

COMMITTEE ON PUBLIC WORKS & OPERATIONS
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR
DEPARTMENT OF FOR-HIRE VEHICLES
2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

Orientation and General Questions

- 1) For the benefit of members and staff of the new Committee on Public Works & Operations, please provide a brief history of the Department of For-Hire Vehicles, including the conditions under which the Department was established and any significant expansion or reduction in scope, regulatory authority, or budget/FTE size.**

The Department of For-Hire Vehicles (DFHV) came into existence on June 28, 2016, as part of the Transportation Reorganization Amendment Act of 2016 and replaced the now-defunct District of Columbia Taxicab Commission. The Department was created to address the needs for regulation of the for-hire industry, specifically, the private for-hire industry. With the popularity of Transportation Network Companies (TNC), such as Uber/Lyft, there was a void in the regulatory authority for the District; therefore, the Department's inception responded to this need. Like its predecessor, DFHV continues to oversee the taxicab industry, but also now regulates other for-hire vehicles, such as TNCs and non-District limousine vehicles. The taxicab commissioners were replaced with a director, appointed by the Mayor with the consent and approval of the Council. An advisory body, the For-Hire Vehicle Advisory Council (FHVAC) was also appointed. FHVAC is made up of stakeholders from all sides of the industry, and it advises the agency on its mission, programs, and initiatives.

The scope of the agency has grown since 2016, with the expansion of enforcement activities, an expanded customer service focus and complaint functions, and the introduction of several programs that aim to provide transportation to specific populations in need.

- 2) Considering the Department is no longer under the Committee on Business and Economic Development (CBED), are there connections DFHV has to agencies still under CBED that the Committee should keep in mind?**

While DFHV continues to coordinate programs and initiatives with all agencies under CBED, there are no direct connections that should be considered at this time.

- 3) How does DFHV coordinate with other agencies and offices under the Committee on Public Works & Operations? The list of agencies and offices can be found at <https://dccouncil.gov/committees/committee-on-public-works-and-operations/>.**

DFHV coordinates with the following agencies and offices under the Committee on Public Works & Operations:

- **Department of Public Works (DPW):** DFHV currently holds several MOUs with DPW for fleet maintenance, driver random drug testing and others. In addition, both agencies coordinate on mutual issues ranging from electric vehicle issues to parking and enforcement.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- **Department of Licensing and Consumer Protection (DLCP):** DFHV belongs to the same cluster as DLCP, however there is little overlap in the services/work of both agencies.
- **Deputy Mayor for Operations and Infrastructure (DMOI):** As a member of the DMOI cluster, the Department frequently interacts with DMOI on all areas of responsibility for the agency.
- **For-Hire Vehicle Advisory Council:** DFHV facilitates and is a member of the council that regulates the for-hire industry at-large.
- **Office of Contracting and Procurement (OCP):** DFHV partners with OCP to coordinate all aspects of contracts and procurement.
- **Office of Risk Management (EOM-ORM):** DFHV frequently consults with EOM-ORM to discuss matters of liability, as well as to report any incidents/injuries/workers compensation issues that may arise (as appropriate).
- **Mayor's Office of Veterans Affairs (MOVA):** DFHV currently partners with MOVA and holds an MOU to operate the MOVA's VetsRide transportation program.
- **Office of the Chief Technology Officer (OCTO):** DFHV partners with OCTO for most of our information technology needs and operations.

4) **Please provide a current organizational chart for the Department, including:**

- a) The number of vacant, frozen, and filled full-time equivalents (FTEs) in each division or subdivision;**
- b) Names and titles of all senior personnel;**
- c) The date that the information was collected on the chart;**
- d) An explanation of the roles and responsibilities for each division and subdivision, including specific programs and projects administered by each division;**
- e) The administrative organization within each division; and**
- f) A narrative explanation of any changes made during the previous year.**

(a.-c.) See attachment [Appendix Q4 Organizational Chart](#), effective 1.20.2023.

d. and e. Office of Director – directs the day-to-day management and administrative operations including the Office of the General Counsel, Senior Policy Advisor, Human Resources, Contract and Procurement, Facilities, and Information Technology, 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.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

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

Compliance and Enforcement-- enforces 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 District of Columbia Municipal Regulations.

