/25/2019	22,743.00	
DFHV19	800MHZ Radio Communications	Department of For-Hire Vehicles	Office of Unified Communications (OUC)	4000	FIELD COMPLIANCE AND ENFORCEMENT	4010	FIELD ENFORCEMENT	Special Purpose Revenue Fund	10/10/2018	11/1/2018	6,646.68	10/17/2017
FHV311	SRMS Access for 311 Online/ Mobile Apps	Department of For-Hire Vehicles	Office of Unified Communications (OUC)	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	Special Purpose Revenue Fund	9/16/2019	9/24/2019	11,785.44	
J308TC	Telecommunications	Department of For-Hire Vehicles	Office of Finance and Resources Management (OFRM)	1000	AGENCY MANAGEMENT	1040	INFORMATION TECHNOLOGY	Special Purpose Revenue Fund	Citywide MOU	10/30/2018	34,366.03	
PX0TC0	Purchase/Travel Card	Department of For-Hire Vehicles	Purchase Card Transactions (PX0)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	Special Purpose Revenue Fund	Citywide MOU	10/1/2018	159,433.13	
TCBE19	Background Check	Department of For-Hire Vehicles	Department of Human Resources(DC HR)	8000	CLIENT SERVICES	8010	DRIVER SERVICE	Special Purpose Revenue Fund	10/9/2018	10/16/2018	7,068.80	
Total											\$ 337,372.13	

3) FY 2020 Intra-District Transfers from Other Agencies

Project No.	Description	Seller Agency	Buyer Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	LOI
CTS20N	Children Transportation Services	Department of For-Hire Vehicles	Child and Family Services Agency (CFSA)	2000	OPERATIONS	2080	GRANTS	Local Fund	9/27/2019	12/31/2019	830,000.00	10/24/2018
NMT20N	Senior Nonemergency medical Transportation	Department of For-Hire Vehicles	Department of Aging and Community Living	2000	OPERATIONS	2080	GRANTS	Local Fund	9/17/2019	10/7/2019	1,900,000.00	
TTI20N	Non-Emergency Medical Transportation	Department of For-Hire Vehicles	Department of Fire and Emergency Medical Services	2000	OPERATIONS	2080	GRANTS	Local Fund	12/10/2019	12/13/2019	22,416.00	
VET20N	Veterans Transportation Services	Department of For-Hire Vehicles	Mayor's Office of Veteran Affairs	2000	OPERATIONS	2080	GRANTS	Local Fund	8/23/2019	11/1/2019	200,000.00	
Total											\$ 2,952,416.00	

4) FY 2020 Intra-District Transfers to Other Agencies

Project No.	Description	Buyer Agency	Seller Agency	Program Code	Program Code Title	Activity Code	Activity Code Title	Funding Source	MOU Signature Date	Transferred Date	Amount	LOI
PX0TC0	Purchase/Travel Card	Department of For-Hire Vehicles	Purchase Card Transactions (PX0)	1000	AGENCY MANAGEMENT	1090	PERFORMANCE MANAGEMENT	Special Purpose Revenue Fund	Citywide MOU	10/1/2019	120,000.00	
Total											\$ 120,000.00	

Department of For-Hire Vehicles (TC0)
Special Purpose Revenue Funds
FY2019 and FY2020 Revenue and Expenditures

Fund Code	Fund Title	Source of Funding	Description	FY2019 Revenue	FY2019 Actual Expenditure	FY2020 Revenue 12/17/19	FY2020 Actual Expenditure 12/17/2019	Fund Balance (As of 09/30/2019)
2100	Justice Department Fingerprints	Taxicab Drivers	This fee is collected from taxicab drivers for fingerprinting/background check services. The fees are then transferred to DCHR via the Intra-District process to conduct the fingerprinting services	2,430	2,430	693	0	Lapsing Fund
2400	Public Vehicles For-Hire Consumer Service Fund	Taxicab Drivers, Taxicab Companies, Passengers, Digital Dispatch Service providers	This fund replaced Fund 2200 to include Digital Dispatch Service (DDS) providers. It is used to deposit revenue collected from surcharges, 1% gross receipts from DDS providers, licensing fees and other charges. This fund supports the day-to-day operations for the Agency.	10,084,337	10,042,902	443,079	2,084,319	4,683,389
				10,086,767	10,045,332	443,772	2,084,319	4,683,389

FY19-20 DFHV Contracts and Grants

Contracting Party/Supplier	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	Spent Amount	Term of the contract	Competitively Bid	CBE Status	Division	Contract Monitor	Results of Monitoring Activities	Fund
DELL MARKETING L.P.	FY19- DFHV - Computer Software	Software	Completed for Fiscal Year 19	PO601605	\$744.30	FY19	No- Not required under \$10K	No	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PITNEY BOWES	FY19 - DFHV - Pitney Bowes (Rental/Postage/Supplies/Svcs & Maintenance)	Postage, Rental, Supplies, and Maintenance	Completed for Fiscal Year 19	PO593693	\$1,467.30	FY19	No- Not required exempt from competition & under \$10k	No	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
BRIAR PATCH SHREDDING AND R	FY19 - DFHV Shredding Services	Secure Shredding	Completed for Fiscal Year 19	PO594436-V2	\$2,864.00	FY19	No- Not Required under \$10K	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EXPERIAN INFORMATION SOLUTIONS	FY19 - Continuation - DFHV - Vehicle Data Service (AUTOCHECK)- Experian	Software	Completed for Fiscal Year 19	PO594458	\$1,554.64	FY19	No- Not required under \$10K	No	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PITNEY BOWES	FY20 - DFHV - Pitney Bowes (Rental/Postage/Supplies/Services & Maintenance)	Postage, Rental, Supplies, and Maintenance	In Progress	PO614234	\$2,500.00	FY20	No- Not required exempt from competition & under \$10k	No	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
PITNEY BOWES	FY19 - DFHV - Pitney Bowes Postage	Postage	Completed for Fiscal Year 19	PO607183	\$1,105.00	FY19	No- Not required exempt from competition & under \$10k	No	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
WEST PUBLISHING CORP	FY19 - DFHV Thomson Reuters (West Law) Legal Research Database	Database Access	Completed for Fiscal Year 19	PO593692	\$4,132.94	FY19	No- Not required exempt from competition & under \$10k	No	Legal	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE TRIAGE GROUP, LLC	FY20 - DFHV - Vehicle History Reporting Subscription (Vin Audit)	Subscription	In Progress	PO614307	\$4,140.00	FY20	No- Not required exempt from competition & under \$10k	Yes	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE TRIAGE GROUP, LLC	FY19 - DFHV Vehicle History Reporting Subscription (VinAudit)	Subscription	Completed for Fiscal Year 19	PO593694	\$4,140.00	FY19	No- Not required exempt from competition & under \$10k	Yes	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
QLESS INC.	FY19 - DFHV Qless-Virtual Queueing/Analytics/Software Support and Monitoring	Software	Completed for Fiscal Year 19	PO593652	\$4,630.44	FY19	No- Not required under \$10K	No	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
LESSONLY INC.	FY19 - DFHV - Lessonly Renewal and Maintenance	Software	Completed for Fiscal Year 19	PO608430	\$5,000.00	FY19	No- Not required under \$10K	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	FY19-DFHV- Laptop for New Director David Do	Hardware	Completed for Fiscal Year 19	PO596311	\$5,219.96	FY19	No- Not required under \$10K	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE WASHINGTON CONSULTING TEAM	FY19-DFHV-Staff Training	Training & Facilitation; Workshop Prep; Post Workshop; and Set up and materials	Completed for Fiscal Year 19	PO600700	\$5,350.00	FY19	No- Not required under \$10K	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
QLESS INC.	FY20 - DFHV - Queueing System and Software (Qless)	Software	In Progress	PO613201	\$0.00	FY20	No- Not required under \$10K	No	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Curtis Property Management Cor	fy19 DFHV 2nd floor-Adjudication Room Open Office Conversion	Labor and materials- office renovation	Completed for Fiscal Year 19	PO594899	\$5,947.80	FY19	No- Not Required under \$10K	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CARASOFT TECHNOLOGY CORP	FY19 DFHV Salesforce Licenses	Software	Completed for Fiscal Year 19	PO601881	\$6,195.02	FY19	No- Not Required under \$10K	No	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
NEAL R GROSS AND CO INC	FY19 - DFHV Transcription Services (Complaints)	Professional Services and Transcripts	Completed for Fiscal Year 19	PO604539	\$6,467.50	FY19	No- Not required under \$10K	Yes	Hearing/Adjudication	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Contracting Party/Supplier	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	Spent Amount	Term of the contract	Competitively Bid	CBE Status	Division	Contract Monitor	Results of Monitoring Activities	Fund
TOTAL OFFICE PRODUCTS INC	FY19 - DFHV Executive Staff Retreat Planning	Training & Facilitation; Workshop Prep; Post Workshop; and Set up and materials	Completed for Fiscal Year 19	PO598012	\$6,606.50	FY19	No- Not required under \$10K	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
WEST PUBLISHING CORP	FY20 - DFHV - Legal Database Licenses	Professional Services	In Progress	PO614058	\$0.00	FY20	No- Not required exempt from competition & under \$10k	No	Legal	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TOTAL OFFICE PRODUCTS INC	FY19 - DFHV Enforcement Team Staff Retreat	Training & Facilitation; Workshop Prep; Post Workshop; and Set up and materials	Completed for Fiscal Year 19	PO604856-V2	\$7,375.00	FY19	No- Not required under \$10K	Yes	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SENODA INC.	FY19 - DFHV Senoda Printing	Production of print materials	Completed for Fiscal Year 19	PO603228	\$7,471.00	FY19	No- Not required under \$10K	Yes	Communications /Marketing	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
DELL MARKETING L.P.	FY19 - DFHV - Dell Computer Order	Hardware	Completed for Fiscal Year 19	PO610367	\$8,178.00	FY19	No- Not Required under \$10K	No	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CLOUDCALL INC.	FY19 - Continuation - CloudCall (Synety) Complaints Call Recording - Opt Year 3	Voice Calling Software	Completed for Fiscal Year 19	PO598995	\$8,976.00	FY19	No- Not Required under \$10K	No	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
MW CONSULTING LLC	FY19 - DFHV- Media Training	Professional Training Services	Completed for Fiscal Year 19	PO600718	\$9,573.65	FY19	No- Not required under \$10K	Yes	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CLOUDCALL INC.	FY20 - DFHV - CloudCall (Synety) Call Recording	Voice Calling Software	In Progress	PO613501	\$0.00	FY20	No- Not Required under \$10K	No	Client Services	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	FY19 - DFHV - Copier Supplies	Copier Supply: Toners, Drums, etc.	Completed for Fiscal Year 19	PO595791	\$9,817.56	FY19	No- Not required under \$10K	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Bayne LLC DBA Hales Creative Solutions	FY19 - DFHV Transportation Survey	Outreach and Data collection; Phone calls, grassroots surveying	Completed for Fiscal Year 19	PO594880	\$9,895.00	FY19	No- Not Required under \$10K	Yes	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	FY20 - DFHV - OFFICE SUPPLIES	Office Supplies	In Progress	PO617763	\$0.00	FY20	No- Not required under \$10K	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
AMERICAN BUSINESS SUPPLIES	FY20 - Continuation - DFHV - Office Supplies BPA - 19-0023	Office Supplies	In Progress	PO613891	\$1,272.83	FY20	No- continuation of performance period	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
NEAL R GROSS AND CO INC	FY19 - DFHV - Court Reporting and Transcription Services	Professional Services and Transcripts	Completed for Fiscal Year 19	PO595417-V2	\$8,459.00	FY19	Yes	Yes	Hearing/Adjudication	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SENODA INC.	FY20 - DFHV - Printing & Marketing Materials - Transportation Programs	Production of print materials	In Progress	PO616122	\$1,303.00	FY20	No- Not required under \$10K	Yes	Communications /Marketing	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SHARING CITIES ALLIANCE	FY19 DFHV Sharing Cities Alliance Premium Partnership Membership Subscription	Subscription	Completed for Fiscal Year 19	PO607661	\$2,785.00	FY19	No- Not required exempt from competition & under \$10k	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Contracting Party/Supplier	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	Spent Amount	Term of the contract	Competitively Bid	CBE Status	Division	Contract Monitor	Results of Monitoring Activities	Fund
FEDERAL PARKING INC	FY20 - DFHV - Parking for Agency	Parking spaces	In Progress	PO613358	\$2,958.36	FY20	No- Not required exempt from competition	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID INC	New - IT Consultant (PIPELINE) - FY19 - DFHV - Help Desk Specialist (Journeyman) - O'Type	Temporary Staff augmentation	Completed for Fiscal Year 19	PO603217	\$0.00	FY19	Yes	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	FY19 - DFHV - Office Supplies	Office Supplies	In Progress	PO595765-V2	\$11,420.36	FY19	No- Not required under \$10K upon initial award, funding increase later	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
GRANTANALYST.COM LLC	FY19 DFHV Zoom Grants Subscription	Subscription	Completed for Fiscal Year 19	PO602432	\$14,495.00	FY19	No- Not required exempt from competition	No	Grants	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
DELL MARKETING L.P.	DFHV- FY 19 Dell Computers	Hardware	Completed for Fiscal Year 19	PO601899	\$14,843.00	FY19	No- Utilized the District Dell contract	No	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
AMERICAN BUSINESS SUPPLIES	FY19 - DFHV - Office Supplies - BPA	Office Supplies	Completed for Fiscal Year 19	PO597552-V3	\$14,921.52	FY19	Yes	Yes	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPASS GROUP USA, INC	FY20 - DFHV - Special Event Venue: District For-Hire Vehicles Conference for Drivers For-Hire	Venue for special events	In Progress	PO616121	\$0.00	FY20	No- Not Required exempt from competition	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
FEDERAL PARKING INC	FY19 - Parking for DFHV	Parking spaces	Completed for Fiscal Year 19	PO593651	\$15,557.92	FY19	No- Not required exempt from competition	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
SOUL TREE LLC	FY19 - DFHV Temporary Support Services - Copy Editor	Temporary Staff augmentation-Labor	Completed for Fiscal Year 19	PO594878-V2	\$13,763.00	FY19	Yes	Yes	Communications /Marketing	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
ICONLOGIC INC.	FY19 DFHV- Drivers Online Training	Professional Services-Labor	Completed for Fiscal Year 19	PO607768	\$17,832.00	FY20	No- continuation of performance period	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
ICONLOGIC INC.	FY20- Continuation - DFHV - (CW45497) Learning Management System (LMS)	Software	In Progress	PO611642	\$17,500.00	FY20	No- continuation of performance period	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
ICONLOGIC INC.	FY19 - Continuation - IconLogic, Inc. - Learning Management System (LMS) - (CW45497)-Opt Year 2	Software	Completed for Fiscal Year 19	PO591529	\$18,220.00	FY19	No- continuation of performance period	No	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
THE AQUILINE GROUP	FY19 - Continuation - DFHV - Community Engagement (CW63242)-Base Year	Professional Outreach services	Completed for Fiscal Year 19	PO593798	\$20,020.00	FY19	No- continuation of performance period	Yes	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID INC	IT Consultants (PIPELINE) FY19 - DFHV - IT Consultants (Master) - O'Type	Temporary Staff augmentation	Completed for Fiscal Year 19	PO590932-V4	\$27,686.00	FY19	No - continuation of resource	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TECKNOMIC LLC	FY20 - Continuation DFHV - CW70002 - Temporary Services Court Clerk	Temporary Staff augmentation-Labor	In Progress	PO613357	\$7,874.48	FY20	Yes	Yes	Hearing/Adjudication	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
MORGAN S INC	FY20 - Continuation - DFHV - Uniforms BPA:19-0003	Uniforms	In Progress	PO613502	\$0.00	FY20	No- continuation of performance period	Yes	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
MORGAN S INC	FY19 - DFHV - Uniforms	Uniforms	Completed for Fiscal Year 19	PO596908	\$21,898.11	FY19	Yes	Yes	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TOTAL TRANSPORTATION TRAINING	FY20 - Continuation - DFHV - (CW70319) - Anonymous Client Testing/ Surveys	Test Rides & Surveys, Data Collection and Reporting	In Progress	PO613356	\$0.00	FY20	No- continuation of performance period	No	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TOTAL TRANSPORTATION TRAINING	FY19 - DFHV- Anonymous for-hire riders and Anonymous client services testers	Test Rides & Surveys, Data Collection and Reporting	Completed for Fiscal Year 19	PO603040	\$30,000.00	FY19	Yes	No	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Contracting Party/Supplier	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	Spent Amount	Term of the contract	Competitively Bid	CBE Status	Division	Contract Monitor	Results of Monitoring Activities	Fund
WINDELS MARX LANE AND MITTENDORF	FY19 - DFHV - Integrated VFH Company (IVC) Research	Industry Research and Report	Completed for Fiscal Year 19	PO596909-V2	\$31,140.00	FY19	No- continuation of performance period	No	Research	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Pendragwn Productions LLC	FY 19 - DFHV VIO TRAINING VIDEOS	Professional Services and Training Video	Completed for Fiscal Year 19	PO607662	\$34,650.00	FY19	No- Not required exempt from competition	Yes	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CRISWELL CHEVROLET, INC.	FY19 - DFHV - DPW FLEET MANAGEMENT PURCHASE NEW ELECTRIC VEHICLE	Vehicle	Completed for Fiscal Year 19	PO600967	\$37,968.75	FY19	Yes	No	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
GTECHNA USA CORPORATION	FY20 - Continuation - DFHV - Citation Management Solution - (CW52081)	LPRS Equipment/Hardware, Software, and Warranty	In Progress	PO613009	\$39,395.13	FY20	No- continuation of performance period	No	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TECKNOMIC LLC	FY19- DFHV Court Clerk	Temporary Staff augmentation-Labor	Completed for Fiscal Year 19	PO602079	\$28,234.76	FY19	Yes	Yes	Hearing/Adjudication	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID INC	IT Consultants (PIPELINE) FY19 - DFHV - Help Desk Specialist (Journeyman) - O>Type	Temporary Staff augmentation	Completed for Fiscal Year 19	PO591121-V4	\$39,526.29	FY19	Yes	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
METROPOLITAN OFFICE PRODUCTS	FY19 - DFHV - Maintenance & Rental Agreement - Five (5) Canon Copiers IRC5255/IRC5250/IRC5051/IRC2030/IRC2030	Rental and Maintenance/Support	Completed for Fiscal Year 19	PO594905	\$42,420.00	FY19	No- Not required exempt from competition	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
NEAL R GROSS AND CO INC	FY20 - DFHV - Court Reporter and Transcription Services	Professional Services and Transcripts	In Progress	PO615264	\$0.00	FY20	Yes	Yes	Hearing/Adjudication	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CO	FY20 - Continuation - DFHV - Salesforce Enhancements	Professional Services-Labor	In Progress	PO616274	\$0.00	FY20	No- continuation of performance period	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
BALD CYPRESS MEDIA LLC	FY19 - DFHV Taxi Community Forum	Event Planning services	Completed for Fiscal Year 19	PO609928	\$65,155.00	FY19	No- Not Required exempt from competition	Yes	Office of Director	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CANON SOLUTIONS AMERICA, INC	FY20 - DFHV Canon Copiers & Maintenance Agreement	Copiers Machines and Maintenance	In Progress	PO617124	\$0.00	FY20	No- Not Required exempt from competition	No	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
JAMES COOPER DBA Transport Research Partners	FY19- DFHV Decongestion Dynamic Pricing Research	Research, Data Collection and Reporting	Completed for Fiscal Year 19	PO607985	\$68,280.00	FY19	No- Not required exempt from competition	No	Research	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID INC	Continuation - IT Consultants (PIPELINE) - FY20 - DFHV - IT Consultant (Master)- O>Type	Temporary Staff augmentation	In Progress	PO612487	\$8,412.81	FY20	No - continuation of resource	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	FY19 - Continuation - DFHV - EastBanc, LLC - Data Visualization - Opt Yr 3- (CW39379)	Dashboard development, maintenance and support; licenses	Completed for Fiscal Year 19	PO593951	\$41,350.56	FY19	No- continuation of performance period	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	FY20 - Continuation - Option Year 4 - DFHV - (CW39379) Data Visualization, Software Maintenance and Professional Services	Dashboard development, maintenance and support; licenses	In Progress	PO611599-V2	\$4,800.00	FY20	No- continuation of performance period	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID INC	New-IT Consultants (PIPELINE) - FY19 - DFHV - IT Consultant (Master)- O>Type	Temporary Staff augmentation	Completed for Fiscal Year 19	PO601187-V3	\$73,383.80	FY19	Yes	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
COMPUTER AID INC	Continuation - IT Consultants (PIPELINE) FY19 - DFHV - IT Consultant (Master)- O>Type	Temporary Staff augmentation	Completed for Fiscal Year 19	PO590687	\$60,770.77	FY19	No - continuation of resource	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Seaberry Design & Communications	FY20 - Continuation - DFHV - Branding and Marketing - (CW51022)	Professional Marketing Services	In Progress	PO613441	\$4,472.50	FY20	No- continuation of performance period	Yes	Communications /Marketing	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Seaberry Design & Communications	FY19 - Continuation - DFHV - Seaberry Design & Communication, LLC- Marketing & Branding (CW51022)	Professional Marketing Services	Completed for Fiscal Year 19	PO591645	\$110,000.00	FY19	No- continuation of performance period	Yes	Communications /Marketing	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Seaberry Design & Communications	FY19 - Continuation - DFHV - Seaberry Design & Communication, LLC- Marketing & Branding (CW51022)	Professional Marketing Services	Completed for Fiscal Year 19	PO604487	\$129,430.95	FY19	No- continuation of performance period	Yes	Communications /Marketing	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Contracting Party/Supplier	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	Spent Amount	Term of the contract	Competitively Bid	CBE Status	Division	Contract Monitor	Results of Monitoring Activities	Fund
HEALTH IT 2 DBA CODICE	FY19 - DFHV Temporary Support Services - Business Intelligence Developer	Temporary Staff augmentation	Completed for Fiscal Year 19	PO594223-V3	\$128,504.60	FY19	Yes	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
GTECHNA USA CORPORATION	FY19 - DFHV - Citation Management System with (LPRS)	LPRS Equipment/Hardware, Software, and Warranty; Professional Services	Completed for Fiscal Year 19	PO603072	\$153,797.49	FY19	No- Utilized the District's existing requirements contracts	No	Enforcement	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
HEALTH IT 2 DBA CODICE	FY20 - Continuation - DFHV - (CWS1133 Codice Health IT 2) - Temporary Services: Various Positions	Temporary Staff augmentation	In Progress	PO611493-V2	\$17,500.00	FY20	No- continuation of performance period	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CO	FY19- DFHV Salesforce Changes and Enhancements	Professional Services-Labor	Completed for Fiscal Year 19	PO593979-V2	\$177,037.65	FY19	Yes	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CO	FY19 - Salesforce Licenses Renewal	Software	Completed for Fiscal Year 19	PO593878	\$190,814.13	FY19	No- Not required exempt from competition	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
CARASOFT TECHNOLOGY CORP	FY20 - DFHV - Salesforce Licenses (New plus file storage)	Software	In Progress	PO617523	\$0.00	FY20	Yes	No	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
HEALTH IT 2 DBA CODICE	FY19 - Continuation - DFHV - Codice (Health IT 2 Bus Solutions, LLC) - Temp Services - Opt Year 2 - (CWS1133)	Temporary Staff augmentation	Completed for Fiscal Year 19	PO591528-V6	\$150,545.55	FY19	No- continuation of performance period	Yes	Administration	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TELECOMMUNICATIONS DEV CO	FY20 - DFHV - Salesforce Professional	Temporary Staff augmentation-Labor	In Progress	PO614808	\$19,200.00	FY20	No- Utilized the District's existing requirements contracts	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	FY20 - DFHV - Mobile Apps & Digital Platforms	Apps Development, hosting service, maintenance and support	In Progress	PO614803-V3	\$10,750.00	FY20	No- Not required exempt from competition	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
EASTBANC TECHNOLOGIES LL	FY19 - DFHV - Modification -Taxi Mobile Apps (T08) - Task Order #8- Option Year 2 (CW41928)	Apps Development, hosting service, maintenance and support	Completed for Fiscal Year 19	PO593252-V3	\$690,996.23	FY19	No- continuation of performance period	Yes	Technology	Khadija Fuller	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Pars Corp	VetsRide Pilot	VetsRide Rides	Completed for FY2019	PO591135-V3	\$34,575.00	19	VetRides: open competitive bid	NO	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Pars Corp	Transport DC	TDC Trips	Completed for FY2019	PO591608-V6	\$770,902.00	19	TDC Grant: open competitive bid	NO	Grants	Gerald Kasunic	Satisfactory	507
Pars Corp	Business Transformation Grant: WAV	WAV Training: 165 drivers	Completed for FY2019	PO594590-V3	\$3,691.00	19	BTG: WAV Disability Training	NO	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Pars Corp	Innovation Grant: Dome Lights	Innovation grant, 75 dome lights on cabs	Completed for FY2019	PO610642	\$23,000.00	19	Dome Light - Innovation Grant Award - non competitive	NO	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Transport DC	TDC Trips	Completed for FY2019	PO590930-V5	\$3,211,552.00	19	TDC Grant: Open competitive bid	YES	Grants	Gerald Kasunic	Satisfactory	507
TRANSCO, INC.	Non-Emergency Medical Transportation Pilot with FEMS)	NEMT Trips	Completed for FY2019	PO591543-V2	\$33,058.12	19	NEMT Grant - Open Competitive bid.	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Education First Program with CFSA	CFSA Trips	Completed for FY2019	PO591534-V3	\$264,600.00	19	CFSA: Open Competitive Bid.	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Microtransit Pilot	Operating costs for DC Microtransit.	Completed for FY2019	PO592932-V3	\$270,000.00	19	MicroTransit - Open Competitive Bid	YES	Grants	Michael Tietjen	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Transport DC: Pooled Rides Pilot	TDC: Shared Rides	Completed for FY2019	PO605525-V2	\$16,205.00	19	TDC Pool Rides Beta: Open Competitive Bid	YES	Grants	Gerald Kasunic	Satisfactory	507
United Ventures Consortium Inc	Business Transformation Grant: Green Rides, T2R and DEB	Multi-grant pilot program, trips and training completed.	Completed for FY2019	PO594589-V4	\$285,973.69	19	BTG: Driver Training, Green Rides, T2R, Marketing, and Drivers Earning Boost - open competitive bid	NO	Grants	Michael Tietjen	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Contracting Party/Supplier	Nature of Contract	Outputs and deliverables	Status of deliverables	PO Number	Spent Amount	Term of the contract	Competitively Bid	CBE Status	Division	Contract Monitor	Results of Monitoring Activities	Fund
YELLOW CAB CO. OF DC, INC.	Transport DC	TDC Trips	Completed for FY2019	PO590978-V5	\$1,845,147.00	19	TDC Grant: Open Competitive Bid.	YES	Grants	Gerald Kasunic	Satisfactory	507
YELLOW CAB CO. OF DC, INC.	VetsRide Pilot	VetsRide Rides	Completed for FY2019	PO591337-V3	\$836,755.00	19	VetRides Grant: Open Competitive Bid	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
YELLOW CAB CO. OF DC, INC.	T2R	Taxi-to-Rail Trips	Completed for FY2019	PO595481-V2	\$11,294.57	19	BTG: T2R Grant: Open Competitive Bid.	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
YELLOW CAB CO. OF DC, INC.	Education First Program with CFSA	CFSA Trips	Completed for FY2019	PO610637	\$63,750.00	19	CFSA Grant: Open competitive bid.	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
Pars Corp	Transport DC: Pooled Rides Pilot	Program suspended.	FY20: In progress	PO611853-V2	\$1,470.00	20	TDC Pool Rides: Open and competitive bidding.	NO	Grants	Gerald Kasunic	Unavailable	GRANTS - LOCAL
Pars Corp	Transport DC	TDC Trips	FY20: In progress	PO611908	\$156,117.50	20	TDC Grant: Open and Competitive bidding	NO	Grants	Gerald Kasunic	Satisfactory	GRANTS - LOCAL
River North Transit LLC	VetsRide Pilot	VetsRide Rides	FY20: In progress	PO618051	\$0.00	20	VetsRide: Open and Competitive Bid	NO	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Microtransit Pilot	Operating costs for DC Microtransit.	FY20: In progress	PO611638	\$201,514.45	20	MicroTranist: Open & competitive Bid	YES	Grants	Michael Tietjen	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Transport DC	TDC Trips	FY20: In progress	PO611835	\$453,165.50	20	TDC Grant: Open & competitive bid	YES	Grants	Gerald Kasunic	Satisfactory	GRANTS - LOCAL
TRANSCO, INC.	Non-Emergency Medical Transportation Pilot with FEMS	NEMT Trips	FY20: In progress	PO611995	\$4,000.00	20	FEMS/NEMT: Open and competitive bid	YES	Grants	Michael Tietjen	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
TRANSCO, INC.	Education First Program with CFSA	CFSA Trips	FY20: In progress	PO613513	\$245,525.00	20	CFSA Grant: Open and competitive bid	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
United Ventures Consortium Inc	T2R	Taxi-to-Rail Trips	FY20: In progress	PO611463-V3	\$2,987.97	20	Option year exercised from original FY19 grant (BTG: Taxi-to Rail).	NO	Grants	Michael Tietjen	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
United Ventures Consortium Inc	Transport DC	TDC Trips (Pilot - App-Based Rides)	FY20: In progress	PO612786	\$0.00	20	TDC Grant: open and competitive bid	NO	Grants	Gerald Kasunic	Satisfactory	GRANTS - LOCAL
YELLOW CAB CO. OF DC, INC.	Transport DC	TDC Trips	FY20: In progress	PO611855	\$301,998.50	20	TDC Grant: open and competitive bid.	YES	Grants	Gerald Kasunic	Satisfactory	GRANTS - LOCAL
YELLOW CAB CO. OF DC, INC.	Education First Program with CFSA	CFSA Trips	FY20: In progress	PO613444	\$109,800.00	20	CFSA Grant: Open and Competitive Bid	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
YELLOW CAB CO. OF DC, INC.	Senior Med Express	Senior Med Express	FY20: In progress	PO615159	\$247,380.00	20	Option year exercised from NGA carried over from FY19 DAEL award.	YES	Grants	Gerald Kasunic	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE
YELLOW CAB CO. OF DC, INC.	T2R	Taxi-to-Rail Trips	FY20: In progress	PO616097-V3	\$11,436.47	20	Option year exercised from original FY19 grant (BTG: Taxi-to Rail).	YES	Grants	Michael Tietjen	Satisfactory	PUBLIC VEHICLES FOR HIRE CONSUMER SERVICE

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
10/29/2018	HAILE	MARTHA	PAYPAL	Warehousing, Freight and Delivery	\$159.65	Delivery of Confidential Packages
10/23/2018	MIXON	JUANDA	TECHCONNECT	Education	\$300.00	Submission fee for award consideration at Smart Cities
10/27/2018	MIXON	JUANDA	COMCAST	Utilities	\$183.22	Monthly cable service. Due 10-27-18. Period is 10/22/18-
10/10/2018	MIXON	JUANDA	FEDEX	Print and Duplicating Services	\$46.08	Printing of NEMT (non-emergency medical transport) contact cards at Transportation Options Town Hall. Fire-displaced residents of Arthur Capper housing development.Event was the next day. Had to get cards
10/26/2018	MIXON	JUANDA	EIG	Professional Services	\$2,268.00	Invoice for 12 months. Enewsletter and other electronic marketing.
10/27/2018	MIXON	JUANDA	FEDEX	Warehousing, Freight and Delivery	\$12.60	Two boxes of belongings sent to former employee. Needed guaranteed delivery.
09/27/2018	MIXON	JUANDA	SYNETY INC	Computer, Hardware, Software and Peripherals	\$375.00	Management analytics and administrator efficiency.
10/18/2018	MIXON	JUANDA	ADOBE INC	Computer, Hardware, Software and Peripherals	\$379.79	Adobe software for 20 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 10-17-18 to 11-16-18.
10/18/2018	MIXON	JUANDA	SMK	Professional Services	\$372.00	Internal and external agency surveys-one year package.
11/28/2018	HAILE	MARTHA	THE HOME DEPOT 2583	Retail	\$87.27	Desk light/lamp for the new Director @ HomeDepot.
11/07/2018	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$69.00	Store 'n' Go V3 USB 3.0 Drive, 128GB, Black/Gray for computer reimaging
11/07/2018	MIXON	JUANDA	INT*IN *REDMON GROUP,	Professional Services	\$2,500.00	Redesign of current signage.
11/22/2018	MIXON	JUANDA	COMCAST	Utilities	\$183.22	Monthly cable service. Due 11-27-18. Period is 11/22/18-12/21-18.
11/20/2018	HAILE	MARTHA	NEAL R. GROSS & CO., I	Professional Services	\$1,200.00	This is for OHE hearing Transcribing and word processing service.
11/02/2018	MIXON	JUANDA	APL*APPLE ONLINE STORE	Retail	\$8.48	Shipping (Mac keyboard, mouse and shipping). Apple charged separately. Tax expected to be refunded.
11/09/2018	HAILE	MARTHA	PAYPAL	Warehousing, Freight and Delivery	\$48.50	Confidential package
10/31/2018	HAILE	MARTHA	INT*IN *TELECOMMUNICAT	Professional Services	\$3,668.22	Renewal of Salesforce File storage (1 TB)-file storage space which is used to store driver documentation and other attachments
11/18/2018	MIXON	JUANDA	ADOBE INC	Computer, Hardware, Software and Peripherals	\$379.79	Adobe software for 21 licenses. Also added Adobe Creative Suite for Marketing Department Mac Computer. Period is 11-17-18 to 12-16-18.
11/02/2018	MIXON	JUANDA	APL*APPLE ONLINE STORE	Retail	\$83.74	Mac mouse (keyboard, mouse and shipping). Apple charged separately. Tax expected to be refunded.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
11/02/2018	MIXON	JUANDA	APL*APPLE ONLINE STORE	Retail	\$104.94	Mac keyboard (keyboard, mouse and shipping). Apple charged separately. Tax expected to be refunded.
11/10/2018	MIXON	JUANDA	APL*APPLE ONLINE STORE	Retail	-\$5.22	Refund of taxes (\$4.74 + \$0.48) for Mac mouse and shipping. KF- This completes the expected refund.
11/10/2018	MIXON	JUANDA	APL*APPLE ONLINE STORE	Retail	-\$5.94	Refund of taxes (\$5.94) for Mac keyboard.
11/29/2018	HAILE	MARTHA	THE HOME DEPOT #2583	Retail	\$39.97	Office Lighting
12/17/2018	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$3,153.38	Office supplies for newly hired senior level staff
12/19/2018	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$642.73	Office supplies for the New Director.
12/19/2018	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$1,995.00	Cubicle relocation
12/26/2018	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$950.00	Disassemble - Reassemble furniture
12/27/2018	HAILE	MARTHA	CURTIS PROPERTY MANAGE	Professional Services	\$420.00	Building Maintenance for Office Key, required to purchase from this vendor.
12/28/2018	HAILE	MARTHA	COMCAST	Utilities	\$183.22	Monthly Cable
12/18/2018	HAILE	MARTHA	FEDEX	Print and Duplicating Services	\$44.94	This is a transaction for agency printing
11/30/2018	HAILE	MARTHA	CHESAPEAKE REGION SAFE	Professional Services	\$45.00	Defensive driving class for Vehicle Inspection Officers.
12/20/2018	HAILE	MARTHA	IATR	Other	\$525.00	IATR Membership Renewal- vendor does not have to be CBE because membership fees are exempted.
12/16/2018	HAILE	MARTHA	LINKEDIN-430	Professional Services	\$279.08	Job postings for three senior level management positions, competition exempt, this was the purchase for advertisement.
12/05/2018	HAILE	MARTHA	SLACK	Computer, Hardware, Software and Peripherals	\$4,000.00	This purchase is for "Slack" a new agency communication platform tool subscription for 27 staff members.
01/15/2019	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$325.00	Office supplies
01/16/2019	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$2,228.72	Office supply purchase for newly hired employees:
01/29/2019	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$3,959.98	Dell computer purchase for newly hired employees.2 Dell laptops. OCP Waiver for this purchase is attached. 2/12/18- Items were picked up for return, Agency should be expecting (Received) a refund for this purchase.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
01/17/2019	HAILE	MARTHA	SOUTHWEST	Airline	\$243.48	flight to PIO, Neville Waters attendance to IOT transportation evolution expo event
01/18/2019	HAILE	MARTHA	EMBASSY SUITES FT LAUD	Lodging	\$315.27	Hotel fees for lodging, refund for taxes have been requested, see email attached.
01/29/2019	HAILE	MARTHA	INT*IN *REDMON GROUP,	Professional Services	\$151.80	Vendor provided maintenance and support of existing software.
01/04/2019	HAILE	MARTHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$344.77	Adobe Monthly subscription
01/18/2019	HAILE	MARTHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$344.77	Adobe monthly subscription
01/31/2019	HAILE	MARTHA	COMCAST	Utilities	\$191.45	Comcast monthly bill
01/17/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$25.00	CallHub RECEIPT #1959073956132554271 Text blast
01/17/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$100.00	CallHub text blast to the drivers.
01/29/2019	HAILE	MARTHA	SKILLPATH / NATIONAL	Education	\$162.81	Payment made for Training Course for Eric Ampedu. Tax as been requested to be refunded
01/03/2019	HAILE	MARTHA	EB TRANSPORTATION CAMP	Professional Services	\$54.59	Director's ticket for TransportationCamp DC 2019 at the Catholic University of America
01/03/2019	HAILE	MARTHA	TRB ANNUAL MEETING	Professional Services	\$1,185.00	Transportation Research Board 98th Annual Meeting registration for Director Do.
01/03/2019	HAILE	MARTHA	TRB ANNUAL MEETING	Professional Services	\$500.00	Registration for the Transportation Research Board 98th Annual Meeting
01/04/2019	HAILE	MARTHA	AMERICAN PLANNING A	Professional Services	\$865.00	Director Do registration for the 2019 National Planning Conference
01/07/2019	HAILE	MARTHA	IATR	Other	\$940.00	Registration for 2019 conference non-member fee but later on adjusted to members fee \$790.
01/07/2019	HAILE	MARTHA	IATR	Professional Services	-\$150.00	It is a refund for the previous \$940 conference registration fee. The amount is adjusted to \$790.
01/15/2019	HAILE	MARTHA	TECHCONNECT	Education	\$1,390.00	Conference fee for Neville Waters (Chief Information officer) on smart cities Innovation summit 2019
01/01/2019	HAILE	MARTHA	SLACK	Computer, Hardware, Software and Peripherals	\$293.42	adding new users to slack
01/04/2019	HAILE	MARTHA	AMERICAN PLANNING A	Professional Services	\$667.00	American Planning Association Membership fee
01/11/2019	HAILE	MARTHA	TRB ANNUAL MEETING	Professional Services	\$1,250.00	Neville Water's admission to the Transportation Research Board Career Fair
01/29/2019	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$3,025.89	This was to purchase inventory for 2 new employees until OCP award BPA for IT equipment/supplies, docking stations and keyboard.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
01/16/2019	HAILE	MARTHA	MSFT * E06007DDXQ	Computer, Hardware, Software and Peripherals	\$571.34	Software Visual Studio Marketplace; Tax was add and a refund request has been submitted see attachment.
02/01/2019	HAILE	MARTHA	SLACK	Computer, Hardware, Software and Peripherals	120.8	1 users subscription to SLACK- a communication tool for the agency, annual price per person.
02/01/2019	HAILE	MARTHA	SKYLINE DISPLAYS	Maintenance Repair Operation	564.17	Tablecloth for DFHV promotion and outreach, urgent request needed item for public event.
02/04/2019	HAILE	MARTHA	VIMEO PRO	Other	199	Annual subscription of social media platform
02/04/2019	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	578.58	Office supplies for new staff members
02/04/2019	HAILE	MARTHA	CURTIS PROPERTY MANAGE	Professional Services	105	2- Office keys, services provided by building manager.
02/04/2019	HAILE	MARTHA	SKILLPATH / NATIONAL	Education	-1.91	Paid for employee training materials, taxes paid and refunded.
02/04/2019	TRAN	CHAU	UNITED AIRLINES	Airline	439.6	TRAVEL FOR NEVILLE WATERS.
02/04/2019	TRAN	CHAU	UNITED AIRLINES	Airline	652.6	TRAVEL FOR DIRECTOR DAVID DO.
02/06/2019	HAILE	MARTHA	STAPLES 00102186	Office Equipment and Supplies	131.97	DFHV FY19 Council oversight hearing materials, urgent request no cbe/sbe could meet the same day request.
02/07/2019	HAILE	MARTHA	SQU*SQ *NORMAN HAYES	Professional Services	4995	Building management services performed by building manager.
02/08/2019	HAILE	MARTHA	UNIV MD CP FND WEBSITE	Professional Services	1000	DFHV's participation/sponsorship fee for the annual UMD Data Challenge Event
02/08/2019	HAILE	MARTHA	LEGAL BLUEBOOK BLUEBOO	Retail	49.36	The Bluebook-copyrighted materials for General Counsel
02/08/2019	HAILE	MARTHA	STAPLES 00107417	Office Equipment and Supplies	131.42	Council oversight hearing preparation materials - binders and three hole punched papers, needed same day delivery no sbe could provide.
02/11/2019	HAILE	MARTHA	STAPLES 00102186	Office Equipment and Supplies	27.78	Binders for Council oversight hearing prep, no SBE could do same day delivery.
02/12/2019	HAILE	MARTHA	CAREERS IN MOTION	Professional Services	250	2 job postings on TRB/ Careers in motion site advertising.
02/12/2019	TRAN	CHAU	HILTON HOTELS	Lodging	355.17	this amount was refunded.
02/18/2019	HAILE	MARTHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	404.73	Adding additional users to adobe cloud subscription monthly price for 27users.
02/21/2019	HAILE	MARTHA	THE CONTAINER STORE	Retail	59.65	These containers are used to organize the file room. NO SBE could provide exact items.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
02/22/2019	HAILE	MARTHA	AMZN MKTP US	Retail	12.43	Warranty only for item purchased, refund for sales tax has been requested.
02/22/2019	HAILE	MARTHA	SKILLPATH / NATIONAL	Education	59.95	BOOKS for the Enforcement Team. No taxes were paid, see invoice attached.
02/23/2019	HAILE	MARTHA	AMZN MKTP US	Retail	355.98	Needed timely delivery for this purchase, and currently BPA contractor couldn't produce the item requested.
02/25/2019	HAILE	MARTHA	SQU*SQ *NORMAN HAYES	Professional Services	548	Services performed by the building manager, TV mounting for the new general counsel office
02/25/2019	HAILE	MARTHA	GENERAL ASSEMBLY	Education	400	SQL bootcamp two classes for data management, TRAINING
02/27/2019	HAILE	MARTHA	APL*APPLE ONLINE STORE	Retail	129	SBE pricing was over 12% thus went to apple directly.
02/27/2019	HAILE	MARTHA	APL*APPLE ONLINE STORE	Retail	38	SBE pricing was over 12% thus went to apple directly.
02/27/2019	HAILE	MARTHA	APL*APPLE ONLINE STORE	Retail	38	SBE pricing was over 12% thus went to apple directly.
02/27/2019	HAILE	MARTHA	APL*APPLE ONLINE STORE	Retail	79	SBE pricing was over 12% thus went to apple directly.
02/27/2019	HAILE	MARTHA	APL*APPLE ONLINE STORE	Retail	1169.95	Senior staff Apple monitor purchase: Invoice Number: AA04946598
02/26/2019	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	-3959.98	REFUNDED AMOUNT FOR LAPTOP PURCHASE, ITEMS RETURNED.
02/26/2019	TRAN	CHAU	UNITED AIRLINES	Airline	552.6	Flight ticket for Director to SF
02/26/2019	TRAN	CHAU	HILTON HOTELS	Lodging	-355.17	Lodging for Director's trip to SF REFUNDED.
02/26/2019	TRAN	CHAU	HILTON HOTELS	Lodging	324.9	Advance deposit for Director's lodging in SF, See waiver attached.
03/01/2019	HAILE	MARTHA	SLACK	Computer, Hardware, Software and Peripherals	\$616.42	Subscription for slack added additional users.
03/01/2019	HAILE	MARTHA	MICROSOFT	Computer, Hardware, Software and Peripherals	-\$32.34	REFUNDED TAXES FOR SOFTWARE PURCHASE
03/05/2019	TRAN	CHAU	IATR	Other	\$790.00	Registration fee for IATR conference for CIO Eric Fidler.
03/07/2019	TRAN	CHAU	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$1,161.78	Power, floor, wall power entry
03/08/2019	TRAN	CHAU	SPECIAL PROJX LLC	Professional Services	\$550.00	Community Research for the agency
03/09/2019	HAILE	MARTHA	COMCAST	Utilities	\$418.31	Monthly Comcast Cable bill.
03/13/2019	HAILE	MARTHA	INT*IN *TELECOMMUNICAT	Professional Services	\$2,259.28	Salesforce Mission Control-This is the salesforce project management tool for DFHV internal project uses.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
03/13/2019	TRAN	CHAU	HILTON HOTELS	Lodging	-\$974.70	Hotel Cancellation- REFUND Total is \$1299.58 (was charged \$324.90 for the deposit). Receipt of total is attached
03/13/2019	TRAN	CHAU	HILTON HOTELS	Lodging	-\$324.90	Hotel Cancellation- refund Total is \$1299.58 (This transaction was for the deposit, the rest of \$974.70 was charged separately). Receipt is attached
03/13/2019	TRAN	CHAU	IC SAN FRANCISCO	Lodging	\$1,364.48	Director's lodging to SF for a conference. Per Diem Rates has been checked and an approved waiver is attached.
03/15/2019	TRAN	CHAU	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$835.00	PROFESSIONAL SERVICES TO MOVE SURPLUS ITEMS TO ADAMS PL.
03/15/2019	TRAN	CHAU	UNITED AIRLINES	Airline	\$200.00	Airline change fee paid for Neville Waters's Denver trip Smart Cities Connect 2019. Detail is in the attached receipt.
03/18/2019	HAILE	MARTHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$499.71	Monthly Subscription for Adobe Pro & Creative Cloud added for 1 user (\$79.99)
03/18/2019	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$82.98	Mayor Bowser's Office picture Frame,Black,Matte Finish,20x24 MISC_PRINTING: Picture,Printing,Full Color,Duplicate
03/18/2019	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$277.54	MISC_OFFICE PRODUCTS: Cleaner Screen Kit; Organizer,DayTimer,Blue,Twin Wire Binding, Fan,Desktop,Hunter,Personal
03/18/2019	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$375.00	Avalon A5BOTTLELESS A5 Self Cleaning Bottleless Water Cooler Dispenser, Stainless Steel- for agency use
03/18/2019	HAILE	MARTHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$502.00	MISC_FURNITURE: Chair,Mesh,Komene Ergonomic Mesh Office Chair, High Back Computer Chairs with Adjustable Headrest backrest,3D Flip-up Arms, Swivel Executive price include delivery fee and install fee.
03/18/2019	HAILE	MARTHA	TRANSITSCREEN	Computer, Hardware, Software and Peripherals	\$4,038.00	Transitscreen is a app that displays on a large monitor that shows all the transportation options near a particular location. Annual fee of \$3588.00. Transitbox is the actual hardware device that attaches to the monitor to display the information. One time fee of \$450.00
03/18/2019	HAILE	MARTHA	CHAMPION AWARDS	Retail	\$250.00	Original 2016 Resolution of Ms. Albrete Ransom.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
03/18/2019	HAILE	MARTHA	EMBASSY SUITES FT LAUD	Lodging	-\$36.27	This transaction is the refund of city & state taxes from the hotel during out of state travel for Neville Waters on 1/30-1/31/2019.
03/19/2019	HAILE	MARTHA	SOUNDCLOUD INC	Utilities	\$135.00	Annual subscription fee for SoundCloud, an online audio distribution platform and music sharing website based.
03/19/2019	HAILE	MARTHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$40.96	OFFICE SUPPLIES- Exhibit labels for the Complaints Department.
03/20/2019	HAILE	MARTHA	AWESOMEDIECAST .COM	Retail	\$342.54	Purchasing Marketing Materials to included decal for promotional DFHV replica vehicles.
03/21/2019	TRAN	CHAU	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$519.96	Blink XT Home Security Camera System with Motion Detection, Wall Mount, HD Video, to provide security for agency supply closet.
03/22/2019	HAILE	MARTHA	THE HOME DEPOT #2583	Retail	\$58.91	Office supplies.
03/26/2019	HAILE	MARTHA	INT*IN *FACTORY DIRECT	Retail	\$832.50	Purchase for DFHV custom model vehicles, promotional/marketing items. This is a partial payment (deposit). Please review the receipt. Approving the payment for the deposit, purchase will be completed upon receipt of all goods.
03/28/2019	TRAN	CHAU	DESTINATION DC	Other	\$1,000.00	Membership with Destination DC- FY19 Prorated Membership Dues. Destination DC serves as the lead organization to successfully manage and market Washington, DC as a premier global convention, tourism and special events destination, with a special emphasis on the arts, cultural and historical communities.
04/01/2019	HAILE	MARTHA	SLACK	Computer, Hardware, Software and Peripherals	\$415.87	Slack added additional members fee
04/02/2019	TRAN	CHAU	HAMPTON INNS	Lodging	\$360.00	Lodging for Director in Denver (tax exempt)
04/04/2019	TRAN	CHAU	HAMPTON INNS	Lodging	\$681.00	Lodging for PIO Neville Waters to Smart Cities conference in Denver
04/05/2019	CLAY	LATISHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$4,326.28	This purchase is for office supplies and equipment including televisions and wall mounts.
04/08/2019	TRAN	CHAU	FEDEX	Print and Duplicating Services	-\$87.39	Refund from FedEx, see receipt attached.
04/08/2019	TRAN	CHAU	FEDEX	Print and Duplicating Services	\$82.44	Signage printing for DFHV Vehicle Inspections being held.
04/08/2019	TRAN	CHAU	FEDEX	Print and Duplicating Services	\$87.39	For DFHV Inspection signs but they charged us tax. They will refund this charge. This amount has been refunded under Transaction ID 2796913983001.
04/08/2019	CLAY	LATISHA	SQU*SQ *NORMAN HAYES	Professional Services	\$224.50	This purchase was for the installation of tv's and wall mounts for the Director's offices. The vendor is currently the building's property management provider.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
04/08/2019	TRAN	CHAU	THE HOME DEPOT #2583	Retail	\$41.92	Signs purchased for DFHV vehicle inspection.
04/12/2019	CLAY	LATISHA	DNH*GODADDY.COM	Computer, Hardware, Software and Peripherals	\$163.41	This purchase is for the renewal of website and domain renewal. Please note that the total Net Transaction Amount is listed incorrectly and should be \$163.41 which includes the taxed amount, however, Tax of \$7.19 have been refunded, see transaction #2800975584001.
04/12/2019	CLAY	LATISHA	DNH*GODADDY.COM	Computer, Hardware, Software and Peripherals	-\$7.19	This credit is for the refund of taxes paid on website and domain renewal.
04/18/2019	CLAY	LATISHA	THE HOME DEPOT #2583	Retail	\$59.97	This temperature gun purchase was made to measure temperatures throughout DFHV's work spaces.
04/24/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$25.00	Mass text blast to drivers.
04/24/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$50.00	Mass text blast to drivers.
04/24/2019	CLAY	LATISHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$499.71	Adobe monthly subscription.
04/24/2019	CLAY	LATISHA	SYNETY INC	Computer, Hardware, Software and Peripherals	\$75.76	This purchase was for the Cloudcall/Synety subscription. However it was determined that follow-up was needed therefore the agency and the merchant decided not to proceed however despite that agreement the merchant charged \$75.76 to the card in error.
04/28/2019	CLAY	LATISHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$632.98	Agency's water cooler and filters.
04/29/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$25.00	Mass text blast to drivers.
04/29/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$50.00	Mass text blast to drivers.
04/30/2019	TRAN	CHAU	CALLHUB.IO AUTO RECHAR	Professional Services	\$25.00	Mass text blast to drivers.
04/30/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$25.00	Mass text blast to drivers.
04/30/2019	CLAY	LATISHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$350.00	This transaction is for the payment of tv wall mount installation.
05/02/2019	TRAN	CHAU	AMZN MKTP US	Retail	\$256.56	Checked with CBE but they do not carry the product, Request for taxes will be submitted.
05/02/2019	CLAY	LATISHA	DISPUTE CREDIT	Computer, Hardware, Software and Peripherals	-\$75.76	This refund is for the Cloudcall transaction made by the vendor in association with transaction ID 2808853161001. NO RECEIPT AVAILABLE JP MORGAN REFUNDED THE AMOUNT.