Operations – executes of the overall functioning of the Director's vision, agency, and operation; oversees 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.

Performance Management / Office of the Chief Performance Officer– directs 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.

Performance Management / DC SchoolConnect (DCSC)– manages the micro transit program under the Safe Passage initiative with the goal of ensuring that students have the resources and support they need to travel to and from school safely.

There are a total of 101 Full-time Employee (FTE) positions, of which 10 are vacant.

- The Office of the Director has a total of (19) FTEs with (4) vacancies
- Client Services Division has a total of (7) FTEs with (1) vacancy
- Compliance and Enforcement Division has a total of (22) FTEs with (1) vacancy
- Operations Division has a total of (13) FTEs with (1) vacancy
- Performance Management Division has a total of (9) FTEs with (2) vacancies
- Performance Management, Micro-Transit SchoolConnect has total of (31) FTEs with (1) vacancy

- f. DFHV added 31 FTEs for FY2022, which largely reflects a large increase in DC SchoolConnect staff that were onboarded as the program increased operations.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 5) Please provide a list of all major agency programs or initiatives, including for each:**
- a) Mission and purpose;**
 - b) Date of inception;**
 - c) Funding levels and FTEs;**
 - d) Cost to users (where applicable);**
 - e) Number of users (where applicable); and**
 - f) Source of initial authority or mandate (e.g. statute, regulation, budget enhancement).**

DC Neighborhood Connect

- a. DCNC is an on-demand shared ride micro transit service that operates in parts of Wards 1, 4, 5, 6 and 8. DCNC's purpose is to make affordable, curb-to-curb transit service available to residents in less accessible parts of the District; connect residents to key destinations and high-frequency bus and rail services.
- b. June 2019
- c. \$2.34M / 3 FTEs
- d. No cost to users
- e. FY2022: 84,592 rides / 11,000 registered users
- f. Grant Making Authority/ Regulation/ American Rescue Plan Act (ARPA)

DC SchoolConnect

- a. SchoolConnect serves as one of the Mayor's Safe Passage initiatives with the goal of safely transporting students to and from school in Wards 7 and 8. The overall goal of the program is to ensure that students are getting to school without the risk of gun violence or other types of violence impeding them.
- b. August 2021
- c. FY2022: \$3.57M / 31 FTEs (as of 9/30/22)
- d. No cost to users
- e. Average of 180 students (as of 9/30/22)
- f. ARPA funded project

Education First

- a. DFHV through its transportation partner, Yellow Cab of DC, provides transportation for children in foster care under Child and Family Services Agency (CFSA). Transportation is from the foster home to school and from school back to the foster home. Transportation also includes an aide to assist the driver and child.
- b. April 2017
- c. \$150,000 / 2 FTEs
- d. No cost to users
- e. FY2022: 2,758 trips
- f. Grant Making Authority / MOU

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

MyRides

- a. MyRides is a free on-demand service that will provide transportation to treatment services for substance use disorder (SUD). This pilot program, a partnership between DFHV and the Department of Behavioral Health (DBH), began in February 2021.
- b. February 2021
- c. \$188,000 / 3 FTEs
- d. No cost to users
- e. FY2022: 2,702 rides
- f. Grant Making Authority / MOU

NEMT

- a. Non-Emergency Medical Transportation (NEMT) provides a cost-effective alternative to ambulance services for eligible customers in non-emergency situations. A customer that dials 911, and is experiencing a non-emergency, may be assessed over the phone by a registered nurse and then referred to an urgent care clinic. This customer will receive a free taxi ride to the clinic. This program is a partnership between DFHV and Fire and Emergency Medical Services (FEMS).
- b. September 2019
- c. \$41,000 / 3 FTEs
- d. No cost to users
- e. 50 – 80 users (monthly average)
- f. Grant Making Authority / MOU

OSSE AIP

- a. DFHV through its transportation partner, Yellow Cab of DC, provides transportation for OSSE's DC CTE Network Advanced Internship Program (AIP), or students in DCPS who participate in vocational training. Transportation is from various school campuses to the vocational school training site at Trinity Campus. Transportation may also be from the training site to home for students who request.
- b. August 2022
- c. \$50,000 / 2 FTEs
- d. No cost to users
- e. 15 users
- f. Grant Making Authority / MOU

OSSE ATC

- a. DFHV through its transportation partner, Yellow Cab of DC, provides transportation for eligible DC CTE Network Advanced Technical Center Internship Program (ATC) participants for onsite experience. Transportation is from the students' specific location to various job locations throughout the city 7-days a week from 8 am to 9pm.
- b. August 2022
- c. \$50,000 / 2 FTEs

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- d. No cost to users
- e. 60 users
- f. Grant Making Authority / MOU

Promise Rides

- a. The goal of Promise Rides is to support the improvement of the lives of District residents who are at high risk to experience gun violence by removing transportation barriers to success. To do so, Promise Rides gives these residents free transportation to locations related to employment, education, healthcare, social and community services. DFHV partners with District agencies, community groups and select District employees to coordinate this free transportation service to their high-risk clientele.
- b. October 2021
- c. \$180,000 / 3 FTEs
- d. No cost to users
- e. FY2022: 6,160 trips / 1,000 users
- f. Grant Making Authority / MOU

Transport DC

- a. Transport DC is a premium same-day, cost-effective alternative transportation service for WMATA MetroAccess customers. Transport DC provides taxicab rides to and from any location within the DC borders.
- b. October 2014
- c. \$4.15M / 4 FTEs
- d. \$7 per ride
- e. 122,723 trips / 12,371 registered users
- f. Grant Making Authority / Regulation

VetsRide

- a. VetsRide provides convenient, affordable, and efficient transportation for Veterans in DC seeking educational, health, employment, food distribution, or housing services. Program eligibility is restricted to veteran residents of Washington, DC with annual income less than \$45,000 or recently unemployed. This program is a partnership between DFHV and the Mayor's Office of Veterans Affairs (MOVA).
- b. August 2020
- c. \$200,000 / 3 FTEs
- d. No cost to users
- e. FY2022: 8,000 rides / 982 users
- f. Grant Making Authority / MOU

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 6) Please provide the most 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.**

Please see [Appendix Q6 ScheduleA](#)

- 7) Please list all employees detailed to or from your Department. 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.**

DFHV did not have any detailed employees for FY2022 and FY2023, to date.

- 8) Please list all MOU executed by the Department during Fiscal Year 2023 and Fiscal Year 2023, to date, as well as any MOU currently in force. For each, indicate the date entered and the termination date.**
- CFSA (DC Child and Family Services Agency) for transportation services, Education First program, effective for the duration of FY2022 and FY2023.
 - DBH (DC Department of Behavioral Health) for transportation services, MyRides program, effective for the duration of FY2022 and FY2023.
 - DCHR (DC Department of Human Resources) for suitability screenings effective for the duration of FY2022 and FY2023.
 - DDOT (DC Department of Transportation):
 - o for private vehicle-for-hire data sharing effective for the duration of FY2022 and FY2023, and
 - o for enhanced traffic safety outreach effective from November 30, 2022, through the remainder of FY2023.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- DGS (DC Department of General Services) for bus parking effective from August 22, 2021, through August 21, 2023.
 - DMV (DC Department of Motor Vehicles):
 - o for adjudication of Title 18 NOIs effective from April 13, 2022, for the remainder of FY2022 and FY2023, and
 - o for data sharing effective from July 29, 2022, for the remainder of FY2022 and FY2023.
 - DPW (DC Department of Public Works) for drug and alcohol testing effective for the duration of FY2022 and FY2023.
 - FEMS (DC Fire and Emergency Medical Services Department) for transportation services, NEMT program, effective for the duration of FY2022 and FY2023.
 - MOVA (DC Mayor's Office of Veteran's Affairs) for transportation services, VetsRide program, effective for the duration of FY2022 and FY2023.
 - MPD (Metropolitan Police Department of the District of Columbia) cover background check fees effective for drivers for the duration of FY2022.
 - OAH (DC Office of Administrative Hearings) for adjudication of Title 31 NOIs effective for the duration of FY2022 and FY2023.
 - OCP (DC Office of Contracts and Procurement) for procurement personnel support effective from June 6, 2022, through the remainder of FY2022 and FY2023.
 - ONSE (DC Office of Neighborhood Safety and Engagement) for transportation services, Promise Rides program, effective from January 1, 2023, through the remainder of FY2023.
 - OSSE (DC Office of the State Superintendent of Education) for transportation services, Advanced Internship Program, effective from February 28, 2022, through the remainder of FY2022 and FY2023.
 - OUC (DC Office of Unified Communications) for radio communications support effective for the duration of FY2022 and FY2023.
- 9) 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 2022 and Fiscal Year 2023, to date.**