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05/02/2019	CLAY	LATISHA	CINTAS 041	Retail	\$1,323.80	Small purchase and the CBE vendor DFHV is contracted with didn't have the style/design of Safety jackets for VIO's.
05/02/2019	TRAN	CHAU	HAMPTON INNS	Lodging	\$85.05	An incorrect charged. A refund has been issued, no receipt is attached this charges and refund was resolve by the vendor.
05/06/2019	TRAN	CHAU	PAYPAL	Professional Services	\$2,500.00	Design TransportDC brochure. It's a quick turnaround time.
05/06/2019	TRAN	CHAU	AMERICAN PLANNING A	Professional Services	\$195.00	Charge for the extra registration fee. The \$735 was paid in advance.
05/08/2019	CLAY	LATISHA	COMCAST	Utilities	\$500.50	Monthly Cable Service
05/08/2019	CLAY	LATISHA	CHESAPEAKE REGION SAFE	Professional Services	\$950.00	This transaction is for the purchase of a VIO Driving Course/ Training for District Employees.
05/08/2019	CLAY	LATISHA	SUPERIOR COURIERS LLC	Warehousing, Freight and Delivery	\$26.00	This transaction is for courier delivery service fees for the delivery of Agency documents.
05/08/2019	CLAY	LATISHA	SKYLINE DISPLAYS	Maintenance Repair Operation	\$1,411.70	This transaction is for tabletop displays for advertisements.
05/09/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$100.00	Mass text blast to the Drivers
05/09/2019	CLAY	LATISHA	AMAZON.COM*MN 53W6JB1 A	Retail	\$31.98	This transaction is for the purchase of HDMI cords for general counsel.
05/02/2019	TRAN	CHAU	HAMPTON INNS	Lodging	-\$85.05	Refund for the incorrect charge. No receipt available, the vendor charged and refunded w/o agency authorization.
05/09/2019	CLAY	LATISHA	CURTIS PROPERTY MANAGE	Professional Services	\$321.36	Frosting for front glass for suite 122A. Work performed by building maintenance contractors.
05/10/2019	CLAY	LATISHA	DC BAR	Other	\$317.00	Legal Team membership renewal fees
05/10/2019	CLAY	LATISHA	DC BAR	Other	\$317.00	Legal Team membership renewal fees
05/10/2019	CLAY	LATISHA	DC BAR	Other	\$317.00	Legal Team membership renewal fees
05/14/2019	TRAN	CHAU	AMZN MKTP US	Retail	-\$14.52	Tax refunded from Amazon
05/15/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$50.00	MASS TEXT BLAST FOR DRIVERS
05/16/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$271.96	This transaction is for the purchase of 4 boxes of disposal headphone ear covers for Client Services. Not available via CBE.
05/17/2019	CLAY	LATISHA	AMZN MKTP US	Retail	-\$135.98	This transaction is for the refund of 2 boxes of disposal headphone ear covers for Client Services as 4 boxes weren't required.
05/16/2019	CLAY	LATISHA	SENODA INC	Print and Duplicating Services	\$505.00	This transaction is for the purchase of a printing project.
05/18/2019	CLAY	LATISHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$499.71	Adobe software for 28 licenses. Also added 1 Adobe Creative Suite. Monthly charge.

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05/24/2019	CLAY	LATISHA	INT*IN *ACSI TRANSLATI	Professional Services	\$600.00	Amharic interpreter services needed for Teletownhall meeting.
05/28/2019	CLAY	LATISHA	MONARCH BROADCAST MESS	Professional Services	\$938.30	Translation Services (Amharic) for Teletownhall Meeting. No tax was included in the pricing however the system is showing tax, please refer to the receipt.
05/30/2019	CLAY	LATISHA	GENERAL ASSEMBLY	Education	\$250.00	This transaction is for new-hire training.
05/30/2019	CLAY	LATISHA	BLUE BOY PRINTING CORP	Print and Duplicating Services	\$504.00	This transaction is for the purchase of printing services.
06/03/2019	TRAN	CHAU	USPS PO 1049740200	Government	\$68.55	Mail out a package for Enforcement team.
06/04/2019	CLAY	LATISHA	INT*IN *REDMON GROUP,	Professional Services	\$1,545.00	Transit Display Software annual renewal.
06/05/2019	TRAN	CHAU	24HOURWRISTBAN DS.COM	Retail	\$688.12	Swag materials needed with quick turnaround.REFUNDED, SEE TRANSACTION ID# 28494141690001
06/05/2019	CLAY	LATISHA	SKILLPATH / NATIONAL	Education	\$149.00	Enforcement Team Leadership Conference. Please see the attached receipt, no taxes were charged on the transaction however JP Morgan's entry suggests taxes charges of \$5.96; that aside both balances are the same.
06/05/2019	CLAY	LATISHA	24HOURWRISTBAN DS.COM	Retail	\$384.00	Refund expected for this purchase. See Transaction ID #2846870756001
06/06/2019	TRAN	CHAU	SENODA INC	Print and Duplicating Services	\$566.00	Printing for FY19 Greenrides initiative.
06/06/2019	TRAN	CHAU	SENODA INC	Print and Duplicating Services	\$1,140.00	Printing for FY19 Transport DC grant
06/08/2019	CLAY	LATISHA	COMCAST	Utilities	\$236.89	Monthly cable payment
06/10/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$100.00	MASS TEXT BLAST FOR DRIVERS
06/10/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$100.00	MASS TEXT BLAST FOR DRIVERS
06/15/2019	CLAY	LATISHA	EASYKEYSCOM INC	Professional Services	\$259.73	Building replacement keys
06/18/2019	CLAY	LATISHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$499.71	Adobe software for 28 licenses. Also added 1 Adobe Creative Suite. Monthly charge.
06/22/2019	CLAY	LATISHA	24HOURWRISTBAN DS.COM	Retail	-\$384.00	Refund for transaction #2835352709001
06/24/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$20.00	This transaction is for the purchase of work related Metro farecards.
06/24/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro farecards.
06/25/2019	TRAN	CHAU	CALLHUB.IO CALLHUB CRE	Professional Services	\$1,000.00	MASS TEXT BLAST FOR DRIVERS

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
06/26/2019	TRAN	CHAU	24HOURWRISTBANDS.COM	Retail	-\$688.12	Refund for transaction #2835352702001, no receipt has been sent.
06/26/2019	CLAY	LATISHA	SKILLPATH / NATIONAL	Education	\$497.00	SQL online bootcamp class, TRAINING. Please note, no taxes were charged for this training. please see the attached receipt.
06/27/2019	CLAY	LATISHA	NOVAVISION INC	Maintenance Repair Operation	\$584.61	This transaction is for the purchase of vehicle decal stickers.
06/28/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$38.67	Postage supplies for the Pitney-Bowes Postage Machine.
06/28/2019	CLAY	LATISHA	GENERAL ASSEMBLY	Education	\$250.00	This payment was for the purchase of SQL Training for employee Abidemi Olafusi however the registration information was incorrect and the vendor failed to follow-up timely otherwise which prompted the cancellation. This transaction will be refunded and resubmitted.
07/02/2019	CLAY	LATISHA	INT*IN *GLOBAL PUBLIC	Vehicle Maintenance and Fuel Services	\$4,829.38	Light bar purchase for enforcement vehicle.
07/02/2019	CLAY	LATISHA	GENERAL ASSEMBLY	Professional Services	-\$250.00	REFUND for transaction #2851467780001
07/03/2019	CLAY	LATISHA	GENERAL ASSEMBLY	Education	\$250.00	This payment was for the purchase of SQL Training for employee Abidemi Olafusi.
07/03/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$54.95	This transaction was for the purchase of USB cords for the IT Team.
07/09/2019	CLAY	LATISHA	COMCAST	Utilities	\$236.89	Monthly cable bill
07/09/2019	CLAY	LATISHA	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$4,111.78	This transaction is for the purchase of a laptop for the COS.
07/09/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro farecards.
07/10/2019	TRAN	CHAU	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$375.20	OFFICE SUPPLIES
07/16/2019	TRAN	CHAU	FEDEX	Print and Duplicating Services	\$392.20	Request to refund taxes have been requested. Pending refund.
07/18/2019	CLAY	LATISHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$514.70	Adobe software for 28 licenses. Also added 1 Adobe Creative Suite. Monthly charge.
07/18/2019	CLAY	LATISHA	INT*IN *FACTORY DIRECT	Retail	\$832.50	This transaction is for the remaining balance of \$832.50. Which brings the overall total paid to \$1,665.00. Please note, 50% of purchase price was required for the deposit on 3/28/19. Please see transaction ID# 2788364425001 for details.
07/18/2019	CLAY	LATISHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$339.96	This transaction is for the purchase of new hire Dell batteries.
07/18/2019	CLAY	LATISHA	SYNETY INC	Computer, Hardware, Software and Peripherals	\$340.00	This transaction is for the payment of a new Cloudecall user.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
07/19/2019	TRAN	CHAU	TECHCONNECT	Education	\$595.00	NO CBE available. This is the registration fee for Director to attend a conference
07/23/2019	TRAN	CHAU	AMZN MKTP US	Retail	\$71.84	Office planner for new employee
07/22/2019	CLAY	LATISHA	CURB- TAXI APP	Transportation - Other	\$7.64	This transaction is for employee test rides.
07/22/2019	CLAY	LATISHA	CURB- TAXI APP	Transportation - Other	\$15.76	This transaction is for CURB employee test rides.
07/22/2019	CLAY	LATISHA	CURB- TAXI APP	Transportation - Other	\$15.22	This transaction is for employee CURB test rides.
07/23/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro farecards.
07/29/2019	TRAN	CHAU	TECHCONNECT	Education	\$2,500.00	SMART CITIES EVENT EXPO FOR THE FALL, HAD TO PREPAY FOR BOOTH RENTAL.
07/30/2019	TRAN	CHAU	IATR	Other	\$790.00	MICHAEL TIEGEN- Registration for "2019 Conference Registration" (Sunday, September 22, 2019 - Wednesday, September 25, 2019, The Fairmont Palliser, 133 9th Avenue SW Calgary Alberta, Canada), 2019 Members
07/31/2019	TRAN	CHAU	PAYPAL	Professional Services	\$2,500.00	MARKETING & PROMOTIONS
07/31/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related farecards. OUTREACH
07/03/2019	CLAY	LATISHA	AJ STATIONERS	Office Equipment and Supplies	\$469.00	This transaction is for the purchase of license and ID decals.
08/03/2019	CLAY	LATISHA	AMAZON WEB SERVICES	Professional Services	\$1.01	This transaction is for the payment of Amazon Web Services.
08/05/2019	CLAY	LATISHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$350.00	This transaction is for the installation of TV's in coordination with GTechna Software for the Enforcement Team.
08/07/2019	CLAY	LATISHA	ULINE	Professional Services	\$173.45	This transaction is for the purchase of recyclable trashcans for the agency.
08/07/2019	CLAY	LATISHA	POINTGUARD	Professional Services	\$3,050.00	This transaction is for the purchase of prototype vehicle top lights.
08/07/2019	CLAY	LATISHA	INT*IN *NETWORK & IT S	Professional Services	\$1,079.52	This transaction is for the purchase of includes unlimited access to the NIT Helpdesk (Phone, Email and Remote Support). ANNUAL RENEWAL
08/07/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work-related Metro farecards. OUTREACH
08/08/2019	TRAN	CHAU	AMAZON.COM*MA0CS2DT1 A	Retail	\$112.00	KEYBOARD FOR COS NEEDED QUICK TURN AROUND.
08/09/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$128.68	This transaction is for the purchase of EleTab Dual Arm Monitor Stands for new employees.
08/10/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$33.90	This transaction was for the purchase of universal remotes for the Enforcement Team's Gtechna software.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
08/12/2019	CLAY	LATISHA	METRO WASHINGTON COUNC	Other	\$3,750.00	This transaction is for manager tuition in CPM Program.
08/13/2019	TRAN	CHAU	POINTGUARD	Professional Services	\$3,500.00	iToplight- DFHV Prototypes.
08/14/2019	TRAN	CHAU	AMZN MKTP US	Retail	\$184.99	RAM for employee computer.
08/14/2019	TRAN	CHAU	ORBITZ*7464081675829	Professional Services	\$42.00	Travel protection for an airline ticket for Director to IATR conference
08/14/2019	TRAN	CHAU	ORBITZ*7464081675829	Professional Services	\$5.18	airline ticket for Director to IATR conference
08/14/2019	TRAN	CHAU	TOTAL OFFICE PRODUCTS	Office Equipment and Supplies	\$1,564.88	Various Office Supplies
08/14/2019	TRAN	CHAU	AIR CANADA	Airline	\$261.63	airline ticket for Director to IATR conference
08/14/2019	TRAN	CHAU	AIR CANADA	Airline	\$393.81	airline ticket for Director to IATR conference
08/15/2019	CLAY	LATISHA	NASPO	Professional Services	\$285.00	This transaction is for the purchase of employee procurement courses.
08/16/2019	CLAY	LATISHA	INT*IN *FACTORY DIRECT	Retail	\$247.50	Purchase for DFHV custom model vehicles, promotional/marketing items.
08/18/2019	CLAY	LATISHA	ADOBE *ACROPRO SUBS	Computer, Hardware, Software and Peripherals	\$514.70	Monthly charge for Adobe software for 28 licenses. Also added 1 Adobe Creative Suite.
08/19/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro farecards. OUTREACH
08/20/2019	CLAY	LATISHA	VERITAS CONSULTING GRO	Professional Services	\$3,878.00	This transaction is for the purchase of and agency key card reader.
08/22/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$199.98	This transaction is for the purchase of general office supplies.
08/24/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro farecards. OUTREACH
08/26/2019	CLAY	LATISHA	AMZ*POSPAPER	Professional Services	\$77.58	This transaction is for receipt tapes for Client Services
08/27/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$131.63	This transaction is for the purchase of agency general office supplies.
08/29/2019	CLAY	LATISHA	CARAHSOFT TECHNOLOGY C	Computer, Hardware, Software and Peripherals	\$619.49	Software add-ons
08/31/2019	CLAY	LATISHA	OFFICE DEPOT #5910	Professional Services	\$453.59	This transaction is for the purchase of Office Supplies.
09/01/2019	CLAY	LATISHA	ETRO FARE AUTOLO	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro fa
09/04/2019	CLAY	LATISHA	*IN *FACTORY DIRE	Retail	\$247.50	This transaction is for the purchase of DFHV custom model
09/05/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$85.98	This transaction is for the purchase of an Android box for Fi
09/07/2019	CLAY	LATISHA	STAPLES DIRECT	Office Equipment and Supplies	\$143.99	This transaction is for the purpose of a camera for Client Ser

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
09/08/2019	CLAY	LATISHA	L*APPLE ONLINE STO	Retail	\$104.94	This transaction is for the purchase of Apple Developer Prog
09/10/2019	CLAY	LATISHA	COMCAST	Utilities	\$238.17	Monthly cable payment
09/11/2019	CLAY	LATISHA	L*APPLE ONLINE STO	Retail	-\$5.94	This transaction is for the purchase of Apple Developer Prog
09/11/2019	CLAY	LATISHA	ETRO FARE AUTOLO	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro fa
09/12/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$68.85	This transaction is for the purchase of Emergency "Shelter in
09/12/2019	CLAY	LATISHA	AZON.COM*F37EX85	Retail	\$25.81	Photo paper purchase for Customer Services
09/14/2019	CLAY	LATISHA	CINTAS 041	Retail	\$131.98	This transaction is for the purchase of a replacement VIO Sa
09/18/2019	CLAY	LATISHA	U*SQ *NORMAN HAY	Professional Services	\$215.00	This transaction is for the concealing wiring on the 2nd floor
09/18/2019	CLAY	LATISHA	OBE *CREATIVE CLO	Computer, Hardware, Software and Peripherals	\$606.68	Adobe monthly subscription
09/18/2019	CLAY	LATISHA	ETRO FARE AUTOLO	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro fa
09/18/2019	CLAY	LATISHA	SENODA INC	Print and Duplicating Services	\$1,020.00	This transaction is for the purchase of a printing project. Visi
09/18/2019	CLAY	LATISHA	SENODA INC	Print and Duplicating Services	\$1,880.00	This transaction is for the purchase of a printing project. Thi
09/18/2019	CLAY	LATISHA	SENODA INC	Print and Duplicating Services	\$950.00	This transaction is for the purchase of printing services. Prin
09/19/2019	CLAY	LATISHA	STAPLES DIRECT	Office Equipment and Supplies	\$449.99	This transaction is for the purchase of a printer for Client Se
09/19/2019	CLAY	LATISHA	LIVESTREAM.COM	Computer, Hardware, Software and Peripherals	\$2,388.00	This transaction is for a yearly subscription.
09/19/2019	CLAY	LATISHA	*BIGSTOCKPHOTO.C	Professional Services	\$49.00	This transaction was for the purchase of Photo downloads.
09/20/2019	CLAY	LATISHA	LORD NATL BOOME	Lodging	\$1,275.18	This transaction is for the purchase of a printing project, TA
09/20/2019	CLAY	LATISHA	BREDE WASHINGTON	Professional Services	\$822.50	This transaction is for the purchase of Brede Exposition Ser
09/23/2019	TRAN	CHAU	T*IN *DYNAMICS ED	Education	\$4,155.00	This transaction was for the purchase of Power BI - Dashbo
09/21/2019	CLAY	LATISHA	ETRO FARE AUTOLO	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro fa
09/24/2019	CLAY	LATISHA	LORD NATL BOOME	Lodging	-\$72.18	Tax Refund
09/25/2019	CLAY	LATISHA	ULINE	Professional Services	\$616.82	This transaction is for the purchase of traffic cones.
09/25/2019	TRAN	CHAU	IE EVENT HELPER, IN	Professional Services	\$104.49	Event insurance for DFHVAC meeting in Ward 1. State Tax
09/25/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$314.90	This transaction is for the purchase of IT computer locks.
09/25/2019	CLAY	LATISHA	NTUIT *IN *QLESS IN	Professional Services	\$450.00	This transaction was for the purchase QLess Queuing Man
09/26/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$97.48	This transaction is for the purchase of Emergency Shelter in
09/26/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$213.64	This transaction is for the purchase of desk telephone to late
09/26/2019	CLAY	LATISHA	EASYKEYSCOM INC	Professional Services	\$18.00	This transaction is for the purchase of agency office keys.
09/26/2019	CLAY	LATISHA	TRANSITSCREEN	Computer, Hardware, Software and Peripherals	\$1,638.00	This transaction is for the purchase of TransitScreen Softwa
09/26/2019	CLAY	LATISHA	PAYPAL	Professional Services	\$800.00	ADA Ergonomics Assessments
09/25/2019	CLAY	LATISHA	ZENDESK, INC.	Professional Services	\$1,140.00	This transaction is for the purchase Support Team Annual S
09/27/2019	CLAY	LATISHA	U*SQ *NORMAN HAY	Professional Services	\$2,287.00	This transaction is for the purchase of a mobile cart & TV.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
09/28/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$25.00	This transaction is for the purchase of work related Metro farecards.
10/01/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$756.00	This transaction is for the purchase of office supplies
10/01/2019	CLAY	LATISHA	UBER TRIP	Transportation - Other	\$5.25	The transaction is for the cancellation of an Uber ride.
10/01/2019	CLAY	LATISHA	SENODA INC	Print and Duplicating Services	\$267.00	This transaction is for the purchase of printing services.
10/03/2019	TRAN	CHAU	AMZN MKTP US	Retail	\$54.53	FRAUDULENT CHARGES, CARD HAS BEEN CANCELLED AND TRANSACTION HAS BEEN REFUNDED.
10/03/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$135.99	This transaction is for the purchase of ADA approved ergonomic office supplies/equipment .
10/03/2019	CLAY	LATISHA	RAYNOR MARKETING	Maintenance Repair Operation	\$517.86	Ergonomic Chair for new hire
10/04/2019	CLAY	LATISHA	SKILLPATH / NATIONAL	Education	\$81.90	This transaction is for training fees for VIO Fludd. Please note that the taxes are displayed but not added into the total amount. NO TAXES were charged.
10/04/2019	CLAY	LATISHA	COPQUEST INC	Professional Services	\$1,197.50	This transaction was for the purchase of enforcement patches for VIO uniform vests.
10/07/2019	CLAY	LATISHA	ACCEO SOLUTIONS INC.	Professional Services	\$4,498.00	This transaction is for the purchase of the development of an interface used by the field enforcement team.
10/08/2019	CLAY	LATISHA	COMCAST	Utilities	\$244.12	Monthly Cable Bill
10/09/2019	TRAN	CHAU	DISPUTE CREDIT	Retail	-\$54.53	credit refund for unauthorized charge
10/08/2019	CLAY	LATISHA	SQ *SQ *YELLOW CAB CO	Transportation - Other	\$491.01	Invoice payment
10/09/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$36.99	THIS TRANSACTION IS FOR THE PURCHASE OF AN ERGONOMIC KEYBOARD.
10/09/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$30.74	This transaction is for the purchase of Ampad Gold Fibre Project Planners and HDMI cord.
10/10/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$106.94	THIS TRANSACTION IS FOR THE PURCHASE OF AN ERGONOMIC LUMBAR ROLL & WIRELESS MOUSE.
10/15/2019	TRAN	CHAU	AMZN MKTP US	Retail	\$67.00	FRAUDULENT CHARGES, CARD HAS BEEN CANCELLED AND TRANSACTION HAS BEEN REFUNDED.
10/16/2019	TRAN	CHAU	PAYPAL	Professional Services	\$680.00	Created a Random Quiz in Adobe Captivate
10/21/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$50.00	This transaction is for the purchase of work related Metro farecards.
10/23/2019	TRAN	CHAU	DISPUTE REBILL	Retail	\$54.53	FRAUDULENT CHARGES, CARD HAS BEEN CANCELLED AND TRANSACTION HAS BEEN REFUNDED.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
10/21/2019	TRAN	CHAU	SENODA INC	Print and Duplicating Services	\$267.00	MARKETING AND OUTREACH
10/22/2019	CLAY	LATISHA	SIGNS BY TOMORROW	Maintenance Repair Operation	\$485.17	This transaction was for the purchase of Windmaster curb frames. PARTIAL PAYMENT.
10/22/2019	CLAY	LATISHA	SMK	Professional Services	\$394.32	EXEMPT - SUBSCRIPTION SERVICE-Internal and external agency surveys-one year package. Taxes were charged on this transaction however I worked with SMK to get the taxes charged removed, a refund is expected.
10/23/2019	TRAN	CHAU	SENODA INC	Print and Duplicating Services	-\$267.00	Refund
10/25/2019	CLAY	LATISHA	ADOBE CREATIVE CLOUD	Computer, Hardware, Software and Peripherals	\$606.68	EXEMPT-Adobe cloud subscription monthly price for 27 users.
10/28/2019	CLAY	LATISHA	DNH*GODADDY.COM	Computer, Hardware, Software and Peripherals	\$17.42	EXEMPT- SUBSCRIPTION SERVICE-This transaction is for the purchase of the renewal of websites.
10/29/2019	CLAY	LATISHA	EASYKEYSCOM INC	Professional Services	\$14.00	This transaction is for the replacement of agency keys.
10/29/2019	CLAY	LATISHA	SIGNS BY TOMORROW	Maintenance Repair Operation	\$545.16	This transaction is for the purchase of traffic signs. REMAINDER OF PARTIAL PAYMENT.
10/29/2019	CLAY	LATISHA	TRAFFIC SAFETY STORE I	Maintenance Repair Operation	\$464.28	This transaction is for the purchase of traffic cones and bars. Please note, no taxes were charged on this purchase.
10/30/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$50.00	AGENCY SMARTTRIP FOR METRO RIDES-OUTREACH.
11/01/2019	CLAY	LATISHA	COMCAST	Utilities	\$231.89	This transaction is payment for the agency's monthly cable bill.
11/01/2019	TRAN	CHAU	FRAUD CREDIT	Retail	-\$54.53	Credit refund for unauthorized charge
11/01/2019	TRAN	CHAU	FRAUD CREDIT	Retail	-\$67.00	Credit refund for unauthorized charge
11/05/2019	CLAY	LATISHA	PAYPAL	Professional Services	\$170.00	This transaction is for renewal fees associated with the agency's learning management system.
11/06/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$96.70	This transaction is for the purchase of ergonomic office equipment.
11/06/2019	CLAY	LATISHA	GENERAL ASSEMBLY	Education	\$250.00	This transaction is for SQL employee training .
11/07/2019	CLAY	LATISHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$3,535.00	This transaction is for the payment of agency copiers, monthly leasing fee.
11/08/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$50.00	AGENCY SMARTTRIP FOR METRO RIDES-OUTREACH.
11/12/2019	CLAY	LATISHA	MVS INC	Professional Services	\$1,099.97	This transaction is for the purchase of a computer replacement.
11/13/2019	CLAY	LATISHA	RAYNOR MARKETING	Maintenance Repair Operation	\$517.86	This transaction is for the purchase of an ergonomic chair.
11/14/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$154.79	This transaction is for the purchase of IT supplies.

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
11/14/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$83.18	This transaction is for the purchase of ergonomic supplies for employee.
11/15/2019	CLAY	LATISHA	SMK	Professional Services	\$372.00	EXEMPT - SUBSCRIPTION SERVICE-Internal and external agency surveys-one year package. This subscription price is tax-free. Please refer to transaction #292748720800.
11/15/2019	CLAY	LATISHA	SMK	Professional Services	-\$394.32	This transaction is a refund for the agency's SUBSCRIPTION SERVICE for Internal and external agency surveys-one year package. Please see transaction #292748720800.
11/18/2019	CLAY	LATISHA	ADOBE CREATIVE CLOUD	Computer, Hardware, Software and Peripherals	\$640.66	This transaction is for monthly Adobe Subscription
11/20/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$173.97	This transaction is for Ergonomic employee equipment. Please note, one item was not yet delivered however the attached invoice reflect that item in the price hence the increase.
11/21/2019	TRAN	CHAU	EB TRANSPORTATION CAMP	Professional Services	\$53.00	Registration fees for TransportationCamp DC 2020
11/21/2019	TRAN	CHAU	TRB ANNUAL MEETING	Professional Services	\$520.00	Registration fee for annual TRB Meeting
11/23/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$24.29	Ergonomic desk stand
11/24/2019	TRAN	CHAU	AMZN MKTP US	Retail	\$78.88	General office supplies
11/26/2019	CLAY	LATISHA	METROPOLITAN OFFICE PR	Computer, Hardware, Software and Peripherals	\$3,535.00	This transaction is the payment of agency copier machines monthly lease.
11/27/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$31.98	Ergonomic footrest.
11/27/2019	CLAY	LATISHA	METRO FARE AUTOLOAD	Transportation - Other	\$50.00	Agency Metro smart trip re-load
11/29/2019	CLAY	LATISHA	COMCAST	Utilities	\$225.94	Monthly Comcast Bill
11/27/2019	TRAN	CHAU	AMZN MKTP US AMZN.COM/	Retail	-\$34.25	credit refund from an unauthorized charge, no receipt
12/05/2019	CLAY	LATISHA	SLACK	Computer, Hardware, Software and Peripherals	\$3,876.17	Slack annual renewal
12/06/2019	CLAY	LATISHA	AMZN MKTP US	Retail	\$29.97	Cord for copier machine
12/06/2019	CLAY	LATISHA	STAPLES DIRECT	Office Equipment and Supplies	\$144.90	Office supplies for hearing
12/09/2019	CLAY	LATISHA	SQU*SQ *TRANSCO, INC.	Transportation - Other	\$2,221.95	Invoice Payment
12/09/2019	CLAY	LATISHA	PAYPAL	Professional Services	\$460.00	Icologic Invoice Payment
12/09/2019	TRAN	CHAU	METRO STAMP AND SEAL C	Office Equipment and Supplies	\$75.00	Notary Supplies

Transaction Date	Cardholder Last Name	Cardholder First Name	Merchant Name	Merchant Type	Transaction Amount	Transaction Notes
12/12/2019	TRAN	CHAU	FRAUD REBILL	Retail	\$67.00	Rebilled for what was previously thought to be fraudulent charges
12/12/2019	CLAY	LATISHA	GENERAL ASSEMBLY	Education	\$250.00	This transaction is for SQL employee training



ODCA Recommendation Compliance Form for the Department of For-Hire Vehicles (DFHV)

Report: Audit of the Public Vehicles For-Hire Consumer Service Fund, November 2, 2017

Contact: [REDACTED]

Please indicate what action your agency has taken or plans to take to implement the recommendations contained in this report, and return to ODCA no later than **January 12, 2018**, to odca.compliance@dc.gov.

Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>1. DFHV should determine the need or demand for Wheelchair Accessible Vehicles based on usage of WAVs currently in operation, and continue to provide grants for WAV purchase, rentals, and training based upon demand for these services.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date _____)</p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>As noted in our agency response to the audit, we have analyzed the demand and use of WAVs and published an executive summary report titled “Quantifying Demand and Use of Wheelchair Accessible Vehicles, Taxis, Limousines, Private Hire and Car Services – Executive Summary” on our agency’s website.</p> <p>In addition, we have published a scorecard of wheelchair accessible vehicles on our agency’s website.</p>	<p>1) “Quantifying Demand and Use of Wheelchair Accessible Vehicles, Taxis, Limousines, Private Hire and Car Services – Executive Summary” is posted at: https://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/page_content/attachments/WAV%20Executive%20Summary.pdf</p> <p>2) WAV Scorecard is posted at: https://dfhv.dc.gov/sites/default/files/dc/sites/dc%20taxi/page_content/attachments/WAV%20Scorecard%209.25.2017_1.pdf</p>
<p>2. DFHV should establish relevant procedures available to staff who process initial and renewal license applications and who are responsible for performing reconciliations of initial and renewal license application fees, as well as communicate updates to policy.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date _____ March 30, 2018)</p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>As noted in our agency response to the audit, we have developed a standard policies and procedures template, which we will use to create, publish, disseminate and educate the appropriate people about the proper processing of initial/renewal applications and performing reconciliations of license application fees.</p>	<p>Training sign-in sheet available upon request.</p>

		<p>We have updated the SOP on the processing of initial and renewal license application procedures and have included the reconciliation of initial and renewal license application fees collected by Cashiers in the SOP.</p> <p>We agree to develop a consistent protocol for the communicating policies and procedures to staff and relevant parties and for providing training to staff and relevant parties on the policies and procedures. We also agree to maintain records of such communications and trainings.</p>	
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Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>3. DFHV should develop an effective method to disseminate and communicate policies to all relevant staff.</p>	<p><input checked="" type="checkbox"/> Implemented <input type="checkbox"/> In progress (expected completion date) <u>March 30, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable <input type="checkbox"/> No action intended; management accepts risk <input type="checkbox"/> Not started</p>	<p>As noted in our agency response to the audit report, we agree to develop consistent protocols for communicating to, and training of, staff and relevant parties on the policies and procedures and we will maintain records of such communications and trainings.</p>	<p>Training sign-in sheet available upon request.</p>
<p>4. DFHV should install a physical control mechanism for retained receipts and scanned and validated checks and money orders.</p>	<p><input checked="" type="checkbox"/> Implemented <input type="checkbox"/> In progress (expected completion date) <u>January 31, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable <input type="checkbox"/> No action intended; management accepts risk <input type="checkbox"/> Not started</p>	<p>We have installed locking mechanisms for use throughout the day for retained receipts and scanned and validated checks and money orders.</p>	
<p>5. DFHV should develop standard operating procedures for locking up assets, including operator identification card licenses and special permits, at the close of business each day.</p>	<p><input checked="" type="checkbox"/> Implemented <input type="checkbox"/> In progress (expected completion date) <u>March 30, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable <input type="checkbox"/> No action intended; management accepts risk <input type="checkbox"/> Not started</p>	<p>The issue surrounding after hour lockups has been remediated. Sensitive documents are now locked in a secure room at the end of each business day.</p> <p>We will comply with the recommendation and develop needed policies and procedures governing physical access controls in the Client Services areas.</p>	

Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>6. DFHV officials should develop a protocol, in collaboration with OCFO staff responsible for payment processing, to avoid late payment of invoices and ensure interest is paid for payments more than 15 days late.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date <u>January 31, 2018</u>)</p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>DFHV received an updated Economic Development and Regulation Cluster 's invoice processing and payment procedures in December 2017 and will ensure compliance with these procedures going forward.</p> <p>In addition, we have collaborated with OCFO and OCTO by actively participating in their eInvoicing Pilot to further monitor and address lateness issues.</p>	<p>The Economic Development and Regulation Cluster 's invoice processing and payment procedures is part of the OCFO' s financial policies and procedures manual.</p>
<p>7. DFHV should submit monthly revenue report to the D.C. Council as required by District law or work with legislators to amend the law.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date) <u>December 20, 2017</u></p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>We have developed a template for the monthly revenue report with OCFO and obtained the appropriate approvals. The October 2017 revenue report has been submitted to the Council and the November 2017 revenue is in the approval process.</p>	<p>-Legislative information management system.</p> <p>-October 2017- February 2018.</p> <p>-Revenue reports filed.</p>
<p>8. DFHV and DMV should conduct and document an annual reconciliation of revenues collected through the Out-of-State Vehicle Registration Special Fund and dispersed to DFHV, and amend, where necessary, the "not to exceed" amount in future MOUs, to ensure that it is greater than the expected revenue that will be due to DFHV.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date) <u>February 28, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>DMV will provide DFHV quarterly reconciliation documentation of revenues collected through the Out-of-State Vehicle Registration Special Fund. Instead of executing an MOU, OCFO, DMV and DFHV are working on a process for DMV to make the required revenue deposits directly into the Consumer Service Fund. Under the new process being developed, an MOU would no longer be required.</p>	<p>Copy of the reports received from DMV and OCFO.</p>

Recommendation	Agency Action (choose one)	Details	Describe Any Documentary Evidence Provided
<p>9. DMV and DFHV should transfer excess funds from the Special Fund to the Consumer Service Fund, as required.</p>	<p><input checked="" type="checkbox"/> Implemented</p> <p><input type="checkbox"/> In progress (expected completion date)</p> <p><u>February 28, 2018</u></p> <p><input type="checkbox"/> Recommendation no longer applicable</p> <p><input type="checkbox"/> No action intended; management accepts risk</p> <p><input type="checkbox"/> Not started</p>	<p>Instead of MOU, OCFO, DMV and DFHV are developing a process for DMV to make the required revenue deposits directly to the Consumer Service Fund.</p>	<p>Copy of reports received from DMV and OCFO.</p>

OIG Audit Recommendation Status

Recommendation # from the Audit	Recommendation	Status
1	Develop and implement written policies and procedures over record maintenance of taxicab fees.	<p>Completed:</p> <ol style="list-style-type: none"> 1) Conducted an internal review of agency’s existing policies and procedures. 2) Developed a new policies and procedures document to improve processes for recording taxicab fees.
2	Develop and implement written policies and procedures documenting the process to validate fees collected against OCFO records.	<p>Completed:</p> <ol style="list-style-type: none"> 1) Conducted an internal review of agency’s existing policies and procedures. 2) Developed two new policies and procedures documents to improve processes for validating their collection in concert with the OCFO.
3	Establish and implement guidance to standardize the reporting format for surcharge fees for PSPs and comply with Title 31 DCMR requirements for PSPs.	<p>Completed:</p> <p>DFHV phased out its Payment Service Provider (PSP) Program. Instead, the Agency has since launched its Digital Taxicab Solution (DTS) Program, and took time to incorporate the PSP findings into our new DTS Program. DFHV has established and implemented guidance to standardize the reporting format for passenger surcharges submitted by DTS providers.</p>
4	Develop and implement policies and procedures for maintaining taxicab driver, taxicab company, and PSP files.	<p>Completed:</p> <ol style="list-style-type: none"> 1) Conducted an internal review of agency’s existing policies and procedures. 2) Standardized Policies and Procedures Template. 3) Completed Salesforce implementation.

Recommendation # from the Audit	Recommendation	Status
		4) Implemented of DTS and Client Services Policies & Procedures.
5	Finalize integration of the taxicab driver information systems.	Completed: Finalized and implemented Salesforce.