DFHV collaborated with several other agencies and organizations this year to further fulfill our mission:

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- DFHV staff communicates regularly with taxi regulators in suburban Maryland and Northern Virginia and the Maryland Public Service Commission on comparing taxi fees and practices in regulating both taxis and private for-hire vehicles.
- DFHV also participates in a monthly Taxi Regulators call that New York City coordinates with taxi regulators from around the country.
- DFHV partnered with the Union Station Redevelopment Corporation to replace the existing Level 2 charging stations with next generation EV Charging stations that can charge an electric vehicle between 30 to 45 minutes.
- DFHV met with the New York Taxicab and Limousine Commission (TLC) on two separate occasions to discuss enforcement strategies and experience with green energy initiatives:
 - DFHV held discussions with TLC on enforcement methods that have worked with DFHV in the past when identifying and effectively enforcing against illegally operating companies.
 - DFHV discussed with TLC the purchase of our first electric vehicle and the overall officer experience with the electric cruiser. We also addressed some of the noted challenges and benefits observed from having an all-electric cruiser.
- DFHV enforcement worked closely with the Metropolitan Washington Airport Authority (MWAA) Police on several occasions. For example: (1) assisted with a missing person investigation, (2) assisted with the apprehension of a driver with a warrant out for their arrest, (3) conducted joint enforcement operations with DCA police, and (4) trained DCA police on meter inspections and other best practices around for-hire enforcement.

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

DFHV has not any received recommendations during the previous 3 years.

Budget and Spending

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

11) 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 2022 and Fiscal Year 2023, to date;**

Please see [Appendix Q11 Communication 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 2022 and Fiscal Year 2023, to date;**

Vehicle	Assignment	Vehicle Yr.
Ford Taurus - Police Interceptor	VIO Godfrey	2014
Ford Taurus - Police Interceptor	Sgt. Morgan	2014
Ford Taurus - Police Interceptor	VIO Shepperd	2014
Ford Taurus - Police Interceptor	AC Bowden	2014
Ford Taurus - Police Interceptor	Sgt. Perkins	2014
Ford Taurus - Police Interceptor	LT. Evans	2015
Ford Taurus - Police Interceptor	VIO Gibson	2015
Ford Taurus - Police Interceptor	VIO Glover	2015
Chevrolet Bolt - EV	Enforcement	2022
Ford Taurus - Police Interceptor	Lt. Conrad	2015
Ford Taurus - Police Interceptor	Sgt. Benson	2015
Ford Taurus - Police Interceptor	Lt. Lane	2015
Ford Taurus - Police Interceptor	AC Register	2015
Ford Taurus - Police Interceptor	AC Martin	2015
Ford Taurus - Police Interceptor	AC Fludd	2015
Dodge Caravan	Director/Facilities Staff	2010
Chevy 3500	DC SchoolConnect Vehicle Staff	2012
Chevy 3500	DC SchoolConnect Vehicle Staff	2012
Chevy 3500	DC SchoolConnect Vehicle Staff	2012
Chevy 3500	DC SchoolConnect Vehicle Staff	2012
Chevy 3500	DC SchoolConnect Vehicle Staff	2012