Department of For-Hire Vehicles FY2019

Agency Department of For-Hire Vehicles

Agency Code TCO

Fiscal Year 2019

Mission The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the citizens and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Ensure passengers have safe and excellent riding experiences.
2	Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry
3	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)					
Percent of complaints processed on-time within 30 calendar days	Up is Better	Not Available	99.1%	99.4%	95%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	Neutral	Not Available	Not Available	87.2%	40%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Measures)					
Percent of licenses processed on-time within 10 calendar days	Up is Better	Not Available	96.5%	98.8%	92%
Economic contributions by for-hire vehicles	Up is Better	Not Available	\$632,212,311	\$789,692,461	\$650,000,000
Percent of agency budget allocated to grants	Neutral	Not Available	Not Available	37.5%	30%
Percent of operating authorities processed within 30 calendar days	Up is Better	Not Available	Not Available	100%	90%
3 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	87.5%	Not Available

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	93%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	57.4%	1.7%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	7.9	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	142.6%	181.2%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	100%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	10%	15.4%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure passengers have safe and excellent riding experiences. (5 Activities)			
FIELD ENFORCEMENT	For-Hire Vehicle Enforcement	Performs field inspections 24/7 and issues notices of infraction.	Daily Service
CUSTOMER SERVICE	Client Services	Assists with the retrieval of lost items and takes action to fulfill service inquiries.	Daily Service
COMPANY AUDIT	Company Audit	Monitors for compliance with applicable laws, regulations, policies and practices. Safeguards against programmatic fraud, waste, abuse and mismanagement. Promotes transparency and consistency in the agency's processes and operational activities.	Daily Service
Outreach	Outreach and Public Information	Communicates with groups, organizations and individuals to inform them of agency procedures and regulations and solicits feedback to enhance public awareness.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
COMPLAINTS	Resolves Complaints	Documents, investigates the validity of information, conducts resolution conferences to seek resolution to determine effective remedies and prepares notices of infraction for unresolved complaints.	Daily Service
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (4 Activities)			
RESEARCH	Research of For-Hire Vehicle Industry	Provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment and rulemaking.	Daily Service
INFORMATION TECHNOLOGY	Innovations and technology support	Provides innovative solutions and technology support.	Daily Service
Grants	Grants	Provide grants to improve economic opportunities for the For-Hire Vehicles (FHV) industry, including grant development and grant monitoring.	Daily Service
ACCOUNTS MANAGEMENT	Account Management	Reviews services provided to taxi and limousine companies, private_x000D_ vehicles for-hire, and dispatch services for consistency and identifies issues and solutions. This_x000D_ program proactively advises clients to minimize noncompliance, ensure clients are satisfied with_x000D_ services being received, and reviews annual operating authority application.	Daily Service
3 - Create and maintain a highly efficient, transparent and responsive District government. (5 Activities)			
Driver/Customer Service	Driver service	Accepts applications for driver licensing and vehicle registration and issues new licenses and renewals.	Daily Service
Company Services	Account management	Accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.	Daily Service
INFORMATION TECHNOLOGY	Innovations and Technology Support	Provides innovative solutions and technology support.	Daily Service
MARKETING	Marketing	Engages the public, directs communications with stakeholders through multiple channels and promotes a positive brand association.	Daily Service
HEARINGS AND CONFLICT RESOLUTION	Hearings and Conflict Resolution	Conducts hearings adjudications, appeals, and any form of_x000D_ conflict resolution including mediation.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Client Services (1 Measure)			
Number of recovered items reunited with owners	Not Available	362	232
1 - Company Audit (1 Measure)			

Measure	FY 2016	FY 2017	FY 2018
Number of audits conducted	Not Available	Not Available	8
1 - For-Hire Vehicle Enforcement (2 Measures)			
Number of safety inspections conducted	Not Available	10,702	12,252
Number of insured vehicles during inspections	Not Available	10,397	12,143
1 - Outreach and Public Information (1 Measure)			
Number of people engaging in community outreach events	Not Available	Not Available	503,422
1 - Resolves Complaints (1 Measure)			
Number of disputes resolved	Not Available	940	1130
2 - Innovations and technology support (1 Measure)			
Number of new service or product pilots to improve passenger riding experiences	Not Available	Not Available	4
2 - Research of For-Hire Vehicle Industry (1 Measure)			
Number of public research reports completed	Not Available	5	3
3 - Account management (1 Measure)			
Number of company application processed (taxicab/limo companies and other businesses)	Not Available	161	112
3 - Driver service (1 Measure)			
Number of driver application processed	Not Available	7642	9174
3 - Marketing (1 Measure)			
Number of public service announcements	Not Available	Not Available	53

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Driver service (1 Strategic Initiative)		
Launch Universal Operator License	DFHV will continue to streamline Client Services transactions to improve the customer experience. In FY19, DFHV will streamline operator licensing to issue a Universal For-Hire Vehicle Operator's license - Universal Face ID. Currently, operator's licenses, known as the Face ID, are issued for a specific class of vehicle (eg, taxicab). The Universal Face card means that licensed operators will no longer be restricted to a single class of vehicles. This will offer operators more economic opportunities, reduce their operating costs and allow them flexibility to respond to market demand.	09-30-2019
For-Hire Vehicle Enforcement (1 Strategic Initiative)		
Pilot Artificial Intelligence (AI), Machine Learning, and License Plate Recognition system (LPRS) to optimize safety and compliance checks	DFHV will pilot programs integrating the use of artificial intelligence and/or machine learning to optimize safety and compliance checks and enforcement resources. Using modern technology for enforcement activities will make it easier for our Vehicle Inspection Officers (VIO) to monitor for-hire vehicle activities throughout the city.. An example of this technology is the deployment of a license plate recognition system (LPRS) technology. LPRS will scan license plates and/or permits of for-hire vehicles to alert and give VIO access to all available data about a vehicle and/or driver. This will assist VIO target enforcement stops and safety checks on vehicles with outstanding tickets, warrants, expired tags, etc. to optimize safety and compliance check.	09-30-2019
Grants (3 Strategic initiatives)		
Promote Green Rides	To further DC's sustainability goals, DFHV will promote Green Rides by offering incentives as part of the Innovations Grants program. Passengers who ride in participating EV or PHEV taxicabs will receive discounted trips and DFHV will provide a bonus to the driver for completed trips. This program seeks to increase demand for EV or PHEV trips by passengers and also encourage more drivers to use EV or PHEV.	09-30-2019
Improve access to WAV for persons with disabilities and older adults	DFHV will continue to lead in improving access to transportation for residents and visitors who use wheelchairs. DFHV will incentivize training and/or certification for all for-hire drivers about assisting and providing excellent service to wheelchair users. Drivers will receive rebates for completing training, receiving certification and central dispatching opportunities.	09-30-2019
Boost Driver Earnings to promote pathways to the middle class	DFHV will promote a pathway to the middle class for the for-hire drivers by offering the Driver Earnings Boost (DEB) program and integrating taxis into ride hailing platforms. The DEB program will provide financial incentives to drivers who work for a minimum amount of time and receive great feedback from passengers. Other factors that DFHV may consider in providing the DEB program include driver safety record, number of complaints and participation in pilots that promote transportation innovation and equity. Integrating taxis into different ride hailing platforms offers drivers easier access to more ride opportunities to increase their economic earnings.	09-30-2019
Innovations and technology support (2 Strategic initiatives)		
Introduce Transportation as a Service(TaaS) to eliminate transportation barriers	DFHV will continue innovations in the for-hire vehicle (FHV) industry by introducing Transportation as-a-Service (TaaS). TaaS uses a digital platform to integrate end-to-end trip planning, booking, and payment across multiple modes. The District has an extensive public transportation system and thousands of FHV from Uber, Lyft, Via, taxi and limousine companies. Yet many residents struggle with affordable and accessible transportation options. DFHV's research shows that there are about 152,000 residents with a disability, about 116,000 residents living below the poverty line, about 79,000 residents who are underbanked, about 29,000 retired veterans and over 100,000 senior citizens. In spite of robust transportation options, members of these groups face barriers such as income or lack of a credit card. TaaS will improve access and coordination of transportation for residents who enroll	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	in DFHV's DC Rides program. Residents in that program will be offered subsidized rides in FHV.	
Implement Pooled riding in the Transport DC program	In FY2019, DFHV will continue testing pooled riding in the Transport DC program. DFHV will use the feedback and observations from the alpha test pilot started in FY18 to make revision and/or enhancements to a beta test pilot. Transport DC service providers will be expected to match up to two Transport DC users per trip who are travelling at similar times and routes. The goals of this pilot will be to increase vehicle utilization and also to increase passenger awareness and feedback. Through shared riding, DFHV expects to reduce the out-of-pocket cost to the passengers, be able to deliver more rides within the budget and increase incentive for drivers to participate in the program.	09-30-2019

Department of For-Hire Vehicles FY2020

Agency Department of For-Hire Vehicles

Agency Code TC0

Fiscal Year 2020

Mission The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the citizens and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

Strategic Objectives

Objective Number	Strategic Objective
1	Ensure passengers have safe and excellent riding experiences.
2	Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Ensure passengers have safe and excellent riding experiences. (2 Measures)					
Percent of complaints processed on-time within 30 calendar days	Up is Better	99.1%	99.4%	100%	97%
Percent of warnings to overall tickets issued by Vehicle Inspection Officers	Neutral	New in 2018	87.2%	110.3%	80%
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (2 Measures)					
Percent of licenses processed on-time within 10 calendar days	Up is Better	96.5%	98.8%	98.8%	95%
Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)	Up is Better	New in 2020	New in 2020	New in 2020	95%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
3 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	100%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	80.4%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Ensure passengers have safe and excellent riding experiences. (2 Activities)			
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service
2 - Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry (2 Activities)			
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	Outreach/Marketing	Outreach/Marketing	Key Project
3 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)			
Driver/Company Service/Customer Service/Account Management	Driver/Company Service/Customer Service/Account Management	Driver/Company Service/Customer Service/Account Management	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Complaints/Hearings and Conflict Resolution (2 Measures)			
Number of public complaints resolved	940	1130	1329
Number of public service announcements	New in 2018	53	42
1 - Field Enforcement/Company Audits (2 Measures)			

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Safety and Compliance Inspections by VIOs	10,702	12,252	7966
Number of audits conducted	New in 2018	8	29
2 - Outreach/Marketing (1 Measure)			
Number of people engaging in community outreach events	New in 2018	503,422	695,138
2 - Transportation Pilots and Programs/Technology Innovations (1 Measure)			
Number of rides provided by DFHV transportation pilots and programs	New in 2020	New in 2020	New in 2020
3 - Driver/Company Service/Customer Service/Account Management (3 Measures)			
Number of driver applications processed	7642	9174	6731
Number of lost-and-found items returned to passengers	362	232	197
Number of company applications processed (taxicab/limo companies and other businesses)	161	112	87

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Complaints/Hearings and Conflict Resolution (1 Strategic Initiative)		
Increase modes for residents and passengers to submit complaints / Improve Complaints Data Quality	To improve public safety and build the public's trust in the for-hire vehicle system, DFHV will lower the barrier to reporting complaints by opening new complaint pathways through 311 and innovative apps. DFHV will integrate its complaint process with the DC 311 App so that it is more accessible to the public. A passenger will be able to submit for-hire related complaints in app, online, or by phone. Photos can easily be included in these complaints. Additionally, the public will be able to use the How's My Driving (HMD) app to report violations and concerns directly to DFHV. The HMD app is also integrated with DFHV's Salesforce. 311 and HMD will provide automatic status updates as the complaint progresses through DFHV's process. It will also notify complainants of the complaint outcome. DFHV will also improve the data quality for complaints by instituting an internal data quality review.	12-01-2019
Driver/Company Service/Customer Service/Account Management (2 Strategic initiatives)		
Improve visibility of consumer protection information for taxi passengers	Upgrade the Face ID (taxi license) with new features to improve the passenger experience and provide additional consumer protection information. DFHV will redesign the Face ID so it will be easier for passengers to read from the back seat. Improvements will also include a QR code passengers can scan to load driver and consumer protection information on their phone. The enhanced Face IDs will also improve DFHV's street enforcement by seamlessly integrating to DFHV's data systems. The enhanced Face IDs will also be tamper proof for added safety.	09-30-2020
Expand online access to DFHV licensing services	DFHV will enable online licensing transactions, such as license renewals, so that drivers can apply at their convenience and reduce the need to visit DFHV. DFHV will also automate the For-Hire Examination and give new applicants the option to test any day of the week. The DFHV Service Center will be outfitted as a dedicated resource center for driver training and a hub providing support to those clients experiencing technological barriers.	09-30-2020
Field Enforcement/Company Audits (1 Strategic Initiative)		
Implement Vision Zero Driver Education to promote public safety	DFHV will contribute to city's overall Vision Zero goals of promoting safe use of and reducing death and injury to users of the city's transportation system by training all drivers of public for-hire vehicles about Vision Zero. Drivers will learn about Vision Zero principles and practices that they can implement to promote safety for their passengers and all other users of the transportation system. In FY20, DFHV will develop and implement the training requirements. DFHV estimates that approximately half of drivers will be trained in FY20 and the remaining will be trained in FY21. DFHV Vehicle Inspection Officers will also distribute Vision Zero materials during enforcement operations.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Outreach/Marketing (1 Strategic Initiative)		
Research innovative alternatives for taxi lights	DFHV will research and test new taxi light solutions that are durable, affordable, and provide new features that benefit the public, drivers and passengers. DFHV will test these taxi lights as a new platform to issue public service announcements, such as about DFHV services such as lost and found or complaints. Other use cases include advertising partnerships to provide additional driver income, facilitating the environment for taxi e-hailing, advertising specials and discounts to the riding public, posting public safety information (e.g., Amber Alerts) and improving access for people with disabilities. DFHV will conduct field pilots of potential taxi light solutions and evaluate their benefits to approve their use in general fleet deployment.	09-30-2020
Transportation Pilots and Programs/Technology Innovations (3 Strategic initiatives)		
Microtransit Pilot Program (East of the River Initiative)	DFHV will bring Microtransit service to East of the River neighborhoods. Microtransit will offer demand-based shuttle service to those areas to shorten travel times and connect residents with the transit options, resources and amenities in their neighborhood and across the city. DFHV will research the area to determine which areas can be best served with Microtransit and the best service hours to positively impact DC's communities.	09-30-2020
Improve access to Wheelchair Accessible Vehicles (WAVs) for persons with disabilities and older adults	DFHV will continue to lead in improving access to transportation for DC residents and visitors who use wheelchairs. Expected outcomes include increasing the number of taxi drivers offering trips to wheelchair users, encouraging companies to increase the number of WAV vehicles circulating and improve response times. Strategies that will be used include financial incentives for drivers, including enhanced reimbursement rates and/or incentives for companies. DFHV will also use non-financial incentives such as offering WAVs priority use of busiest taxi stands and starting a service recognition program to drivers providing excellent service to passengers in wheelchairs. In FY20, DFHV will develop a long term accessibility vision for the following years.	09-30-2020
Expand the number of taxis accepting e-hails	DFHV will improve passengers' access to the taxi fleet through convenient hailing mobile apps. DFHV will expand this convenient hailing option to the agency's grant-funded programs. DFHV will also deploy physical buttons that can summon taxis to fixed locations such as doctors' offices, hospitals, or taxi stands.	09-30-2020

Executive Summary

Hales Government Solutions (HGS) administered phone surveys on behalf of the District of Columbia Department of For-Hire Vehicles (DFHV) to assess attitudes of current users regarding the Transport DC program overall and the recent pooled rides pilot.

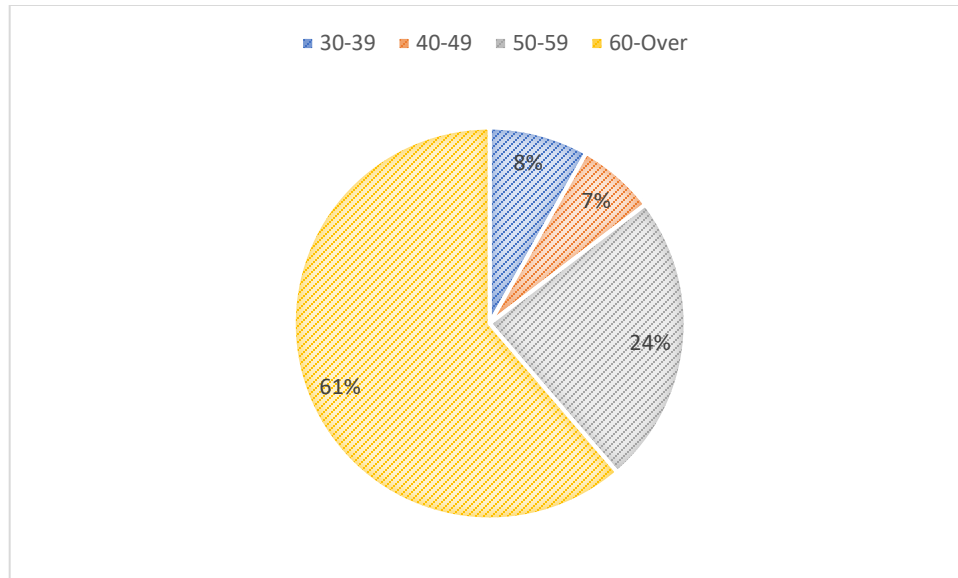
Current program participants are overwhelmingly satisfied with Transport DC overall and those who have tried the pooled ride option have positive opinions about it.

Introduction

In November 2018, the District of Columbia Department of For-Hire Vehicles (DFHV) contracted Hales Government Solutions (HGS) to conduct surveys with participants in its Transport DC initiative, which serves as an alternative to the MetroAccess paratransit service for District residents. Over a period of 15 days, HGS made over 3100 calls and completed surveys with 415 participants (13.4 percent completion rate). The following sections highlight the responses to the questionnaire.

Age of Respondents

Of the 415 participants surveys, 390 respondents provided age information. By a wide margin, most respondents were over 60 years old, accounting for 61 percent of the responses given (239 participants). Another 24 percent of respondents were between the ages of 50 and 59. The graph and table below represent the distribution of age information provided to HGS.

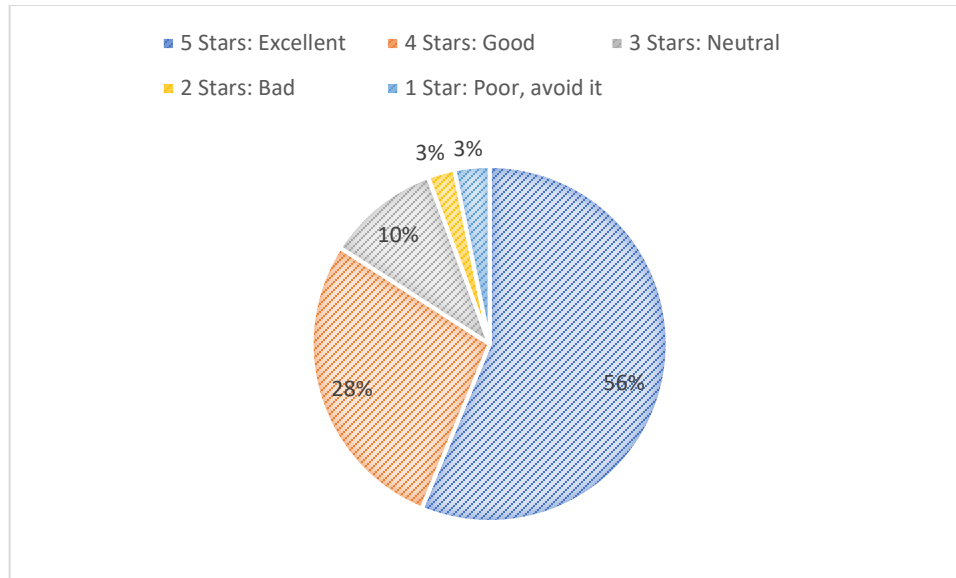


Age

30-39	32	8.2%
40-49	25	6.4%
50-59	94	24.1%
60-Over	239	61.3%

How would you rate your overall satisfaction with the Transport DC service?

Participants were asked to give a Likert-scale measure of their overall satisfaction with services offered through the Transport DC program. Over 80 percent of the 409 respondents to this question rated Transport DC as either good or excellent, and fewer than six percent of respondents had a negative view of the program. All of the responses to this question are represented in the following chart and table.



Overall Satisfaction

5 Stars: Excellent	230	56.2%
4 Stars: Good	114	27.9%
3 Stars: Neutral	42	10.3%
2 Stars: Bad	10	2.4%
1 Star: Poor, avoid it	13	3.2%

If we examine the ratings for overall satisfaction according to the age ranges of the respondents, we observe that satisfaction reliably increases with age among survey participants. We see that 62 percent of respondents aged 60 or over rated the program as excellent, compared to 34 percent of respondents between the ages of 30 and 39. The chart below tracks the increase in satisfaction through the age strata.

Overall Satisfaction by Age

	30-39		40-49		50-59		60-Over		Age not given	
5 Stars: Excellent	1	34.4%	14	56.0%	5	57.4%	144	61.5%	7	29.2%
4 Stars: Good	1	37.5%	8	32.0%	2	27.7%	58	24.8%	10	41.7%
3 Stars: Neutral	6	18.8%	1	4.0%	8	8.5%	21	9.0%	6	25.0%
2 Stars: Bad	3	9.4%	0	0.0%	1	1.1%	6	2.6%	0	0.0%

1 Star: Poor, avoid it	0	0.0%	2	8.0%	5	5.3%	5	2.1%	1	4.2%
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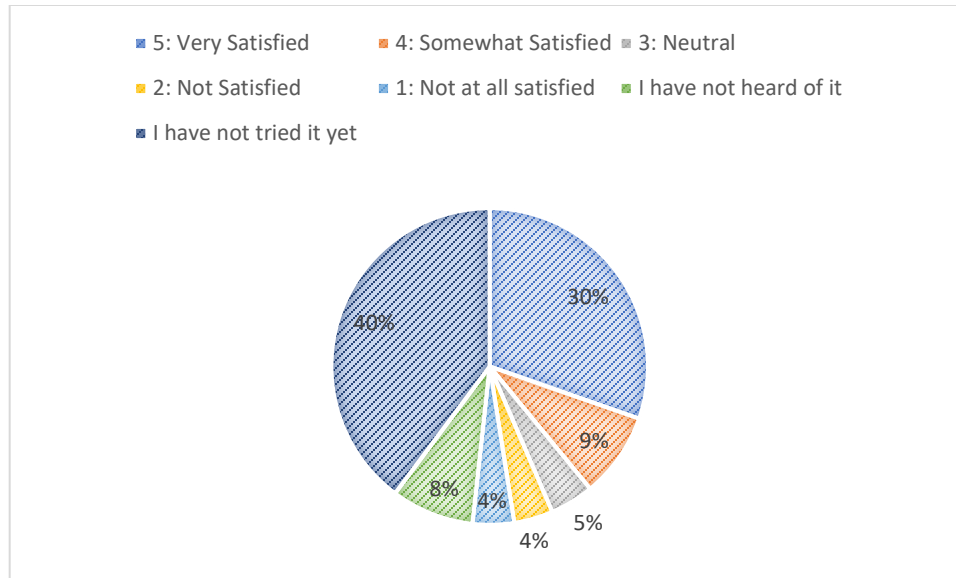
We also observe that overall satisfaction remains fairly constant as customer ride frequency increases. As the following chart reveals, nearly 80 percent of respondents with 50 or more rides maintain a positive view of the Transport DC program overall.

Overall Satisfaction by Ride Frequency

	50 or more		Less than 50	
5 Stars: Excellent	64	53.8%	166	57.2%
4 Stars: Good	31	26.1%	83	28.6%
3 Stars: Neutral	21	17.6%	21	7.2%
2 Stars: Bad	2	1.7%	8	2.8%
1 Star: Poor, avoid it	1	0.8%	12	4.1%

How satisfied are you with the pooled ride option?

Participants also were asked to rate their satisfaction with the pooled rides program that was piloted in the last two months of 2018. Out of 402, respondents, 48 percent (163 participants) had either not heard of the program or had not yet used it. Over 40% of all respondents (157) were either somewhat satisfied or very satisfied with pooled rides. These respondents represented 53 percent of those who have already participated in the pilot effort.



Pooled Ride Satisfaction

5: Very Satisfied	122	30.3%
4: Somewhat Satisfied	35	8.7%
3: Neutral	18	4.5%
2: Not Satisfied	16	4.0%
1: Not at all satisfied	17	4.2%
I have not heard of it	34	8.5%
I have not tried it yet	160	39.8%

Across age ranges, we note the youngest participants were more likely to not be aware of the pooled rides program. In contrast, the older cohorts had greater awareness of the pilot, but attempted to use the service at much lower rates. Notably, all nine respondents between the ages of 40 and 49 who tried pooled rides were very satisfied with the experience.

Pooled Ride Satisfaction by Age

	30-39		40-49		50-59		60-Over		Age not given	
5: Very Satisfied	9	29.0%	9	39.1%	3	32.3%	66	28.1%	8	40.0%

4: Somewhat Satisfied	4	12.9%	0	0.0%	8	8.6%	19	8.1%	4	20.0%
3: Neutral	3	9.7%	0	0.0%	2	2.2%	13	5.5%	0	0.0%
2: Not Satisfied	2	6.5%	0	0.0%		0.0%	14	6.0%	0	0.0%
1: Not at all satisfied		0.0%	0	0.0%	5	5.4%	12	5.1%	0	0.0%
I have not heard of it	5	16.1%	4	17.4%	7	7.5%	17	7.2%	1	5.0%
I have not tried it yet	8	25.8%	1 0	43.5%	4 1	44.1%	94	40.0%	7	35.0%

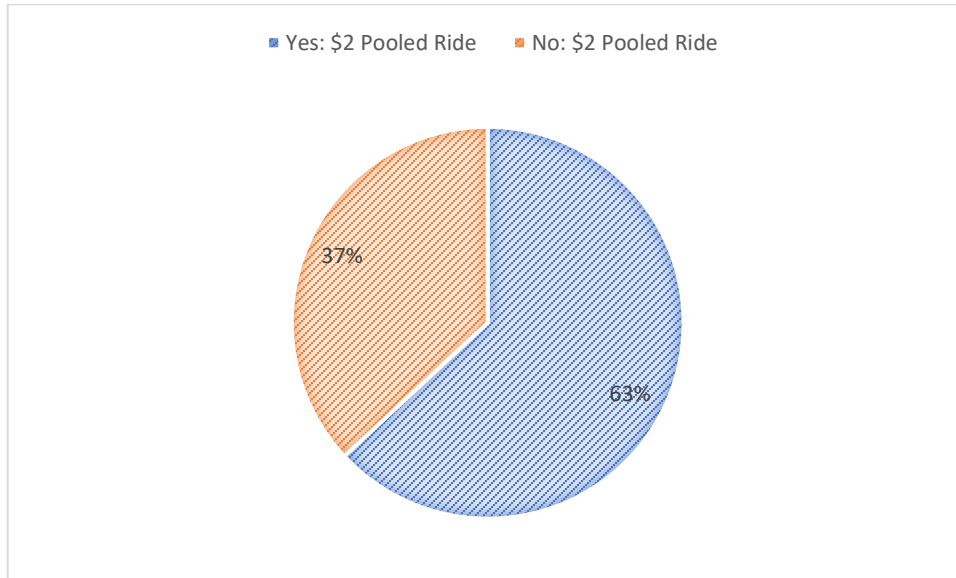
As we see below, frequent riders had great awareness of the pooled rides pilot program. Fewer than three percent of respondents with 50 or more rides had not heard of the program. We also note that riders in both groups who tried the pilot were largely satisfied with the experience. Nearly 55 percent of more frequent riders were very satisfied with the program, while 61 percent of less frequent riders were very satisfied with pooled rides.

Pooled Ride Satisfaction by Ride Frequency

	50 or more		Less than 50	
5: Very Satisfied	42	36.5%	80	27.9%
4: Somewhat Satisfied	13	11.3%	22	7.7%
3: Neutral	7	6.1%	11	3.8%
2: Not Satisfied	6	5.2%	10	3.5%
1: Not at all satisfied	9	7.8%	8	2.8%
I have not heard of it	3	2.6%	31	10.8%
I have not tried it yet	35	30.4%	125	43.6%

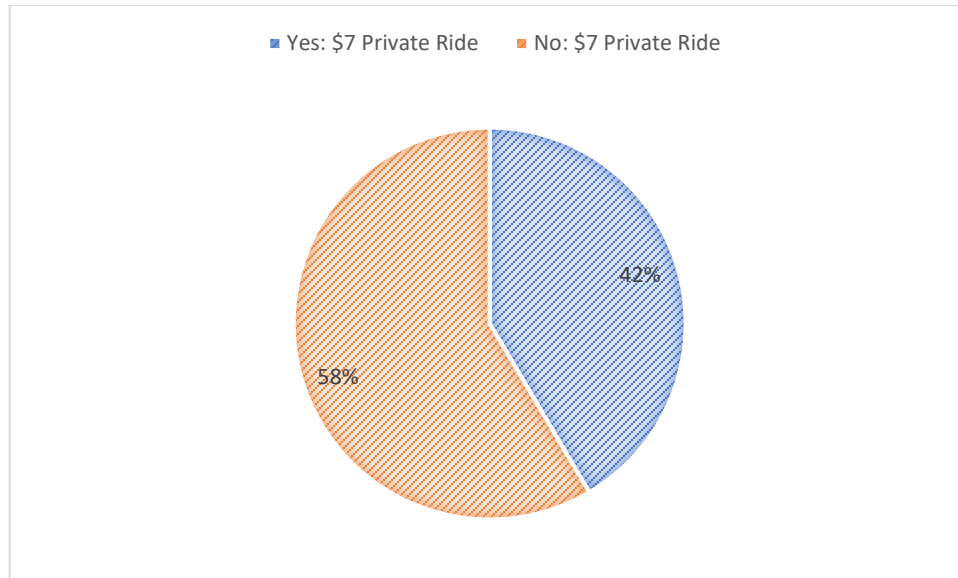
In order to ensure enough rides for all users, while removing location restrictions, would you support \$2 for pooled rides and raising the private ride co-pay amount to \$7?

Participants were asked if they would consider a co-pay amount of \$2 for pooled rides and \$7 for private rides if location restrictions were removed. The majority of respondents to the co-pay question indicated they would support a \$2 co-pay (63 percent). However, the majority of participants who responded to the question about private rides indicated that they would not support a higher fare with location restrictions removed (58 percent).



Support for \$2 Pooled Ride

Yes: \$2 Pooled Ride	41	63.1%
No: \$2 Pooled Ride	24	36.9%



Support for \$7 Private Ride

Yes: \$7 Private Ride	159	41.5%
No: \$7 Private Ride	224	58.5%

The results from respondents regarding co-pay options were consistent when the group was split by age ranges as well as by ride frequency. As above, groups were generally amenable to the \$2 co-pay for pooled rides but expressed hesitation toward the \$7 co-pay for private rides.

Support for \$2 Pooled Ride by Age

	30-39		40-49		50-59		60-Over		Age not given	
Yes: \$2 Pooled Ride	2	66.7%	0	0.0%	10	76.9%	25	61.0%	4	80.0%
No: \$2 Pooled Ride	1	33.3%	3	100.0%	3	23.1%	16	39.0%	1	20.0%

Support for \$7 Private Ride by Age

	30-39		40-49		50-59		60-Over		Age not given	
Yes: \$7 Private Ride	13	41.9%	10	45.5%	40	45.5%	90	40.0%	6	35.3%

No: \$7 Private Ride	18	58.1%	12	54.5%	48	54.5%	13	60.0%	11	64.7%
							5			

Support for \$2 Pooled Ride by Ride Frequency

	50 or more		Less than 50	
Yes: \$2 Pooled Ride	19	65.5%	22	61.1%
No: \$2 Pooled Ride	10	34.5%	14	38.9%

Support for \$7 Private Ride by Ride Frequency

	50 or more		Less than 50	
Yes: \$7 Private Ride	46	42.6%	113	41.1%
No: \$7 Private Ride	62	57.4%	162	58.9%

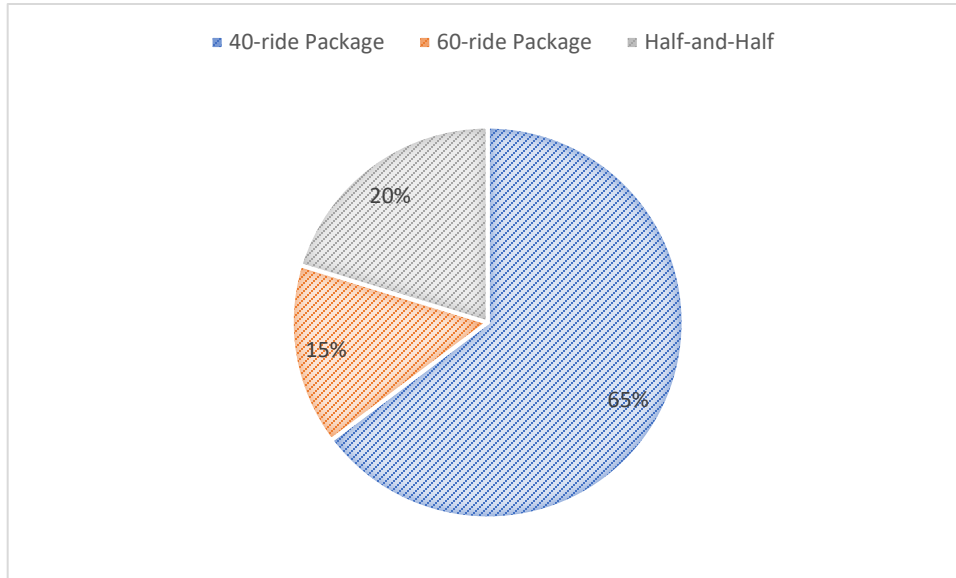
Providing as many rides as we can within budget is important for both residents and the government. Which of the three options below is most appealing?

Respondents were given three options and asked to select which of the options below were most appealing.

- **Option #1:** A 40-ride package. Every participant gets 40 rides a year to go anywhere at any time in DC. If you ride privately, you pay a \$5 co-pay, but if you travel in pooled rides, you pay \$2.
- **Option #2:** A 60-ride package. Every participant gets 35 rides a year to go anywhere at any time in DC. If you ride privately, you pay a \$5 co-pay, but if you travel in pooled rides, you pay \$2. After exhausting your 35 rides, you get a discount of 30% (up to \$5) for an additional 25 rides at regular cab fare.
- **Option #3:** Shore up the Half and Half package. Unrestricted rides for the first 15 days of the month, and rides only for employment and medical services during the remainder of the month. Limit employment address to only one location a month and medical to only one location a month. Shut down the program when funding runs out.

Of the 380 responses to this question, 246 participants (65 percent) chose option #1, while 57 participants (15 percent) chose option #2 and 77 (20 percent) chose option #3.

This trend persisted when the data was disaggregated according to both age and ride frequency. In every subgroup, 57 to 77 percent of respondents expressed a preference for the 40-ride option. Similarly, the 60-ride program option was the least popular choice in every instance.



Program Option Preference

40 Rides	246	64.7%
60 Rides	57	15.0%
Half-and-Half	77	20.3%

Program Option Preference by Age

	30-39		40-49		50-59		60-Over		Age not given	
40 Rides	17	56.7%	18	78.3%	57	64.0%	13	63.4%	17	77.3%
60 Rides	6	20.0%	2	8.7%	12	13.5%	35	16.2%	2	9.1%
Half-and-Half	7	23.3%	3	13.0%	20	22.5%	44	20.4%	3	13.6%

Program Option Preference by Ride Frequency

	50 or more		Less than 50	
40 Rides	74	68.5%	172	63.2%
60 Rides	13	12.0%	44	16.2%

Half-and-Half	21	19.4%	56	20.6%
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Comments from Respondents on Overall Satisfaction (5 stars):

- It's good; it works; it's a great advantage.
- I never had an issue with them, they always come when they're supposed to and are courteous.
- I use capitol cab pretty regularly, it's been good. I used it today to go to the store.
- You come right there, really you don't even wait that long. I don't know, it's alright with me. Only thing I need to say about the cabs is the handicapped cabs. I walk with two canes, so I think every person should have one of those stools.
- Sometimes, it's 5 and over. But sometimes they're late.
- Eight out of five, you're very dependable. The only problem I have is sometimes pooled rides take longer so I have to allow myself more time.
- Driver forgot.
- Driver kicked her out of cab.
- It's very good service.
- I have to give them a 20 out of five! The places I've been, they come right out, and the guys are so nice. They walk you right to the door and they take the credit card which is so convenient.
- Rush hour drivers take long.
- It's a good service for people with disabilities to have.
- With MetroAccess, you have to book it a day in advance, and sometimes it's overbooked. You are much less of a hassle. With this you can go to your appointments and it's much more convenient.
- It's a great program.
- I haven't had any bad experiences to complain. All of the cabs are clean, and the drivers are polite and helpful.
- It's very good. They're on time and courteous and I have no problem when I call.
- Man, I'm telling you, I love it. It's really what the seniors need because a lot of us don't have access to a car or drive and to get around, you know sometimes your family members are unavailable.
- It's been great.
- Oh, I'd rate that 100.
- It's good for seniors, and I'm glad you brought it up.
- Would like car cab.
- Lot of room for improvement.
- As long as I can get yellow cab, but the others have been unreliable.

- Five plus! You have to wait on the other transportation with the vans, and the drivers speed, hit the speed bumps and have me waiting for over 45 minutes.
- I love it. I would rate it a 10 if I could. And the other person in the house who uses it is 80. I don't have to wait as long as MetroAccess. Tell them DON'T take away the money.
- 10 out of 5 because they're here every time I call. Johnny on the spot. Beautiful program. I love it, I love it.
- I haven't had any problems at all.
- Never had problems.
- I had a very good experience with it today.
- When I call, they always come when they say they're coming.
- Because they're always on time.
- I don't have to wait too long going either way.
- So far, so good.
- It's very good, it's the highest.
- It's very convenient to the senior citizens.
- I'm satisfied with the service so far.
- Five with the yellow cab, but a two or three with VIP or the other service companies. We make sure to specify yellow cab when we call in and a friend does the same thing for the same reason.
- You are really good people. The company, I like it.
- Would give it a 9 out of 5. It's a very good service and you don't have to wait much.
- I only use it once in a blue moon.
- Because it's been great, excellent.
- I don't have any problems with it. I know what the rules are, and I abide by them. They get here when they say they're going to get here. I don't have any instances where things went wrong. I haven't had any problems.
- You never pick me up late. in the evening hours you pick me up early and make sure I'm on time. I had an emergency appointment and you guys were there for me.
- They come when I call.
- Driver didn't come on time.
- 6 stars
- Doesn't take credits cards.
- The service is pretty good, only once, I was in UVA hospital leaving at 2am and they sent someone who wasn't part of the usual group.

- I do appreciate going from here to there for only \$5. You can't beat that!
- I like the fact that it's like driving in your own personal car, but you aren't the driver. Don't have to worry about picking up other people. The shocks are perfect, ride is smooth. The convenience of scheduling your ride.
- Number 1: when you call, they understand what you're saying. Number 2: it takes about 10 minutes. Number 3: they can put my wheelchair in the cab with ease. Number 4: I like the fare that I pay.
- The past few times they've been on time. Especially when I do a scheduled trip. Today, the cab came in less than 5 minutes, so I was pretty pleased with that.
- I've been getting very good service
- Drivers late.
- Wish yellow cab was back.
- When I call, they come, and they don't make you wait.
- When I call, they come very soon.
- So far, they've been so good, so I'll say 5.
- They always come on time and the drivers are quite nice. I've never had a bad experience with them.
- They've always been on time and courteous.
- They've always been pretty good. I love the service.
- Each time I call, I get what I want. They do good. Pretty good program.
- I would really like if they could take me to my water therapy after the 15th, because it isn't considered a medical appointment.

Comments from Respondents on Overall Satisfaction (4 stars):

- Need better communications...dispatchers miss.
- 3 or 4 because there have been some instances where no one came to get me for my doctor's appointment.
- Real late on weekends, not helping the riders, driver pulled over to buy liquor.
- The dispatcher didn't follow up.
- It's fine but sometimes at night I have a problem because they miss me when the games let out at capitol one arena.
- I think the communication could be better. I stopped even trying to get a cab. Yellow cab wouldn't come, and they wouldn't take the card. And if it was \$5, they didn't want the \$5, they wanted the full price.
- I've only had one bad experience.

- It was pretty good, but I had one bad experience. But that driver didn't come again. I called in, I had a lady to come to pick me up in a van. She had family members, left me in the doctor's office, and went to pick up family members before she came to get me from my appointment.
- Late
- It comes promptly and it's good service to get me to my doctor's appointments.
- It varies from company to company between the cabs, a couple times there have been some delays and the cab has ended up at the wrong pick-up point. Sometimes I've been called when there's been a delay and sometimes I haven't, but it's more positive than negative.
- Sometimes it's hard to get a car.
- Slow
- I had one incident, the gentleman doesn't like to take credit cards and every time he sees me, he says he won't pick me up.
- Drivers didn't want to help.
- Late
- I just had a few issues, not too many. Sometimes we got left, sometimes the car was too small. Sometimes they couldn't find the facilities.
- One didn't show up.
- Late pick up
- DC cabs are not clean.
- Drivers won't help out.
- Ride didn't show up...and company was rude on phone.
- Don't get the right info for cab people.
- Drivers took forever, driver rude.
- It's pretty good. At least a four.
- Didn't pick me up from school.
- There have been a lot of situations where the drivers have been super rude. A lot of the drivers want a tip, but many of the drivers have been nice. Many of the drivers don't know about the program overall, they have no clue and they want a tip.
- Some drivers came to assist me with the walker and opening the doors, but others waited until the very last minute and weren't helpful.
- Drivers late
- Need a step on the floor to get in car.

- It's okay, but sometimes you have a long ride or a long wait. They'll pick me up on time, but sometimes they'll say they're 20 minutes away and they're really 2 hours away.
- The cab people canceled my trip. Late for appointment.
- Driver had bad smell.
- Had me waiting for 3 hours.
- Sometimes it takes a long time to get a cab but otherwise it's been really good for me. But I noticed sometimes when I call them, I have to wait a while.
- Got dropped off at wrong address.
- Driver didn't come, driver rude, driver didn't help blind lady.
- Pre-ordered cab and cab didn't come until 2 hours late. Driver was rude.
- Drivers need to know the difference between shared ride and private.

Comments from Respondents on Overall Satisfaction (3 stars):

- Yellow cab is the best. Taxi was bad.
- It's okay but it's expensive.
- Waited over an hour...not dependable.
- Drivers always on phone.
- For getting me where I want to go that's a 5, but for courtesy I give them a 2. They are very rude and have trouble finding my unit. If they are ever late, it's because they go to the wrong unit.
- Bad customer service and issues with credit card users.
- Don't ride it that much.
- Long wait
- It could be better.
- Driver charges \$5 for share ride.
- Driver is rude.
- I've had better
- Late
- Drivers rude, don't want to help the users.
- Customer service needs improvement.
- Rude drivers, dirty cabs.
- Driver late...driver rude...bad order.
- Slow. Waiting for hours, 4-hour wait.
- Late
- Rude drivers...don't drive well.

- Yellow cab very nice, VIP horrible. Out of ten times, five times VIP was horrible and went to the wrong address, which made me late.
- Late
- I've had to wait too long for cabs and have missed appointments. It's been terrible.
- It's not the best. I wait a long time and they give us the wrong information. It's a problem.
- Ride was not on time...more than once!
- Why pay when I can ride for free with MetroAccess?
- Sometimes they're inconsistent with the timing and you have to wait when they don't have information received.
- Rides not showing up.
- Yellow cab is best
- Late

Comments from Respondents on Overall Satisfaction (2 stars):

- A lot of confusion
- Never showed up
- Never show up
- Dispatcher lied...waited over an hour.
- 2.5, because when I call Transport DC I absolutely positively have to be there and sometimes I don't get a cab.
- No heat
- Told me I wasn't in the system
- I'm handicapped, I need a wheelchair taxi, I'll call and try to get one and they can't find me one. One time, I waited over 5 hours and they couldn't find anyone, and they didn't call me.
- Sent a cab that wasn't a wheelchair cab.

Comments from Respondents on Overall Satisfaction (1 stars):

- I haven't used the program. I've tried, but the cabs never come.
- I just had a major surgery, and two times I called and was left, and they never called back. I sat out in the rain for 5 hours one time. And they're always slow.
- Never showed up. Drivers said they don't get paid, so they show up late and don't show up on purpose.
- Was robbed by the driver.
- Didn't show up (Southwest)

- Driver was rude...driver late.
- Never showed up. Need a wheelchair car. Waiting all day.
- Late, leaving the patient, rushing the patient, driving around DC getting lost.
- Don't answer phones. They mess up appointments and don't follow up on people.
- Left waiting for 3 hours.
- Drivers don't want to come.
- The drivers don't help at all and are rude. Driver left me at Walmart.

Comments from Respondents on Pooled Ride Satisfaction (5 stars):

- That would be really nice. Even better than the regular rides.
- I think that would be the best. That's good.
- It's cool, I like it.
- Oh yeah, that would be fine.
- Reminder that the riders are clients.
- Saves money
- It doesn't bother me at all, I leave out very early so when I order pooled rides no one else gets in anyways. I think it's an excellent idea. I hope that never goes away. Sometimes I don't have two nickels to rub together so it saves me money.
- Pooled rides are crowded.
- If they're handicapped or elderly, they need a ride just like I need a ride, so it's fine with me.
- I wouldn't have a problem with it.
- Fine, I wouldn't mind it.
- I'm very satisfied cause I does the pooled rides where they pick me up, then they picked somebody else up who wasn't even far away from where I live or where I was going.
- I just started using it, but I like it. They say pooled rides, but so far, I haven't had to share a ride with anybody.
- I think that's cool. I think that's a good idea, too. I haven't tried it yet but I'm alright with that.
- I take Lyft pooled rides.
- I've been using it successfully. I'd really give it a 5.
- Sometimes people are going in the same direction as me.
- That would be a winner because where I live, I'm in the back of Kenilworth but no buses come there at all, and

having a disability with my leg, I can't even get there. So that'd be excellent.

- It sounds great, I think it would be great.
- Cheaper price
- Ooh, that's good.
- I like it and it saves me \$5.
- It's very good.
- I wouldn't mind as long as it isn't out of the way like MetroAccess.
- It's no problem
- It's alright
- I would rate that as a 10. I really appreciate that service. sometimes we don't have the \$5 so it really helps out.
- I have no problem with it. I've only lived in DC for 3 years, so I don't know the city, but I have no problem with it.
- It makes things more efficient and I would have to wait less.
- Oh yeah, that would be fine.
- As long as it's not going to make me late, I can deal with that.
- It's a lot cheaper than Uber.
- It sounds good.
- I'll try it.
- That'd be great. I'd love that.
- As long as they get me to my appointment on time it's cool with me.
- It's a great help when funds are low and people still need to get around.
- It's all good, I did it once. I had no problems.
- Some drivers don't know about pool rides.
- Don't want to ride with other people. It will make me late.
- I have never used it because I leave out early, around 5am.
- Would not like to ride with other people.
- Pool makes you late.
- I like the idea maybe it would be a 5 but I haven't tried it
- I can't rate it without using it.
- It's okay, I think it's a good program, but I've never used it yet.

Comments from Respondents on Pooled Ride Satisfaction (4 stars):

- Slow
- I'm interested but I haven't tried it yet.
- I don't mind sharing a ride, but I have a walker that needs extra space
- I don't know how it is yet, so I won't give it a 5 but I am willing to try it.
- Sometimes I have to wait longer. And you can't book ahead of time. I've had mostly good experiences but sometimes it takes longer. It's a life saver and we are so blessed to have that service when you don't have the money.
- I think it's pretty good, it's me and my girlfriend who's in a wheelchair.
- Picking up more than 3 is too much.
- It's fine
- I've used the pooled ride about 10 times, I'm very satisfied with it.
- Driver charges \$5 for shared ride.
- I did it twice and it was okay.
- This time was on time, the first time the pooled ride was 10 minutes late because they got confused.
- When I call, they come within 15 minutes.
- I've never had to share but I'm fine with it.
- Rides too long
- The pooled rides were pretty good.
- Got charged \$5 instead of \$2.

Comments from Respondents on Pooled Ride Satisfaction (3 stars):

- It's okay
- If I'm going to the doctor, I have to be there at a certain time and for pooled rides It wouldn't work, but it would work going home and other non-time-sensitive things.
- Takes long
- Depends on where I'm going and what time I have to be at my destination.
- I haven't tried it, I'm not opposed to it, but I'd need to be on time.
- As long as it's respectable. I like private rides because you get people with all types of attitudes.
- Unpredictable
- Don't want to wait
- Takes longer than private rides.

- Want to know the price.
- I don't really mind a pooled ride.
- Only concern is if the ride would be on time. MetroAccess would get us there late.
- I don't know. I've never used it yet.
- A few dollars doesn't matter to me.
- If it means we're going in the same direction it shouldn't be a problem.
- Long wait
- Dispatchers not confirming with the drivers.

Comments from Respondents on Pooled Ride Satisfaction (2 stars):

- 2 or 3 because the lady was telling me she doesn't do pooled rides.
- We have had a hard time getting it to work, but we have tried it and would be interested if it was smoother and I could request the driver that I like.
- I probably wouldn't want to do that. One of the nice features is that you didn't have to worry about waiting for other people, and that defeats that.
- I don't like shared rides because I like to be there on time, and I know early morning traffic.
- I prefer the individual cab, so I don't have to wait for anyone.
- Rather ride by myself.
- Don't want to ride with people.
- We tried the pooled rides, but we were told that it would take longer even though my friend was sitting next to me and we were going to the same place. It's cumbersome to use and we never tried it after that. It's a great idea but it has to be easier to us.
- I'm in a wheelchair.
- I use oxygen and I'm not sure how far the other person would be going.
- My friend was told he could only take it to the hospital.
- Don't want to ride because you can't get to your appointment on time.
- Don't like the idea.

Comments from Respondents on Pooled Ride Satisfaction (1 stars):

- Drivers didn't show up.

- I have a problem with most of the people I share with and that thing is that they are not very nice people. I feel better just having a cab by myself.
- Do not like pooled rides. Takes forever to get home.
- Driver took hours
- Late
- Haven't tried it and don't want to.
- Cab had bad odor, driver rude.
- Not interested in sharing.
- I tried that and it got to the point I had to call a regular taxi. I never tried it again.
- It made me late. Missed my appointment.
- If I want to ride with someone else, I'll just ride MetroAccess. I don't like that. I like private rides. I don't want to get other people's germs, especially when other people are going to their doctor's visits.

Additional Comments from Respondents:

- It's been successful so far. I don't think you should cut it because there are so many people that need rides but don't have transportation these days, especially the elderly.
- Everything is fine. I like the program, it's very helpful.
- How can I get enrolled?
- I don't have any complaints. I think anything for the people is good. They can't pry me out of DC. There's no place like DC. There are more resources here.
- I don't have any real complaints. I just like it how it is now. I wish I could use it anytime instead of just the first 15 days. My only complaint, being 93, is that sometimes they get me there too early.
- I don't like any of the options. I don't like that it's just for DC. I don't like that I can't stop by the bank. It isn't always reliable. Sometimes you'll get there but it isn't that good.
- I don't like the restriction after the 15 days but keeping it like it is would make it less confusing.
- I enjoy riding. I have a rollator, so at times I've had problems. I could call MetroAccess, but a lot of times you're in line for a long time waiting for other people. I hate to travel to a faraway place and be late, so I like the cab service.

- I hope they don't put that \$2 in there. The free shared rides are helpful for seniors. A lot of places I can go now that I couldn't go before. That free shared ride helps a lot. I wish it would stay like it is. Seniors can't afford \$7 a ride.
- I just wish it could be extended to MD and VA.
- I like between options 1 and 3. I just want to say I hope they don't cut it off.
- I like the yellow cab when they text that the driver is en route, and they call and text when he or she has arrived. I like having the cab number.
- I like this program! I like it becoming a reality. It is convenient for me and helps with groceries and doctor appointments. Especially when it's cold.
- I mainly use it for employment and work.
- I mean the service is good, you need to keep it because you're faster than MetroAccess. I hope you keep the service because it's better to me. I can get to the doctor on time. You can't get any better than that. I love the program.
- I only use it for medical locations anyways.
- I really appreciate that they have the service, but there is a need to try to improve, especially for medical appointments. Maybe they can have a separate ride for medical appointments, because I can't miss those. VIP taxis are the worst.
- I think we should always be able to travel, not just until the 15th.
- I use MetroAccess and the cabs, and I love them both.
- I wanted to ask because I have a sister who lives in PG, but we can't go to Maryland. Silver cab can come into DC from PG, but I was wondering about that service. Pooled rides are a lifesaver. Every last one of my drivers have been great.
- I was always confused about the 15 days. They need to make it easier to use and make the drivers nicer. It's a wonderful program but they don't make you feel wonderful for using it.
- I wish I could count on you a lot more. I really have to be at the hospital when I call you.
- I wish they had services to go to/from Maryland and Virginia for medical purposes.
- I wish you guys could just do yellow cab. They are really reliable.

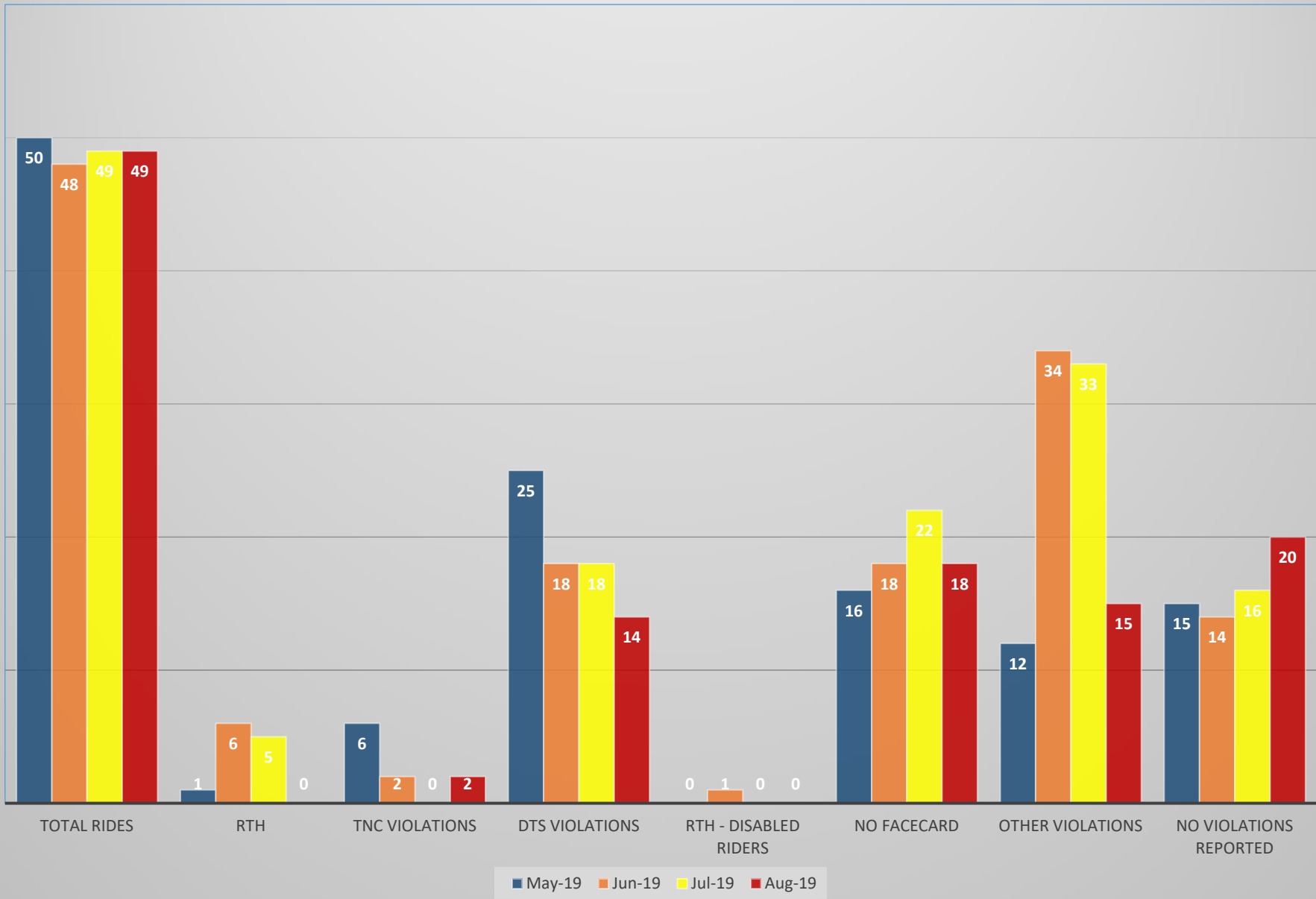
- I work too much for 40 rides a month. Some people work more than one location. I don't like any of these packages. You all need to take that back to the drawing board.
- I'd like you thank you all for providing the seniors who need it. And overall, the drivers have been courteous and helpful. it's just a few, but those few mess it up for everyone.
- I'm a happy camper.
- I'm pretty satisfied. The drivers are nice. Sometimes we have miscommunication through their language, but other than that I'm cool with them.
- I'm thankful for whatever we as seniors can get to help.
- I'm well pleased with it, I've come to depend on it. I even used it today to go to the hospital.
- If I call in for a pooled ride, if I call the main number and get switched to district cab, and I get a VIP cab, are they coordinated between the two companies? I think pooled rides need to be coordinated under one cab company to make it simpler.
- If I could still take pooled rides after the 15th, it would be helpful. I would like to be able to request my own driver more easily, whether it's a private ride, pooled ride, or after the 15th of the month. A lot of these guys don't know how to use their GPS.
- It is very good and convenient. I hope you stay. It's getting too dangerous to stand outside and flag down a cab. I love it, and I can't wait to get out today and get moving. I'm going to take my grandkids out to the ihop for green eggs and ham like Doctor Seuss.
- It's a really beneficial service. I'm sure others feel the same way.
- It's very convenient and sometimes I can't even do what I need to do with MetroAccess because I can't afford to be late or waiting around when I have to get somewhere important.
- It's very helpful when it gets me where I need to go.
- Keep the program going!
- Make sure the people I'm communicating with have an accent I can understand because prior to our conversation today I did not understand the program at all. Would be great to send a mailer out so more people know about Transport DC and how to use it.
- More wheelchair cabs, and more on time.
- Only thing is I live in one place and my girlfriend lives at another place. When they take me home, I wish they could

take her to her house because she's in a wheelchair and it's about 2 blocks away.

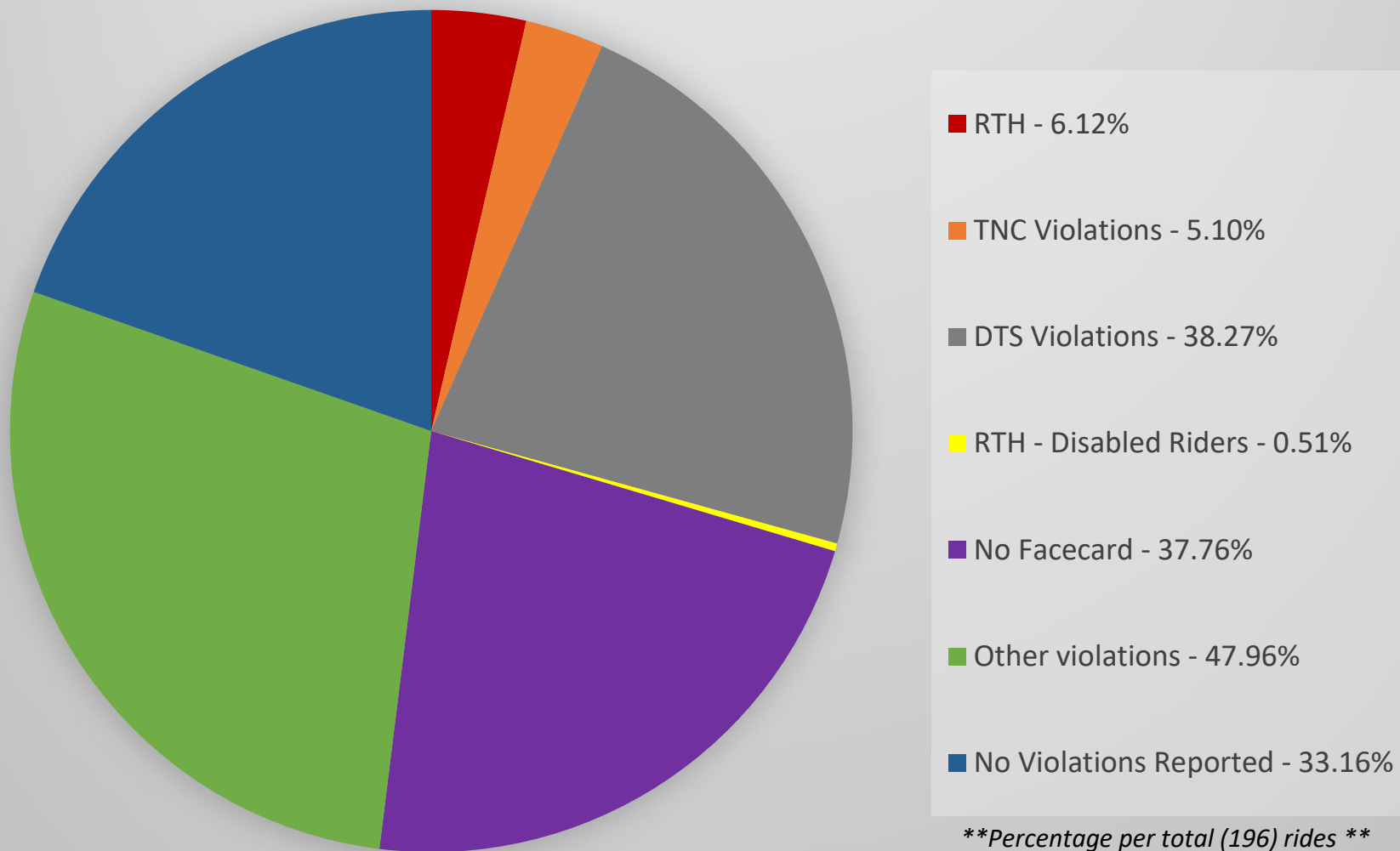
- Right now, I don't need it. Thank you.
- Some people have doctors in Maryland.
- Sometimes I need to get to Maryland. You don't do that?
- Thank you for what you do and for making it affordable for us.
- The drivers are very prompt and polite and most of the time they don't get turned around.
- They need to get rid of those vans, I'm not saying all of them because there are people in wheelchairs, but I get frustrated waiting a whole hour because I can't stand on my legs all day long. And then I can't even sit down how I want to.
- They should make it so we can add a little bit more on the ride if we have to go out to nearby Maryland.

	Total Rides	RTH	TNC Violations	DTS Violations	RTH - Disabled Riders	No Facecard	Other violations	No Violations Reported
May-19	50	1	6	25	0	16	12	15
Jun-19	48	6	2	18	1	18	34	14
Jul-19	49	5	0	18	0	22	33	16
Aug-19	49	0	2	14	0	18	15	20
Total 2019	196	12	10	75	1	74	94	65
% Total Rides		6.12%	5.10%	38.27%	0.51%	37.76%	47.96%	33.16%
% of RTH					8.33%			

Total Violations Data 2019



Total Violations Data 2019



GOVERNMENT OF THE DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

PUBLIC MEETING

+ + + + +

TUESDAY
JUNE 18, 2019

+ + + + +

The Public Hearing took place in Suite 2032, 2235 Shannon Place, S.E., Washington, D.C., at 10:00 a.m., David Do, DFHV Director, presiding.

STAFF PRESENT:

CHAU TRAN
NAKEASHA S-SAMLL, ESQ., GENERAL COUNSEL
SHERRITA McMILLAN

C-O-N-T-E-N-T-S

Call to Order. 3

Moment of Silence. 3

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Adjournment. 38

1 P-R-O-C-E-E-D-I-N-G-S

2 10:09 a.m.

3 CHAIRPERSON JOLLY: Good morning. The
4 time is 10:05. We're at 2235 Shannon Place SE in
5 the hearing room, Suite 2032. I would like to
6 call this meeting to order.

7 The first item on our agenda is a
8 moment of silence.

9 (Moment of silence.)

10 CHAIRPERSON JOLLY: Thank you. Good
11 morning and thank you for everyone who has taken
12 time out of their schedule to be here today. Our
13 meeting will probably move rather quickly today.

14 Our first order of business is roll
15 call. We do have a quorum so we'll move forward
16 with that. The next would be our member opening
17 remarks. I would like to start with Adviser
18 Wade.

19 You had a few notes from the executive
20 session yesterday that you would like to just
21 briefly touch on before we get started. I know
22 Director Do will sort of do it overview general

4

1 thing but you wanted to start first so we'll
2 start with you.
3 MS. WADE: Well, actually, we can
4 actually discuss this when we come to the vehicle
5 age extension because I do have some comments on
6 that.
7 CHAIRPERSON JOLLY: Okay. We'll let
8 you tag on after the director does his part.
9 MS. WADE: Right. I would like to
10 thank you public for coming out and supporting
11 us. We can't be successful without your input
12 and feedback so thank you very much for coming
13 out.
14 CHAIRPERSON JOLLY: At this time let's
15 go right to our magnanimous director David Do and
16 have you do your update for us, please.
17 DIRECTOR DO: All right. Good
18 morning, everybody. Can you hear me? The DFHV
19 first wants to welcome a few of our new team
20 members including Eileen Perry. I don't see her
21 in the room. She's our new HR specialist.
22 Charles Davis, our program analyst. He's not

6

1 However, we're not interfering with
2 the practices of the TNC companies themselves.
3 It's going to be totally separate and the status
4 quo will remain on that.
5 Just a couple of notes on this program
6 is that --
7 MS. WADE: Just a real quick question
8 on that.
9 DIRECTOR DO: Sure.
10 MS. WADE: I know that the other
11 vehicles for hire have their licenses for Lyft
12 and Uber. Will the cabs be displaying those and
13 the dome top lights?
14 DIRECTOR DO: Correct. Right now we
15 have agreements with Lyft and Via. Their trade
16 dresses will be shown so the trade dress is
17 either the Lyft symbol on the front of the
18 vehicle. They just let us know in advance where
19 they put those trade dresses.
20 Usually Uber is on the passenger back
21 rear side on the window. Then Via is a big
22 sticker on the side of the vehicles. Yes, they

5

1 here either.
2 Sherrita. Sherrita is here. Can you
3 wave Sherrita? Then Tyren Stover. Those are our
4 new team members. We are very excited to have
5 them on board. At this point we're very close to
6 a full team so I'm very excited about that.
7 We'll get right into it. The first
8 thing I want to discuss today and to let the
9 FHVAC members know is the universal operator
10 license. We're exploring a new license and we're
11 working in conjunction with some of the TNCs.
12 We're still in discussions with Uber but I think
13 we've reached an agreement with both Lyft and Via
14 on how taxi drivers can perform on both
15 platforms.
16 In Mode A it would be on a taxi mode
17 which is regulated by our industry. Then Mode B
18 it will be their personal vehicle time so it's
19 going to be separate times, but we reserve the
20 right to enforce any violations during this
21 period as they traditionally would operate on
22 their private and public side of the coin.

7

1 are still required. Anything that is required
2 regulatorily by the law, they still have to
3 comply. It's just going to have both symbols
4 now.
5 MS. WADE: I just want to be clear.
6 The public could be potentially confused like I'm
7 getting potentially confused.
8 DIRECTOR DO: Okay.
9 MS. WADE: If they are on Via's
10 platform and Lyft's platform, they have to
11 display those two symbols as well as the lighted
12 dome?
13 DIRECTOR DO: Correct. So they have
14 to turn off their lighted dome while they are
15 operating as, let's say in this case, Lyft. What
16 I'm allowing and why the point of all this is
17 that I want to increase economic opportunities.
18 MS. WADE: Absolutely.
19 DIRECTOR DO: Our studies have shown
20 that 40 percent of the time a taxi cab is
21 occupied. We're hoping that now if they don't
22 have a street hail, that they can turn on one of

1 the apps that the providers have and get a ride
 2 that way.
 3 This also allows, for example, a taxi
 4 company to rent to a TNC or a taxi driver at the
 5 same time or one by one, whatever they see as
 6 beneficial.
 7 But, I mean, there's warnings to that
 8 like you said yesterday at the executive session.
 9 The vehicle age and mileage requirements will
 10 still apply to the taxis. They can always remove
 11 the trade dresses and dome light and everything
 12 else and become a TNC and get to that 10-year
 13 minimum, but we are still part of the eight years
 14 or 175,000 miles. I'll get into details about
 15 that in a little bit.
 16 So, like I said, if a taxi operator is
 17 on a TNC call, their dome light must be off. If
 18 a taxi operator operates in another jurisdiction,
 19 they need to prove they are operating on a TNC
 20 platform because outside of the airport you
 21 cannot pick up and drop off in surrounding
 22 jurisdictions. You cannot pick up, I'm sorry, in

1 surrounding jurisdictions.
 2 MS. WADE: But the others can?
 3 DIRECTOR DO: The TNCs, yes, they can.
 4 You need to prove to those jurisdictions that you
 5 are picking up Uber, Lyft -- sorry. I can't say
 6 Uber -- Lyft or Via. Potentially we're working
 7 with the regulatory side to try to make this
 8 happen.
 9 MS. WADE: Thank you.
 10 DIRECTOR DO: Any other questions
 11 about this?
 12 CHAIRPERSON JOLLY: Quick question.
 13 Some of the taxis I know now pay the fee at the
 14 airport. What is the airport fee to get a
 15 license?
 16 DIRECTOR DO: Get a license, right.
 17 CHAIRPERSON JOLLY: Is there is a
 18 similar fee if they are working in the TNC mode?
 19 If they are working for Lyft or Via, is there a
 20 pathway for them to do Via or Lyft ride?
 21 DIRECTOR DO: So I'm not getting into,
 22 for example, the business practice of what the

1 airport does or does not. If they want to queue
 2 up with the taxis they must still pay that fee.
 3 If they want to queue up with a TNC, those
 4 business practices --
 5 CHAIRPERSON JOLLY: They have to work
 6 through the TNC. I got it. Great. Okay. Thank
 7 you.
 8 MR. DAGNEW: So explain to me this
 9 universal license. What does that mean?
 10 DIRECTOR DO: So a universal operator
 11 license is going to be the same price. I don't
 12 know the actual price yet but it's not going to
 13 be more than a face ID.
 14 Basically it just allows you to
 15 operate on the platforms that I described
 16 including having a face ID. It's your face ID
 17 normally plus the ability to work on these
 18 platforms.
 19 MR. DAGNEW: So drivers must pay
 20 another fee to obtain another license to drive?
 21 DIRECTOR DO: No, the universal
 22 operator license is the same as a face ID. They

1 are interchangeable. You can now get a face ID
 2 and operate just a taxi, same price, or you can
 3 get a universal license and operate as your face
 4 ID, too, and as Lyft and Via. There is no price
 5 increases.
 6 MR. DAGNEW: Now a technical issue.
 7 As a taxi cab driver am I allowed to do both?
 8 I'm just giving you an example. Drive a taxi,
 9 street hails. In the meantime put my gadget on,
 10 see if I can have a fare, and I would do both at
 11 the same time. Can I do that?
 12 DIRECTOR DO: You can do it co-
 13 currently. If you have an e-hail, then you have
 14 to turn off your dome light. If you have a
 15 street hail, you have to turn off your app.
 16 MR. DAGNEW: This is what I'm saying.
 17 That is confusing right there. Now we are
 18 talking about progress of everybody has to be in
 19 compliance with your meter on. Now, if I have an
 20 e-hail, that means I need another switch to make
 21 it on and off inside my car. Is that how it
 22 works? We have to shut that light off for an e-

1 hail.

2 DIRECTOR DO: Right. With the new AI

3 regulations you need to have the ability to shut

4 off that dome light -- your dome light remotely.

5 MR. DAGNEW: When you pick up a

6 passenger automatically it goes off. That is in

7 progress?

8 DIRECTOR DO: Yes.

9 MR. DAGNEW: Tell me about the e-hail.

10 DIRECTOR DO: So that's part of -- I

11 mean, the onus is going to be on the driver to

12 turn off the dome light no matter how you

13 operate. I'm not going to tell you how to turn

14 it on or off, but you need to follow the rules

15 and regulations of the new AI.

16 MS. WADE: That's minor when you

17 consider the fact that now you are able to

18 actually increase your ridership to hit a little

19 button.

20 MR. DAGNEW: Why is this even our

21 issue? If the driver wants to sign in to e-hail,

22 just do so independently. Why do you have us do

1 We are confusing one another. If we

2 are competing and this regulation would come up,

3 somehow we say we'll get this regulatory

4 authority to regulate Uber. What are we going to

5 say about what we're doing now?

6 DIRECTOR DO: As the regulatory

7 framework changes, we'll work with that. Right

8 now this is the framework we're working in. This

9 is what is available to us and it's working with

10 the individual TNCs to make this happen.

11 I mean, again, this is an optional

12 program. It doesn't diminish your business but

13 increases your business and that is at the end of

14 the day my goal. It's to provide more economic

15 opportunities for our drivers and more options.

16 If you as a driver don't want to

17 participate, you're not required to. What we're

18 saying is, hey, 40 percent of the time we see

19 that you have a passenger in there via dispatch

20 or street hail. Now you have another option to

21 do business.

22 During maybe a slow time you might

1 it? We cannot do anything. It is between the

2 driver and the e-hail company. Why is it even

3 our issue?

4 DIRECTOR DO: So we're just working

5 with the e-hail company to allow this and they

6 have prohibited this type of experience in the

7 past. We're making a break through with the

8 companies working with them to provide more

9 economic opportunities.

10 At the end of the day, we're not going

11 to change any practices of any driver. If you

12 want to remain on a face ID, that's your

13 business. If you want to get a universal

14 operator license, same ID including taxi license

15 within it, you can do that. It's not one or the

16 other and it's not an additional cost for anyone.

17 It's just one option.

18 MR. DAGNEW: Pending a regulation

19 about this shared riding, it has conflicts here.

20 We are competing for the solutions. We are both

21 competing for one another, taxi versus for-hire

22 vehicles.

1 catch an e-hail and that's to your advantage.

2 It's not this or that. We're not taking anything

3 away from anybody. We're just enhancing your

4 ability to be more efficient and to operate and

5 get more money at the end of the day.

6 Jeffery.

7 MR. SCHAEFFER: Thank you. Jeffery

8 Schaeffer. As a fleet operator, I think it's

9 wonderful because I've actually seen drivers, as

10 you stated, are competing and feel they have to

11 go one or the other.

12 The TNCs would never allow taxis in so

13 I've seen drivers take their vehicles out of

14 trade dress and pay \$300 or \$400 to paint their

15 car all one color to be allowed to use it for

16 TNC. Then find out all that glitters wasn't gold

17 and come back and go back into a taxi.

18 Now it actually allows that driver to

19 stay in the fleet and work both sides. I just

20 had two questions. Lyft and Via, if appears, are

21 willing to allow the taxis to work but Uber has

22 not yet?

16

1 DIRECTOR DO: We're working on that.
2 It's not like it's a complete no.
3 MR. SCHAEFFER: Okay. So it's
4 possible that Uber will allow it as well?
5 DIRECTOR DO: Yes. I would hope that
6 we can work through their concerns to make sure
7 we can get this done.
8 MR. SCHAEFFER: The only other
9 question is you stated the license is the same
10 fee. Do the drivers have to wait until one
11 expires to purchase another one or can they trade
12 one in if they want to start sooner or will they
13 have to purchase?
14 DIRECTOR DO: I'll look into the
15 details as we get to that point. I'm hoping to
16 have it --
17 MR. SCHAEFFER: Yeah, maybe if there's
18 only six months left and they want to swap out or
19 something for some kind of nominal fee just to
20 cover the expenses.
21 DIRECTOR DO: Maybe not even a fee.
22 MR. SCHAEFFER: Okay.

18

1 CHAIRPERSON JOLLY: I would say that
2 if I go back four years ago when we tried this
3 same idea, it was called X-class, and a lot of
4 you all remember that, it died on the vine. The
5 regulatory framework wasn't there and the TNC's
6 decision. I think the fact that directly you've
7 got it done now that's a huge leap. I mean,
8 congratulations are in order.
9 Dawit, I think to your point, as I sat
10 here and listened, yes, if I'm a taxi driver and
11 I'm driving in the mode of my meter and I do get
12 indication that there's an e-mail, then I do have
13 to find a way to turn the meter off. I switch
14 off the digital meter but that dome light doesn't
15 go out. I have to figure that out. Those are
16 some of the logistics we have to work out.
17 I think overall if I'm that same taxi
18 driver and I'm not getting e-hails and I'm just
19 driving around or I'm sitting in line at a hotel
20 for an hour or two and I get an e-hail, that's
21 business and I'm going to make some money. The
22 logistics of it, you know, we have to work that

17

1 MS. WADE: So the willingness of Via
2 and Lyft to now work with taxis is an indication
3 of what I've been saying all along. It's really
4 difficult to get a name tag. It's easy to get
5 but it's difficult to maintain part-time drivers,
6 whereas taxi drivers are considered professional.
7 That shows to me that they are willing to open up
8 and add more jobs to their queue.
9 DIRECTOR DO: Correct.
10 MR. SCHAEFFER: Well, let's not be
11 naive. There is also another factor involved and
12 it's called wheelchair accessible vehicles.
13 MS. WADE: Right. Absolutely.
14 MR. SCHAEFFER: Via and Lyft are
15 salivating at the wheelchair accessible vehicles
16 that they now can persuade to come in and join
17 our system when the written rule before was if
18 you have a taxi, you can't even think about that.
19 Now it allows them to -- we can get the
20 wheelchair people.
21 MS. WADE: Right.
22 MR. SCHAEFFER: Just another point.

19

1 out with drivers.
2 MS. WADE: Absolutely.
3 CHAIRPERSON JOLLY: I think the
4 Director made a good point. He's opened up the
5 opportunity but drivers will have to use some
6 innovation and I think there is some level of
7 conversation that drivers will have to have with
8 respect to the TNCs that they choose to work
9 through.
10 Jeffery.
11 MR. SCHAEFFER: I was just going to
12 say as far as the light, I think it's important
13 to put on the record, as Ms. Wade said it's very
14 minor, that you can put a kill switch directly to
15 that light for \$15 or \$20.
16 MS. WADE: Right.
17 MR. SCHAEFFER: It's just a toggle
18 switch with a wire straight to that light. You
19 just have to remember to turn it off every time
20 you get an electronic hail but expense wise it
21 would not --
22 MS. WADE: That's easier than having

20

1 to write down your destination like in the old
2 days. Things are so much easier.
3 CHAIRPERSON JOLLY: Mr. Director.
4 DIRECTOR DO: Okay. All right. The
5 next thing is the sunset of our support for DFHV
6 meter. As you know, last year we went into the
7 digital meter age and there were a few meters on
8 the market including iCabbi, Curb, and then the
9 third option was DFHV meter.
10 We are sunsetting the support for that
11 meter but we are also bringing in a bunch of new
12 meters. The three companies that are going to be
13 affected are finding new options so we're working
14 with them to diligently make that happen.
15 The sunset occurs on August 31st.
16 September 1st there's going to be new meters, new
17 DTSs out there supporting our driving industry.
18 That's just an FYI. Any questions on that?
19 CHAIRPERSON JOLLY: One question and
20 we preliminarily started discussing this. In
21 Title 31 -- we don't have to do it here today but
22 there are different -- there's 2.65 for the DTS

22

1 DIRECTOR DO: Let me look into that.
2 Thank you.
3 The next item on the agenda is the
4 vehicle age extensions. This has been the talk
5 of our council for, I think, awhile. We have
6 come up with, I think, a good compromise that
7 helps us hit all the points that we wanted to
8 with the vehicle age limit.
9 Basically the outline here is that you
10 can drive your vehicle up to 10 years if you have
11 175,000 miles or less and you pass a 150-point
12 inspection. We have had drivers come in and
13 successfully do this and we are very excited that
14 it's a program that is working and putting money
15 back into the hands of our drivers, the pockets
16 of our drivers.
17 We are also incentivizing, I think,
18 the public good by also making EVs and wheelchair
19 accessible vehicles 10 year age limit no matter
20 the mileage. We have had a struggle to maintain
21 the wheelchair accessible vehicle fleet.
22 Also as we enter towards a more green

21

1 and square at 2.75. Correct?
2 DIRECTOR DO: Yes.
3 CHAIRPERSON JOLLY: We just need to --
4 MS. WADE: Square?
5 CHAIRPERSON JOLLY: Square 2.75 and
6 DTS 2.65. We would like to find a way to
7 standardize that.
8 MR. SCHAEFFER: I think the way it was
9 written it was 2.75 and you had to -- there was
10 something at the beginning of the language if you
11 used an alternative meter, you have to beat that
12 rate.
13 CHAIRPERSON JOLLY: Which is where the
14 2.65 came in. There are still different
15 companies. Some are at 2.75 and some are 2.65.
16 MR. SCHAEFFER: Correct. And then I
17 guess the overall goal in the new application I
18 believe you can't go over 2.75 as well.
19 CHAIRPERSON JOLLY: Mr. Director, I
20 guess our input on that would be is there a way
21 as some point in time to look at standardizing
22 that. Or, if not, we'll clarify the language.

23

1 fleet overall, especially with the goal that the
2 council set by 2042, our entire fleet must be
3 electric by 2042. That's 25 years away. We need
4 to start making incremental gains towards that
5 goal. We hope that these incentives will help
6 drivers to get electric vehicles and wheelchair
7 accessible vehicles.
8 Questions?
9 MS. WADE: Yes, this is the area that
10 I wanted to make sure that the drivers were
11 aware, that if you do use your vehicle for other
12 platforms, you don't get a waiver. All of your
13 miles are inclusive.
14 DIRECTOR DO: Correct. It's the
15 odometer.
16 MS. WADE: Odometer.
17 DIRECTOR DO: Odometer reading that we
18 count on, not any other readings.
19 MS. WADE: Right.
20 DIRECTOR DO: There are a few exciting
21 grant programs within DFHV that I want to let the
22 public know that we have released in the last few

1 weeks. The first program is called Taxi-to-Rail.
2 It is for residents and visitors of east of the
3 river.

4 Basically what we know is that many of
5 our residents east of the river have faced a more
6 than 15 minute walk to the Metro stations. This
7 is helping to solve the first and last mile
8 problem of connecting people to our transit east
9 of the river.

10 Basically we've worked with Yellow Cab
11 and with UVC to provide more taxis east of the
12 river. It's a \$3 program and it can take you to
13 and from Metro stations east of the river.
14 Basically anyone can use it. You call the phone
15 number, (202) 727-3T2R to get a ride.

16 Basically what I have envisioned this
17 as is you take the Metro to Congress Heights, you
18 go for a concert or a game, and then maybe you
19 may want to go from the Congress Heights Metro,
20 which is next to the Entertainment and Sports
21 Arena, and go to Bus Boys and Poets in downtown
22 Anacostia, and then go back to the Metro station

1 and get home using the Metro station.
2 What we wanted to do and the goal of
3 this is to find synergies between our for-hire
4 industry and our transit community. We've been,
5 I think, very successful since watching it about
6 three-and-a-half weeks ago having about 60 rides.
7 We just continue to hope that this gets adopted
8 more widely.

9 We have funding for this pilot to
10 continue through this fiscal year and we've done
11 outreach to both of the council members in Ward 7
12 and 8. Also the ANCs, neighborhood listers,
13 social media, community events, senior centers,
14 recreation centers.

15 If you all have any input on how we
16 can reach out to more residents, that's always
17 going to be helpful. You can say it now or you
18 can talk to me after the meeting.

19 MS. WADE: I need some more
20 information on that.

21 DIRECTOR DO: Okay, sure. I don't
22 know if we have information on the program but

1 we'll try to get some flyers down here.

2 MS. WADE: So the \$3 is to take you
3 anywhere from --

4 DIRECTOR DO: A Metro station.

5 MS. WADE: -- from a Metro station
6 east of the river to your destination.

7 DIRECTOR DO: Correct. There's eight
8 that are qualified, seven or eight.

9 MS. WADE: That's a good deal.

10 DIRECTOR DO: Yes, and we subsidize
11 the rest.

12 MS. WADE: And this is the pilot?

13 DIRECTOR DO: This is the pilot. I
14 can't answer any additional questions.

15 MS. WADE: I was just -- the \$3 sounds
16 really like a great option.

17 DIRECTOR DO: So we're working with --

18 MS. WADE: Instead of the bus.

19 DIRECTOR DO: Um?

20 MS. WADE: Instead of the bus.

21 DIRECTOR DO: Yes. So, I mean, like
22 sometimes we want folks to use any option that is

1 available to get them to and from anywhere that
2 they see fit. This just adds to the
3 transportation network so whatever they want to
4 use, it's just an additional option for them.

5 MS. WADE: It keeps us in the mix.

6 DIRECTOR DO: Yes, that's right.
7 Since you're really helping to fix the
8 transportation disparities that are obvious in
9 Ward 7 and Ward 8. You're a driver so let me ask
10 you this. Is that enough of an incentive for
11 drivers to now start focusing on Ward 7 and 8?

12 MR. DAGNEW: That's a good question.
13 Maybe Jeff would be the best person to ask.

14 DIRECTOR DO: Jeff, what do you think?

15 MR. SCHAEFFER: I think it gives work
16 to Wards 7 and 8, but I don't know if it will
17 actually have a lot of drivers head over because
18 it's new and marketing --

19 DIRECTOR DO: But it's at the Metro so
20 would they at least focus more on Metro stations
21 in 7 and 8?

22 MR. SCHAEFFER: Yes, I'm sure certain

1 drivers in the two fleets are aware and going
2 around the Metros more so you should see a spike
3 in cab ridership from those Metros during the
4 period of this, absolutely. As Ms. Wade said,
5 it's very reasonable price.

6 DIRECTOR DO: And we're working with
7 UVC in order to have web booking and also app
8 booking in the near future. Both Yellow and UVC
9 have an app-based portion so we hope to utilize
10 that to get more riders.

11 MS. WADE: Would this be a regular
12 hail or would you have to --

13 DIRECTOR DO: You would have to
14 preschedule it with the companies. Right now
15 it's calling the phone number but soon you can do
16 it on the net. I always suggest that you
17 schedule it with the individual companies to make
18 sure that you are going to get a ride. Here are
19 some of the flyers.

20 The next grant program that we're
21 working on is another first-and-last-mile
22 solution. We're working with Transco, Jeff's

1 group. It's called DC Microtransit. It's a
2 shared ride service and it's in partnership with
3 not only Transco and Via, but DFHV. It covers a
4 lot of Ward 5, Ward 1, and Ward 4.

5 There's no set schedule or route that
6 you have to follow. It's an on-demand service.
7 So basically you go onto the Microtransit DC app
8 and request a ride. We're aiming for a six
9 minute response time from one of these eight-
10 passenger vans. It's operational seven days a
11 week and right now it's free through September
12 30th.

13 It's Share Ride and it's in a van. We
14 have about six vehicles that are operating
15 throughout the zone as of today. The hours are
16 6:30. They start at 6:30 and end at 12:30 on the
17 weekdays, 7:00 a.m. on Saturdays to 1:30 a.m.
18 Then it starts at 8:00 a.m. on Sundays and go
19 through 12:30 a.m. on Sunday evening.

20 This was launched in late May and it's
21 very exciting because we've seen a lot of trips.
22 I want to thank Jeff for working so closely with

1 me to make this program a successful. I think in
2 the future innovative things like this is what is
3 going to be part of the evolution of what the
4 for-hire industry is all about. Thank you so
5 much.

6 Do you have anything to add, Jeff?

7 MR. SCHAEFFER: No, I think you summed
8 everything up. Right now it's a very big zone.
9 We're going all the way from Georgia and Eastern
10 all the way through Ivy City. The original fare
11 in the zone was \$3.00 anywhere in that zone. As
12 the Director added, it's free until September
13 30th.

14 We're excited. There are six vehicles
15 working it now. They are eight-passenger
16 vehicles and we should be getting a couple more
17 vehicles in the near future. I'm just excited
18 working with it. We've had some challenges.

19 It's run by Via. We still have people
20 calling in but we're working all those out and
21 trying to take people who are unbanked, people
22 who don't have smartphones as well, and working

1 them all through the system so it's inclusive of
2 everybody.

3 CHAIRPERSON JOLLY: I took a ride on
4 the Georgia Avenue Microtransit and I talked to a
5 lady who was on there and I asked how she found
6 out about it. She said that her son found out.
7 I said, well, how do you think this could be
8 better advertised? You know what she told me?

9 She said she goes to several senior
10 exercise classes at like Fort Sevens. She said
11 you've got to advertise with some of the DPR rec
12 centers because that's where she goes during the
13 day. Then she said if you don't do it there, you
14 should go to some of the senior centers.

15 She was shocked that I was on there.
16 She was like aren't you a little young for this?
17 I said I don't think this is just for seniors.
18 Her ideas were very interesting about
19 advertising.

20 DIRECTOR DO: Yes, we've marked toward
21 the senior rec centers.

22 CHAIRPERSON JOLLY: I noticed

1 particularly on George Avenue it is getting
2 busier now. When you first did I remember I
3 would see the guy just sitting there sometimes.

4 MR. SCHAEFFER: Right.

5 CHAIRPERSON JOLLY: But it is getting
6 busier.

7 MR. SCHAEFFER: If it's changed
8 drastically, that was more of a hail service.

9 CHAIRPERSON JOLLY: Right.

10 MR. SCHAEFFER: It drummed up business
11 from Howard University Hospital and the Walmart
12 and from certain businesses. People got out of
13 Walmart after the Metrobus stopped running so
14 there were a lot of people who would come out and
15 start riding it. When they were late they would
16 use it.

17 Then they started using it all the
18 time. DFHV implemented the software now so we
19 are now covering apps as well. We got a couple
20 tablets in some restaurants in Ivy City and the
21 whole thing is getting ready to blow up and
22 change and go to another level.

1 DIRECTOR DO: We've been getting good
2 press. We were on WUSA 11:00 news recently
3 talking about Microtransit. I think a lot of
4 people are adopting it but we're working on the
5 operational side and making it as reliable as we
6 can. Going from, I guess, up to a 22 minute
7 wait, which is a lot, to our goal of six minutes.

8 Jeff and I are working closely to make
9 sure this is a problem that we can continue into
10 the future. Right now it's going to go until
11 October 1st and then we're going to see what we
12 learned and we are going to try to continue it in
13 the next fiscal year.

14 Any other questions on this?

15 MS. WADE: So when will the grant
16 period end for the \$3.00 ride?

17 DIRECTOR DO: It's going to be through
18 this fiscal year.

19 MS. WADE: Through this fiscal year?

20 DIRECTOR DO: Correct.

21 MS. WADE: September 30th.

22 DIRECTOR DO: September 30th.

1 MS. WADE: And then after that?

2 DIRECTOR DO: We're going to -- like
3 Microtransit we're going to evaluate both
4 program, see where we can improve it, see where
5 we can build on our successes, and learn from
6 some issues that have come up and see what we can
7 do.

8 MS. WADE: Will there be funding
9 available to extend the program?

10 DIRECTOR DO: Yes, but it depends
11 on --

12 MS. WADE: The success.

13 DIRECTOR DO: The success on the use
14 of it and who uses it and where do they use it to
15 and from. Just evaluating the whole entire
16 program holistically. I see success as not only
17 rides but the people who use it. And are we
18 bolstering the transportation network or is it
19 already robust?

20 I don't know that. You know, we're
21 fast moving. We're trying to be innovative.
22 We're trying to use all the options that we have

1 in front of us to try all types of different
2 programs.

3 Theoretically this program, Taxi-to-
4 Rail, might transform into a Microtransit program
5 where there's more pool rides where we can have
6 more people in one van so we can reduce the cost
7 of having a taxi. I mean, you know, I'm always
8 balancing the cost of the program and how we can
9 make things better.

10 MS. WADE: Thank you.

11 DIRECTOR DO: All right. The next
12 program is -- the next grant program is the
13 Transport DC Pool Rides. This program was opened
14 to the entire for-hire industry. Basically the
15 goal was to incentivize our Transport DC riders
16 to take more pool rides in our Transport DC
17 program.

18 We are evaluating how we are going to
19 do this. Previously we tried to do pool rides
20 with the entire universe of Transport DC
21 contractors. This time it's going to be one
22 provider focusing on actually matching rides.

1 Then we also but the incentive onto
 2 the riders because there is no longer a co-pay
 3 for our riders. Previously it was a \$5.00 co-pay
 4 in order to get a ride. Here you pay zero if
 5 matched going to get to your destination.
 6 This is also another program that will
 7 run through the fiscal year and we're going to
 8 look at the success of this program and see how
 9 we can improve and incentivize pool rides for the
 10 Transport DC program in the next fiscal year.
 11 This is what we call the Beta and the
 12 Alpha which is a similar program that also
 13 reduced the reimbursement rate that the riders
 14 had to pay previously. The match rate wasn't as
 15 high as I wanted it which was around 14 percent
 16 match.
 17 Hopefully we get to 40 percent, 50
 18 percent, and 60 percent. That's what I'll
 19 measure success by, what the match rate is by the
 20 provider that gets this grant.
 21 That's my remarks. Thank you so much,
 22 Mr. Chairman.

1 CHAIRPERSON JOLLY: Thank you, Mr.
 2 Director. Congratulations again to you and your
 3 team at DFHV. This has been a very impressive
 4 update. As I said before, four years ago the
 5 regulatory framework wasn't there and now,
 6 obviously, everything is changing.
 7 You've got greater cooperation and
 8 collaboration with the TNCs and I think that's
 9 good. It's done in a way to provide more
 10 opportunities for taxi drivers and build up the
 11 eco-system so that everybody can share and share
 12 alike. Once again, congratulations.
 13 Public comment. Are there any persons
 14 here that would like to testify? Anybody who is
 15 not registered? Okay.
 16 Well, let me ask my fellow advisers,
 17 any final comments?
 18 MS. WADE: No, I think this was a
 19 great meeting. I think we got a lot
 20 accomplished. We still look forward to hearing
 21 from you and your comments on any of these items.
 22 I'm sure you know they are available on our

1 webpage.
 2 DIRECTOR DO: Coming next month we're
 3 going to have our next Title 31 hearing scheduled
 4 so that we can finalize the Title 31 rewrite in
 5 the coming weeks and months. Look out for that
 6 as we proceed on that project.
 7 We had our first round back in January
 8 and now we've made the changes and we've taken
 9 all the comments in. Now we're going to take the
 10 next step of presenting the next set of changes.
 11 Then hopefully we can finalize that and go
 12 through the process for that in the near future.
 13 That's it for me.
 14 CHAIRPERSON JOLLY: That being said,
 15 it is 10:46 and we are adjourned. Thank you.
 16 (Whereupon, the above-entitled matter went
 17 off the record at 10:51 a.m.)
 18
 19
 20
 21
 22

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

WEDNESDAY
DECEMBER 12TH, 2018

+ + + + +

The Council met in Suite 2032, 2235
Shannon Place, S.E., Washington, D.C., at 10:00
a.m., Linwood Jolly, Chairperson, presiding.

MEMBERS PRESENT:

DAVID DO, DIRECTOR
LINWOOD JOLLY, Chairperson
JEFFERY SCHAEFFER, Commissioner
DOTTI LOVE WADE, Commissioner
ANTHONY WASH, Commissioner
DAWIT DAGNEW, Commissioner

STAFF PRESENT:

CHAU TRAN, SECRETARY TO THE COUNCIL
DANIELLE GURKIN, ESQ., GENERAL COUNSEL

1 P-R-O-C-E-E-D-I-N-G-S

2 10:14 a.m.

3 CHAIRPERSON JOLLY: I'd like to call
4 this meeting to order.

5 Good morning. The time is 10:14 a.m.
6 We're at 2035 Shannon Place, Southeast in the
7 hearing room, Suite 2032.

8 I'd like to welcome everybody here.
9 Thank you all for taking time out to join us
10 today.

11 Let's first start with a moment
12 silence for those who aren't here.

13 (Moment of silence.)

14 CHAIRPERSON JOLLY: Thank you. So
15 this is a very exciting day today. We're going
16 to welcome a few new people.

17 First I'd like to start out by
18 thanking Ms. Nixon for coming and helping us
19 today and assuring some continuity. We miss you
20 already, but we thank you for coming. We
21 appreciate you. I'm sure Director Do appreciates
22 you.

1 Next is our director, our new
2 director --

3 DIRECTOR DO: All right.

4 CHAIRPERSON JOLLY: -- David Do, who
5 has joined us. And I had --

6 (Applause.)

7 DIRECTOR DO: Thank you.

8 CHAIRPERSON JOLLY: -- the privilege
9 of spending some time with him yesterday and
10 talking through a lot of things that we've been
11 working on, and there's a lot of good consensus
12 about a lot of the issues that we've been working
13 on previously. And Director Do has come in with
14 a lot of excitement and enthusiasm and he's
15 anxious to get some things moving forward. And
16 today he's joining us to basically hear what
17 we've been working on, not necessarily to take a
18 position on anything, because as he told me
19 yesterday, he's still in the process of gathering
20 all the facts.