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

Chevy 3500	DC SchoolConnect Vehicle Staff	2012
Chevy 3500	DC SchoolConnect Vehicle Staff	2012
GMC Savana	DC SchoolConnect Vehicle Staff	2012
GMC Savana	DC SchoolConnect Vehicle Staff	2012
Ford 350	DC SchoolConnect Vehicle Staff	2020
Ford 350	DC SchoolConnect Vehicle Staff	2020
Ford 350	DC SchoolConnect Vehicle Staff	2020
Ford 350	DC SchoolConnect Vehicle Staff	2020
Ford 350	DC SchoolConnect Vehicle Staff	2020
Ford 350	DC SchoolConnect Vehicle Staff	2020
Ford 350	DC SchoolConnect Vehicle Staff	2020

- c) A list of travel expenses, arranged by employee for Fiscal Year 2022 and Fiscal Year 2023, to date, including the justification for travel and description of activities engaged in during the travel;**

Please see [Appendix Q11c TravelExpenses](#).

- d) A list of employee bonuses or special award pay, raises, and step increases granted in Fiscal Year 2022 and Fiscal Year 2023, to date; and**

Please see [Appendix Q11d BonusSpecialPay](#).

Effective August 28, 2022, the approved pay parity for DC SchoolConnect Transportation Assistants, from grades 05 increased to grades 07.

Names	Title	Program	<i>New</i> Grade/Step	<i>New</i> Salary
Acia Green	Transportation Assistant	1090	7/1	\$43,765
Augustus Fludd	Transportation Assistant	1090	7/7	\$52,884
Brittany Speight	Transportation Assistant	1090	7/1	\$43,765
Carolina Carter	Transportation Assistant	1090	7/4	\$48,325
Dionna Patrick	Transportation Assistant	1090	7/4	\$48,325

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

Jackie Boggs	Transportation Assistant	1090	7/6	\$51,364
Janovah Wall	Transportation Assistant	1090	7/1	\$43,765
Michael Butler	Transportation Assistant	1090	7/1	\$43,765
Monique Barnes	Transportation Assistant	1090	7/1	\$43,765
Patrick Komongnan	Transportation Assistant	1090	7/1	\$43,765
Rochelle Johnson	Transportation Assistant	1090	7/1	\$43,765
Talaina Edwards	Transportation Assistant	1090	7/1	\$43,765
Tyonna Winslow	Transportation Assistant	1090	7/1	\$43,765
Zachary Miley	Transportation Assistant	1090	7/7	\$52,884

- e) **A list of total overtime and workers' compensation payments paid in Fiscal Year 2022 and Fiscal Year 2023, to date, including the number of employees who received overtime and workers' compensation payments, in what amounts, and for what reasons.**

Overtime payment was made to support the DC SchoolConnect Program, with weekend events and outreach activities, DC Health, Open Streets, DCPS, DCPCS promoting the agency's program, enrolling families and backpack give-a-ways. DFHV Enforcement Officers participated with the Mayor's Nightlife Task Force activities to continue its efforts to protect and regulate the for-hire industry across the District.

Please see [Appendix Q11 Overtime](#)

DFHV did not have any workers' compensation payments in FY2022 or FY2023 YTD.

- 12) **For Fiscal Year 2022 and Fiscal Year 2023, to date, please list all purchase card spending by the Department, the employee making each expenditure and the general purpose for each expenditure.**

Please see [Appendix Q12 PCard](#)

- 13) **Please provide a chart showing the Department's approved budget, revised budget (after reprogramming, etc.) and actual spending, by division, for Fiscal Year 2022 and Fiscal Year 2023, to date. Include a description and explanation for any variance between fiscal year appropriations and actual expenditures.**

Please see [Appendix Q13 BudgetReport](#)

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 14) For Fiscal Year 2022 and Fiscal Year 2023, to date, please identify any special purpose revenue funds maintained, used, or available for use by the Department. For each fund identified, please provide:
- The revenue source name and code;
 - The source of funding;
 - A description of the program that generates the funds;
 - The amount of funds generated by each source or program; and
 - Expenditures of funds, including the purpose of each expenditure.