21 So a lot of people who might testify
22 today, we as the Advisory Council will hear,

1 we'll have our discussions as always, but we're
2 just not in a position today to make any
3 decisions. But what we do and what we're
4 mandated to do by law is to take into
5 consideration what we've heard and then at the
6 appropriate time we communicate that to the
7 director as a recommendation from the Council.

8 So without any further ado, I'd like
9 to turn the microphone over to Director Do and
10 let him introduce himself and his new team.

11 DIRECTOR DO: All right. Great.
12 Hello, everyone. Good morning. My name is David
13 Do and I'm the interim director for the
14 Department of For-Hire Vehicles. I'm so excited
15 to be here today.

16 I was previously the director for the
17 Mayor's Office on Asian and Pacific Islander
18 Affairs where I focused on small businesses, on
19 our elderly community and our senior communities.
20 And I also serve on the Transportation Planning
21 Board's Access for All Committee where we were
22 brainstorming ideas on how to make our

1 transportation network more mobile and more
2 accessible. And so I'm very excited to now take
3 on this role as the Department of For-Hire
4 Vehicles interim director.

5 And I'm so excited because -- and I
6 want to start a story about myself, is that my
7 parents were refugees of the Vietnam War. And I
8 told this to my team previously. They came here
9 with very little but they built their own small
10 businesses so that their son could be the first
11 in their family to graduate from college. And
12 similar to our many operators and drivers,
13 they're working so hard to make a small business
14 living so that their family could be towards --
15 could get towards the middle class or have their
16 kid become their first in their family to
17 graduate from college. And so I'm so excited to
18 kind of work and represent and be a part of that
19 community.

20 So as I continue in this role I want
21 to make sure that we continue to be innovative
22 and better serve our community, find out a de-

1 regulatory scheme that promotes the public safety
2 and also build a better relationship with our
3 customers, like making our applications and
4 renewals accessible online, small things like
5 that. And so I'm so excited to be along the --
6 along with you and take this ride with you all.
7 So thank you so much. I appreciate it.

8 CHAIRPERSON JOLLY: Thank you,
9 Director Do.

10 (Applause.)

11 CHAIRPERSON JOLLY: Do you want to
12 introduce some of your team members here?

13 DIRECTOR DO: Yes, yes. So we have a
14 new executive assistant.

15 Chau, could you please stand up?

16 (Applause.)

17 DIRECTOR DO: And then our Interim
18 Chief of Staff Dory Peters. And you can --

19 (Applause.)

20 DIRECTOR DO: And of course you'll
21 recognize many of the other team members. If you
22 can all kind of wave, from my team.

1 (Laughter.)

2 DIRECTOR DO: There you go. All
3 right.

4 CHAIRPERSON JOLLY: All right. So on
5 the -- we don't have a lot of things on the
6 agenda, but there are some people here that are
7 going to testify. We do have a few of our
8 Advisory Council members that will also make some
9 comments that need to be read into the record.
10 So I think what we'll do is we'll start with the
11 public comment first.

12 And then, Dawit, you have something
13 you want to -- a few points you want to make.

14 But we'll start with the public
15 comment first and then we'll go from there.

16 So I see we have one person here.

17 PARTICIPANT: Two.

18 CHAIRPERSON JOLLY: Two? Sorry.

19 Okay. So why don't you come up and
20 you can say your name into the microphone for the
21 record and then -- yes, say your name and spell
22 it for the record, please. Thank you.

1 MR. SETEGN: My name is Degfae, D-E-G-
2 F-A-E. Last name S-E-T-E-G-N. I'm the Chairman
3 of United Ventures Consortium, Inc.

4 Thank you and, Mr. Director, welcome,
5 and dear For-Hire Vehicle Advisory Council
6 members. And the subject of my testifying is the
7 vehicle retirement age.

8 In response to the District of
9 Columbia Taxicab Service Improvement Amendment
10 Act of 2012 and subsequent publications of the
11 accompanying regulatory changes in the same, of
12 Title 31, almost all of the companies and owners
13 have upgraded their fleets to newer vehicles. We
14 are happy the industry has undergone through a
15 lot of improvement in the past few years,
16 however, these improvements have been made with a
17 lot of effort and a huge financial cost. Owners,
18 operators and companies complied with the
19 regulations by depleting their assets or
20 borrowing money from the lenders in anticipation
21 of getting their investment returned timely.

22 But you know, now that our industry is

1 suffering a wave of competitions from
2 unrestricted digital apps and other
3 transportation service, the excessive supply
4 created by the sheer number of these competing
5 services has brought the demand of taxicabs
6 significantly down.

7 On the other hand, the taxicab vintage
8 regulations has created an alarm in our part. To
9 mention some of the concerns: The retirement age
10 of our vehicle and the vehicles of our fleet
11 members are approaching before even we make our
12 investment returns.

13 The fall in demand has caused
14 shortages of 40 percent rate for reduction and
15 hence the vehicles do not accumulate mileage to
16 be retired.

17 And third, vehicles formerly used as
18 a taxi obviously have the lowest or zero resale
19 of value.

20 Fourth, all the surrounding
21 jurisdictions, mainly Maryland and Virginia,
22 every for-hire vehicle that do business, those

1 are -- it's going to be the AL rides like Lyft,
2 Uber or others in Washington, D.C. have a 10
3 years age limit. Whereas D.C. taxis are only --
4 the only one limited to eight years, especially
5 at the airport where the Maryland and Virginia
6 drivers are allowed to operate with a 10 years
7 D.C. drivers are unable to operate due to this
8 unfair eight years limit.

9 SECRETARY TRAN: Sir, you have 10 seconds
10 left.

11 MR. SETEGN: Okay. So I will
12 respectfully present the following: Six-oh-nine
13 should be amended maximum ten years and they
14 should have -- six-oh-nine-four should be amended
15 the maximum mileage and it would have five years
16 less retirement. Thank you.

17 CHAIRPERSON JOLLY: Mr. Setegn, just
18 stay there at the microphone and let's start
19 getting some responses. Let's start down on the
20 left with Dawit.

21 Do you have any responses or any
22 questions for Mr. Setegn?

1 MEMBER DAGNEW: No. Just clear, 10
2 years -- I mean, is it reasonable to ask for a
3 response to the question I'm asking? And the
4 issues that I have, the list of issues I gave
5 you, this is one of them.

6 CHAIRPERSON JOLLY: That is one of
7 them. Okay. So we covered that.

8 MEMBER DAGNEW: So Mr. -- the director
9 will see it sometimes in the future, like I said
10 yesterday.

11 CHAIRPERSON JOLLY: Okay.

12 MEMBER DAGNEW: We have a lot of
13 issues among that list, so --

14 CHAIRPERSON JOLLY: Okay.

15 MEMBER DAGNEW: -- let's just leave it
16 there --

17 CHAIRPERSON JOLLY: All right.

18 MEMBER DAGNEW: -- and we'll discuss
19 it --

20 (Simultaneous speaking.)

21 CHAIRPERSON JOLLY: Mr. Wash, any
22 comments?

1 MEMBER WASH: No, other than the 10
2 years stuck out and I understand why we should
3 have an even playing field across the board.
4 That's some of the challenges that we run into in
5 other industries here.

6 CHAIRPERSON JOLLY: Yes.

7 MEMBER WASH: So I do understand that.
8 I'd like to discuss that more particularly with
9 the drivers.

10 CHAIRPERSON JOLLY: Okay. We're going
11 to skip past Director Do and let's go to Mr.
12 Schaeffer. Any comments? Any questions?

13 MEMBER SCHAEFFER: Well, certainly
14 I've been hearing a lot from industry about the
15 10 years and I can understand the individual
16 owner/operator who has to make an investment --
17 has to make a decision. There's 361 vehicles
18 that are still listed in the DFHV/DC portal. And
19 I've listed them by company right here, 361. The
20 majority are owners. And I think the owners
21 should get the ability if their car is under
22 300,000 miles, is -- passed vehicle inspections

1 -- they should be able to come by and get a
2 waiver to drive for another year or two, because
3 if not, that individual has to decide whether
4 he's going to retire or try to invest in another
5 vehicle.

6 As far as the companies, this has been
7 in effect for a couple years now with the age
8 limitation and the operating authority has to be
9 turned in on Monday. So I've already cleaned
10 out my 2010s because they can't be on. Just like
11 the wheelchair-accessible vehicles, I've already
12 reached my 20 percent. And now last week an
13 administrative issuance came out saying you don't
14 need it. So you do have a little bit of unfair
15 for the companies that abide by the regulations
16 as opposed to those who procrastinate and don't
17 do it. So that's a concern of mine.

18 But the major concern is the
19 individuals who would be put out of business.
20 Out of those 361 I believe 60 to 70 percent of
21 those are owner/operators, if all those vehicles
22 are in fact active. This list doesn't tell me if

1 they're active or not actually working.

2 CHAIRPERSON JOLLY: So it sounds like
3 there is some -- you have some consensus with the
4 three recommendations, but are you suggesting an
5 amendment or something? Are you --

6 MEMBER SCHAEFFER: Well, I don't think
7 we should get rid of unlimited mileage. I think
8 we did a lot of work on the previous -- I think
9 the miles is 300,000. I don't think a vehicle
10 should be on the street after 300,000 miles. At
11 one point you're saying that you don't have
12 enough time to get to the mileage and another you
13 say you want to leave it on the mileage. So I
14 don't think the 300,000 is going to be an issue.
15 I think the 10 years should be okay
16 for an individual owner/operator --

17 CHAIRPERSON JOLLY: Yes.

18 MEMBER SCHAEFFER; -- but my opinion
19 is for a fleet it should not -- the majority of
20 fleets do not have all their vehicles running
21 anyway. So if you got to take vehicles off, take
22 out the older ones. I mean, you talk about an

1 even playing field; I understand, but we're never
2 going to be even, but we have to stand out --
3 with the FBI fingerprint, background clearance
4 the taxies have to stand out with, you know,
5 newer vehicles. They have to stand out with
6 whatever they can differentiate from to attract
7 business.

8 CHAIRPERSON JOLLY: Mr. Setegn, do you
9 have a response to that?

10 MR. SETEGN: Currently no. It's not
11 -- it shouldn't be only limited to owner --
12 driver owners. You know, the taxicab companies
13 as well, you know, due to this -- overwhelmed by
14 these new app-based businesses, you know, they
15 are losing and they are maintaining their
16 vehicles. And the mileage which these vehicles
17 accumulate within 10 years is not even 300,000.
18 So it should include both owners and companies as
19 well.

20 CHAIRPERSON JOLLY: Okay. And,
21 director, do you have any input?

22 DIRECTOR DO: No, I'm okay.

1 CHAIRPERSON JOLLY: Okay. So --

2 MEMBER WASH: Can I say one thing?

3 CHAIRPERSON JOLLY: Yes, please.

4 MEMBER WASH: I do understand your
5 perspective and I do understand the
6 owner/operator perspective. The one thing that
7 -- the challenge for -- challenges for taxicab
8 drivers, as I was telling the director here,
9 who's been here and watched this city change, a
10 lot of these drivers have put their children
11 through school, owner/operators, and now they're
12 in a city that costs twice as much as it cost
13 when they did that. So purchasing another
14 vehicle or retiring at a certain age isn't
15 necessarily the option, especially when property
16 taxes are going up. So I think we need to weigh
17 that in as well. We need to take in
18 consideration those drivers who've been here and
19 who -- it's not easy owning a business, but to do
20 that and put your children through school and be
21 the breadwinner, I think we -- those are some of
22 the things we need to consider --

1 CHAIRPERSON JOLLY: Okay.

2 MEMBER WASH: -- at least consider.

3 CHAIRPERSON JOLLY: And, Ms. Dotti
4 Love Wade, is there any input on this for you?

5 MEMBER WADE: Well, I weigh in on both
6 sides. Unfortunately I feel very strongly that
7 passengers, especially our national and
8 international passengers who visit this city
9 deserve first class automobile traffic and
10 comfort in vehicles. That is not very
11 representative of our city to have dilapidated
12 old vehicles greeting our national and
13 international guests as well as the people who
14 actually live here and work here and use our
15 system every day.

16 So to that extent I think that we
17 should always put our best foot forward and make
18 sure our vehicles are the most up to date and
19 best maintained in the country. I know we're
20 often compared with other cities of a like size,
21 but there are several factors that make us
22 unique. One, we're not just a state capital. We

1 are the nation's capital and we are the
2 international capital of the world. So my effort
3 is always to make us look as great as we can
4 publicly and to be the face of D.C., because many
5 times you drivers are the first contact with our
6 city. And as a representative, as an ambassador
7 to our city I would think that you would always
8 want to have the best equipment that you could
9 have at your disposal.

10 And believe me, tips are better for
11 better vehicles. If you got a dilapidated
12 vehicle, they're not going to want to ride in
13 you. I tell you, people are very -- and you have
14 the -- second, on the other side of it is you
15 have the for-hire vehicles who are using their
16 personal vehicles who are current, up to date,
17 and super clean.

18 So I understand the cost of replacing
19 your vehicle, but it's also a cost of doing
20 business. So if -- do you want to run a business
21 that is not competitive, that doesn't look as
22 good, that doesn't attract as many customers, or

1 do you want a nice uniform standard, or you want
2 to compare yourself with other jurisdictions that
3 don't have the same distinction of being a
4 Washington, D.C. driver?

5 CHAIRPERSON JOLLY: so, Mr. Setegn,
6 first let me thank you for coming out to testify.
7 This is well-prepared. Appreciate you preparing
8 this. As you know, the revision for Title 31 has
9 been going on for several months now and the goal
10 -- and I spoke with the director about that
11 yesterday -- the goal is to pare Title 31 down to
12 something more realistic that sort of takes some
13 of the over-regulation off of drivers.

14 There are points that you presented
15 here today. We as the Advisory Council will
16 refer these as you have them here to the Director
17 in our next executive session. And from that
18 point on you probably will be contacted by the
19 director's office if they want more input or have
20 feedback for you. Is that fair?

21 MR. SETEGN: Yes, but --

22 CHAIRPERSON JOLLY: Thank you.

1 MR. SETEGN: -- shall I say one more
2 thing?

3 CHAIRPERSON JOLLY: Yes, go ahead.

4 MR. SETEGN: Yes, in most cases, you
5 know, since we have this Title 31 the age limits
6 has been changed three or four times.

7 CHAIRPERSON JOLLY: Yes, we were
8 trying to count it up yesterday --

9 MR. SETEGN: Yes.

10 CHAIRPERSON JOLLY: -- how many times
11 it's been changed.

12 MR. SETEGN: Yes, without even, you
13 know -- you know, without having any hearing at
14 all. So my request is, you know, if we can do an
15 administrative issuance because there are a lot
16 of vehicles which are coming out of this and
17 there is plenty of times, you know, we see there
18 is an administrative issuance assurance given to
19 those, you know, the 20 percent which are
20 accessible, which is what -- under the
21 regulation, if it is possible, it is an urgent
22 case and they'll put it under demonstrative

1 assurance not in the 10 years, not leave this
2 year.

3 CHAIRPERSON JOLLY: Yes, so maybe I
4 should have said that a little clearer. Yes, I
5 do get that you would recommend that this be done
6 in an administrative issuance versus the longer
7 process of Title 31. And I got that, yes. Thank
8 you very much.

9 MR. SETEGN: Thank you.

10 CHAIRPERSON JOLLY: All right.

11 Yes, sir? Please say your name and
12 spell it for the record.

13 MR. MOMEN: Good morning. My name is
14 Mohammad Momen from the Silver Cab Company and
15 member of the directory board of the union as
16 well.

17 I have some concern and I do -- I go
18 for the two issue for the Jeff issues and the
19 Madame issue as well. Under one umbrella how
20 come two law? The D.C. -- the taxi industry get
21 eight years, the Uber and Lyft get -- which is
22 under the same umbrella, 10 year. One city. Two

1 law. We should concern about that one. If it is
2 eight year, it should be for everybody, eight
3 year. I don't care. That is issue. Let them go
4 eight years, for Uber, for everything. But let's
5 goes concern always the law is attaching with
6 your neighbor. What is your all around the
7 surrounding neighbor is 10 years? Why D.C. cab
8 driver -- why we are treating -- or why the
9 government is treating us like their second adopt
10 child? Just all the trash, all the --- put for
11 the cab industry? We need you guys' help and we
12 will help you as well.

13 Regarding the Jeff concern, which is
14 -- is concerning of the mileage, let's put them
15 on a -- just on a small calculation. Every cab
16 driver is driving 200 mile per day. Forget about
17 365 days. Make it 300 days. Sixty-five days
18 take it out. Time two it is going to be 60,000
19 mile per year. So you are not going to give me
20 10 years. Jeff or any member of the board, is
21 not going to give us eight year either. It's
22 going to be five year. Sixty thousand five is

1 three hundred thousand. So you are going to tell
2 me, hello, not eight years. Get out from this
3 industry in five year.

4 Regarding the Madame concern, this is
5 the national capital. Did you -- do you have any
6 data of the National Airport how many passenger
7 is coming from National Airport to Washington,
8 D.C.? There is more -- triple more than whatever
9 the cab driver they work in D.C. If the
10 Alexandria, Fairfax, Arlington, PG County, all
11 the -- another five jurisdiction, they concern
12 and they made the law for 10 years. Why not D.C.
13 10 years? Sometime be a reasonable person.

14 No. 2, as far as the 10 years if there
15 is the -- the cab is dirty, the international
16 people is coming, ABCD is coming, what about if
17 they are taken with the Uber? They have 10 year.
18 Do you think that 10 year car has -- if you are
19 going to go by -- for by -- any Ford, Toyota, any
20 vehicle industry, you can name it if that is the
21 concern after 10 years, what is what she's
22 saying, it should be an update out of those 10

1 years Uber, Lyft and ABCD, Alexandria, Arlington.
2 They are not a reasonable car either.

3 But their head of the Department of
4 the Transportation or head officer, or whatever
5 they do, have it. They concern about those poor
6 people. They feed up their kids. They send
7 their kids. They have that much expense. Send
8 their kid to college. Send their kids to school.
9 Pay the rent.

10 SECRETARY TRAN: Sir, you have 10
11 seconds left.

12 MR. MOMEN: Fix their -- your car and
13 pay this and that. And the -- on the top of all
14 of them the fees? Come on. The fees from
15 something -- from \$194 is 300 something dollar
16 for the renewal. Why we are not -- why you are
17 not concerning about the fees that much and you
18 are getting concern about the car dirty?

19 Secondly --

20 SECRETARY TRAN: Sir, you have your
21 time is up.

22 MR. MOMEN: -- I want you guys to go

1 to the Union Station or bus station to see is the
2 cabs are dirty?

3 SECRETARY TRAN: Your time is up, sir.

4 MR. MOMEN: It might be five percent
5 dirty, but not anymore.

6 Thank you, ma'am.

7 CHAIRPERSON JOLLY: So, Mr. Momen,
8 first I want to -- there's a couple things that
9 you've said, but the main thing that you've said
10 is that there is a difference in how we are
11 regulating taxis versus Uber and Lyft, correct?
12 That's what you had implied. And I agree with
13 you. There is a difference. However, currently
14 the Department of For-Hire Vehicles is in the
15 process of increasing their ability to regulate
16 Uber and Lyft.

17 Now where that is, there is a bill
18 that's been signed. It came out of Council.
19 It's in the Mayor's Office. But -- let me
20 finish. Until that bill is signed there are just
21 some limits that we have on the type of
22 regulation and parity that you want to see.

1 MR. MOMEN: Well, and that regulation
2 is advantages in, too? No.

3 CHAIRPERSON JOLLY: Pardon?

4 MR. MOMEN: Is the advantage for Uber
5 and Lyft 10 years or 8 years, too? No.

6 CHAIRPERSON JOLLY: Not -- there's
7 no --

8 MR. MOMEN: Yet you are concerning
9 about --

10 CHAIRPERSON JOLLY: No, no.

11 MR. MOMEN: -- something else.

12 CHAIRPERSON JOLLY: There's no --

13 MR. MOMEN: I don't mind -- I'm not
14 against Uber. I'm not against Lyft or anybody.
15 If you treat somebody, treat them equal across
16 the board.

17 CHAIRPERSON JOLLY: Yes, so what you
18 want to see is what this legislation will allow
19 to happen, but currently it cannot happen.

20 MR. MOMEN: Well, in that case, I
21 request --

22 CHAIRPERSON JOLLY: So --

1 MR. MOMEN: -- I was talking to him
2 before --

3 CHAIRPERSON JOLLY: Yes.

4 MR. MOMEN: -- to come to the podium.
5 I requested if he cannot force the law until we
6 get this side of the aisle and or this side.
7 Eight year or ten year, at least those poor cab
8 driver can work for a while to --

9 (Simultaneous speaking.)

10 CHAIRPERSON JOLLY: So here is what we
11 can do:

12 MR. MOMEN: -- so they can make sure
13 what is going on.

14 CHAIRPERSON JOLLY: And I get what
15 you're saying. Here's what we can do: We can
16 work and try to fix and suggest fixes based on
17 what you're recommending to the director for what
18 we can fix today. Yes?

19 MR. MOMEN: Okay.

20 CHAIRPERSON JOLLY: And that -- your
21 primary concern about what needs to be fixed
22 today is the issue of the aging and the miles on

1 the taxis, correct?

2 MR. MOMEN: This doesn't come
3 overnight.

4 CHAIRPERSON JOLLY: Pardon me?

5 MR. MOMEN: I know that one.

6 CHAIRPERSON JOLLY: Yes, yes.

7 MR. MOMEN: And --

8 (Simultaneous speaking.)

9 CHAIRPERSON JOLLY: But we agree --
10 but let's -- we agree that we can work on that.

11 MR. MOMEN: Okay.

12 CHAIRPERSON JOLLY: Correct? Okay.
13 So let me just get input. Let's start with Mr.
14 Schaeffer.

15 Do you have any questions?

16 MEMBER SCHAEFFER: No, thank you.

17 CHAIRPERSON JOLLY: Dotti?

18 MEMBER WADE: No, he was clear. Thank
19 you.

20 CHAIRPERSON JOLLY: Okay. Well,

21 Mr. --

22 MEMBER DAGNEW: I want to just share

1 -- I want to share more concern that he presented
2 deregulating status. You say that it is pending,
3 there is pending regulation authority stuff we
4 are expecting from the government, but I'm just
5 waiting for that to come. And I just wanted to
6 mention we've been raising this issue for the
7 past -- the business -- for the Uber and Lyft,
8 taxi had never been heard from. The main thing
9 should be the primary concern for us to protect
10 the taxi industry.

11 CHAIRPERSON JOLLY: We all agree on
12 that.

13 MEMBER DAGNEW: Exactly.

14 CHAIRPERSON JOLLY: We all agree.

15 MEMBER DAGNEW: So that is an elephant
16 in the room.

17 CHAIRPERSON JOLLY: Yes.

18 MEMBER DAGNEW: That is a big thing.
19 We need to see taxi drivers are suffering that
20 have not paid their investment because Uber and
21 Lyft are taking the business.

22 Listen, this is an example. I want to

1 put this on the record once more. Union Station,
2 taxi drivers sit 45 minutes to pick up a fare
3 whereas Uber can drop a passenger, pick right
4 there and go back out. Would you call that fair?
5 Would you call that a sharing business? That is
6 one thing that needs to be added to that. And I
7 just want this to be clear on the record.

8 The second thing is the -- I wanted to
9 be updated about the Hitch and Bay Cab status.
10 Hitch -- we were told the previous administration
11 Hitch was important to pay back the money that we
12 lost. Drivers were forced to sign that. The
13 companies that are -- by government. And this
14 government needs to take responsibility, pay back
15 the lost money for the drivers.

16 CHAIRPERSON JOLLY: Okay. So let me
17 pause for a second.

18 MEMBER DAGNEW: Okay.

19 CHAIRPERSON JOLLY: Mr. Momen, I think
20 we've completed your issue, so thank you very
21 much.

22 MEMBER DAGNEW: Okay.

1 MR. MOMEN: Thank you.

2 CHAIRPERSON JOLLY: So now you can
3 continue, because this is -- you're moving into
4 digital taxi meters.

5 MEMBER DAGNEW: Exactly.

6 CHAIRPERSON JOLLY: This is a
7 different topic.

8 MEMBER DAGNEW: Digital -- two things
9 on digital meter system. Taxi drivers were
10 forced to sign up certain companies by
11 government. Now these two companies are -- the
12 four went bankrupt. That's public money,
13 drivers' money. It's so sad to see this. And
14 nobody's saying anything about it. We need to
15 mention these things over and over, find a way
16 how to drivers to be reimbursed who lost money.

17 Second, we have to find a way going
18 forward for drivers to find out -- to use their
19 phones maybe to connect maybe. Just don't want
20 to afford to lose money no more from here. We
21 just cannot afford to lose money --

22 (Simultaneous speaking.)

1 CHAIRPERSON JOLLY: So there have been
2 a few things done. One is that we've been
3 looking into raising the bond because the bond
4 amount for those two companies in that case was
5 extremely low. And two, from an innovation point
6 of view there are some interests in looking at
7 other ways that drivers can collect their money
8 and also maintain the fees that come here.

9 So we -- look, I think we all -- most
10 -- a lot of drivers that came to me, that came to
11 the former director felt as though the District
12 had some liability in that. And the fact is the
13 driver had a contract with that company, so the
14 onus is on that company to make that loss right.
15 And the only legal means that they had was
16 bankruptcy. So drivers unfortunately have to
17 pursue that route.

18 What can the Advisory Council do,
19 because I'm not speaking on behalf of the
20 Department of -- but what we can do is definitely
21 have recommendations around raising the bond
22 amount to better protect drivers so they're not

1 at risk if that process continues where they're
2 under -- I think there's three or four companies
3 now.

4 I did speak to the director about
5 that. He is aware of these issues, so -- and I
6 know at the appropriate time he'll make some
7 comments on that as well. So for the record we
8 had that discussion yesterday. And then in
9 executive session you were on the phone with us
10 and we talked about some technology solutions
11 that may mitigate some of those issues.

12 MEMBER DAGNEW: Thank you, but that's
13 for the -- that list. I'm talking about the lost
14 money, already lost money. The previous
15 administration knowingly -- of course it is
16 pending now. We were told Hitch is in court.
17 The director himself once told us it should be
18 mitigated by the -- in the court. What is the
19 status of that? We didn't stop there.

20 Bay Cab came and is just telling these
21 cab drivers again to take them to court. That
22 just don't sound right.

1 CHAIRPERSON JOLLY: Yes.

2 MEMBER DAGNEW: It just doesn't sound
3 right. We have to find a way to compensate the
4 lost money to those drivers. Government lost
5 money also, I think, on the surcharges. That is
6 a bond problem. Where did it go? If there's a
7 bond, we have to pay drivers who lost money.
8 That's what it says.

9 CHAIRPERSON JOLLY: Okay. Is there
10 any other input on that? Director?

11 DIRECTOR DO: I'll just add that we
12 are working on increasing the surety bond for our
13 drivers and we're going to continue looking into
14 that. Right now it's 150,000 and we're looking
15 at increasing that so that you have a little bit
16 more protection.

17 In terms of the vintage cabs, I'm
18 going to bring all the stakeholders into the room
19 and then we're going to talk about how we can
20 find a good solution for all of our stakeholders.
21 Is that okay?

22 MEMBER SCHAEFFER: Yes, I just

1 commented on that that both of the companies that
2 went under were not companies that were
3 established and running for longevity and had
4 roots tied down. I mean, Hitch just came into
5 town overnight and Bay Cab grew up from a small
6 company to a larger company in a very short
7 period of time. So I don't think the amount of
8 the bond -- I think in addition to that -- you
9 said increasing the bond, but in addition to that
10 I think you have to have notification if that
11 bond lapses.

12 CHAIRPERSON JOLLY: Okay.

13 DIRECTOR DO: There should be some
14 kind of notification where you're -- D.C. is on
15 the bond and there's some correspondence back and
16 forth if something lapses. But both of them were
17 companies that weren't tied to it. And I believe
18 there are six DTSSs at the present time that are
19 all major companies that are up and standing.
20 And if something fell -- I'm not saying it can't
21 happen.

22 CHAIRPERSON JOLLY: I just -- I think

1 drivers really want to see some additional
2 preventative measures there, and what you said is
3 definitely one of them. And they want to better
4 understand the mechanics of how the money is
5 transferred and what other triggers could be in
6 place so that they are notified, hey, the surety
7 bond has lapsed or this company -- they're Dunn &
8 Bradstreet rating is going down, something to
9 indicate -- because drivers have choice of which
10 one of the six they can go to. So --

11 MEMBER SCHAEFFER: Right.

12 CHAIRPERSON JOLLY: -- maybe just
13 better information out there so that they can
14 make a better decision.

15 MEMBER SCHAEFFER: And sometimes
16 you're attracted to a low number.

17 CHAIRPERSON JOLLY: Exactly. Yes.
18 Yes. Yes, sometimes --

19 MEMBER WADE: You get what you pay
20 for.

21 (Laughter.)

22 CHAIRPERSON JOLLY: -- sometimes you

1 get you pay for, yes. Okay.

2 MEMBER WADE: And keep in mind that
3 the increased bond coverage means an increased
4 bond fee and it just --

5 CHAIRPERSON JOLLY: And that's passed
6 onto drivers.

7 MEMBER WADE: -- balloons. Yes, it
8 just doesn't get higher and you don't pay for
9 higher.

10 MEMBER SCHAEFFER: And sometimes it's
11 not achievable.

12 CHAIRPERSON JOLLY: Yes.

13 MEMBER WADE: Yes.

14 CHAIRPERSON JOLLY: Okay. Let me just
15 ask, is there anybody that wanted to testify that
16 I didn't call on? I know that we had two today.

17

18 (No audible response.)

19 CHAIRPERSON JOLLY: We don't? Okay.
20 In the interest of time, because I want to close
21 out at 11:00 because there is some work that's
22 going to go on in here, I'll do one more question

1 from you, Mr. Setegn.

2 MR. SETEGN: Yes, my comment is on the
3 DTS surety bond increasement. I think first of
4 all, you know, the way how the DTSs were selected
5 in my opinion was not right. It is not the bond
6 amount. And instead of raising the bond amount I
7 would rather recommend a different way where
8 drivers swipe their credit -- the riders swipe
9 credit card, let that money goes to the driver's
10 account instead of going to the company's.

11 You know, in our case we don't take --
12 we don't involve in driver's account where the
13 largest data is. We directly put it on drivers'
14 account. We let driver sign for us to withdraw
15 our weekly fee from their bank. That's it. And
16 this way you don't take, you know, that much
17 money from the drivers and who's -- significant
18 price. So this option would be better than, you
19 know, having to raise it. You know, it is very
20 costly for companies, you know, to purchase, you
21 know the bond itself.

22 For some responsible companies who did

1 wrong, who are not going to -- who shouldn't be
2 punished for that, but we have to have an
3 alternate route. Thank you.

4 CHAIRPERSON JOLLY: Thank you. Thank
5 you very much.

6 Mr. Momen, I saw your hand, so to be
7 fair you can have the last comment.

8 MR. MOMEN: Well, my comment was I was
9 asking Mr. Harness several time because I was
10 with Hitch and I was with Bay Cab. The minute I
11 find out what happen, I called and I left a
12 message. I did all my -- where is that bond?
13 What does that bond mean? A hundred fifty
14 thousand dollars on the bond and a thousand
15 people money gone. At least if that 150,000
16 divided by 1,000, 150 -- at least something is
17 better than nothing. The driver will get it.

18 And the same with the Bay Cab. The
19 same. They do have \$150,000 bond. Where is that
20 bond? We company -- the first thing, even if we
21 bring the copy of the bond, the Department does
22 not accept it. They want original. Where is the

1 original copy of the -- and Bay Cab bond? And
2 where is that money? Who took it? My concern
3 was that and I was asking. And today I'm going
4 to ask the same -- the new administration, Mr. --
5 the new chair if he can look into where is that
6 money? At least those poor cab driver, a
7 Christmas gift, \$150 is a good one. Thank you.

8 CHAIRPERSON JOLLY: Thank you very
9 much.

10 So in closing I will say -- and are
11 there any other comments here?

12 MEMBER SCHAEFFER: I wanted to comment
13 to -- Ms. Setegn had mentioned that his
14 preference is for the money to go directly to the
15 driver's account and in return the drivers sign a
16 waiver to give you access to his account. And
17 I'm in disagreement with that because my biggest
18 thing is I have drivers coming all the time, are
19 you taking money out of my account? No, I can't
20 touch your account, nor do I ever want to touch
21 your account.

22 CHAIRPERSON JOLLY: Okay.

1 MEMBER SCHAEFFER: I'm collecting the
2 credit card. My name's on your contract, money
3 or whatever it is that you're earning and what
4 you agreed to weekly comes out and all the rest
5 goes straight to you as opposed to me going to
6 your account, because then you might have a joint
7 account, his wife's account. You're taking
8 money. He agreed to this. He's sick. You're
9 still taking it out. I don't want access to the
10 driver's account.

11 So currently the way we operate, we
12 collect the funds, take whatever their weekly
13 fees are and give them the rest. So I'm not
14 touching their account. I'm touching the money
15 that's coming in off of what they've run through
16 the credit card machine.

17 CHAIRPERSON JOLLY: Good.

18 MEMBER DAGNEW: Chairman Jolly?

19 CHAIRPERSON JOLLY: Yes?

20 MEMBER DAGNEW: I have to weigh in
21 here.

22 CHAIRPERSON JOLLY: Okay. You got a

1 minute.

2 MEMBER DAGNEW: The thing that I was
3 suggesting is let the drivers take the driver's
4 seat. There is no collecting their money. Why
5 do we have to pay third party to collect money,
6 my money? Why don't I collect my own money
7 directly with my bank? Can I deal with my bank
8 directly? Yes, I can do that.

9 CHAIRPERSON JOLLY: Yes.

10 MEMBER DAGNEW: Can I ask my banks to
11 give me equipment? They probably will give me.
12 Only thing is collecting the surcharge. That's
13 why we are hitting a third party.

14 Well, let me tell you this: If there
15 is somebody who have to pay for third party, it
16 has to be the government who's benefitting for a
17 surcharge. The government have to pay --

18 CHAIRPERSON JOLLY: I mean --

19 MEMBER DAGNEW: -- the fees to collect
20 the surcharge --

21 (Simultaneous speaking.)

22 CHAIRPERSON JOLLY: I get what you're

1 saying. There are just a few steps in there that
2 need to be sorted out for that idea to even be
3 worthwhile looking into.

4 MEMBER DAGNEW: Yes.

5 CHAIRPERSON JOLLY: I mean, I get --
6 we all get the point that there probably is
7 technology that allows drivers to do that. It's
8 available today. We know that. However -- but
9 you're right, the surcharge, that's got to be
10 something that -- and that's not the Advisory
11 Council. That's Department of For-Hire Vehicles.
12 But in -- and the director is here, he's
13 listening to this, right? But in us making a
14 recommendation to the Department we probably at
15 best can recommend that we look at other ways of
16 doing it that might enhance -- and in my opinion;
17 this is just me speaking, provide more protection
18 for drivers and at the same time look at maybe
19 bringing the cost down. But these are things
20 that we should recommend. And the Department has
21 to --

22 MEMBER DAGNEW: Okay.

1 CHAIRPERSON JOLLY: I mean, today
2 we're not -- we're just not in a position to
3 really get deep into it. And mind you also with
4 Bay Cab and with Hitch, those are legal issues
5 that we can't even really publicly comment on,
6 you know? So we know what's going on, but
7 they're legal matters and for --

8 MEMBER DAGNEW: Well, I'm afraid --

9 CHAIRPERSON JOLLY: yes.

10 MEMBER DAGNEW: -- there's another
11 legal issue because drivers only forced -- the
12 drivers are forced to sign up with a third party.
13 Drivers are forced to sign up.

14 CHAIRPERSON JOLLY: They're forced to
15 use one of the approved vendors.

16 MEMBER DAGNEW: Yes.

17 CHAIRPERSON JOLLY: Yes.

18 MEMBER DAGNEW: So they could have had
19 their choice. They could have done it
20 differently.

21 CHAIRPERSON JOLLY: Yes. Yes. Yes.

22 Okay. So --

1 MEMBER WADE: The downside is always
2 great, but I don't believe that when we made
3 those decisions that they were made in a punitive
4 manner, that we were striving to get the best
5 rate and the best coverage for as many drivers
6 based on what you guys said you wanted. So to
7 try to then turn around and somehow make us
8 liable for choices that you had options to make,
9 I mean, we don't sit up here and at any time
10 strive to do anything that will hinder the
11 success of the industry. To the contrary.

12 We do everything we can to try to
13 benefit and improve and enhance this industry.
14 We're public servants who serve and give our time
15 to try to help. So I take a little offense when
16 it appears that we're not considerate of the
17 decisions that we make and that we willfully or
18 willy-nilly force drivers to do anything in a
19 business situation.

20 You have options. You could opt out
21 or you can take responsibility for options that
22 you do choose. Sometimes they're good options;

1 sometimes they're bad options. And business
2 guarantees are non-existent. There are no
3 guarantees in business. There's no guarantees in
4 non-profits. There are just no guarantees.

5 So when you make an informed decision
6 based on information that we give you, which is
7 based on information that's provided to us, then
8 we are acting in the best interest of all
9 concerned, we're acting in the best interest of
10 the government whose job it is to regulate, we're
11 acting in the best interest of our citizens who
12 are using the services and we're trying to act in
13 the best interest of our drivers who are
14 providing the service. It's a tight rope to walk
15 trying to appease all three. We're trying to do
16 that.

17 So I would just ask you to temper the
18 comments as if we were in some way negligent or
19 responsible for anything that may have occurred.
20 A legal issue is just that. We have no legal
21 authority to even comment on an issue that's
22 before a legal body. We can't do that.

1 And as an advisor you need to temper
2 that. I'm sorry to have to tell you that, but as
3 an advisor you are representing now the District.
4 You're wearing two hats; I'm wearing two hats.
5 You represent the taxi industry, but you also
6 represent the city. I represent the riding
7 public, but I also represent the city. So it's
8 important that we let our public know, both those
9 sitting here and those listening, that this is
10 very important and very serious business and
11 we're about the business of helping everyone in
12 this room.

13 We have nothing personal to gain.
14 We're not paid, so we clearly don't have anything
15 to personally gain. So we want to help. We
16 solicit your recommendations. We listen to them.
17 We discuss them. We make recommendations based
18 on them. And as a team we need the dissention,
19 but just not up here.

20 CHAIRPERSON JOLLY: Thank you.

21 MEMBER DAGNEW: And --

22 (Simultaneous speaking.)

1 CHAIRPERSON JOLLY: Okay. We're going
2 to have to cut -- we're at the 11:00 hour and I
3 promised we would end at 11:00. We'll continue
4 this.

5 MEMBER DAGNEW: Okay. Okay.

6 CHAIRPERSON JOLLY: So for MR. Setegn
7 and Mr. Momen, what I can do for you is promise
8 that at our next hearing I will get you an update
9 on both of the issues, at least where they stand,
10 aging of vehicles and we'll get an update on the
11 digital taxi meter situation. Is that fair?

12 (No audible response.)

13 MR. SETEGN: Yes.

14 CHAIRPERSON JOLLY: At the next
15 meeting we'll get an update. Once again let me
16 thank everybody for coming. It is 11:01 and
17 we're adjourned.

18 (Whereupon, the above-entitled matter
19 went off the record at 11:01 a.m.)
20
21
22

A

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C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Council Meeting

Before: DC DFHV

Date: 12-12-18

Place: Washington, DC

was duly recorded and accurately transcribed under my direction; further, that said transcript is a true and accurate record of the proceedings.

Neal R Gross

Court Reporter

NEAL R. GROSS

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Page 73 of 144

GOVERNMENT OF THE DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

TUESDAY
MARCH 26, 2019

+ + + + +

The Council met in Suite 2032, 2235
Shannon Place, S.E., Washington, D.C., at 10:00
a.m., Linwood Jolly, Chairperson, presiding.

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson
DAVID DO, Director
DOTTI LOVE WADE, Commissioner
JEFFERY SCHAEFFER, Commissioner

STAFF PRESENT:

CHAU TRAN, SECRETARY TO THE COUNCIL
NAKEASHA S-SMALL, ESQ., GENERAL COUNSEL

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1 P-R-O-C-E-E-D-I-N-G-S

2 10:03 a.m.

3 CHAIRPERSON JOLLY: Good morning, the
4 time is 10:03 a.m. and we're at 2235 Shannon
5 Place Southeast in Suite 2032. I'd like to call
6 this meeting to order.

7 We've got a few Members that are on
8 their way but we're going to move ahead and try
9 to stick to our schedule. So at this time I'll
10 call for a moment of silence.

11 Thank you, there are no preliminary
12 matters that we have to discuss so we're going to
13 move ahead and abbreviate our schedule today.
14 And we'll start with remarks by our Director,
15 David Do.

16 DIRECTOR DO: Good morning, can you
17 hear me? Eric, are they on? Hello, can you hear
18 me? This one's not on. Hello? All right, good
19 morning, everyone.

20 My name is David Do, I'm the Acting
21 Director for the Department of For-Hire Vehicles.
22 I want to welcome a couple of new Staff Members.

1 I don't know if we need all this.

2 All right, so if the new Staff Members
3 could stand up in client services so I can
4 recognize you.

5 One of the big things that we've been
6 trying to do is set up the community outreach
7 team and so if the community outreach team and
8 the call center team could stand up, I'd
9 appreciate that.

10 We have four new Members and I just
11 want to give them all a big round of applause for
12 joining our team recently. So thank you so much.

13 (Applause.)

14 Thank you so much. So one of the most
15 important things that we wanted to do is be
16 customer-focused and responsive to our customers.

17 And so two of our new Staff Members
18 actually speak seven different languages,
19 including not only English but Amharic and
20 French. And that's directly correlated to what
21 we want to do to serve our driving community. So
22 thanks so much.

1 The other side, our call center team
2 is an important part of being responsive and with
3 new technologies we can look up the lost and
4 found within 15 minutes. And so they're going to
5 be at the helm of that so thank you so much for
6 joining our team.

7 So, we recently had our first tranche
8 of TNC data and we're working on looking at what
9 the data tells us, and we're going through our
10 infrastructure process and validating that data.

11 And by June, Eric Fiddler, our new
12 CIO, will present that in a public-facing
13 dashboard between June, July or August. But I'm
14 setting a big goal for June.

15 So that's going to be exciting to see
16 what data comes out of it and how we can make
17 sure that our consumers are even more protected
18 than they have been.

19 One of the big things that we're doing
20 soon is the sunseting of the DFHV Government-
21 supported meter. That meter has been supported
22 at our Agency for the last 18 months or so and

1 we're going into allowing the market to operate
2 the meters.

3 And so we're hoping that we have about
4 new DTS providers during the open enrollment
5 season this summer.

6 And finally, one of the big things
7 that we're very serious about at this agency is
8 Vision Zero and the Mayor is also incredibly
9 serious.

10 And so we have worked since my tenure
11 here with a group, Mark Sussman and Daniel
12 Schepp, with the How's My Driving D.C. app that
13 really allows consumers and people, pedestrians,
14 bikers, other drivers, to really report dangers
15 on our roads like blocking a bike lane, making an
16 illegal U-turn, or blocking a crosswalk.

17 All those things make it incredibly
18 dangerous for those who use the roadways. And so
19 we want to make sure that our roadways are safe
20 for all users and so we'll continue making sure
21 that we work with the How's My Driving app to
22 expand the capabilities.

1 But more so, and I think Chau will
2 pass out a new flyer that we have just completed
3 last night, and that's the new budget for Mayor
4 Bowser's fiscal year 2020. And she makes
5 incredible investments in the transportation
6 realm.

7 And I want to kind of just start off
8 by saying that all these improvements surround
9 Vision Zero. So, the first one is making
10 transportation a lot more safe and that's with
11 the K Street rapid bus lane.

12 So it's going to have a middle
13 thoroughfare just for buses so that buses can
14 travel across our city in a more efficient and
15 fast manner. And also for the loading and
16 unloading of passengers safely onto those buses.

17 The Mayor committed \$122 million over
18 the next six years for that. In Vision Zero she
19 is standing up a team that is dedicated to making
20 sure that bike lane infractions and those u-turns
21 and crosswalk violations are few and far between.

22 So she's investing \$4.7 million into

1 DPW for that. We're very excited. We're also
2 going to make an investment in our next-year
3 budget on the Vision Zero side and making sure
4 that we have overtime pay.

5 That's a commitment that I'm working
6 with the enforcement team and Eric Ampedu on.

7 And then finally, or a couple more
8 things, Circulator is now free for fiscal year
9 2020 and beyond and so I'm every excited about
10 that.

11 And finally, there is going to be
12 streetscape improvements all across our city
13 including Dave Thomas Circle, Maryland Avenue
14 Northeast, Alabama Avenue Southeast, and Florida
15 Avenue Northeast, including the surroundings of
16 the famous Dave Thomas Circle.

17 She's investing \$240 million over the
18 next six years to not only acquire that land but
19 also make our roads and our thoroughfares safer
20 for all residents that use them.

21 And so that's one of the big things
22 and so I'm very excited by those improvements and

1 those investments that she has made. And I guess
2 those are my remarks.

3 Anything else I need to do, Chairman?

4 CHAIRPERSON JOLLY: I think those are
5 good for now. From our call yesterday, could you
6 briefly talk about what you're doing in ANC?

7 DIRECTOR DO: 1A?

8 CHAIRPERSON JOLLY: 1A.

9 DIRECTOR DO: So one of the things is
10 that we have investments in all eight wards and
11 so we're looking at areas that we can improve on
12 on our enforcement capabilities.

13 So we're looking at areas that are
14 high traffic, and one of those traffic areas is
15 Dotti Wade's. It's ANC and that's ANC 1A.

16 MEMBER LOVE WADE: It's not working?
17 Well, I guess my voice carries.

18 Good morning, all. One of the major
19 problems that we've been encountering throughout
20 the city as a result of all of the road work and
21 development, with development naturally comes
22 road work because you have to, of course, improve

1 your infrastructures.

2 So that's making it very difficult to
3 anyone to get around the city, especially those
4 of you in the for-hire vehicles industry.

5 So, we're looking at that closely but
6 another problem we are having is vehicles from
7 the for-hire vehicles community, especially up at
8 the Columbia Heights intersection of 14th and
9 Irving, Columbia Road, Kenyon, that whole D.C.
10 U.S.A. target area.