Please see [Appendix Q14_SRF](#)

- 15) For Fiscal Year 2022 and Fiscal Year 2023, to date, please list all intra-District transfers to or from the Department. For each transfer, include all of the following details:
- Buyer agency;
 - Seller agency;
 - The program and activity codes and names in the sending and receiving agencies' budgets;
 - Funding source (i.e. local, federal, SPR);
 - Description of memoranda of understanding ("MOU") services;
 - Total MOU amount, including any modifications;
 - Whether a letter of intent was executed for Fiscal Year 2020 or Fiscal Year 2022 and if so, on what date;
 - The date of the submitted request from or to the other agency for the transfer;
 - The dates of signatures on the relevant MOU; and
 - The date funds were transferred to the receiving agency.

Please see [Appendix Q15_InteragencyTransfers.](#)

- 16) Please list any additional intra-District transfers planned for Fiscal Year 2023, including the anticipated agency(ies), purposes, and dollar amounts.

There are currently no new additional intra-District transfers planned for Fiscal Year 2023 aside from the ones listed in response to Q15.

- 17) Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended, and option years exercised, by the Department during Fiscal Year 2022 and Fiscal Year 2023, to date. For each contract, please provide the following information, where applicable:

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 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.**

Please see [Appendix Q17: Contracts and Grants](#).

- 18) **Please list, in chronological order, every reprogramming in Fiscal Year 2022 and Fiscal Year 2023, to date, which had an impact on the Department, including those which moved funds into the Department, out of the Department, and within the Department. For each reprogramming, please list the date, amount, rationale, and reprogramming number, and indicate whether a reprogramming impacted the Department's ability to carry out a directive or recommendation of the Committee. Please include the revised, final budget for the Department after the reprogramming for Fiscal Year 2022 and Fiscal Year 2023.**

Please see [Appendix Q18 Reprogramming](#).

- 19) **Please list each grant or sub-grant received by the Department in Fiscal Year 2022 and Fiscal Year 2023, to date. List the date, amount, and purpose of the grant or sub-grant received. Additionally, please provide the following:**
- a) **Are any FTEs dependent on grant funding? If so, how many? and**
 - b) **A description of 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 FY2022 or FY2023, to date.

- 20) **Please describe any grant the Department is, or is considering, applying for in Fiscal Year 2023.**

DFHV is always working to identify sources of grant funding to assist the agency in improving the quality of the services and programs we currently offer, or pilot innovative ideas in the for-hire vehicle space. DFHV has not identified any grant opportunities to apply for to date. However, we will continue to monitor potential funding opportunities to apply for in the upcoming year.

COMMITTEE ON PUBLIC WORKS & OPERATIONS
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR
DEPARTMENT OF FOR-HIRE VEHICLES
2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

Agency Operations

21) Please describe any initiatives that the Department implemented in Fiscal Year 2022 and Fiscal Year 2023, to date, to improve the internal operations of the Department or the interaction of the Department with outside parties. Please describe the results, or expected results, of each initiative.

In both FY2022 and FY2023, to date, DFHV continues to improve internal operations and interact with the for-hire companies, drivers and the riding public on agency policy and operations in several ways:

- DFHV provides regular updates on program operations for providers and users via emails, text blasts and phone calls.
- DFHV has been offering and promoting the options for online application and payment processes for drivers. In-person services are also available.
- DCSC developed several online tools for parents to submit requests for registration, and other concerns. In addition, these tools are also used in daily operations for transportation check-ins for staff and students.
- DFHV developed various guides, standard operating procedures, and other literature for the various transportation programs that are on offer.
- DFHV developed an automated customer service survey after each interaction or transaction with DFHV Client Service. The data/feedback captured from these responses will be utilized to enhance service center operations customer experience.
- DFHV continued to migrate our application processes online, through ongoing modifications designed to improve the user's experience.
- DFHV enhanced Operator and Company portal for Taxi/Limo/NDL drivers and companies to facilitate an easier navigation of all the services that DFHV provides including FaceID renewal, One Stop renewal, Company operating authority renewal, driver license updates, etc. It provides highly effective means of customer service with reminders when the licenses and/or vehicles are to be expired.
- DFHV enhanced the Transport DC Providers' portal to facilitate the providers with a convenient view of Transport DC customer requests and completed trips real-time.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- DFHV conducted internal All Hands-on Deck staff meetings to share relevant updates and answer questions. DFHV also conducted biweekly management meetings and weekly calls with departments to share relevant updates.
- DFHV also has an anonymous survey link where any collected feedback goes to the DFHV-HR and Chief of Staff to address concerns or answer questions, if needed.