11 It has become so bad that as the Vice
12 Chair of our Advisory Neighborhood Commission, I
13 wear several hats for my city, and as Vice Chair
14 of the Advisory Neighborhood Commission 1A, I was
15 forced to call a meeting with my hat here as a
16 Counselor for the Vehicles For Hire and also as
17 an ANC Commissioner with the Metropolitan Police
18 Department, the Department of Transportation,
19 with of course our Vehicles For Hire, and with
20 Members of the ANC and our transportation
21 community activists to address this very
22 difficult problem.

1 What happens is because of the major
2 retail in that area, our vehicles are pulling up
3 and idling, waiting for fares to come out of that
4 mall.

5 What happens is it's a bike lane and
6 a single traffic lane and a pull-over parking
7 lane. Every time a vehicle pulls over in front
8 of that establishment, the bikers are forced to
9 pull out into the main traffic lane which is also
10 shared by private vehicles and buses, ambulances,
11 and fire trucks.

12 It's one of the most horrendous
13 intersections in the city and our people
14 unfortunately are the biggest offenders. And
15 I've had to personally push people away.

16 I'm going into all of this detail
17 because it's critical for you to understand the
18 rippling effect that one car pulled over has on
19 14th and Parkview all the way down, especially
20 Monroe.

21 If a car is stopped, that traffic
22 backs up. It's a single lane with an island that

1 we're trying to desperately to get the City to
2 remove. Emergency vehicles are up and down that
3 street all the time.

4 One vehicle backs traffic up for ten
5 minutes so we met with Metropolitan Police
6 Department and demanded a zero tolerance for
7 idling vehicles. So anyone idling in that area
8 will be ticketed before they're even approached
9 to move.

10 The police will just come up behind
11 them, write them up, and then give them a ticket.
12 So you have to be very aware. That's considered
13 a hot spot.

14 They're also doing it in Adams Morgan
15 and they're also doing it in the H Street
16 corridor because of the problems created by the
17 street car lanes. Pulling over blocks all that.

18 So it's incumbent upon us, as the
19 people who are responsible for making sure that
20 our vehicles move smoothly through the city and
21 don't create an impediment, that we get this
22 message out loud and clear, how detrimental it's

1 going to be to the drivers.

2 And we're going to ask for a doubling
3 of the fines for idling for-hire vehicles. Even
4 though I'm charged with supporting and helping to
5 clear the area and make it easier for our for-
6 hire vehicles, we're going to be pushed to make
7 it more difficult and we don't want to make it
8 more difficult.

9 But the City cannot afford to have the
10 dangers of pedestrians who refuse to walk down to
11 the corner to cross, so they're illegally
12 crossing in the middle of the street to get over
13 to the other side of the metro.

14 The bikes are flipping out into the
15 main traffic lane because their lane is blocked,
16 the buses are having to pull over into the
17 oncoming traffic lane because there's not enough
18 room for them to go around a car.

19 It's just horrendous so I would just
20 ask all of you to do all you can to try to
21 encourage consideration in not just this area but
22 many areas. And the strangest thing about it is

1 there is a taxi pull-off zone.

2 CHAIRPERSON JOLLY: Is that an
3 official -- I think there's a 15-minute sign
4 there. Are you talking about --

5 MEMBER LOVE WADE: No, no, that's for
6 passenger vehicles. There is a taxi zone from
7 Kenyon Street up to Midway block. It'll hold
8 about five or six vehicles.

9 DIRECTOR DO: On the east side?

10 MEMBER LOVE WADE: On the same side as
11 Target. The problem is it's before you get to
12 Target so the drivers don't want people to have
13 to walk up.

14 Now, one of the things I've suggested
15 is that we maybe switch the zones for the pull-
16 over parking for the taxis and the drop-off zones
17 for passengers where the taxi zone is.

18 DIRECTOR DO: That's a conversation we
19 have with DDOT.

20 MEMBER LOVE WADE: Yes, so that's one
21 of the recommendations.

22 But if any of you have any other

1 suggestions or ideas, you want to ride through
2 there and experience the joy of an hourglass in
3 Columbia Heights, feel free.

4 DIRECTOR DO: Yes, so there's a three-
5 step process in this.

6 We want to educate our drivers, we
7 want to make sure that there are tools in place
8 like the How's My Driving App so that folks can
9 really take pictures and then provide that to our
10 complaints team so that we can resolve it.

11 And finally, the enforcement team
12 going on there and making sure that vehicles move
13 through those areas.

14 MEMBER LOVE WADE: Our team absolutely
15 jumped right on it. When they were involved in
16 it, they did jump right on it.

17 DIRECTOR DO: And we'll continue to do
18 that. one of the things, and this is a policy
19 that we have put in place, is that we don't want
20 to ticket but we want to them to move along.

21 Because ticketing will cause a lot
22 more congestion, especially in areas where --

1 you've talked about that island -- where there's
2 one lane. And if we pull someone over then it
3 would block it.

4 So my main goal is to move those
5 vehicles as quickly as possible out of the bike
6 lanes, out of the travel lanes to make sure that
7 we can all get on our way.

8 MEMBER LOVE WADE: That's ideal but
9 that is not MPD's marching orders and I just want
10 to make that clear, that MPD's marching order is
11 a zero tolerance. But our marching order is to
12 try to push you along.

13 DIRECTOR DO: Correct.

14 MEMBER LOVE WADE: With two different
15 marching orders, you better go with the strongest
16 one because it's going to cost more in the long
17 run.

18 DIRECTOR DO: Okay, thank you so much,
19 Counselor.

20 CHAIRPERSON JOLLY: So at this point
21 on the agenda, we can now move to our action
22 items. So Director Do, once again, we've got two

1 items there. Well, one item there.

2 DIRECTOR DO: Okay, great, so one of
3 the concerns I heard loud and clear when I first
4 started about 90 days or so ago at the Agency was
5 the vehicle age limit.

6 And so I've worked with my team to
7 come up with a solution that really is not only
8 in the best interest of drivers and the for-hire
9 community, but also for District residents.

10 And that's making sure that our
11 vehicle fleet is more accessible and cleaner.
12 And so today I'm announcing to all of you that
13 we're increasing the vehicle age limit from eight
14 to ten years for vehicles that are 100 percent
15 electric or wheelchair-accessible.

16 And so that's I think a compromise
17 that we hit and that is a good spot for all of us
18 in the District of Columbia.

19 So thank you.

20 CHAIRPERSON JOLLY: So Advisor
21 Schaeffer, do you have any input on that?

22 MEMBER SCHAEFFER: No, I think it's

1 definitely a good idea. Some of my concerns as a
2 fleet operator is the age limitation for rental
3 vehicles.

4 So all along I thought maybe it should
5 be a difference for rentals and own operators.
6 Rental vehicles should be newer and the fleet
7 should be more responsible to upgrade as they are
8 with the wheelchair-accessible to have newer
9 vehicles.

10 However, there are some drivers that
11 have vehicles that pass the age limitation and it
12 kind of knocks them out of business and they're
13 forced to either rent or buy another vehicle.

14 So, in the past, the Commission years
15 ago tried a one by one for fleet owners, I'm
16 sorry, for individual owners.

17 They could bring their vehicle here
18 and actually inspect it, do a walk-around, check
19 it and see if it looked good. And they would
20 give them maybe six months to purchase the
21 vehicle.

22 So, I know that this year you're not

1 going to hear as much because the age that
2 they're going off.

3 I believe next year, if you look at
4 the list of vehicles going off, it could be about
5 triple of what it is this year.

6 DIRECTOR DO: We see the numbers.

7 MEMBER SCHAEFFER: But, no, I think
8 it's great to have the electric and the
9 wheelchairs extended two more years. Thank you.

10 CHAIRPERSON JOLLY: So while we have
11 you, Advisor Schaeffer, we talked earlier about
12 the meter sunset and open enrollment season.
13 Could we have some of your input on that?

14 You weren't here for the discussion.

15 MEMBER SCHAEFFER: Yes, I think that
16 is good as well, with Easy Meter now having to
17 stand on their own and I've already been
18 contacted by other vendors that I'm sure have
19 approached DFHV.

20 So there will be a choice for drivers
21 and fleet owners when it comes to finding a
22 digital meter. So I know that at least two other

1 vendors are coming to town to try to present to
2 DFHV their option and then you have the Easy
3 Meter iCabby and CUR meter that's presently
4 approved.

5 So I welcome that as well.

6 DIRECTOR DO: So just to add, we're
7 hoping for a lot more entrants into the market,
8 the meter market.

9 So we're working on making sure that
10 people know wide and far that we're looking for
11 new additional meters to increase the competition
12 within our market.

13 MEMBER LOVE WADE: So have we sent out
14 a request for a proposal, request for a
15 statement?

16 DIRECTOR DO: It starts in July so
17 everybody will know by then the open enrollment
18 season for that.

19 There's going to be various
20 specifications that we're finalizing and we're
21 working with our Chief Information Officer on it
22 and we'll make sure by the next quarterly Council

1 Meeting that we'll have those specifications for
2 everybody.

3 CHAIRPERSON JOLLY: Let me follow up
4 with you, Advisor Schaeffer. Just on the
5 meters, I've probably gotten maybe 15 emails from
6 drivers who experience problems with them
7 shutting off.

8 Now, I'm not going to get into which
9 company they are but have you experienced that?
10 And in looking at new vendors, is that something
11 that you're concerned with alleviating?

12 MEMBER SCHAEFFER: Certainly, you're
13 going to have that. What's happened is to cut
14 expenses they go by a GPS meter so it's called a
15 soft meter which operates off the GPS, which in
16 D.C. you're going to have tunnels and spots where
17 GPS is not working.

18 So, you're going to see a pause and
19 then all of the sudden it picks back up. You may
20 go under the whole tunnel and it just freezes.

21 Currently, some meters out there on
22 the market are hooked up directly to the OBD of

1 the vehicle. So, when you do that, there's never
2 a break in the signal. It's continuous.

3 So, that is going to be something to
4 weigh versus, okay, is the meter going to cut off
5 some?

6 But that's what the entire country's
7 dealing with now and most jurisdictions are just
8 overriding it and saying, hey, well, the benefits
9 outweigh the detriments.

10 Yes, it cuts off a little bit but it
11 kind of speculates where you are and how far
12 you've traveled, the time that's gone by, and
13 just other ways to catch it back up.

14 Well, it's been down for 30 seconds
15 and you've been traveling at this rate so it adds
16 the number.

17 It could be a few cents over or under
18 but it's just something that if you as a driver
19 are concerned about that, there are options that
20 you can get something that's hooked directly to
21 your OBD and it would not be based solely off
22 GPS.

1 CHAIRPERSON JOLLY: All right, we're
2 at the point now for public comment and I don't
3 believe we have anyone signed up. Is there
4 anybody here that would like to make a public
5 comment?

6 Sir, if you would, yes, come to the
7 microphone and just give us your name and you may
8 spell it for the record? And then let us know
9 the organization you're with.

10 MR. WOODBURY: Good morning, I
11 appreciate you letting me speak. I am a District
12 cabdriver, Freeman Woodbury is my name, Royal Cab
13 102, and I have -- W-O-O-D-B-U-R-Y. That's my
14 last name.

15 And this pertains to the age limit on
16 the cabs because I'm one of the people that is
17 directly affected by this rule.

18 I've had a license in the District as
19 a cabdriver for 53 years and when they made the
20 original ruling, I got a Honda Odyssey which is a
21 seven-passenger vehicle which I've put on the
22 street, which now four years later is part of the

1 fleet that's supposed to be phased out.

2 And the problem that I see as opposed
3 to when you were talking about, when Jeff was
4 talking about, fleet vehicles or vehicles that
5 are driven, shifted, double shifted, whatever, a
6 lot of -- and I have no idea what the numbers
7 are, you probably would better than I, I have no
8 idea how many cabs are being taken off the street
9 because of the eight-year limit this year.

10 But my vehicle has 117,000 miles on
11 it, which really you could almost say is just
12 broken in. And if you look at the 300,000 mile
13 limit that you are allowed, it's really to me --
14 to replace my vehicle with everything that I've
15 put into it would cost over \$40,000.

16 And as a part-time driver who
17 definitely needs the income from this to stay
18 alive, it now -- as everybody knows, our income's
19 been cut in half easily in the last two or three
20 years.

21 And it's not just the rideshare things
22 either, you have all of the bicycles that people

1 are using now, scooters. You can rent just about
2 anything, you can get cars by the hour.

3 There's everything out there except
4 flying carpets, I swear, that's the only thing
5 you don't have to compete with in the city right
6 now.

7 So, while I understand the rationale
8 behind the regulation that no vehicle should be
9 more than eight model years old and should have
10 less than 300,000 miles on it, whichever comes
11 first, I believe that I and my vehicle qualify
12 for a waiver of this rule.

13 And as I just stated, currently my car
14 only has 119,000 miles. Now, not only is it in
15 excellent condition but since November, as just
16 part of regular maintenance I've put over \$3000
17 into it to keep it in perfect condition.

18 I just went through D.C. inspection
19 last month, which again, was superficial
20 cosmetics but it was another \$400. So, if we
21 added this onto having to replace everything, the
22 figure gets up somewhere around \$45,000.

1 Now, with all the cabs that are coming
2 off the street and with everybody buying
3 essentially what is a three-passenger vehicle
4 today, mine is probably one of the last six-
5 passenger adult comfortable vehicles on the
6 street.

7 There's two captain chairs in the
8 second row, a third-row full-sized bench seat,
9 and I'm talking for adults my size.

10 With the tourist industry in this
11 city, there is still a big demand for this and
12 candidly, they're all disappearing. I haven't
13 seen another one like my own for some time.

14 The only vans you see only have the
15 one bench and the two front seats so it's still
16 essentially a four-passenger vehicle.

17 With the tourist and convention season
18 just starting, it's really just starting in full
19 bore right now, simply put, I cannot afford to
20 purchase a new vehicle which would cost well over
21 \$30,000 to \$40,000 with everything I have to put
22 in it, the transformation of all the electronics

1 and everything to make it a cab.

2 The second largest thing I have is I
3 do have a physical back condition that requires
4 me to have a special seat in a large car with
5 suspension that only exists in a full-size
6 vehicle. So, I couldn't, even if I wanted to,
7 put on one of the smaller cars available.

8 And there are other arguments I have
9 but since I am out of time, hopefully if you get
10 a chance, they're all in the letter and I would
11 appreciate any assistance I could get on the
12 matter.

13 Thank you for your time.

14 CHAIRPERSON JOLLY: Mr. Woodbury,
15 thank you for coming and talking today about your
16 situation.

17 There are elements of your situation
18 that are probably best dealt with offline
19 directly with personnel from the Department of
20 For-Hire Vehicles.

21 However, in general about the age
22 limit, I think we can have a discussion about

1 that and we can do some dialog because that's
2 what we do here.

3 So I'll start with Advisor Schaeffer,
4 if you want to have some input first? And then
5 we'll come on down the row.

6 MEMBER SCHAEFFER: Well, certainly, I
7 just touched on this, the difference between
8 fleet vehicles and individual owner/operators,
9 and there are going to be some operators that are
10 affected by this.

11 In the past a couple years I've seen
12 this is the time when they come up, it's either
13 vehicle change or face renewal.

14 And at that point, a lot of them that
15 had been working many years ago, my grandfather
16 started in the '50s and there's a lot of drivers
17 that have been with us for 50 years and more,
18 they're starting to retire and that's the time
19 that they choose to retire.

20 But as this gentleman just pointed
21 out, he needs the additional subsidy to go out
22 and work that vehicle part time.

1 So he'd be in a position where he'd
2 have to rent a vehicle to stay on there or come
3 up with an investment and put in another four
4 years to recoup that investment if he has it for
5 four years.

6 So I think it is something that maybe
7 we can discuss the possibility that we'll waiver
8 for certain exemptions, but again, I strongly
9 feel that it's only on individual owner-operators
10 and there needs to be something on there that
11 that vehicle cannot be rented out.

12 Because in the past, I've seen fleets
13 get individual owner/operators to renew their
14 vehicles and leave them on the lot, and they'll
15 rent them out for them.

16 And the guy may travel and may rent
17 them out, and all of the sudden you have, as Mr.
18 Woodbury put it, all the competition we already
19 have and now we have more competition with
20 vehicles that are not even truly supposed to be
21 rented out.

22 So, those are just some of my concerns

1 talking out loud through it but I think like you
2 said, it needs further discussion to see where
3 everyone is with it.

4 But it's difficult.

5 DIRECTOR DO: For me, I think there's
6 an opportunity to look at the mileage and see on
7 that, especially for part-time drivers who don't
8 drive their vehicles all the time.

9 MR. WOODBURY: Could I just make one
10 point?

11 DIRECTOR DO: Sure.

12 MR. WOODBURY: It has really almost
13 become for all of us, the drivers. And I have no
14 idea if you have exact figures of how many cabs
15 there are.

16 When I started, Washington D.C. had
17 the highest per capita ratio of cabs to the
18 population in the United States. And it did for
19 decades. I'm going to guess now that it's under
20 4000.

21 DIRECTOR DO: It's about 6000.

22 MR. WOODBURY: Really, that many?

1 DIRECTOR DO: Yes.

2 MR. WOODBURY: Well, then a lot of
3 them must really be working part time.

4 But anyway, the only point is that
5 from right now, the beginning of April, through
6 about the week after the 4th of July, I'll work
7 six, seven days a week.

8 Now, it's not necessarily eight hours
9 a day but this is really the only time of the
10 year when you know you can make some money. But
11 the rest of the year, the competition with all
12 these other things is minimal.

13 And by the way, this is not meant as
14 a bribe but I would love to give any of you a
15 ride just to show you the car and if anybody
16 could tell me one reason why it's not going to
17 make a great cab for another 100,000 or whatever,
18 50,000, I don't care.

19 DIRECTOR DO: Thank you, Mr. Woodbury.
20 One of the things is that you seem to be one of
21 the more special cases where you don't drive full
22 time.

1 But when a driver does drive full
2 time, these cars get a lot less efficient over
3 time.

4 MR. WOODBURY: I understand.

5 DIRECTOR DO: Put a lot more CO2 into
6 the -- all the things that are negative to our
7 environment.

8 And so we need to look at the data and
9 the statistics and what exactly -- at what point
10 does a vehicle release too much to not have the
11 same benefit?

12 And so we need to look at the marginal
13 benefit to the marginal cost to society.

14 MR. WOODBURY: Right, but they did
15 just go through an inspection where they have the
16 emissions check and it's not even remotely close.
17 117,000 miles on a car is nothing.

18 DIRECTOR DO: Right, so this is
19 something that I'm willing to go back and look
20 at, and look at the mileage side but for the
21 vehicle age limit, I'm very stuck on that eight-
22 year mark for ICE vehicles, internal combustion

1 engines.

2 And then for WAVs and for electric
3 vehicles, I'm more lenient on it.

4 MEMBER SCHAEFFER: And it's a good
5 point.

6 I'm sorry, just to follow up on that,
7 there are initiatives and goals set higher up in
8 the city where they want to make D.C. really
9 green and there are Federal studies out that
10 vehicles of older age produce much more
11 emissions.

12 So we have a clear chart of, okay,
13 here's the cut-off and I think that was one of
14 the big factors in the age limitation.

15 DIRECTOR DO: So let me go back and
16 look at the mileage concern and see where my team
17 and I lie.

18 MR. WOODBURY: And then just the last
19 thing, because of what I can carry, though, it's
20 still the equivalent of two cars.

21 Because I get folks all the time that
22 come to me, families, because they have to get

1 two cabs to get seven people.

2 Anyway, thank you very much for your
3 time.

4 DIRECTOR DO: Thank you so much Mr.
5 Woodbury.

6 CHAIRPERSON JOLLY: Are there any
7 other people here who would like to comment? Oh,
8 go ahead. I'm sorry, by the way, there's one
9 more comment for you from Member Wade.

10 MEMBER LOVE WADE: Yes, I just wanted
11 to let you know that I'm very much concerned
12 about those drivers who are in your particular
13 situation where you are part-time drivers, more
14 so than the fleet drivers where the cars are in
15 constant use on a rotating basis.

16 I think we need to really look at
17 exceptions for a different category for part-time
18 drivers because that doesn't seem applicable,
19 that age, for example.

20 I think I'm a fairly well seasoned
21 aged person and I wouldn't want to be put out to
22 pasture because I reached 62.

1 DIRECTOR DO: Point taken.

2 MEMBER LOVE WADE: So this is
3 something I think we really need to look at as a
4 permanent option as opposed to a case-by-case
5 option.

6 DIRECTOR DO: I don't like special
7 exceptions and I don't like waivers, but I want
8 to do a prescription where it looks at the
9 mileage and not increase the vehicle age limit.

10 MEMBER LOVE WADE: Right, because I
11 think with less use of these vehicles, even if
12 they're older the emissions wouldn't be as great
13 as a vehicle that's in constant use.

14 DIRECTOR DO: Correct, right. So I
15 think there's an opportunity to look at the miles
16 and we'll revisit that with my team.

17 CHAIRPERSON JOLLY: Mr. Woodbury,
18 thank you very much. And the element of your case
19 that I didn't want to discuss in public was about
20 the information about your medical condition.

21 I didn't want to bring that up in
22 public here, but it sounds like there is a

1 possibility for your case to be looked at through
2 the lens of mileage.

3 That being the case, if there are no
4 other witnesses here today, the time is 10:40
5 a.m. and we are adjourned.

6 (Whereupon, the above-entitled matter
7 went off the record at 10:43 a.m.)

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C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Council Meeting

Before: DC DFHV

Date: 03-26-19

Place: Washington, DC

was duly recorded and accurately transcribed under my direction; further, that said transcript is a true and accurate record of the proceedings.



Court Reporter

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

+ + + + +

DEPARTMENT OF FOR-HIRE VEHICLES

+ + + + +

FOR-HIRE VEHICLE ADVISORY COUNCIL MEETING

+ + + + +

TUESDAY
SEPTEMBER 17, 2019

+ + + + +

The Council met in Suite 2032, 2235
Shannon Place, S.E., Washington, D.C., at 10:00
a.m., Linwood Jolly, Chairperson, presiding.

MEMBERS PRESENT:

LINWOOD JOLLY, Chairperson
DAVID DO, Director
JEFFERY SCHAEFFER, Commissioner
DOTTI LOVE WADE, Commissioner

STAFF PRESENT:

CHAU TRAN, SECRETARY TO THE COUNCIL
NAKEASHA SANDERS-SMALL, ESQ., GENERAL COUNSEL

1 P-R-O-C-E-E-D-I-N-G-S

2 10:09 a.m.

3 CHAIRPERSON JOLLY: Good morning. The
4 time is 10:09. The date is September 17th. We
5 are in 2235 Shannon Place Southeast and I would
6 like to call this meeting to order. On our
7 agenda is a moment of silence for those who are
8 not here.

9 (Pause.)

10 CHAIRPERSON JOLLY: Thank you. Good
11 morning and thank you everybody for coming out
12 this morning. We are going to move right down
13 this agenda rather quickly. So we will start by
14 introducing our director --

15 DIRECTOR DO: All right.

16 CHAIRPERSON JOLLY: Who's got some
17 great updates for us.

18 DIRECTOR DO: Great, well thank you so
19 much, Linwood. And thank you the rest of the
20 Council for being here this morning. I
21 appreciate it. So we have a few updates. The
22 first one on the agenda is the Digital Taxicab

1 Solution. And we have finalized our five
2 providers this new fiscal year. And it's going
3 to be Capitol Cab, DC VIP, Grand Cab, UVC, and
4 Yellow. We also have an option for payment
5 technology provider, which is going to be
6 provided by Flywheel. Big news within this is
7 that the DFHV meter will be sunseting as of
8 SEPTEMBER 30th, and we will be working at the
9 account managers and DFHV will be working to
10 transition all taxi operators who are still
11 lingering in the process by the end of this month
12 onto a new -- not the DFHV meter because it is
13 going to be sunsetted -- but a new meter with one
14 of the DTS providers. And we will be reaching
15 out to remind them.

16 After three years, we have began
17 hearing OAH cases again. So I just want to thank
18 everyone involved in this process, including our
19 Enforcement and our legal team. This wasn't an
20 easy endeavor, but with the help of OAH the DMV
21 and our department, we have succeeded in now
22 hearing cases. There are going to be 35

1 scheduled per day. And so we have about a 1200-
2 ticket backlog. It will be completed, I hope,
3 within the next couple of months. And we will
4 then start on the 2019 tickets. So we are at a
5 good start. Anything to add, Nakeasha?

6 (No audible response.)

7 DIRECTOR DO: All right. The DFHV
8 grants -- so I also want to thank my grant team.
9 Excuse me, I am so sorry.

10 MEMBER WADE: That's okay. I do have
11 a quick question regarding the -- the hearings.
12 These are tickets that have been protested?

13 DIRECTOR DO: Correct. So these are
14 tickets that -- that have been contested at OAH.
15 These go back as far as 2016. And there was, I
16 think, just a couple of disagreements between DMV
17 and OAH and now we've figured it out. The -- the
18 provider conduit is now on board and everything
19 should be -- everything is being processed and
20 going forward, so that's good news.

21 MEMBER WADE: Yes, absolutely. Okay,
22 thank you.

1 DIRECTOR DO: Sure. The next item --
2 and -- is our Grants team. I definitely want to
3 give them a lot of accolades because we have gone
4 from a \$7.3 million grant budget to \$11.3 million
5 budget this next year. It's -- it's not an easy
6 feat when you have the same amount of staff
7 members but you're expected to do more. So I
8 very much appreciate that.

9 I appreciate the mayor for continuing
10 the Transport DC funds of \$5.924 million. And I
11 also want to thank our partners, including the
12 Department of Child Family Services, the
13 Department of Aging and Community Living -- which
14 is the -- holds the MedExpress Program, will be
15 under DFHV -- the Department of Fire and
16 Emergency Services, and of course the Mayor's
17 Office on Veteran Affairs. The grant rewards
18 will be announced in the coming weeks. And we
19 are very excited to let the -- the awardees know
20 where they are in the new fiscal year. So I
21 appreciate, also, all the hard work of our
22 grantees. Without them, these grants would not

1 be possible. So thank you.

2 And then finally -- any questions on
3 that item?

4 MEMBER WADE: I always want to know a
5 little more information for the public's purpose.

6 DIRECTOR DO: Sure.

7 MEMBER WADE: I was wondering if you
8 could just identify a few of the types of grants.
9 And I know you said our partners, so can you just
10 --

11 DIRECTOR DO: Sure. So, our biggest
12 grant is the Transport DC Grant. And it provides
13 people who have disabilities with the ability to
14 traverse our city -- to go to doctors'
15 appointments, to go to grocery stores, to go to
16 other needs for their daily activities. And so
17 we're very excited about that. MedExpress is
18 also a program that -- that is similar to
19 Transport DC but provides medical transportation
20 for our senior community. So those are just two
21 of the programs. We also have the Fire and
22 Emergency Services, which is non-emergency

1 medical transportation, so that we can alleviate
2 the stress on our emergency responses and provide
3 additional transportations and infrastructure to
4 -- to our Fire and Emergency Services sector. So
5 there is a lot of grant programs that really help
6 the city overall. And it builds upon the needs
7 for our residents, and the needs of
8 transportations for everyone.

9 MEMBER WADE: Thank you.

10 DIRECTOR DO: Sure. All right. Any
11 other questions? Jeff, you want to add anything
12 --

13 MEMBER SCHAEFFER: No.

14 DIRECTOR DO: -- as a Transport DC
15 provider?

16 MEMBER SCHAEFFER: I think you covered
17 it all. It's for seniors and disabled. The
18 volume is quite extensive in that. The only
19 other true program for it is veterans where they
20 can ride the -- and the Child and Family Services
21 where we take kids who are in foster care to
22 schools in D.C.

1 DIRECTOR DO: So there's a lot of good
2 programs out there that DFHV runs. And so I am
3 very appreciative of not only our partners, but
4 the Mayor and the City Council for providing
5 those funds to make sure that they can continue.
6 And the last item on my agenda is -- is that we
7 have added a lot of new staff. So when I call
8 your name, you can raise your hand or stand up
9 real quick. We have Shalonda.

10 (Applause.)

11 DIRECTOR DO: She's our -- now our
12 supervisor for HR. We have Eileen Perry. Okay,
13 she's not here. But she's also our Human
14 Resource specialist. Charles Davis?

15 (Applause.)

16 DIRECTOR DO: He's our program
17 analyst. Sherita McMillian?

18 (Applause.)

19 DIRECTOR DO: Hello. She's helping
20 run this program today.

21 (Laughter.)

22 (Applause.)

1 DIRECTOR DO: Tyren Stover? There you
2 go.

3 (Applause.)

4 DIRECTOR DO: All the way in the back.
5 Dustin Williams? Not here. But he's our
6 machinist, and he's part of the Complaints team.
7 And Sebastian Duncan. He just started today.

8 (Applause.)

9 DIRECTOR DO: So welcome. So thank
10 you so much for joining our agency and working on
11 behalf of the District residents. I very much
12 appreciate that. I am going to turn it back to
13 Chairman Jolly.

14 CHAIRPERSON JOLLY: Well thank you.
15 And welcome to all the new members and colleagues
16 of the Department of For-Hire Vehicle. And
17 Director Do, congratulations for finding such
18 talented folks --

19 DIRECTOR DO: Thank you.

20 CHAIRPERSON JOLLY: -- to join this
21 organization. At this point we're going to go to
22 action items. And our general counsel, Nakeasha

1 Sanders, will take a moment and handle some
2 administrative business.

3 GENERAL COUNSEL SANDERS-SMALL: Thank
4 you, Chairman. So in our executive session
5 yesterday the Council was reminded that we are
6 due to vote for -- to elect or reelect a new
7 chairman. And so that is the action item that we
8 need to do today. It needs to be conducted
9 pursuant to the Open Meetings Act here in an open
10 forum. And I wanted to raise that to the Council
11 so that you can decide how you want to proceed.
12 If you wish to conduct an election now with the
13 majority of the members present, that is
14 certainly within your rights to do so. So with
15 that, I turn it back over to you, Chairman.

16 (Simultaneous speaking.)

17 MEMBER WADE: Yes, well I would like
18 to nominate Chairman Jolly for reelection for
19 another term.

20 MEMBER SCHAEFFER: I second.

21 CHAIRPERSON JOLLY: Thank you, that's
22 great -- all in favor?

1 (Chorus of aye.)

2 CHAIRPERSON JOLLY: None opposed?

3 (Laughter.)

4 CHAIRPERSON JOLLY: Let the Chair roll
5 on.

6 PARTICIPANT: Congratulations.

7 CHAIRPERSON JOLLY: Thank you.

8 (Applause.)

9 CHAIRPERSON JOLLY: So everybody here,
10 particularly the new members of the Department of
11 For-Hire Vehicles, we represent the Advisory
12 Council. We're actually a larger organization.
13 You see a lot of names here. A lot of the
14 members aren't present. Some of the members are
15 changing out. Particularly the two
16 representatives from Tourism. Director Do is
17 working on that. We're working to identify new
18 members.

19 But basically, we do these quarterly
20 meetings. And our role is to advise the director
21 and his senior team on issues that we're hearing
22 out there in the industry. From time to time

1 you'll see a lot of members from the taxi, or the
2 TNC industry come in and they testify.

3 Previously, when we were Taxicab Commission, we
4 were much more formal. And we didn't have the
5 ability to have conversation back and forth. But
6 now that we're an advisory council we've shifted
7 that. And what you see, and what you'll see
8 going forward, is more interaction with the
9 industry that comes in and they talk about
10 issues. And I think the most compelling part of
11 what we do here is, you know, this is a forum
12 where you can talk directly, not only with the
13 advisory members that advise -- obviously, the
14 director and his staff -- but you also can talk
15 directly to the director.

16 And, you know, there was a time when
17 we used to have a lot of security in this room
18 when we had industry talking to folks. But that
19 has gone away. And Director Do has done a great
20 job of engaging with the industry in a public
21 forum and -- and answering questions about issues
22 that we see in the industry. So I just give you

1 that background so you see what we do.

2 We also are going to continue doing
3 some very interesting things. And Director Do
4 and Advisor Dotti Wade are about to co-chair
5 Department of For-Hire Vehicles in your wards.
6 So we've done one in Ward 4 about a year and a
7 half ago. We had about 75 people. We basically
8 took this meeting to Ward 4 and we had it at 6:30
9 in the evening to give residents a chance to come
10 out. And you would be amazed at the amount of
11 participation that we had. And the amount of
12 information that was conveyed to residents. They
13 hear about the Department of For-Hire Vehicles,
14 but the -- the majority of them, they remember
15 the Taxicab Commission. So we are going to go
16 into Ward 1, and hopefully some of you all will
17 be able to join us on that. And we haven't
18 scheduled a date yet, but as I said, Advisor Wade
19 and Director Do are co-hosts. I believe both of
20 you are Ward 1 residents, right?

21 MEMBER WADE: Absolutely.

22 DIRECTOR DO: I grew up to Ward 5.

1 (Simultaneous speaking.)

2 CHAIRPERSON JOLLY: You're in Ward 5?

3 Okay, you just moved. You snuck out of there.

4 DIRECTOR DO: I used to live in Ward

5 1. And actually, I used to live very near Dotti.

6 MEMBER WADE: He did.

7 (Laughter.)

8 CHAIRPERSON JOLLY: So those are some
9 things you'll see. And then, we also want to do
10 something in Ward 7 and 8, and we possibly would
11 use this facility here. So, that's just a
12 commercial break on what we do and the value we
13 think we bring. And when we advise the director
14 and senior staff, we do it in this format here.
15 We have a court reporter here so there's a record
16 of what we discuss. And that is our way of
17 communicating. So that fulfills our mandate. So
18 we are in accordance to what we're supposed to be
19 doing for the District of Columbia. So at this
20 time, we'll move to public comment. Ms. Chau,
21 has anyone -- has anyone registered for public
22 comment?

1 SECRETARY TRAN: No, I haven't --

2 CHAIRPERSON JOLLY: There are no
3 names? Okay, if there are no names. I see some
4 folks from the industry here. Are there -- is
5 there anyone that would like to comment on any of
6 the issues that you've heard today? There is
7 one. You -- feel free -- you can come up.

8 (Pause.)

9 MS. HODGES: Hello, my name is Doreen
10 Hodges. And it's spelled D-O-R-E-E-N as in
11 Nancy, H-O-D-G-E-S as in Sam. I am a Ward 8 and
12 also a business owner of an organization known as
13 Family Voices of the District of Columbia,
14 Incorporated. We do healthcare advocacy and
15 provide resources as support for families of
16 children with special healthcare needs or
17 disabilities between the ages of zero and 26
18 years of age.

19 I come to you today just at the --
20 following up on some things that I notice with
21 regards to the -- the Advisory Council, number
22 one. I see less, or no representation of people

1 with disabilities as members of your Advisory
2 Council, and would ask in your search of looking
3 for that, Director Do, that you possibly include
4 that and look at the ages of at least maybe 17 --
5 maybe as young as 14 years old, students with
6 disabilities and special healthcare needs up to,
7 you know, 26 or so within our organization. We
8 focus on those that have intellectual
9 disabilities and also physical disabilities.

10 But those that use the DC For-Hire in
11 the program that you speak of -- or the programs
12 that you spoke of today. So I would encourage
13 you to reach out to some of those youth. And
14 then also some of the adults itself -- their
15 families itself. Or individuals that are of age
16 that would love to participate. If you need
17 maybe some names or agencies, or so forth and so
18 on, how to -- to access some of those individuals
19 that have been trained by our organization on how
20 to participate in advisory councils, we are happy
21 to do so and provide those to you because we do
22 want a meeting with you also, too.

1 Another comment that we would like to
2 express today is looking at the -- the foster
3 care transportation -- or grant program that you
4 have, we have been doing a pilot project on --
5 just starting earlier this year -- kind of in the
6 latter part of the school year in 2019 and
7 continuing on now -- and looking at reducing the
8 amount of children that ride on the yellow school
9 bus, and using your organization -- excuse me,
10 using your agency and some of those providers
11 that are within -- or even new providers that are
12 trained and skilled and that have the same kind
13 of forte with regards to having a driver and a --
14 a trained attendant to work with the children on
15 that bus -- or on -- on the -- on the
16 transportation. We had about 50 children so far
17 that we have piloted with, with regards to
18 driving them in minivans -- also sedan cars.
19 Kind of reducing that minivan and kind of
20 creating that small environment for children to
21 develop social skills, build their self-esteem
22 with children that are in their schools and --

1 and develop friendships, even though they might
2 be in different wards of the city. But they kind
3 of fit some of the characteristics. We dig down
4 a little bit more in detail with regards to that.

5 And we're finding that children are
6 arriving on school on time. They're happy when
7 they get in. The stigma is slowly starting to
8 release off of them about being on the short bus,
9 or on yellow bus. They're meeting new people --
10 new adults, new families and so forth and so on.
11 And we would look -- well, we would ask and can
12 share more information with our data on that
13 about how possibly that can be something that
14 maybe your agency could speak to OSSE, DOT -- or
15 either the Deputy Mayor for -- the deputy of
16 Health and Human Services, Mr. Wayne Turnage, who
17 does the Medicaid which school is billed
18 underneath the Medicaid system as a funding
19 stream, to look at maybe piloting that -- maybe
20 continuing that and moving forward with that for
21 the new year. Because our children deserve
22 better. And they also deserve the opportunity to

1 be able to be integrated, or as they say
2 included, into the environment. And I am telling
3 you, Director Do, that if you have an
4 opportunity, we would extend that to you to
5 possibly ride with some of our children in this
6 quest that we're going forward on.

7 We use -- as the attendants, we not
8 only use trained individuals that might be
9 trained in behavior techniques since we have kids
10 that have behaviors and so forth and so on -- but
11 we also use those -- those youth that are now 18
12 years old that may have come out of the school
13 that are diagnosed with disabilities, whether it
14 is intellectual or developmental disabilities --
15 to be the attendants. So then that creates the
16 job force, also, for those individuals. And it
17 also works on -- it's kind of generated --

18 PARTICIPANT: You have 40 seconds
19 left.

20 MS. HODGES: Okay -- and it's also
21 generated off of their ISPs, IEPs. I thank you
22 for the opportunity to briefly share what -- the

1 ideas I had, and hope that you take my comments
2 serious. And I look forward to meeting with you
3 in the future.

4 DIRECTOR DO: Definitely.

5 CHAIRPERSON JOLLY: Why don't you hang
6 on for a minute, because we might have some
7 questions for you.

8 MS. HODGES: Oh.

9 CHAIRPERSON JOLLY: We start with the
10 Director.

11 DIRECTOR DO: So this is a pilot
12 program through OSSE that you --

13 MS. HODGES: No, we did it on our own.
14 Our organization did it on our own with some
15 funding that we had achieved from other various
16 organizations and such. Something very small.
17 No more than like \$5,000 that we did it. And we
18 just recruited -- we did some Uber drivers. We
19 did some Lyft drivers. And then we used a
20 transportation company that is underneath --
21 subcontracted underneath the Medicaid
22 organization.

1 DIRECTOR DO: Okay, well, I would
2 definitely love to hear more, Ms. Hodges. I will
3 ask Chau to get your information so that we can
4 set up the meeting. On the other side, to -- I
5 would suggest bringing the people you represent
6 to some of our meetings -- the Transport DC Task
7 Force meeting and the ACC meetings that Jerry has
8 information on. And he will share with you at
9 the end of this meeting. And then -- then you
10 can -- we can also talk about how we can get some
11 of your -- some of your students, or the people
12 with disabilities that you serve -- onto our
13 council as a whole as well. But there is a lot
14 of opportunities to get your voice heard. And we
15 would definitely like to share and encourage you
16 to participate in those mediums.

17 CHAIRPERSON JOLLY: I'll start with
18 Jeff?

19 MEMBER SCHAEFFER: Yes, I was going to
20 mention the Accessibility Advisory Committee as
21 well. There's a different group -- it is all of
22 the members -- or the majority of the members are

1 -- either -- either have a disability, or have --
2 drivers for people with disabilities. There's --
3 it's made up of transportation providers and
4 drivers that have been utilizing the -- the
5 grants who are trained in CPR and first-aid and
6 wheelchair certifications. But they're looking
7 for growth as well. So I can get you information
8 for that for the Accessibility Advisory
9 Committee. And some of those members could join.
10 And they'd welcome -- they're looking for a large
11 pool of people.

12 MS. HODGES: That's fine, no problem.

13 CHAIRPERSON JOLLY: Dotti --

14 MEMBER WADE: No, thank you.

15 CHAIRPERSON JOLLY: Thank you -- thank
16 you for coming.

17 MS. HODGES: Okay, thank you.

18 (Simultaneous speaking.)

19 DIRECTOR DO: Thank you, Ms. Hodges.
20 We appreciate it.

21 CHAIRPERSON JOLLY: Is there anybody
22 else?

1 (No audible response.)

2 CHAIRPERSON JOLLY: All right, well
3 the time is 10:30 and this meeting is adjourned.
4 Thank you for coming.

5 (Whereupon, the above-entitled matter
6 went off the record at 10:30 a.m.)

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C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Council Meeting

Before: DC DFHV

Date: 09-17-19

Place: Washington, DC

was duly recorded and accurately transcribed under my direction; further, that said transcript is a true and accurate record of the proceedings.



Court Reporter

NEAL R. GROSS

COURT REPORTERS AND TRANSCRIBERS

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WASHINGTON, D.C. 20005-3701

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**WEDNESDAY, DECEMBER 12, 2018
10:00 A.M.**

AGENDA

- I. Call to Order**
- II. Moment of Silence**
- III. Preliminary Matters**
 - 1. Roll Call**
 - 2. Member Opening Remarks**
- IV. Action Items**
 - 1. Welcome to DFHV Interim Director David Do; discussion of Agency's initiatives moving into 2019 including TaaS, Business Transformation Grants, etc**
 - 2. 2018 Industry Relief**
 - 3. Member discussion of other matters of interest**
- V. Public Comment Period***
- VI. Adjournment**

*Time-permitting, and subject to reasonable limits on the duration of presentations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**TUESDAY, MARCH 26, 2019
10:00 A.M.**

AGENDA

I. Call to Order

II. Moment of Silence

III. Preliminary Matters

1. Roll call
2. Member opening remarks
3. Remarks by DFHV Acting Director David Do

IV. Action Items

1. Proposal to increase the taxicab age limit for electric vehicles and wheelchair accessible vehicles from 8 to 10 years
2. Member discussion of other matters of interest

V. Public Comment Period*

VI. Adjournment

*Time-permitting, and subject to reasonable limits on the duration of presentations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**TUESDAY, JUNE 18, 2019
10:00 A.M.**

AGENDA

I. Call to Order

II. Moment of Silence

III. Preliminary Matters

1. Roll call
2. Member opening remarks

IV. Action Items

Remarks by DFHV Director David Do

- Universal Operator License
- Sunset of support for DFHV Meter
- Vehicle Age Extensions
- Grant Programs (Taxi-to-Rail, DC Microtransit, etc.)

V. Public Comment Period*

VI. Adjournment

*Time-permitting, and subject to reasonable limits on the duration of presentations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**TUESDAY, SEPTEMBER 17, 2019
10:00 A.M.**

AGENDA

I. Call to Order

II. Moment of Silence

III. Preliminary Matters

1. Roll call
2. Remarks by DFHV Director David Do
 - Digital Taxicab Solution (DTS)
 - OAH Hearings
 - Grant updates
 - DFHV updates – introduce DFHV new employees and discuss many new changes.

IV. Action Items

V. Public Comment Period*

VI. Adjournment

*Time-permitting, and subject to reasonable limits on the duration of presentations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
FOR-HIRE VEHICLE ADVISORY COUNCIL**



FOR-HIRE VEHICLE ADVISORY COUNCIL

MEETING

**2235 SHANNON PLACE, S.E.
HEARING ROOM, SUITE 2032**

**TUESDAY, DECEMBER 17, 2019
10:00 A.M.**

AGENDA

I. Call to Order

II. Moment of Silence

III. Preliminary Matters

1. Roll call
2. Member opening remarks

IV. Action Items

Remarks by DFHV Director David Do

- Performance Oversight Hearing; January 15, 2020
- Union Station Fast Pass for WAVs
- Grant Program Updates (Microtransit and VetsRide)
- Recap of October 22 Ward 1 Public Meeting

V. Public Comment Period*

VI. Adjournment

*Time-permitting, and subject to reasonable limits on the duration of presentations.

DEPARTMENT OF FOR-HIRE VEHICLES

DEPARTMENT BUDGET CODE: **TCØ**

website: dfhv.dc.gov | phone: 202.645.7300 | address: 2235 Shannon Place SE, Suite 3001, Washington DC 20020

The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the citizens and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

\$5,275,474
FY20 SBE SPENDING GOAL



- Personnel and Fixed Costs (not subject to SBE spending goal)
- Expenditures that are not SBE eligible
- Planned Acquisitions: SBE Eligible (50% = Goal)

Review SBE goal calculation formula and agency budget details at CBEconnect.dc.gov.

FY20 PLANNED ACQUISITIONS (SELECT HIGHLIGHTS)

This agency's FY20 Planned Acquisitions total approximately **\$10,550,948** which may include potential opportunities for SBEs. Review all FY20 Planned Acquisitions at CBEconnect.dc.gov. New planned acquisitions only.

PRODUCT/SERVICE	NIGP CODES	PRODUCT/SERVICE	NIGP CODES
DOCUMENT MANAGEMENT		PROFESSIONAL SERVICES	
Shredding Services: Decals, Stickers, Etc.	962-27-70	Contracted Services, Research Subject	917-27-00
Printing, Custom Decals	966-22-40	Professional Services	969-44-00
EVENT MANAGEMENT		SUPPLIES	
Installation and Removal Services, Banners	962-58-40	General Office Supplies	615-60-40
LANDSCAPING		TECHNOLOGY	
Facilities and Other Improvements, Drives, Parking Lots, Paths, Trails	951-07-00	Consulting Services Related to the Implementation of Software	918-29-30

POTENTIAL BUSINESS GROWTH OPPORTUNITIES

These are examples of "Expenditures that are not SBE eligible" (special exceptions depicted in the gray slice of FY20 chart to the left) where contracts are currently in place or the agencies determined that SBE capacity was not available.