22) Please explain the impact on your Department of any legislation passed at the federal level during Fiscal Year 2022 and Fiscal Year 2023, to date, which significantly affected DFHV operations. If regulations are the shared responsibility of multiple agencies, please note.

No federal legislation significantly impacted DFHV operations in FY2022 or FY2023, to date.

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

- DFHV is responsible for oversight and implementation of Title 31 DCMR, Taxicabs and Public Vehicles For Hire.
- DFHV also has authority over and implements some aspects of Title 18, primarily regarding traffic safety pursuant to 18 DCMR 3003.1(o).
- The most recent permanent revision was an amendment of Chapter 18, WHEELCHAIR ACCESSIBLE PARATRANSIT TAXICAB SERVICE, Section 1806, TAXICAB COMPANIES AND OPERATORS - OPERATING REQUIREMENTS, on January 28, 2022; it amended fare and reimbursement rate of the Transport DC program to ensure the financial viability of the program, which serves the ongoing paratransit needs of the community, including the provision of transportation services for wheelchair passengers.
- The most recent emergency revision was an amendment to Chapter 8, OPERATING RULES FOR PUBLIC VEHICLES-FOR-HIRE, Section 801, PASSENGER RATES AND CHARGES, on November 23, 2022, which was third, and likely final, emergency rulemaking adding a fuel surcharge to taxicab trips in the District in response to record high fuel costs beginning around March 2022.

24) Please describe any pending or prospective rulemakings for which the Department is responsible, and their projected timeline.

DFHV is currently drafting a permanent version of the recently passed the Delivery Vehicle Traffic Enforcement Expansion Temporary Amendment Act of 2022, D.C. Act 24-616. Additionally, the

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

agency is working on a full rewrite of Title 31. This extensive revision eliminates legacy rules and clarifies many provisions. Th DFHV has completed an internal review of the draft and will soon submit it as proposed rulemaking.

25) 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 purchase requests and performance reviews of contracts.

We do not allow public access to this system.

- **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, taxicab companies, and Digital Dispatch Service (DDS) providers. DFHV’s Salesforce portal also allows online applications for Face IDs, One Stops, and applications for operating authority for companies, DDS, Digital Taxicab Solution (DTS), and Private Sedan Business (PSB) providers.

DFHV also tracks customer complaints in Salesforce and integrates with 311’s Salesforce system. DFHV Vehicle Inspection Officers (VIOs) use Salesforce to track and log their enforcement activities. For Transport DC, DFHV and grantee taxi companies use Salesforce to look at customer information such as home addresses, eligibility, and trip history, and to log metadata (call time, call number, etc.) for each call that comes into the Transport DC phone line.

DTS providers connect to Salesforce to validate the status of drivers’ Face IDs when they log into their meters.

DFHV first started using Salesforce six years ago, and we are continually customizing and updating Salesforce to improve the internal operations of the agency and to process more licensing transactions online.

Anyone may sign up for an account on the DFHV’s online Salesforce portal and apply for/renew a Face ID, register/renew their taxicab, or even request operating authority as a Digital Dispatch Service, Digital Taxicab Solution provider, or Private Sedan Business.

- **Event Hub** – A database and web interface that stores taxi location data and taxi trip records. The digital taxi meters submit location and trip information to Event Hub constantly. Event Hub also receives, validates, and stores data submitted by TNCs as required by law.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

DFHV first started using Event Hub six years ago. The system is hosted on the Microsoft Azure cloud and is maintained and enhanced through our vendor East Banc Technologies.

We do not allow public access to this system.

- **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 includes a license plate recognition system (LPRS) attached to four cruisers; the LPRS only alerts us to license plates on our Be-On-the-Lookout (BOLO) list.

DFHV first started using this system in late 2019. We have a maintenance contract with gtechna.