PRODUCT/SERVICE	TOTAL	PRODUCT/SERVICE	TOTAL
Traffic Counting Services	\$30,000	Training Equip. & Supplies, Fire and Safety	\$19,000



SPENDING WITH SBEs



The Fiscal Year 2019 SBE Expenditures are based on transactions recorded to the Office of the Chief Financial Officer's System of Accounting Record (SOAR) as of November 1, 2019. These expenditures are preliminary and unaudited and are subject to change. To view the final audited amounts and additional details about FY16, FY17, FY18 and FY19 SBE spending, visit CBEconnect.dc.gov.

For definitions and details about the information on this page, please refer to pages 33-39. Visit the companion web site CBEconnect.dc.gov for the most current data, reports and contracting assistance resources. Dollar figures displayed have been rounded accordingly.

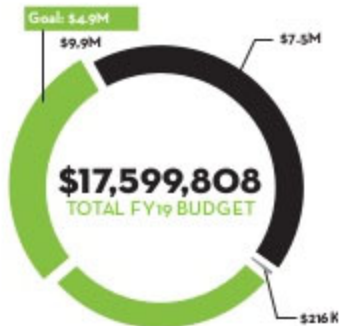
DEPARTMENT OF FOR-HIRE VEHICLES

DEPARTMENT BUDGET CODE: **TC0**

website: dfhv.dc.gov | phone: 202.645.7300 | address: 2235 Shannon Place SE, Suite 3001, Washington DC 20020

The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the citizens and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

\$4,925,639
FY19 SBE SPENDING GOAL



- Personnel and Fixed Costs (not subject to SBE spending goal)
 - Expenditures that are not SBE eligible
 - Planned Acquisitions: SBE Eligible (50% - Goal)
- Review SBE goal calculation formula and agency budget details at CBEconnect.dc.gov

FY19 PLANNED ACQUISITIONS (SELECT HIGHLIGHTS)

This agency's FY19 Planned Acquisitions total approximately **\$9,851,279**, which may include potential opportunities for SBEs. Review all FY19 Planned Acquisitions at CBEconnect.dc.gov

PRODUCT/SERVICE	NIGP CODES	PRODUCT/SERVICE	NIGP CODES
EQUIPMENT		Identification Badge Supplies and Materials	80-10-33
Accessories for Canon Digital Copier Models	600-46-75	PROFESSIONAL SERVICES	
TECHNOLOGY		Supportive Services, Research	917-27-00
Auditing Services, Software	946-20-10	HUMAN RESOURCES	
SUPPLIES		Temporary Personnel Services	969-44-00
General Office Supplies	615-60-40		

POTENTIAL BUSINESS GROWTH OPPORTUNITIES

These are examples of "Expenditures that are not SBE eligible" (special exceptions depicted in the gray slice of FY19 chart to the left) where contracts are currently in place or the agencies determined that SBE capacity was not available.

PRODUCT/SERVICE	TOTAL	PRODUCT/SERVICE	TOTAL
Specialized Training	\$18,220	IT Services: Software Maintenance	\$118,540
Fleet Services	\$27,000		



SPENDING WITH SBEs



The Fiscal Year 2018 SBE Expenditures are based on transactions recorded to the Office of the Chief Financial Officer's System of Accounting Record (SOAR) as of October 30, 2018. These expenditures are preliminary and unaudited and are subject to change. To view the final audited amounts and additional details about FY15, FY16, FY17 and FY18 SBE spending, visit CBEconnect.dc.gov.

For definitions and details about the information on this page, please refer to pages 10-15.

Visit the companion web site CBEconnect.dc.gov for the most current data, reports and contracting assistance resources. Amounts may be rounded up.

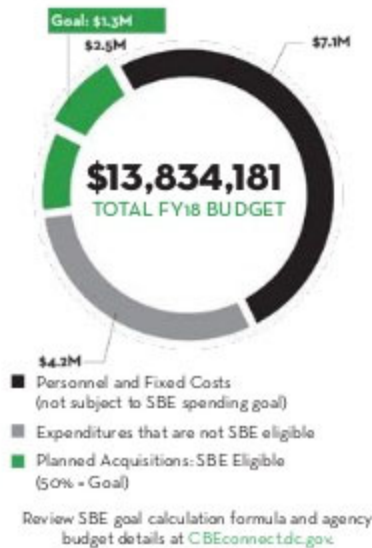
DEPARTMENT OF FOR-HIRE VEHICLES

DEPARTMENT BUDGET CODE: **TCØ**

website: dfhv.dc.gov | phone: 202.645.7300 | address: 2235 Shannon Place SE, Suite 3001, Washington DC 20020

The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the citizens and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

\$1,261,223
FY18 SBE SPENDING GOAL



FY18 PLANNED ACQUISITIONS (SELECT HIGHLIGHTS)

This agency's FY18 Planned Acquisitions total approximately **\$2,522,447**, which may include potential opportunities for SBEs. Review all FY18 planned acquisitions at CBConnect.dc.gov.

PRODUCT/SERVICE	NIGP CODES	PRODUCT/SERVICE	NIGP CODES
CONSULTING SERVICES		TECHNOLOGY	
Research, Taxi	969-44-00	Copier Lease	600-72-40
SUPPLIES		IT Hardware	204-64-65
Office Supplies	616-73-00	TRANSPORTATION	
		Parking, Off-street	951-07-00

POTENTIAL BUSINESS GROWTH OPPORTUNITIES

There were no planned acquisitions where CBEs were deemed not available/qualified as of the date this document was printed. Please visit CBConnect.dc.gov for more information.

HOW TO FIND THIS AGENCY'S CONTRACT OPPORTUNITIES

Visit: CBConnect.dc.gov
Click: FIND OPPORTUNITIES

- Current Contracts open for bid
- Planned Acquisitions for FY18
- Potential Business Expansion Opportunities

SPENDING WITH SBEs



The Fiscal Year 2017 SBE Expenditures are based on transactions recorded to the Office of the Chief Financial Officer's System of Accounting Record (SOAR) as of October 30, 2017. These expenditures are preliminary and unaudited and are subject to change. To view the final audited amounts and additional details about FY15, FY16 and FY17 SBE spending, visit CBConnect.dc.gov.

For definitions and details about the information on this page, please read [How to Use this Guide pages 8 - 11](#).

Visit the companion web site CBConnect.dc.gov for the most current data, reports and contracting assistance resources. Amounts may be rounded up.

COLLECTIVE BARGAINING AGREEMENT

BETWEEN

THE DISTRICT OF COLUMBIA GOVERNMENT

DEPARTMENTS OF:

**Public Works
Transportation
Motor Vehicles
and
The Taxicab Commission**

AND

**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
LOCAL 1975**

EFFECTIVE THROUGH SEPTEMBER 30, 2010

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PREAMBLE

This Agreement is entered into between the Government of the District of Columbia Departments of Public Works, Transportation, Motor Vehicles, and the D.C. Taxicab Commission (collectively hereinafter referred to as the Department or Agency unless separately identified) and the American Federation of Government Employees, Local 1975 (hereinafter referred to as the Union), and collectively known as the Parties.

The purpose of this Agreement is:

1. To promote fair and reasonable working conditions;
2. To promote harmonious relations between the parties;
3. To establish an equitable and orderly procedure for the resolution of differences;
4. To protect the rights and interests of the employee, the Union and the Department;
and
5. To promote the efficient operations of the Department.

Each party affirms without reservation the contents of this Agreement. Now therefore, in consideration of mutual covenants and promises contained herein, the Department and the Union do hereby agree as follows:

ARTICLE 1 RECOGNITION

Section A:

Local 1975 of the American Federation of Government Employees, AFL-CIO, is hereby recognized as the sole and exclusive representative for all employees in the bargaining unit as described in Section B of this Article.

The Union as the exclusive representative of all employees in the unit has the right, as provided in Title 1, Chapter 6, Subchapter XVII of the D.C. Code (2001 Ed.) to act for and negotiate agreements covering all employees in the Unit and is responsible for representing the interests of all such employees without discrimination and without regard to membership in the labor organization.

Section B:

The bargaining units represented by the American Federation of Government Employees, Local 1975 are as follows:

1. All non-professional District Service (DS) and Wage Grade(WG) employees in the District of Columbia Department of Public Works (DPW) who were

previously assigned to bargaining units within DPW which were exclusively represented by AFGE Local 631, 872, 2553 and 1975 on July 23, 1984 and all unrepresented District Service (DS) professional employees in the Government of the District of Columbia Department of Public Works, Transportation Systems Administration, Bureau of Traffic Adjudication, Hearing Division, employed as Hearing Examiners, excluding management officials, supervisors, confidential employees, employees engaged in personnel work in other than purely clerical capacities and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978.

PERB Certification No. 24 (March 22, 1989).

Section C:

When a position(s) changes or a new position(s) is established and the parties differ as to whether the position(s) is inside or outside the bargaining unit, either party may file a unit clarification petition with the District of Columbia Public Employee Relations Board (PERB).

Section D:

The Union and the Employer may file a Joint Petition with the Public Employee Relations Board to clarify and correct inaccuracies contained on the current unit certifications. Prior to filing of the joint petition, the Union and Employer shall confer on the revised unit descriptions.

ARTICLE 2

GOVERNING LAWS AND REGULATIONS

Section A:

In the event any D.C. Government-wide or Department rules, regulations or policies are in conflict with the provisions of this Agreement, this Agreement shall prevail.

Section B:

It is understood that existing D.C. law or Government-wide rules and regulations that are not in conflict with this Agreement and are not specifically incorporated herein are, nevertheless, applicable to bargaining unit employees.

Section C:

The Department shall communicate, consult and negotiate with only the Union on matters related to working conditions affecting bargaining unit members.

Section D:

Except in emergency situations, the Department shall notify the Union prior to changing Department rules, regulations or policies which affect the working conditions of bargaining unit employees. When the change directly impacts on the conditions of employment of bargaining unit members, such impact shall be a proper subject of negotiation.

ARTICLE 3

EMPLOYEE RIGHTS

Section A:

Management and the Union recognize the Comprehensive Merit Personnel Act, as codified at D.C. Official Code §1-617.06(a), provides that all employees shall have the right:

1. To organize a labor organization free from interference, restraint, or coercion;
2. To form, join, or assist any labor organization or to refrain from such activity;

3. To bargain collectively through representatives of their own choosing as provided in this subchapter; and,
4. To refrain from any or all such activities under paragraphs (1) and (2) and (3) of this subsection, except to the extent that such right may be affected by an agreement requiring membership in a labor organization as a condition of employment as authorized in §1-617.11.

Section B:

It is understood that employees in the bargaining unit shall have full protection of all articles in this Agreement as long as they remain in the unit.

Section C:

Each employee shall have the right to bring matters of personal concern to the attention of the appropriate officials in accordance with applicable laws, regulations and procedures.

Section D:

Employees shall be treated fairly, equitably and with respect, in accordance with District of Columbia laws, rules and regulations.

Section E:

Instructions and guidance shall be given in a reasonable and constructive manner and in an atmosphere that will avoid unnecessary embarrassment before other employees or the public.

Section F:

Management shall not retaliate against any employee for the exercise of rights guaranteed pursuant to this Agreement or any applicable laws, rules or regulations.

ARTICLE 4 MANAGEMENT RIGHTS AND RESPONSIBILITIES

Section A:

The Department shall retain the sole right, in accordance with applicable laws, rules and regulations:

1. to direct employees of the Department;
2. To hire, promote, transfer, assign and retain employees in positions within the Department and to suspend, demote, discharge or take other disciplinary action against employees for cause;
3. To relieve employees of duties because of lack of work or other legitimate reasons;
4. To maintain the efficiency of the District Government operations entrusted to them;

5. To determine:
 - a. The mission of the Agency, its budget, its organization, the number of employees, and to establish the tour of duty
 - b. The number, types, and grades of positions of employees assigned to an agency's organizational unit, work project or tour of duty
 - c. The technology of performing its work; and
 - d. The Agency's internal security practices.
 6. To determine the qualifications of employees for appointment, promotion and to set standards of performance and conduct.
- and
8. To take whatever actions may be necessary to carry out the mission of the Agency in emergency situations.

Section B:

An act, exercise, or agreement of the respective personnel authorities (management) shall not be interpreted in any manner as a waiver of the sole management rights as codified in the D.C. Official Code §1-617.08 and as outlined in this Article.

Section C:

Notwithstanding Sections A and B above, the Union may grieve, if in exercising management's rights, the Department violates any procedures contained in this Agreement.

Section D:

In the event Management changes the standard of performance applicable to bargaining unit employees, the employees and the Union will be notified in writing of those change(s);

ARTICLE 5 DISTRIBUTION OF AGREEMENT AND ORIENTATION OF EMPLOYEES

Section A:

The costs associated with the reproduction of this Agreement shall be borne equally by the Parties. Each party shall make available a copy of this Agreement to management officials and bargaining unit employees, respectively.

Section B:

When the Department conducts orientation sessions for new employees, thirty (30) minutes shall be allocated to the Union to make a presentation and distribute the Union's membership packet. The Department shall provide each new employee with a copy of this Agreement and other relevant Agency information.

Section C:

The Department shall provide the Union with reasonable written advance notice of the date, time and place of each orientation session.

ARTICLE 6 NON-DISCRIMINATION

Section A:

The Department recognizes its responsibility to promote and ensure equal employment for all persons and to promote the full realization of EEO through positive programs of affirmative action at every level within the Department.

Section B:

In the development and implementation of its affirmative action plan, and in accordance with District laws and regulations, the Department agrees to consider the following:

1. Reasonable accommodations for employees covered by the Americans with Disabilities Act (ADA);
2. Reasonable accommodations to the religious needs of employees;
3. Procedures to allow for the redesigning of jobs to address paragraphs 1 and 2 of this Article;
4. Procedures to allow for the redesigning of jobs to reflect the needs of the Department and the skills of employees; and
5. Ensure that personnel management policies, procedures, or practices shall be handled in accordance with EEO procedures and statutes.

Section C:

The Department or Agency agrees to provide the Union with copies of the Affirmative Action Plan and furnish each employee with a copy, if requested. The EEO complaint regulations and procedures will be published, posted and made available to each employee as well as included in the Affirmative Action Plan. The parties agree that EEO complaints shall be processed in accordance with District law, rules and regulations. This does not preclude the non-EEO aspects of mixed grievances (where clear distinction can be made and where such complaints are within the scope of the grievance procedure as defined within this Agreement) from going through the negotiated procedure.

Section D:

The Union recognizes its responsibility as bargaining agent and agrees to represent all employees in the unit without discrimination.

Section E:

The Department agrees that the Union may submit names of employees to the Department for consideration for appointment to EEO Counselor positions, using the same criteria as are used for any other nominee consistent with the procedures used by the Office of Human Rights for selecting EEO counselors. The Union shall be promptly notified in writing of the names and telephone numbers of the EEO Counselors. The names and telephone numbers of the EEO Counselors shall be posted and/or distributed.

Section F:

The Department shall ensure that all EEO Counselors have access to education and training necessary to effectively perform the duties and responsibilities of the position of EEO Counselor.

Section G:

Through the procedures established for Labor-Management cooperation, each party shall advise the other of equal employment opportunity programs of which they are aware. The Department shall ensure that problems brought to its attention under this Article shall be promptly remedied.

ARTICLE 7 UNION SECURITY AND DUES

Section A:

The terms and conditions of this agreement shall apply to all employees in the bargaining unit without regard to Union membership. Employees covered by this agreement have the right to join or refrain from joining the Union. Pursuant to D.C. Official Code §1-617.11(a), the Union shall have the right to act for and negotiate agreements covering all

employees in the unit and shall be responsible for representing the interest of all such employees without discrimination and without regard to membership in the labor organization, provided, however, that the employees pays dues or service fees consistent with law.

Section B:

Pursuant to D.C. Official Code §1-617.07 (2001 ed.), Management shall deduct dues from the bi-weekly salaries of those members who execute an appropriate membership/union dues deduction authorization form. The dues checkoff authorizations may be cancelled by the employee at any time upon written notification to the Union and the Employer. The Union retains the sole responsibility to develop and maintain procedural safeguards required by existing applicable law with regard to the administration for the payment of service fees. The Union shall be solely responsible for notifying employees, prior to obtaining their authorization, that they have certain constitutional rights under Hudson v. Chicago Teachers Union Local No. 1, 743 F.2d 1187, 1191, 117 LRRM 2314 (7th Cir. 1984), and related cases.

Section C:

Employees who do not pay Union dues shall pay a service fee amount (not to exceed Union dues) consistent with law.

Section D:

The service fee and/or Union dues withheld shall be transmitted to the Union, minus a collection fee of fifty (.10) cents per deduction per pay period. Upon a showing by the Local Union that sixty (60%) percent of the eligible employees in the bargaining unit for which it has certification are Union members, Management shall begin withholding, not later than the second pay period after this Agreement becomes effective and the showing of sixty (60%) percent is made, a service fee applicable to all employees in the bargaining unit(s) who are not Union members. The service fee withholding shall continue for the duration of this Agreement. Payment of dues or service fees through wage deductions shall be implemented in accordance with procedures established by the Agency and this Article.

Section E:

The Union shall transmit any dues deduction authorization forms to the Office of Labor Relations and Collective Bargaining (OLRCB), along D.C. Form 277. The amount to be deducted shall be certified to the OLRCB in writing by the appropriate official of AFGE, Local 1975. It is the responsibility of the employees and the Union to bring errors or changes in status to the attention of the Employer.

Section F:

When a service fee is not in effect, the Union may require that an employee who does not pay dues or a service fee shall pay all reasonable costs incurred by the Union in representing such employee(s) in grievance or adverse action proceedings in accordance with provisions of Title 1, Chapter 6 of the D.C. Official Code (2001 Ed.).

Section G:

The District shall start deducting Union dues from the employees as soon as is practicable after notification of an employee's application for membership and dues check-off is received, but in no case will changes be made retroactively.

Section H:

The Agency shall stop deducting Union dues or service fees from the affected employee at the earliest opportunity after notification from the Union of an employee's separation from the bargaining unit.

Section I:

The Union shall indemnify, defend and otherwise hold the employer harmless for mistakes, omissions, timely deductions made or not made, or any other action taken by Management under the terms of this Article. Should an employee pursue a claim for recovery of any monies under this article, it shall be a matter solely between the Union and the employee.

Section J:

Payment of dues or service fees shall not be a condition of employment.

ARTICLE 8 UNION REPRESENTATION

Section A: Number of Representatives:

Management shall recognize elected/appointed Union Officers and Shop Stewards such that there is no more than one (1) Steward for every fifty (50) employees.

Section B: Designation of Representatives:

1. The Union shall provide Management in writing with a complete list of all Union Officers and Stewards. It shall be the responsibility of the Union to notify Management of any changes in the roster of Union Officers and Stewards.

2. Changes to the list of Union Officers and Stewards normally will be submitted to the Agency's Labor Liaison or other designated management official at least two (2) workdays prior to the assumption of representational responsibilities by any new officers or stewards. If a union official/representative is not on the list of designated representatives and is needed prior to the Union providing Management with the required two (2) days notice, the Union President shall notify the Agency head or his/her designee by phone or facsimile before the official will be recognized, absent exigent circumstances. The Agency will not recognize any official/representative who is not listed as required or for whom notification was not provided in accordance with this Section.

Section C: Advance Notice Required When Requesting Official Time

1. Representatives of the Union will be granted reasonable amounts of official time to carry out its representational duties in accordance with the provisions of this Article.

2. Official time for all Union representatives must be requested and approved in advance consistent with workload requirements except when exceptional circumstances do not allow for advance approval.

Section D: Requests for Official Time:

1. Stewards are authorized to perform and discharge the duties and responsibilities of their position as it relates to representing the employees of the Unit. Requests by Stewards to meet with employees or requests by bargaining unit employees to meet with Stewards shall not require prior explanation to the supervisor of the problem(s) involved other than to identify the area to be visited, and the general nature of the Union representational matter(s). Union representatives shall obtain advance permission (by submitting an Official Time Form) from their immediate supervisor or their immediate supervisor's designee when leaving work to transact permissible labor-management business (as defined by this Agreement) during work hours. The Union representative shall provide sufficient information on the "Official Time Form" to permit the supervisor to grant or deny the request. If the request for Official Time is denied, the Union representative will be informed at that time when she/he will be permitted to leave. If the immediate supervisor is not available, permission will be requested from the next higher level of supervision.

2. The parties recognized that some issues may be of a sensitive nature and may require sensitivity and care when representing employees involved in such matters. In such cases, the Union representative will contact the Labor Liaison to request official time to attend to the Union representation matter perceived to be of a sensitive nature.

The Labor Liaison will consult with the appropriate supervisor after receiving the Union's request for Official Time.

Section E: Advance Notification When Visiting Work Areas

Union representatives will provide the appropriate supervisors with reasonable advance notice of his or her desire to speak with employees in a particular work area. Upon entering a work area other than his/her own, the Union representative shall immediately advise the appropriate supervisor of his/her presence and the name(s) of the employee(s) he/she desires to visit. In the event the Union representative wishes to visit a work area but not meet with a bargaining unit member, he/she must also notify the appropriate supervisor upon arrival.

Section F: Official Time for Representational Activities

1. For the purpose of this Article, "representational functions" means those authorized activities undertaken by bargaining unit employee representatives on behalf of other employees or the Union pursuant to representational rights under the terms of this Agreement. Employees required to appear at meetings and conferences at the request of the District or U.S. Government, or management officials, or pursuant to a request from the D.C. Council, D.C. Office of Human Resources, the Office of Personnel Management or the U.S. Congress, shall not be charged annual leave for such purposes and shall be provided administrative leave to the extent consistent with law and regulation. The employee receiving such a request shall immediately notify the appropriate supervisor and, upon request, provide a copy of the request or other appropriate evidence of the request. Additional examples of activities for which a reasonable amount of official time will be authorized, upon advance request by the Union:

- a. Assist employees in the preparation and/or presentation of grievances, complaints or appeals;
- b. Grievance meetings, administrative hearings and arbitration hearings;
- c. Disciplinary or adverse action proceedings;
- d. Labor Negotiations as a representative of the employee;
- e. Attendance at an examination of an employee who reasonably believes he or she may be the subject of a disciplinary or adverse action;
- f. Attendance at board and other committee meetings on which the Union representatives are authorized membership by the Employer or the Agreement;
- g. Attendance at meetings between the Employer and the Union;

h. Attendance at Agency/Department recognized/sponsored activities to which the Union has been invited;

i. Attendance at meetings between the Union and bargaining unit employees regarding the terms of working conditions and conditions of employment; and

j. Other joint labor/management activities benefiting both labor and management.

2. Official time shall not include the time spent on internal Union business, including, but not limited to:

a. Attending Union meetings regarding internal Union business;

b. Soliciting members;

c. Collecting dues;

d. Posting notices of union meetings;

e. Carrying out elections;

f. Preparing and distributing internal Union newsletters or other such internal documents;

Section G:

Management recognizes that accredited National Representatives may need access to the premises at respective agencies during working hours to conduct Union business. When access to agency premises is required by National Representative(s), reasonable advance notification must be submitted to and prior approval received from the Labor Liaison. The Labor Liaison will consult with and ensure that the appropriate supervisor of the facility to be visited is aware of the date and time of the Union National Representative's visit.

Section H:

Management will not prevent Union representatives from representing employees at reasonable times consistent with the provisions of this Agreement. The Union and employees recognize that workload and scheduling considerations will not always allow for the immediate release of employees from their assignments. However, the Agency agrees that such permission for release shall not be unreasonably delayed or denied.

SECTION I:

1. The parties acknowledge that there is mutual benefit in addressing questions as to what is "reasonable" and what procedures should be followed to resolve the problems associated with perception(s) by the Employer that an unreasonable amount of time is being used or that the intent as to "reasonableness" is otherwise being abused. The parties agree that in any instance or pattern so perceived, it shall be the responsibility of

the Employer to promptly communicate to the Union President and the Office of Labor Relations and Collective Bargaining its specific concerns.

2. The OLRCB shall assist the parties in their interpretation of the Official Time provisions of this Article and attempt a mutual resolution of the problem. The Union President will address alleged abuse of official time.

Section J:

Stewards assigned tours of duty other than day shift and scheduled days off shall have their assigned tour of duty and scheduled day(s) off (if applicable) changed to coincide with the time of a grievance hearing. However, no overtime or other form of compensation shall be allowed for attendance at such meeting.

Section K:

Where employees are not represented by the union with exclusive recognition for the unit, a representative of the exclusive labor organization must be given an opportunity to be present at any meeting held to resolve the grievance.

Section L:

During investigatory questioning that is likely to lead to discipline, Management will notify employees of their right to Union representation.

OFFICIAL TIME REPORT

REPORTING PERIOD (each pay period)
FROM TO

OFFICIAL TIME SPENT ON UNION ACTIVITIES

Name of Supervisor Submitting Report

Name of Union Representative (Last Name, First, Middle Initial)

Organization (Agency, Division, Branch)

*** Representational Functions of Official Time (Activity) as identified in Article , Section : [See Reverse Side]**
[Union Representative: complete chart and have your supervisor initial last column.]

Date	Requested Time From: am/pm To: am/pm	Total Time Requested	Actual Time From: am/pm To: am/pm	Total Time Used	* Activity (1-21) (Identify all that apply)	Union Rep. Initial	Supv. Approving Initials	Amended Actual Time

Upon request from the Union representative to the manager/supervisor from whom the official time request was submitted, a written statement setting forth the reason(s) for the disapproval and the time when the Union representative may expect to be released.

Distribution: Original to Office of Labor Relations and Collective Bargaining Copy kept by Supervisor & Union Representative

REPRESENTATIONAL FUNCTIONS OF OFFICIAL TIME (Activity):

1.	negotiations;
2.	discussions between Employer representatives and employees concerning personnel policies, practices, and matters affecting working conditions;
3.	any appeal proceeding or other forum in which the Union is representing an employee or the Union pursuant to its obligations under relevant contract provisions, regulations, or law;
4.	grievance meetings and arbitration hearings;
5.	EEO complaint settlements, and administrative and/or court hearings if a complaint is processed under the negotiated grievance procedure, or if the Union is representing the employee;
6.	a disciplinary or adverse action oral reply meeting, if the Union is designated as representative of the employee;
7.	any meetings for the purpose of presenting replies to the proposed termination of probationers, if the Union is designated as representatives of the employee;
8.	any meeting for the purpose of presenting reconsideration replies in connection with the denial of within-grade increases, if the Union is designated as representative of the employee;
9.	attendance at an examination of an employee who reasonably believes he or she may be the subject of a disciplinary or adverse action under Chapter 16 of the DPM and the employee has requested representation;
10.	informal consultation meetings between the Employer and the Union;
11.	conferring with effected employees about matters for which remedial relief is available under the terms of this Agreement;
12.	preparation of reports, forms, and documents required by law or regulation concerning the proper operation and administration of a labor organization;
13.	to effectuate contacts with officials of government including the Mayor, the Council, Congress and their staffs;
14.	attendance at meetings of committees on which Union representatives are authorized membership by the Employer or this Agreement;
15.	attendance at labor-management partnership meetings or other cooperative effort;
16.	attendance at agency recognized/sponsored activities to which the Union has been invited;
17.	to attend training or other activities designed primarily to further the interests of the Government by improving the Labor-Management relationship;
18.	travel to any of the activities listed above.
19.	
20.	

ARTICLE 9

GRIEVANCE PROCEDURE

Section A:

The purpose of this Article is to provide a mutually acceptable method for the prompt and equitable settlement of grievances.

Therefore, Management and the Union retain the right to settle any grievance in the enforcement of this Agreement through and including Step 4 of the grievance process. Management shall ensure that all settlements reached with respect to grievance resolution shall be implemented in a timely manner.

Section B:

A grievance is a complaint by a party or parties that:

1. There has been a violation, misapplication or misinterpretation of this Agreement;
2. That there has been a violation or misapplication of appropriate term(s) and condition(s) of the Compensation Agreement for Units 1 & 2;
3. No complaint of a violation of Article 6 (Non-Discrimination) of this Agreement may be asserted as a grievance under this procedure. Appeals/complaints concerning Equal Employment Opportunity matters shall be handled exclusively by the appropriate legal authority having jurisdiction over such appeals/complaints;
4. Alleged violations or misapplications of any law, District-wide rule or regulation are not subject to this grievance procedure and should be handled exclusively by the appropriate administrative agency or body having jurisdiction over such issues.

Section C: Presentation of Grievance

1. This procedure is designed to enable the parties to settle grievances at the lowest possible administrative level.
2. Categories of Grievance:
 - a. Personal: A grievance of a personal nature which requires signature of the aggrieved employee at Step 2 even if the grievant is represented by the Union. In the case of an individual grievant proceeding without Union representation, the Union shall be given the opportunity pursuant to advance notification to be present and offer its view at any meeting(s) held to adjust the grievance. A copy of any settlement

agreement reached between the parties or adjustment, decision or response made by the Department must be sent to the Union.

b. Class: A grievance involving all the employees in the bargaining unit which must be filed and signed by the Union President directly at Step 4 of the grievance procedure. Grievances so filed will be processed only if the issue raised is common to all unit employees. A class grievance must contain all information specified in Step 2 of the grievance procedure. The Department Head or his designee shall respond in writing within twenty (20) workdays of its receipt.

c. Group: A grievance involves a group of bargaining unit employees within the Department. A group grievance may be filed by the group of employees at the appropriate step of the grievance procedure where resolution is possible. The signature of each member of the group is required at the initial step for grievance(s) filed at Step 2 or beyond.

In the event the group is not represented by the Union, the Union must be given opportunity pursuant to advance notification to be present and offer its view at any meeting(s) held to adjust the grievance. A copy of any settlement agreement reached between the parties as adjustment, decision or response made by the Department must be provided to the Union upon request.

Section D: Procedure

1. Step 1: The aggrieved employee, with or without a Union representative, shall orally present and discuss the grievance with the employee's immediate supervisor within ten (10) workdays of the occurrence of the event giving rise to the grievance, or within ten (10) workdays of the employee's knowledge of the event giving rise to the grievance. The immediate supervisor shall make a decision on the grievance and respond to the employee and his/her representative within ten (10) work days after oral presentation of the grievance.

2. Step 2: If the grievance is not settled at Step 1, the employee with or without his/her Union representative, shall submit a signed, written grievance to the Division Chief (DPW and DDOT), the Call Center Manager at the Office of Unified Communications or the appropriate management official for the other agencies within ten (10) workdays following the immediate supervisor's oral response or the date said response was due. The grievance at this and subsequent steps shall contain:

1. Description of the nature of the grievance;
2. The date(s) on which the alleged violation occurred;
3. A complete citation to the contract provisions allegedly at issue;
4. A statement of the remedy or adjustment sought;

5. Authorization by the employee if Union representation is desired;
6. The signature of the aggrieved employee(s) and the Union representative, if applicable, according to the category of the grievance.

Should the grievance not contain the required information, the grievant/Union shall be so notified in writing and given five (5) workdays from receipt of notification to resubmit the grievance.

The appropriate management official shall submit a signed, written response to the grievance to the employee and his/her Union representative within ten (10) work days of its receipt. If the aggrieved employee is not represented by the Union, the management official responding to the grievance must send a copy of the Step 2 response to the Union within ten (10) workdays of receipt of the Step 2 grievance.

3. Step 3: If the grievance remains unsettled, the grievance shall be submitted to the Administrator at DPW, the Associate Director at DDOT or the designated Management official at the other agencies in his/her division within seven (7) workdays following receipt of the appropriate Management official's Step 2 response or the date said response was due.

The designated Management official in the division shall respond in a signed, written statement to the employee and his/her representative within ten (10) workdays of receipt of the Step 3 grievance. If the aggrieved employee is not being represented by the Union, the designated Management official of the division must send a copy of the Step 3 response to the Union within ten (10) work days of receipt of the Step 3 grievance.

4. Step 4: If the grievance remains unsettled, the employee or the Union on the employee(s) behalf shall submit the grievance to the Director of the respective agency or the Chairperson of the Taxicab Commission within seven (7) workdays following receipt of the Step 3 response. Within fifteen (15) work days of receipt of the Step 4 grievance the Director/Chairperson or his designee may meet with the aggrieved employee and his/her representative to attempt to resolve the grievance or must respond in writing. If a meeting occurs, the Director/Chairperson shall respond in writing to the employee and his/her representative within ten (10) work days following the Step 4 meeting. If the employee is not being represented by the Union, the Director/Chairperson must send a copy of the Step 4 response to the Union within ten (10) work days of the Step 4 meeting or the date the meeting was due.

5. Step 5: If the grievance remains unsettled, the Union within fifteen (15) workdays from receipt of the Director's/Chairperson's response, shall notify the Director/Chairperson and the OLRCB in a signed statement indicating whether the Union intends to request arbitration consistent with the Arbitration Procedures or mediation consistent with the Mediation Procedures outlined in this Article. Only the Union or management can refer a grievance to arbitration and mediation.

If the Union intends to share the cost of the record of the hearing it must notify the OLR CB at the time of the request for arbitration.

Section E: Grievance Mediation

1. Should the parties fail to resolve the grievance utilizing the grievance procedure set forth above (Section D, Subsections 1-4), by mutual agreement, the parties may, within ten (10) workdays after the receipt of the Step 4 response, submit the matter to mediation utilizing the services of the Federal Mediation and Conciliation Services. If the parties mutually agree to mediate the matter, the following procedures will be utilized to mediate the matter.

2. Selection

a. A joint request shall be submitted to the Federal Mediation and Conciliation Services (FMCS). The mediator selected must have demonstrated expertise in public sector labor relations and in grievance mediation.

b. The mediation session(s) must commence within thirty (30) days of the agreement to mediate. If the matter is not successfully resolved through mediation or is not scheduled for a mediation session within the thirty (30) day period, the OLR CB and the Union shall select an arbitrator consistent with the terms of this Agreement.

3. Mediation Procedure

a. Each party shall have representation at the mediation session.

b. The grievant(s) shall be present and may participate at the mediation session. In the case of a class or group grievance, a maximum of three (3) grievants shall be present as representatives of the class or group.

c. Mediation sessions shall be informal; the rules of evidence shall not apply.

d. The mediation session shall be confidential. No record of the session shall be made.

e. During the session, the mediator may meet individually or jointly with participants, however, he/she is not authorized to compel or impose a settlement.

f. The mediation session shall not exceed one (1) day unless the parties agree otherwise.

4. Mediation Conclusion

- a. The parties shall sign their respective copies of any settlement agreement as a result of mediation.
- b. Should both parties accept any settlement achieved through mediation it shall not have precedent setting value unless mutually agreed to on a case-by-case basis. Absent mutual agreement neither party may cite any settlement achieved through mediation in any other proceeding.
- c. Should mediation and any further negotiations among the parties fail to resolve the matter, the arbitration proceedings in accordance with Section D, Step 5 may be invoked by the Union or the Agency within five (5) calendar days of the conclusion of the mediation session.
- d. The mediator shall be barred from arbitrating the grievance in a subsequent proceeding or testifying in a subsequent arbitration proceeding.
- e. Documentation pertaining solely to the mediation process including evidence, settlement offers or the mediator's advisory opinion shall be inadmissible as evidence in any arbitration proceeding.
- f. The parties shall share the fees and expenses of the mediator equally.

Section F: Arbitration

1. Selection of an Arbitrator:

- a. Except in cases of mutual agreement as to the appointment of an arbitrator, a panel of seven (7) arbitrators shall be requested by the party demanding arbitration from the Federal Mediation and Conciliation Service (FMCS) from which an arbitrator shall be selected after receipt of the panel by both parties. The request shall require the FMCS to refer only arbitrators (a) who are on the roster of labor arbitrators maintained by the American Arbitration Association (AAA), and (b) whose primary offices are located in the District of Columbia or a contiguous jurisdiction in Virginia (Alexandria, Arlington, or Fairfax Counties, or wholly incorporated municipalities within those counties) or Maryland (Montgomery or Prince Georges Counties, or wholly incorporated municipalities within those counties). When either party requests a panel, the FMCS shall be provided with the name and address of the Office of Labor Relations and Collective Bargaining as the representative of the Employer. The party requesting arbitration shall be required to bear the fees associated with the panel request and any initial administrative fees. Both the Employer and the Union may strike three (3) names from the list using the alternate strike method. The decision as to which party selects

first will be determined by the toss of a coin. The arbitration hearing shall be conducted pursuant to the American Arbitration Association guidelines unless modified by this Agreement.

b. If, before the selection process begins, either party maintains that the panel of arbitrators is unacceptable, a request for a new panel from FMCS shall be made. Subsequent requests can be made until the parties receive an acceptable panel.

c. Once an arbitrator has been selected, the party requesting arbitration will provide a copy of the section of the grievance procedure requiring the arbitrator to render his/her decision within thirty (30) days after the conclusion of the hearing or within thirty (30) days after the arbitrator receives the briefs, if filed, whichever is later and requests that the arbitrator confirm in writing that he or she will be able to render a decision within thirty (30) days after the stated events, as required by the parties Agreement. Should the arbitrator selected cannot confirm that he/she will be able to render a decision within thirty (30) days or within a reasonable time thereafter, the parties may mutually agree to select a different arbitrator.

2. Either party may refuse to arbitrate because of its assertion that no valid collective bargaining agreement exists between the parties or that the substantive matter in dispute is not within the scope of collective bargaining. The party disputing the assertion may request the D.C. Superior Court to compel arbitration of the matter.

3. Hearings shall be held in the Office of Labor Relations and Collective Bargaining or another mutually agreeable location. If any additional costs are involved, they shall be borne equally by the parties.

4. The arbitrator shall hear and decide only one (1) grievance in each case unless the parties mutually agree to consolidate grievances.

5. The arbitration hearing shall be informal and the rules of evidence shall not strictly apply.

6. The hearing shall not be open to the public or persons not immediately involved.

7. Witnesses shall be sequestered upon request of either party. The principal representative of a party shall not serve as a witness in the proceeding. The principal representative may retain one witness or a non-witness, as the client representative, to assist him or her during the course of the hearing. A client representative, who is also a witness in the proceeding, must testify first and may also testify on rebuttal.

8. Either party has the right to have a verbatim stenographic record made at its own expense. The expense may be shared upon mutual agreement. The stenographic company shall provide the Arbitrator a copy of the record. Stenographic records are not producible pursuant to a request by either party unless that party has paid for all or part of the cost of said record pursuant to a mutual agreement. If the Union intends to share the costs of the record of the hearing it must notify the Office of Labor Relations and Collective Bargaining at the time of the request for arbitration.

9. The parties shall attempt to submit a joint written statement of the issue or issues to the arbitrator.

10. The parties shall exchange witness lists 5 days in advance of the hearing, unless mutually agreed otherwise. District employees will be on-call and will be released to testify only on an "as-needed" basis.

11. Either party may file a written brief in lieu of closing argument after the closing of the hearing at a time set by the Arbitrator.

12. The arbitrator's award shall be in writing and shall set forth the arbitrator's findings, reasoning and conclusions within thirty (30) days after the receipt of the stenographic record. If no stenographic record was made, the arbitrator shall issue his decision with thirty (30) days after the conclusion of the hearing.

13. The arbitrator shall not have the power to add to, subtract from, or modify the provisions of this Agreement through the award. The arbitrator shall confine his/her award to the issue(s) presented. The Arbitrator's award shall not conflict with any provision of applicable law.

14. The arbitrator shall have full authority to award appropriate remedies.

15. The arbitrator's award shall be binding upon both parties, however, either party may exercise its right to obtain review of the Arbitrator's award in an appropriate forum.

16. A statement of the arbitrator's fee and expenses shall accompany the award. The fees and expenses of the arbitrator shall be borne equally by the parties.

17. The arbitrator's decision shall be subject to the Federal Back Pay Act.

Section G: General

1. All time limits shall be strictly observed unless the parties mutually agree to extend said time limits.

2. The presentation and discussion of grievances shall be conducted at a time and place which will afford a fair and reasonable opportunity for both parties and

their witnesses to attend. Such witness(s) shall be present only for the time necessary for them to present evidence. When discussions and hearings required under this procedure are held during the work hours of the participants, all unit employees entitled to be present shall be excused with pay for that purpose.

3. Issues of procedural arbitrability shall be presented first at the arbitration proceeding and must be decided before a hearing on the merits. A party does not waive its rights to present procedural defenses by failing to raise the issue before the start of the arbitration hearing.

4. The Agency, including the labor liaison, shall ensure that grievances are addressed and responded to in a timely manner.

GRIEVANCE PROCEDURE APPENDIX

The following specifies the appropriate management official in the respective agencies where grievances should be submitted at each step of the grievance procedure.

- I. Department of Public Works
 - Step 1 – Immediate Supervisor
 - Step 2 – Division Chief
 - Step 3 – Administrator
 - Step 4 - Director

- II. Department of Transportation
 - Step 1 – Immediate Supervisor
 - Step 2 – Division Chief
 - Step 3 - Associate Director
 - Step 4 - Director

- III. Department of Motor Vehicles
 - Step 1 – Immediate Supervisor
 - Step 2 – Manager
 - Step 3 – Administrator
 - Step 4 – Director

- VI. Mayor’s Call Center
 - Step 1 – Immediate Supervisor
 - Step 2 – Manager Call Center
 - Step 3 – Deputy Director- Human Capital
 - Step 4 – Director

- V. D.C. Taxicab Commission
 - Step 1 – Immediate Supervisor
 - Step 2 –
 - Step 3 –
 - Step 4 – Chairperson

ARTICLE 10

DISCIPLINE

Section A:

Disciplinary action(s), including adverse action(s), corrective action(s) and admonishment(s) shall be imposed against a bargaining unit employee only for cause as defined in D.C. Official Code, §1-616.51 (2001 ed.) and as defined in Chapter 16 of the DPM.

Section B:

Employees have the right to contest adverse actions taken for cause through either Office of Employee Appeals (OEA) or the negotiated grievance procedure. An employee shall elect either of these procedures in writing and the selection once made cannot be changed.

1. Should the employee elect to appeal the action to OEA, such appeal shall be filed in accordance with OEA regulations.
2. Should the employee elect to grieve the adverse action or a corrective action under the negotiated grievance procedure, the grievance must be filed pursuant to the Grievance and Arbitration article of the contract.

Section C:

In imposing disciplinary actions, the Department shall apply progressive discipline and shall consider the mitigating factors against the alleged offense, in accordance with D.C. Official Code, §1-616.51 et. seq. (2001 Ed.).

Section D:

If the Department has reason to counsel an employee, it shall be done in private so as not to unnecessarily embarrass the employee before other employees or the public.

Section E:

If any investigatory meeting with an employee could result in disciplinary action, the employee shall be informed of his/her right to Union representation or to a representative of his or her own choosing.

ARTICLE 11

LABOR MANAGEMENT COOPERATION

Section A:

For the purpose of continuing open communications, Management at the Division Level will meet with designated Union representatives upon request. Once a meeting is

requested and scheduled, the party requesting the meeting shall furnish the other with an itemized agenda setting forth the topics of discussion at least five (5) days prior to the date of the meeting. In the absence of an agenda or notification five (5) days in advance, no meeting shall be held absent mutual agreement.

Section B:

These meetings will be held to exchange views and consider and make recommendations to Department policies and practices related to working conditions, terms of employment, matters of common interest to both Management and the Union, the implementation of this Agreement, or other matters which either party believes will contribute to the improvement of relations between Management and the Union within the framework of this Agreement.

It is understood that appeals, grievances or problems of individual employees shall not be subjects of discussion at these meetings, nor shall the meetings be for any other purpose which will modify, add to or detract from the provisions of this Agreement.

Section C:

The Director or his/her designee agrees to meet with the Union (AFGE Local 1975) President on a quarterly basis, provided either party furnished the other with an itemized agenda setting forth the topics to be discussed five (5) workdays prior to the meeting, which shall be held to discuss matters consistent with Section B, of this Article.

Section D:

Each party may have subject matter experts or other officials who are not employees of the Department attend meetings held pursuant to this Article. However, such representative(s) shall not exceed two (2), unless otherwise mutually agreed upon.

ARTICLE 12

EMPLOYEE LISTS AND INFORMATION

Section A:

On a semi-annual basis, Management shall provide the Union with a list of all employees in the bargaining unit and other information that is relevant and necessary to the representational activities of the Union.

Section B:

Upon request, the Union shall be provided with information that is relevant and necessary for the Union to perform its duties as exclusive collective bargaining representative, however, management does not waive its right to assert any legal prohibitions, such as, but not limited to HIPPA restrictions.

Section C:

Requests for information pursuant to this Article shall be relevant and necessary to the representational activities of the Union and such requests shall not be unreasonably denied by the Agency.

ARTICLE 13 FACILITIES AND SERVICES

Management agrees to the use of Agency facilities by the Union for meeting purposes for the Union subject to the conditions listed in Section 1 through 5 of this Article following conditions:

Section A: Facilities provided by Management for Union use shall be located as close as practicable to the Union President's duty station.

Section B: Meetings will be held before the start of business, during lunch periods and after close of business.

Section C: The use of facilities will not involve any additional expense to the District Government other than the normal expenses which are incurred for items such as heating and lighting.

Section D: The Union will request in writing, the use of D.C. Government facilities for the purpose of Union meetings no later than five (5) working days in advance of the requested meeting date. The Department will reply within two (2) days of initial request. The Union may use agency facilities as may be otherwise mutually agreed by Management and the Union.

Section E: The Union recognizes its responsibility when using District facilities to observe all applicable security and public safety regulations and to conduct its meetings in an orderly manner so as not to interfere with normal work operations, and assumes responsibility for all damages to District property occasioned by their use, and agrees to leave the facility in a clean and neat condition.

ARTICLE 14 BULLETIN BOARDS

Section A:

Management agrees to provide bulletin board space where notices of official Union matters may be posted by the Union. Provisions will be made for reasonable Union use of space on existing bulletin boards in all bargaining unit facilities.

Section B:

The Union agrees to post materials in accordance with the Code of Conduct applicable to District Government employees as outlined in the DPM. The Union agrees to

immediately remove any material in violation of this Section once Management makes such a request or once the Union is otherwise made aware that materials posted violates this Article.

Section C:

In the event Union requires more bulletin board space than can be furnished by Management, upon the Parties mutual agreement, the Union may provide its own bulletin board for its exclusive use in work areas as may be mutually agreed to by the Parties.

ARTICLE 15 SAFETY AND HEALTH

Section A:

Management will continue to make reasonable efforts to provide and maintain safe healthful working conditions in accordance with Title 1, Chapter 6, Subchapter XX of the D.C. Code (2001 ed.) and the Union will cooperate in these efforts by encouraging employees to work in a safe and healthful manner. It shall ensure the implementation and enforcement of all applicable District and Federal laws, rules and regulations regarding health and safety.

Section B:

The D.C. Taxicab Commission at its expense shall ensure that training in cardiopulmonary resuscitation (CPR) and first aid is offered to Hack Inspectors. Management shall make first aid kits available for use in case of on-the-job injuries. The names, work telephone numbers and work locations of all employees trained in CPR techniques and first aid shall be provided to the Union and included in the Department's telephone book. Management and the employees will cooperate in ensuring that all first aid kits are maintained. Management shall promptly contact outside emergency medical or other appropriate employee services when an emergency occurs which warrants this type of assistance.

Section C:

Management shall make every reasonable effort to provide and maintain clean, sanitary and stocked restroom facilities for all employees. As appropriate and practicable, lunchroom and locker room facilities will be made available for employee use.

Section D:

Management agrees to maintain the work place and its equipment in good condition. Deficiencies in this area shall be discussed and corrected. Management and the Union shall make every effort to prevent accidents of any kind. If accidents occur, the prime consideration will be the welfare of the injured employee. As promptly as the situation allows, accidents are to be reported to the supervisor by the injured employee and/or

his/her coworkers. The supervisor must report injuries to the Department's Risk Management Officer, as stipulated in the written accident/incident notification procedures.

Section E:

Employees shall promptly report to Management all visible deficiencies in maintenance of vehicles for corrective action when possible. The Department agrees to inspect the vehicle for problem areas, resolve the issues in an expeditious manner by turning the vehicle into Fleet for analysis, and present vehicles to D.C. Safety Inspection at the prescribed time(s).

Section F:

When an employee identifies what she/he believes to be an unsafe or unhealthful working condition, the employee shall notify his/her supervisor, who shall investigate the matter immediately and take prompt and appropriate action. If an unsafe or unhealthful condition is determined to exist and interim control measures cannot be instituted to provide a reasonably safe environment, the affected employee(s) shall not be required to perform duties in the affected area. During this period, the supervisor may require the employee(s) to perform their duties in another work area or to perform other duties outside the affected area.

Section G:

When the Department is aware of a workplace inspection or investigation which is conducted by a Department safety representative/risk manager or by an outside agency, such as Office of Risk Management, OSHA or NIOSH, in response to a complaint by the Union or bargaining unit employee, the Union shall be given the opportunity to participate, to the extent permitted by the investigating agency, and to provide information as to issues of concern to bargaining unit employees. During the course of any such inspection or investigation, any employee may bring to the attention of the inspector any unsafe or unhealthful working condition.

Section H:

Employees shall be protected against penalty or reprisal for reporting any unsafe or unhealthful working condition or practice, assisting in the investigation of such conditions, or for participating in any occupational safety and health program and activities.

Section I:

The Department shall prepare and post instructions to evacuate the building in case of emergency at all Department locations where bargaining unit employees are assigned.

Section J:

Management agrees to take necessary steps to ensure the safety of employees who are required to work alone. The Department agrees to immediately implement present security/safety measures affecting these employees and to ensure that these procedures are known and carried out by all employees. Where necessary, the Department agrees to revise and/or implement security/safety measures for the protection of employees.

Section K:

Management shall acquire, maintain and require employees to use safety/protective equipment to protect them from hazardous conditions encountered during the performance of official duties.

The Union may, at its discretion, recommend new protective clothing and equipment and modifications to existing equipment for consideration by the Department. The Union shall also be consulted prior to the purchase of major new equipment and/or devices impacting upon working conditions and/or personnel.

The Union agrees to promote and encourage employees to follow safety procedures, and use all required personal protective equipment and safety equipment and wear all required uniforms including the proper footwear.

Section L:

The Department agrees to develop and maintain a Hazardous Communication Program that will include maintenance of Material Data Sheets (MSDSs) of substances employees are likely to be exposed to. These MSDSs shall be readily available to the Union and employees.

Section M - Safety Committee:

A safety committee of three representatives from the Union and three representatives from Management, one of whom may be the Department's Risk Management Officer, will be established in each Department covered by this Agreement. One Union and one Management representative shall serve as co-chairpersons. The Committee shall:

1. Meet once a month, or at the call of either co-chairperson, to review special conditions which may develop.
2. May participate in safety surveys/inspections and make joint recommendations to the appropriate administrator, through the Risk Management Officer
3. Seek resources and coordinate the development and conduct of appropriate health and safety training programs. All training must be coordinated with the Department's training officer.

4. Consult with, and render assistance to the Department's Risk Management Officer upon request.

Section N:

The Department is responsible for providing injured employees with information regarding proper accident reporting forms and for helping employees properly complete accident reporting and compensation forms.

Section O:

The Risk Management Officer shall provide the Union a copy of the monthly report of on-the-job injuries, submitted to the Office of Risk Management. The Risk Management Officer shall promptly notify the Union in the event of an on-the-job death.

Section P:

The Department and the Union mutually recognize the need for protection of employees from assault and intimidation at the work place and will work cooperatively to obtain appropriate protective measures.

Section Q:

A Union representative may accompany an employee at any meeting regarding a fitness-for-duty examination if the employee requests a representative.

Section R:

Upon request, the Union shall be provided with a copy of the Agency's evacuation plan.

ARTICLE 16 ENVIRONMENTAL DIFFERENTIAL

Consistent with the procedures outlined in the DPM, the Union may submit to the Department a list of positions which it believes to be eligible for an environmental differential. In accordance with the terms of the Compensation Collective Bargaining Agreement between the District of Columbia and Compensation Units 1 and 2, the Department shall submit this list, along with the necessary supporting information, to the D.C. Office of Human Resources (DCOP) for approval or disapproval. The Department shall provide the Union a copy of DCOP's decision.

ARTICLE 17 REASSIGNMENTS

Section A:

It is recognized that the Employer has the right to transfer, reassign or detail employees, however, reassignments and details shall not be used as a form of reprisal or discipline

except where permitted by the parties' agreements with respect to disciplinary procedures, and (ii) reassignments shall not be made in a manner that is arbitrary, capricious or inconsistent with Article 6 (Non-Discrimination) of the Agreement.

Section B:

If any employee is to be reassigned, he/she will be given advanced notice of the reassignment including an explanation related thereto except in cases of shortage or emergencies. If reassignment involves relocation to a different facility or building, five (5) working days notice will be given.

Section C:

In no instance will reassignment or transfer from the bargaining unit be used as a means of punishment or retaliation.

Section D:

Except in emergency circumstances, in the event a reassignment of a Union Steward, Chief Steward or President is planned, the Union President will be given fifteen (15) working days written notice regarding such anticipated reassignment.

Section E:

Employees requesting reassignment or transfer within the same organizational unit or to other organizational units shall submit a request in writing inclusive of the supportive reasons to their immediate supervisor. If denied by the immediate supervisor, a request for reconsideration may be made through the appropriate levels of supervision up to the Director. Response to the request shall be issued at each level within a reasonable period of time.

ARTICLE 18 EMERGENCY OPERATIONS

Section A:

Emergency operations shall be governed by the emergency policy of each respective agency. As such, employees shall refer to the Emergency policy for their respective agency in conjunction with this Article during an emergency event.

Section B:

Management shall provide written notification to all employees of their position designation as emergency/essential employees and ensure that employees sign the "Individual Notification of Designation as an Emergency Employee" or other required Form(s). After the beginning of the fiscal year but not later than November 15 each year,

Management will provide the Union a list of bargaining unit positions identified as essential.

Section C:

When an emergency situation exists, Management will notify, in advance, employees who are required to work during such emergency. Generally, during a snow emergency, Management will divide employees into two groups, Group 1 and Group 2. Groups will alternate their assigned Groups throughout the snow season. Management reserves the right to establish different groupings during emergencies requiring extended emergency operations. Management agrees to give employees appropriate notice in any such situations.

Section D:

Tour of duty means the regular tour as defined by the employee(s) position description or other pre-hire documents or where an employee is assigned to a compressed schedule. However, employees understand that Management has the right to establish emergency tours of duty and as such Management may establish an emergency event tour of duty during an emergency event. Where an emergency event tour of duty is established, any full-time employee who is scheduled to work during an emergency event and who presents himself for work as scheduled shall be assigned to at least eight (8) hours work.

Section E:

Bulletin boards, email or telephone communications will be utilized to notify those employees in any group required to work during an emergency event. Reasonable efforts will be made to equalize overtime. The Agency Director or his/her designee does, however, reserve the right to schedule employees based on the emergency needs of the District. When an emergency arises employees designated as emergency/essential employees are required to report to his/her emergency operation group. A unit employee seeking to be excused must make his/her request with the appropriate supervisor. An employee who fails to report for emergency detail may be disciplined.

Section F:

Management will maintain a current listing of employees in the Groups referenced in Section C of this Article. The list of employees in each group will be reviewed with the Union designee for the affected agencies and posted prior to November 15, each year.

Section G:

Management shall not be required to work all employees in any one Group during any emergency period. Only those employees in a particular group needed during an emergency event will be required to work.

Section H:

During extended emergency operations, rest periods, shelters and an opportunity to eat will be provided.

Section I:

Management will consider the duties and responsibilities performed/required by employees' positions of record when assigning and scheduling employees during an emergency. Management will continue to provide training/orientation, as appropriate, to allow employees to perform emergency duties.

Section J:

An employee's method of compensation shall be consistent with the Compensation Units 1 and 2 Agreement.

ARTICLE 19

**HAZARDOUS AND INCLEMENT WEATHER
CONDITIONS**

Section A:

When the early dismissal of employees is authorized by the appropriate higher authority, the Employer agrees to dismiss all affected non-emergency employees as determined by the Director/Commissioner.

Section B:

During extreme weather conditions, the Employer agrees that affected employees working inside buildings will be dismissed or relocated when the temperature/humidity combinations specified in District Government regulations occur. Except for emergency situations, the Employer agrees to relieve, as necessary, employees working outside during extreme heat or cold conditions by curtailing, rescheduling tours of duty, or suspending such operations or reassigning employees to other duties, inside or outside or dismissing employees in accordance with the provisions of applicable regulations of the D.C. Personnel Manual.

Section C:

The Employer agrees to provide or make accessible during prolonged emergency operations, comfort facilities, including a toilet, heat, first aid kit and drinking water. Employees will be afforded an opportunity to eat at prescribed intervals during such emergencies, and shall be entitled to rest periods as set forth in Article 34 of this Agreement.

Section D:

During inclement weather, employees who are unable to perform their regular duties because of weather conditions may be reassigned to other duties, conduct/participate in training or otherwise be provided an opportunity to perform a full day's tour of duty dismissed at the Employer's discretion. Employees shall be required to perform other duties assigned during inclement weather.

The District Personnel Manual provides a guide for use by management in determining excessive temperature in Appendix C and D.

ARTICLE 20 UNIFORMS

Section A:

Employees issued uniforms are required to wear such uniforms while on duty.

Section B:

Employees issued uniforms, when terminating their employment, shall be required to return uniforms issued to them prior to receiving their final pay check. Should an employee fail to return badges, uniforms, equipment or any other government property, the Agency shall deduct the cost of any such item from the employee's final paycheck.

Section C:

No later than sixty (60) days after the effective date of this Agreement, each local may submit in writing to its Administrator recommendations regarding uniforms. Management agrees to meet with a representative of each local to discuss these recommendations.

Section D:

Notwithstanding the above Management may issue other uniform items deemed necessary. Labor/Management meetings under Article 11 of this Agreement may be utilized to assist in determining additional uniform needs in specific Departments.

Section E:

It is the desire of both the Union and Management to provide uniforms on a timely basis consistent with the collective bargaining agreement. To this end, the parties agree to cooperate in the administration of this Article.

Section F:

The following uniforms will be issued to employees from the respective agencies:

DPW:

Eleven (11) Pants
Eleven Long Sleeve Shirts
Eleven Short Sleeve Shirts
Seasonal /weather uniforms are issued when warranted
Badges and/or nametags

Department of Transportation:

Eleven (11) Shirts
Eleven (11) Pants
Two (2) Summer Overalls
Two (2) Insulated Winter Coveralls
Two (2) Insulated Jackets

Department of Motor Vehicles:

Five (5) Winter Pants
Five (5) Summer Pants
Five (5) Short Sleeve Shirts
Five (5) Long Sleeve Shirts
One (1) Sweater
One (1) Light Weight Jacket
One (1) Heavy Weight Jacket
One (1) Raincoat
One (1) Summer Hat
One (1) Winter Hat
Summer Cap
Winter Cap
Wool Cap
Three (3) Shirts
Three (3) Pants
One (1) Windbreaker
One (1) Sweater
One (1) Winter Jacket
One (1) Coverall Summer
One (1) Coverall Winter
One (1) Work Boot

District of Columbia Taxicab Commission:

Three (3) long sleeve shirts
Three (3) short sleeve shirts
Three (3) Cargo Pants
Three (3) Regular Pants
One (1) Belt
One (1) Rain Coat
One (1) Windbreaker
One (1) Over coat

One (1) Sweater
One (1) badge
One (1) name tag

Where necessary and appropriate, in addition to the items listed above, management will make rubber gloves available to employees for use in performing their duties.

ARTICLE 21 LEAVE

Section A:

The provisions herein are not intended to completely cover all leave issues and provisions. All issues not addressed here regarding leave will be controlled by the applicable rules and regulations.

Section B:

To contribute to overall work efficiency and to enable approval of leave to the employee's convenience, leave should be requested in advance. Management agrees to provide employees in the Unit the opportunity to use all of the annual leave earned. Denial of use of leave will be based upon factors which are reasonable, equitable, and do not discriminate against any employee or group of employees.

Section C:

1. Requests for leave shall be submitted in writing on Form SF 71 by the employee to his/her immediate supervisor or designee in advance of the leave requested. The request will indicate the type of leave being requested, as well as the duration requested. Management will notify employees of the disposition of his/her request for leave as soon as possible after submission of the request, but no later than twenty-four (24) hours in advance of the leave requested is to begin. Failure to request and secure proper approval for leave in advance may result in a charge to absence without leave.
2. When leave is requested in advance, Management will not cancel or reschedule leave previously approved except for emergency reasons or where the employee's service cannot be spared. Where leave must be canceled or rescheduled, Management shall provide the affected employee(s) with the reasons for the cancellation or the need to reschedule. The reason(s) for the cancellation or rescheduling of leave will be explained to the employee.

Section D: Request for Unscheduled Leave:

1. It is the responsibility of employees to notify his/her supervisor of the need for unscheduled leave prior to the start of his/her tour of duty. Approval of

such leave will be requested from the supervisor or his/her designated representative.

2. If the request for leave cannot be made as outlined in the preceding paragraph because of an unanticipated emergency, employees requesting unscheduled leave must call in to the appropriate supervisory official as soon as they are aware of the need for unscheduled leave, but at least two (2) hours before the beginning of their tour of duty. Employees calling in to request unscheduled leave must indicate the type of leave requested and estimate the duration of the request at the time of the call. In the event the employee is still unable to return to work at the end of the duration requested, the employee must call in at least two (2) hours prior to the beginning of their tour of duty to request additional time. If any employee is incapacitated and unable to call in to request unscheduled sick or annual leave, the request for leave may come from another person. In such cases, the supervisory official will treat the request as though it had come from the employee. Employees are not required to call in daily unless their prior request was for only one day of unscheduled leave. In exceptional circumstances, consideration will be afforded employees who for reasons beyond their control may not be able to comply with the two (2) hour call-in/advance notice requirement.

3. All requests shall be called in to the employee's immediate supervisor. If the immediate supervisor is not on duty, or cannot be reached, the employee shall call the next designated supervisor or manager's office until he/she speaks with a supervisor. The supervisor/manager receiving the call shall convey the request to the proper supervisor.

Section E: Request for Annual Leave:

1. Employees wishing to schedule (vacation) leave in advance for periods of one week or more will do so in accordance with the following procedures:

a. Request to schedule leave for periods of one week or more will be submitted in writing by April 30th each year. Employees will waive their option to schedule vacation leave by initiating the published April 30th schedule.

b. Supervisors will notify each employee in writing of the disposition of his/her request by May 15th.

c. If more employees from the same work section or area than can be spared apply for leave the same period Management agrees to hold a conference with the employees involved before posting the final schedule in an effort to resolve such conflicts of schedules. Employee(s) agreeing to make a new selection will have preference in April, if the new selection is resubmitted by May 30th.

- d. Employees wishing to change their requests may do so provided their services can be spared and their new choice does not conflict with leave scheduled for another employee.
- e. During the periods of May 1st to October 1st, all employees will be encouraged to take one leave of five (5) to fifteen (15) days until every employee in the work area has had an opportunity to take vacation leave during this period.
- f. The granting of time off, or leave for Thanksgiving, Christmas and New Year's holidays will be on a rotating basis, so that all employees may have an equal opportunity for leave at these times.
- g. Although every effort will be made by supervisors to honor advance requests for vacation leave, an advance request is not a guarantee of final approval. Management reserves the right to cancel leave previously approved for circumstances such as workload or emergencies. In the event it is necessary to cancel advance requests, the supervisor will promptly advise the employee concerned, and in such cases the employee's circumstances will be given due to consideration. Every effort will be made to reschedule the vacation period for the employee's convenience.
- h. Unused leave in excess of forty (40) hours that has not been scheduled by October 15th must be taken or lost at the end of the calendar year, and must be scheduled by an employee by November 1st with approval of the supervisor.
- i. Only supervisors designated by Management will authorize annual leave.
- j. In the absence of the designated supervisor, unscheduled annual leave will be approved by the next higher level of supervision.

Section F: Sick Leave

1. Supervisors shall approve sick leave of employees incapacitated for performance of their duties. Employees shall request sick leave as soon as possible prior to the start of their regular tour of duty on the first day of absence, but no later than two (2) hours after the beginning of said tour of duty. Employees assigned rotating shifts or irregular tours of duty shall request sick leave from the supervisor on duty, if possible no later than two (2) hours before the start of their scheduled shift and advise the supervisor how long they anticipate being ill, if possible, so that the work schedules may be revised.
2. Sick leave shall be requested and approved in advance for visits to and/or appointments with doctors, dentists, opticians, chiropractors and for the purpose of securing diagnostic examinations, treatments and x-rays.

3. Employee shall not be required to furnish a doctor's certificate to substantiate requests for approval of sick leave unless such sick leave exceeds three (3) work days continuous in duration; except in cases where management has given written notice to an employee that there is good reason to believe that the employee has abused the sick leave privileges and must, therefore, furnish a doctor's certificate for each absence from work which is claimed as sick leave. Such request to furnish a doctor's certificate for each absence shall be reviewed within ninety (90) days. Where improvement has been shown such documented request shall be rescinded.

Employees will respond to requests for a medical certificate as soon as possible but no later than forty-five (45) days after such a request is made.

4. Sick leave will be advanced under the following conditions:

a. It must be supported by acceptable medical certificates.

b. All available sick leave to the employee's credit must be exhausted. The employee must use any annual leave he might otherwise forfeit.

c. In the case of employees serving under temporary appointments, or under probationary appointment, advance sick leave should not exceed the amount which it is reasonably assured will be subsequently earned during such period.

d. There must be reasonable assurance that the employee will return to duty.

Section G: Court Leave:

The "term" of jury service does not include time which the employee is excused or discharged by the court for an indefinite period subject to call by the court. An employee is required to return to the District any compensation received for jury duty while on court leave.

1. An employee who is a witness on behalf of the United States, State, or local government or as a witness for a private party in a judicial proceeding involving the United States, State, or local government is entitled to court leave. However, when the witness service involves a judicial proceeding between private parties, the employee is not entitled to court leave and the absence is charged to annual leave or leave without pay.

2. Employees excused for periods of less than one (1) full day should not be expected to return to work unless they could be expected to work at least two (2) hours of their regular work shift.

Section H: Administrative Leave:

Administrative leave, in accordance with the District rules and regulations, will be granted to employees covered by this Agreement for the purpose of donating blood at the Red Cross Blood Bank or any District Government sponsored blood donation drive.

Section I: Leave of Absence:

Employees shall be granted periods of leave of absence, to include annual leave or leave without pay as appropriate, in accordance with applicable laws and regulations.

Section J: Funeral Leave:

The applicable Compensation Units 1 and 2 Agreement shall govern.

Section K: Maternity Leave:

1. Absence for maternity reasons is a period of approved absence for incapacitation related to pregnancy and confinement.
2. The granting of leave for this purpose is a combination of leave without pay, accumulated sick leave and annual leave. A pregnant employee is entitled to use her accumulated sick leave for the period she is unable to work for medical reasons certified by a physician.
3. The employee is required to make known to her supervisor in advance her intent to request leave for maternity reasons, including the type of leave, approximate dates, and anticipated duration to allow the Department to arrange for any staffing adjustments which might be necessary.

Section L: Paternity Leave

A male employee may be granted his accumulated annual leave, leave without pay or a combination of both, for purposes of assisting or caring for his minor children or the mother of his newborn child while she is incapacitated for maternity reasons.

Section M: Leave for Adoptive Parents:

Request for leave by an employee, male or female, adopting a child may be granted based on his/her accumulated annual leave, leave without pay or a combination of both.

Section N: Family and Medical Leave:

Family and Medical Leave shall be granted in accordance with the Family and Medical Leave Act of 1993 and the District Personnel Manual.

Section O: Military Leave:

Full-time employees are entitled to leave as reserve members of the armed forces or as members of the National Guard to the extent provided in D.C. Official Code Section 1-612.03(m) and applicable rules and regulations and the Compensation Units 1 and 2 Agreement.

Section P:

It is understood between the parties that where applicable, leave shall be administered consistent with the compensation agreement.

Section Q:

Management will keep Union Stewards informed of employees suspected of abusing sick leave, or employees with excessive unscheduled emergency or annual leave and of employees continually late or absent from duty. The Union Stewards will cooperate with the Employer in counseling individuals in an effort to minimize these conditions.

Section R:

Unavoidable tardiness from duty of less than one hour for a bona fide reason may be excused without charge to annual leave, sick leave, or leave without pay at the discretion of supervisor.

ARTICLE 22 HOURS OF WORK

Section A:

The normal workday for full-time employees shall be established consistent with law. To the extent possible employees shall be notified five (5) work days in advance of any permanent or long term (i.e. six (6) months or longer) change in their scheduled tour of duty. Further, it is a Management right to establish tours of duty and to make modifications to tours of duty in emergency situations without advance notice.

Notwithstanding the above, Management retains the right to reassign without notice, any employee during an investigation when the employee's retention in his/her official position is viewed as a threat to himself/herself, co-worker or others.

Section B:

Overtime assignments shall be distributed equitably among qualified volunteers from the work unit in which the overtime work is to be performed. If there are not enough volunteers, Management shall distribute the remaining overtime assignments equitably among qualified employees. An employee assigned to work overtime may be excused at the supervisor's discretion if he/she has a valid reason. Each such situation shall be considered on its merits.

Section C:

The Department shall make every effort to notify employees in advance when overtime work is anticipated. Before assigning an employee to perform overtime work, the supervisor assigning the overtime work shall make every reasonable effort to ensure that the overtime work has been authorized by the Director.

Section D:

The Department shall ensure that employees and managers properly record on time and attendance forms overtime hours worked, and shall process the forms so that the employee(s) may be paid as soon as practicable after the pay period following the one in which the work was performed.

Section E:

Work schedules for employees assigned to shifts, showing the employee's workdays, and hours, shall be posted on appropriate bulletin boards.

Section F:

Management will provide a reasonable amount of time, consistent with the nature of the work performed, for employees to clean up prior to lunch and at the end of the work day.

Section G:

Employees are required to report to work on time and be ready to begin working at the start of their tour of duty.

Section H:

Employees may be assigned to work flexible/alternative work schedules to the extent practicable and feasible and as approved by management within a particular Agency. Appropriate adjustments in affected leave and compensation items (e.g. overtime, premium pay, compensatory leave etc.) shall be made consistent with the terms of the Compensation Units 1 and 2 Agreement. The Union may request impact and effects bargaining when alternative/flexible schedule programs are established.

Section I:

Management will ensure that employees receive a lunch break. Management will provide two fifteen (15) minute breaks on each shift, one for each two (2) hour period worked. The same principle shall apply for overtime worked beyond a regular shift except that the employee need work one (1) or more hours to qualify for a fifteen (15) minute overtime rest period. Following the first two (2) hours of overtime work, the employee shall be given a fifteen (15) minute rest period for every two (2) hours or major portion thereof worked.

ARTICLE 23 USE OF PRIVATE VEHICLES

Consistent with the Compensation Units 1 and 2 Agreement, while management may request an employee to use his/her personal vehicle, after January 1, 2002, no employee shall be required to use his/her personal vehicle unless the position vacancy announcement, position description or other pre-hire documentation informs the employee that the use of his/her personal vehicle is a requirement of the job.

ARTICLE 24 MOTOR VEHICLE OPERATOR'S LICENSE

Section A:

Employees whose employment requires a valid motor vehicle operator's license are responsible for maintaining and carrying on their person at all times while on duty said license issued by their jurisdiction of residence.

Section B:

The Department shall conduct checks for the physical presence and/or validity of a motor vehicle operator's license for each employee for whom a valid motor vehicle operator's license is a condition of employment. Checks for the presence or validity of a driver's license should not be used to harass or otherwise retaliate against employees.

Section C:

Employees shall promptly report to the appropriate personnel whenever there is a change in the status of their motor vehicle operator's license; in particular, the revocation, suspension or loss of driving privileges of their license and any medical or other problem(s) affecting their ability to lawfully drive. Failure to maintain a license as required or to immediately make notification of changes in the status of individual operator's license may result in termination or disciplinary action as outlined in Chapter 16 of the District Personnel Manual.

ARTICLE 25 JOB DESCRIPTION

Section A:

The Employer shall make available to each new bargaining unit employee a copy of his/her written position description. Existing employees may receive a copy of their job

description upon request. The Union will be given the opportunity to review substantial changes in job descriptions prior to implementation.

Section B:

The clause “performs other related duties as assigned” shall be construed to mean the employees may be assigned to other related duties. Management recognizes that job assignments should be commensurate with job descriptions. The Union recognizes that at times Management must take exceptions to this policy. When such exceptions are necessary, the Employer will make every effort to assign employees whose normal tour of duties and pay level are most nearly associated with those of the temporary assignment. Except in emergency situations, such assignments will be kept to a minimum, and an attempt will be made to meet those needs on a voluntary basis. The Employer further agrees to take into consideration when making such assignments the employee’s ability to perform.

Section C:

1. An employee may request a review of his/her position classification. Such a request will be submitted orally to the appropriate supervisor who will then meet with the employee (and his/her personal representative, if any) to discuss the matter and the circumstances leading to the requested review. If the matter is not satisfactorily settled at this level, the employee may file a request for review through the appropriate servicing personnel classification unit.
2. Classification reviews and appeals from any requested review are to be processed in accordance with DCOP policies and regulations.

ARTICLE 26 TRAINING

Section A:

Consistent with employee development and affirmative action program guides, it is the Department's intention to provide training and career development opportunities for bargaining unit employees for the purpose of developing and maintaining their skills so that they may perform at their highest possible levels in their positions and advance in accordance with individual potential and abilities.

Section B:

1. The Department will offer to assist employees in implementing individual career development plans by providing easy access to information on training opportunities, publicizing current training programs, advising employees of requirements needed to enter training programs, assisting employees in applying for training opportunities, scheduling training and making resources available to cover approved expenses for training.

2. The Department shall distribute to all bargaining unit employees, a list of training programs offered by or through the Department.
3. Employees shall be given reasonable opportunities to discuss training needs and/or opportunities with their supervisors.

Section C:

1. Consistent with the needs of the Agency, Management may grant administrative leave for education and training purposes if the education or experience to be acquired will be of value to the Employer and Employee.
2. Requests for training and educational opportunities shall be processed promptly.
3. A record of satisfactorily completed training courses may be filed by each employee in their Official Personnel File.
4. When an institution of higher learning provides for accreditation of on-the-job experience, upon the employee's request the Department may submit verification of such experience.

Section D:

The Parties recognize the importance of career development, training and upward mobility. Upon mutual agreement, the Parties may on a periodic basis perform the following functions:

1. Review existing policies and practices, with respect to training and recommend changes in existing programs;
2. Recommend the adoption of new training programs, policies and practices; and
3. Review and offer comments on programs proposed by the Department; and recommendations submitted to the Director by the Committee shall be given careful consideration and the Committee shall be informed within a reasonable period of time of the status of its recommendations.

ARTICLE 27 LIGHT DUTY

The Department agrees to provide light duty assignments for employees injured on the job to the extent that such light duty assignments are available as follows:

1. To be eligible for light duty the employee must be certified by the employee's attending physician. The certification must identify the employee's impairment(s), the physical limitations, the type of assignments he/she is capable of performing and anticipated duration of impairment.
2. The Employee will be given light duty assignments for which he or she is qualified, initially within his or her own Administration or organizational unit. If light duty is not available within the Administration or organizational unit, suitable work will be sought elsewhere in the department/agency.
3. Where there are more requests for light duty than there are light duty assignments, assignments shall be made in order of earlier request.
4. When light duty is not available the Administrator or his or her designee shall issue a letter to the employee and a copy to the Union representative within seven (7) days of the request that there is no light duty assignment available for the employee within the Department. The letter shall state the reason for the denial and inform the employee of his/her options to return to full duty or seek compensation or retirement from appropriate channels, or other assistance as may be available.
5. Light duty assignment shall not extend beyond the original documentation from the attending physician certifying that the employee's inability to perform his/her regularly scheduled duties. If additional time is required a request shall be submitted, in writing, from the employee's attending physician and Management will comply with the request to extend the light duty assignment. In the event that Management cannot comply with the provisions of this section, then the provisions of Section 4 shall apply.

ARTICLE 28 PERSONNEL FILES

Section A:

The Official Personnel Files of all employees in the bargaining unit covered by this Agreement shall be maintained by the D.C. Office of Human Resources.

Section B:

Employees shall have the right to examine the contents of their Official Personnel Folder. Upon request, in accordance with regulations and procedures issued by the Office of Human Resources, an employee has the right to obtain copies of any official documents therein.

Section C:

Upon presentation of written authorization by an employee, the Union representative may examine the employee's personnel file and make copies of materials placed in his/her folder.

Section D:

Consistent with DCOP regulations, all documents regarding arrests, fingerprint records, and other confidential reports are kept in a confidential file apart from official personnel folders. No person shall have access to the confidential file without authorization from the Director of DCOP. Persons granted access must sign the appropriate DCOP access card.

Section E:

The access card signed by all those who have requested and been given access to the employee's file, as required by personnel regulations and procedures, shall be made available for review by the employee.

Section F:

Each employee shall have the right to present information immediately germane to any information contained in his/her official personnel file.

ARTICLE 29

DETAILS AND TEMPORARY PROMOTIONS

Section A: Details

1. Details or temporary promotions shall be made in accordance with the appropriate provisions of the District Personnel Manual and may be used to meet the temporary employment needs of Management's work programs, on the job training and emergencies occasioned by abnormal workload or unanticipated absence.
2. Consistent with D.C. Personnel Regulations, when an employee is detailed to a higher graded position for more than ninety (90) days, he/she shall receive the higher rate of pay as acting pay, effective the pay period which begins on or after the ninety-first (91st) day. The employee on detail shall at all times be considered the incumbent of his/her regular position.
3. For details in excess of thirty (30) days, the detail shall be documented, a copy given to the employee and a copy made a part of the employee's official personnel file.
4. Details to meet temporary needs of Management's work programs will be made on a rotation basis among qualified employees.
5. For details in excess of ninety (90) days, the employee's performance in the position to which he/she has been detailed shall be evaluated (including a

rating) by the detail supervisor; the detail evaluation shall be included in the employee's official personnel file.

6. Details shall not be made as a means of retaliation or punishment.

Section B: Temporary Promotions

1. A career employee may be given a temporary promotion to meet a temporary need. Upon termination of the temporary promotion, the employee shall return to the same or to a comparable position from which the employee was temporarily promoted.

2. A temporary promotion of 120 days or less may be made without regard to merit promotion requirements.

3. A temporary promotion exceeding 120 days shall be made in accordance with merit promotion procedures.

ARTICLE 30 TOOLS

Section A:

For new employees, Management will provide at no cost a first issue of all tools and equipment necessary to perform assigned duties.

Section B:

The Employer will maintain its power tools, special tools, and equipment in a safe working condition. Employees will be responsible for proper care and safe operation of power and special tools. Tools issued will remain the property of the District of Columbia Government. Employees terminating their employment shall be required to return such tools prior to receiving their final paycheck.

ARTICLE 31 MERIT STAFFING

Section A:

Merit staffing and promotions procedures shall be implemented in accordance with the applicable provisions of the DPM as implemented in the DCOP Merit Staffing Plan and this Article. All positions within the bargaining unit shall be filled in accordance with the District's Merit Staffing Plan.

Section B:

When the area of consideration is limited to the Agency, vacancy announcements will normally be posted for a minimum of five (5) workdays prior to the expiration date. When the area of consideration is District government-wide or broader, announcements will be posted for at least ten (10) days. Vacancy announcements will be posted on official bulletin boards convenient to all work areas and other areas where the employer may reasonably expect to obtain applications. Such announcements shall provide a summary of duties to be performed, qualifications required, any special knowledge, skills or ability that will be given consideration. The Union President or his/her designee will be provided copies of all vacancy announcements, including cancellations, corrections or amendments, when issued.

Section C:

When filling a position(s) within the Agency and the selecting official requests a ranking panel, the following practices and principles will follow:

1. Based upon established qualifications, applicants will be evaluated and a list of the “highly qualified” candidates (if so evaluated) will be referred to the selecting official and, in the absence of a “highly qualified” list, the “well qualified” list (if so evaluated) will be referred to the selecting official and in the absence of a “well qualified” list (if so evaluated) the “qualified” list may be referred to the selecting official.
2. Selection will be made without discrimination.
3. A selected candidate will be notified promptly and assigned to the position as soon as possible.

Section D:

When more than ten (10) qualified applicants are certified or at the request of the selecting official, the Agency will utilize a merit staffing panel when filling non-supervisory positions within the bargaining unit and the Union may have one (1) representative on the panel. The panel shall meet to review the candidates’ applications and rank the candidates in accordance with the established criteria. The assessment criteria shall be developed by the D.C. Office of Human Resources in conjunction with the Department.

Section E:

The Employer agrees to notify the Union at least five (5) working days prior to convening of the rating panel. The Union agrees to furnish the name of the Union representative appointed to the panel. Such Union representatives must meet all of the conditional qualifications for panel membership as required by the D.C. Office of Human Resource’s Merit Staffing Plan.

Section F:

When a position in the bargaining unit is filled, the selected employee will perform the full range of duties within 120 days. The supervisor will advise the employee of his/her level of performance during this period and provide assistance as necessary.

Section G:

No employee may grieve non-selection unless there has been a procedural violation of the Merit Staffing and Employment Plan, as cited in this Article. Complaints of non-selection due to discrimination are appealable to the D.C. Office of Human Rights and are not subject to the negotiated grievance procedures.

Section H:

In accordance with the Merit Staffing Plan, an employee is entitled to request the following information from the Personnel Office concerning any position for which he/she has applied pursuant to specific Merit Staffing announcement:

1. Any record of performance or supervisory evaluation not submitted by the candidate, which was used in considering him or her for selection;
2. Whether he or she was found eligible on the basis of minimum qualifications;
3. His or her categorical ranking; and
4. The name of the individual selected.

Such requests must meet the criteria set forth in the Merit Staffing Plan.

Section I:

If one eligible applicant on the certificate for consideration is interviewed, then all such candidates will be interviewed.

Section J:

Employees demoted or separated as a result of a reduction in force shall be considered for special placement consideration consistent with DPM, Chapter 8, Section 842.

ARTICLE 32

CONTRACTING OUT

SECTION A:

It is recognized that contracting out of work that is normally performed by employees covered by this Agreement is a mutual concern to the Agency and the Union. The Agency agrees to notify the Union and bargain regarding the impact of such contracting out on employees covered by this Agreement at least twenty (20) days prior to the effective date of the final action. The Agency agrees to abide by appropriate District rules and regulations regarding contracting out.

SECTION B:

When there will be adverse impact to bargaining unit employees, the Employer shall notify the Union as soon as practicable prior to final action, except in emergencies or when there is an immediate unanticipated need, in which case the Agency shall notify the Union as soon as possible after it is aware of the need to contract out. The Union shall have full opportunity to make its recommendations known to the Employer. Upon request, the Agency shall negotiate concerning the implementation and effects of contracting out work previously performed by unit employees if this contracting out has an adverse impact on these employees.

SECTION C:

Consistent with applicable District laws, Management agrees to place employees who have been displaced by such action in other available positions, within the Department, for which they are qualified and able to perform.

ARTICLE 33

HOLIDAYS

Section A:

The District of Columbia Government observes the holidays prescribed by the D.C. Official Code §1-612.02 (2001 Edition). Accordingly, the parties will refer to D.C. Official Code §1-612.02 for a listing of holidays observed by the Employer.

The holidays are as follows:

1. New Year's Day;
2. Dr. Martin Luther King, Jr.'s Birthday, 3rd Monday in January each year;
3. President's Day;
4. Emancipation Day
5. Memorial Day;
6. Independence Day;
7. Labor Day;
8. Columbus Day;
9. Veteran's Day;

10. Thanksgiving Day;
11. Christmas Day;
12. Any other designated to be a legal holiday by the Mayor

Section B:

Except for environmental emergency operations or continuous or shift operations, any necessary work performed on a holiday will be performed by volunteers (unless there are insufficient volunteers to perform the work). Management reserves the right to require employees to do necessary work on holidays.

ARTICLE 34 REDUCTION IN FORCE

Section A:

The Department agrees to notify the Union of proposed reduction-in-force (RIF) actions that may adversely affect unit employees. The Department will consider the Union's views regarding minimizing the number of adversely affected bargaining unit employees.

Section B:

Following the guidelines contained in the District of Columbia Personnel Manual, the Department agrees to minimize the effect of a RIF on bargaining unit employees to the extent practicable. In the event of a RIF the procedures outlined in the laws and regulations of the District of Columbia will be utilized.

Section C:

The Department shall implement the provisions of the Compensation Agreement for Compensation Units 1 and 2 concerning reductions in force.

ARTICLE 35 REORGANIZATION/REALIGNMENT

Section A:

Prior to the Department's implementation of a reorganization/ realignment, the Department shall notify the Union.

Section B:

The Union, upon request, shall receive documents related to the reorganization that are relevant and necessary to the Union's performance of its role as exclusive collective bargaining representative.

ARTICLE 36

NO STRIKE OR LOCKOUT

Section A:

Under the provisions of D.C. Official Code § 1-617.05 (2001 Ed.), it is unlawful for any District government employee or labor organization to participate in, authorize or ratify a strike.

Section B:

The Union agrees that it has an affirmative duty to disavow any strike, unauthorized work stoppage or slowdown and to encourage employees to return to work, in accordance with the Comprehensive Merit Personnel Act, D.C. Official Code §§ 1-617.04 and 1-617.05.

Section C:

No lockout of employees shall be instituted by the Employer during the term of this Agreement, except that the Department in a strike situation retains the right to close down any facilities and provide for the safety of employees, equipment or the public.

ARTICLE 37

CONSULTATION AND COUNSELING

Section A:

The parties recognize that alcoholism, drug abuse and emotional disorders are illnesses that can interfere with job performance. As such Management shall assist bargaining unit employees suffering from these illnesses to recover by referring them to the District's Employee Assistance Program (EAP).

Section B:

When a bargaining unit employee's excessive absenteeism or performance deficiencies are suspected to be or acknowledged by the employee as being a result of alcoholism, drug abuse or an emotional disorder, Management shall refer the employee, in writing, to the EAP counseling or treatment program.

Section C:

1. Employees accepting direct referral in appropriate circumstances may be provided reasonable time prior to adverse action being taken to improve work performance (consistent with applicable Agency or District-wide policy).
2. If the employee refuses to seek counseling or fails to timely seek counseling and/or there is no improvement or inadequate improvement in work performance and/or attendance, as determined by the supervisor, disciplinary action or appropriate administrative action may be initiated as warranted.

Section D:

Management will post a notice on bulletin boards describing the consultation and counseling service.

Section E:

Management shall grant excused leave (i.e., annual leave, sick leave or leave without pay) to employees suffering from alcoholism, drug abuse or an emotional disorder for the time he/she actively participates in a counseling or treatment program. Such leave much be requested in advance and scheduled so as not to unduly interfere with the work of the Department.

Section F:

With respect to any programs or services attended by employees pursuant to this Article, no employee shall be required to sign a consent form(s) authorizing the release of information to any supervisor or to the Department except for information regarding an employee's attendance in the program. Notwithstanding the above, employees may be required to demonstrate fitness for duty prior to their return to duty.

Section G:

Nothing in this Article shall prevent employees from accessing the rights afforded employees consistent with the Family Medical Leave Act.

ARTICLE 38 GENERAL PROVISIONS

Section A: Receipt of Bi-Weekly Paychecks

1. Employees bi-weekly pay shall be transmitted to the employee's bank account or credit union account as soon as the payment is processed. When deposit to an employee's personal bank or credit union account is not an option available to an employee, paychecks shall be delivered via electronic bank transfer (EBT) payroll card. Upon implementation, each employee shall be provided an EBT payroll card immediately upon completion of any required application/registration documents, which shall be used by the employee to withdraw his/her bi-weekly pay from designated automatic teller machines (ATMs).
2. If, for any reason, an employee's bi-weekly pay is not available on the prescribed day, or if it does not reflect the full amount due, that employee will be paid as quickly thereafter as is possible, and under no circumstances will he or she be required to wait until the next regular payday.

3. If an employee's bi-weekly pay is delayed, the employee shall immediately notify his/her supervisor. The supervisor shall initiate efforts through the appropriate agency/District officers to obtain a supplemental payment.

Section B:

Management shall ensure that information regarding the Family Medical Leave Act is posted on agency bulletin boards.

ARTICLE 39 SAVINGS CLAUSE

Section A:

In the event any provision of this Agreement shall at any time be declared invalid by a court of competent jurisdiction or any other competent authority, such decision shall not invalidate the entire Agreement.

Section B:

Such decision shall apply only to the specified Article, Section or portion thereof specified in the decision; and upon issuance of such a decision, either party may demand immediate negotiation for a substitute for the invalidated Article, Section, or portion thereof.

ARTICLE 40 DURATION AND FINALITY OF AGREEMENT

Section A:

This Agreement shall remain in full force and effect until September 30, 2010. The Agreement will become effective upon the Mayor's approval subject to the provisions of D.C. Official Code §1-617.15 (2001 ed.) and ratification by the Union. If disapproved because certain provisions are asserted to be contrary to applicable law or if not ratified by the Union, the parties shall meet within thirty (30) days to negotiate a legally constituted replacement provision or the offensive provision shall be deleted.

Section B:

The parties acknowledge that this contract represents the results of negotiations during which both parties had the unlimited right and opportunity to make demands and proposals with respect to any negotiable subject or matter.

Section C:

In the event that a state of civil emergency is declared by the Mayor, the provisions of this Agreement may be suspended by the Mayor during the time of emergency.

Section D:

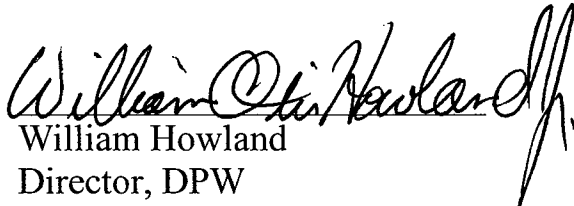
This Agreement shall remain in effect until September 30, 2010, in accordance with Section A of this article, and will be automatically renewed for one (1) year thereafter unless either party gives to the other party written notice of intention to terminate or modify the Agreement no later than one hundred and twenty (120) days prior to the date of expiration of this Agreement.


Section E:

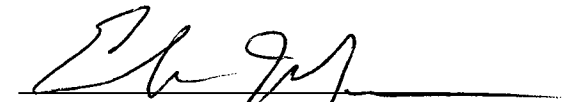
All terms and conditions of employment not covered by the terms of this Agreement shall continue to be subject to the Employer's direction and control provided, however, if the Employer desires to institute a major change that has a significant impact upon the term(s) or condition(s) of employment of the entire bargaining unit or any group of bargaining unit employees, the Employer shall provide the Union with advance notice and upon written request of the Union the parties shall promptly negotiate the impact of such change.

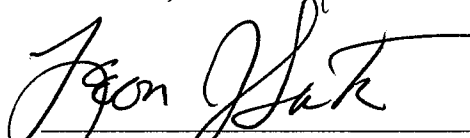
FOR THE DISTRICT OF COLUMBIA

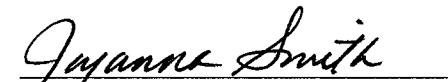

10/15/07
Natasha Campbell, Esq.
Director, OLRCB



William Howland
Director, DPW


Lucinda Babers
Director, DMV


Emeka C. Moneme
Director, DDOT

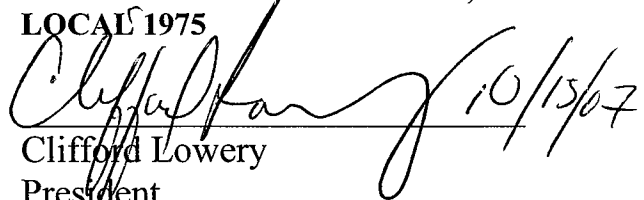

Leon Swann
Commissioner
D.C. Taxicab Commission



Joyanna Smith
Labor Liaison, DPW

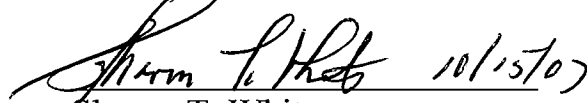

Odessa Nance
Labor Liaison, DMV

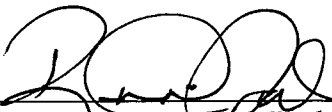
Nicole Mason
Labor Liaison, DDOT

**FOR THE AMERICAN FEDERATION
GOVERNMENT EMPLOYEES,
LOCAL 1975**


10/15/07
Clifford Lowery
President
AFGE, Local 1975



Oct. 15, 2007
Thomas Bell
First Vice-President
AFGE, Local 1975


10/15/07
Sharon T. White
Secretary
AFGE, Local 1975



Reana Drummond-Jackson
Labor Liaison, DCTC

Anh-Tuan Truong
Program Manager, DDOT



Betty Winchester
Parking Enforcement, DPW

APPROVAL

This collective bargaining agreement between the District of Columbia Departments of Public Works, Transportation, Motor Vehicles and the Taxicab Commission and American Federation of Government Employees, Local 1975, dated 20 Nov 07, has been reviewed in accordance with Section 1-617.15 of the District of Columbia Official Code (2001 Ed.) and is hereby approved on this 20th day of November, 2007.



Adrian M. Fenty, Mayor