We do not allow public access to this system.

- 26) Please provide a detailed description of any new technology acquired in Fiscal Year 2022 and Fiscal Year 2023, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.**

DFHV has spent \$81,297 on new Dell laptops and docking stations in FY 2022 to replace some existing, aging laptops and to provide the agency with spare computers for flexibility. The laptops are used at DFHV or at employees' homes while teleworking. The agency has not purchased any new laptops so far in FY2023.

- 27) Please describe any steps the Department took in Fiscal Year 2022 and Fiscal Year 2023, to date, to improve the transparency of Department operations.**

In FY2022:

- DFHV officially implemented full adoption of Body Worn Cameras (BWCs) in the agency's Compliance and Enforcement Division after its successful pilot program in FY2021. BWCs will make DFHV enforcement officers more efficient and accountable in delivering their daily duties and responsibilities and improve customer/stakeholder experience. BWCs will help ensure transparency and improve efficiency of the adjudication process.
- DFHV continued to use email, social media, robocalls, text messaging, phone-banking, and in-person outreach at public events to reach stakeholders.
- DFHV also conducted additional outreach via email and phone banking to update taxi operators to send reminders about FaceID renewals.
- DFHV Communications improved how the agency targets specific stakeholders with dedicated email, phone, mail, or text messages addressing each group and their specific needs.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- DFHV regularly informs our stakeholders of all modifications or programmatic changes including all regulatory changes and administrative issuances.
- DFHV shared regular updates of agency activities at the quarterly For-Hire Vehicle Advisory Council (FHVAC) meetings and executive sessions.
- DFHV shared regular updates of accessibility-related issues at the public Accessibility Advisory Committee (AAC), which advises DFHV on accessibility for people with disabilities and provides a forum for dialogue between the disability community and the for-hire industry.
- The Transport DC User Group with riders and providers to discuss operations and troubleshoot issues. Monthly newsletters with the latest operational changes and other DFHV updates.

In FY2023, to date, DFHV has continued with the above-referenced programs and efforts for purposing of being transparent about Department operations.

28) 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 those priorities in Fiscal Year 2023.

- Developing a strategy to retain and recruit taxi drivers and create better opportunities for the for-hire industry.
- Implementing a universal e-hailing app and updating the existing fare payment structure.
- Developing strategies to increase availability of wheelchair accessible vehicles, including creating a WAV vehicle repair fund.
- Publication of a full re-write of Title 31, which we anticipate will provide better clarity for the industry, offer expanded fare and driving options and reduce exorbitant fines for minor violations.
- Continuing to support the Mayor's Vision Zero initiatives by collaborating with sister agencies to increase enforcement on for-hire vehicle operators.

a) How did the Department address its top priorities listed for this question last year?

Priorities: Recovery, Equity and Efficiency

1. Industry recovery – opportunities to encourage industry diversification and innovation

In FY2022, DFHV provided additional economic relief for the industry including a one-dollar fuel surcharge and a vehicle age waiver to allow taxicab owners to keep older vehicles a little longer until supply chains recover.

COMMITTEE ON PUBLIC WORKS & OPERATIONS
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR
DEPARTMENT OF FOR-HIRE VEHICLES
2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

The agency also worked on developing Next Fare DC, a web-based map that taxi drivers can use to find the most customers. The map uses historical trip data to show a heat map of most pick-ups during a given time of day.

In addition, we issued a Notice of Funding Availability to partner with a Digital Taxi Solution (DTS) company to assist DFHV in the continued development and introduction of a modern new rooftop taxi light option that enhances the passenger experience, increases taxi driver's earnings, and can serve as a model for the entire public for-hire fleet for years to come.

Lastly, we created the Commercial Driver License (CDL) Grant Program for DCSC. This program provided funding for any driver to obtain their CDL license. In addition to DFHV fully funding the cost of obtaining the license, DFHV also provided an incentive of \$1,000 to all drivers who fully completed the coursework and obtained their CDL license. In FY2022, we received 47 applications, trained 18 applicants, of which nine have successfully obtained their license and are currently operating vehicles for DCSC.

2. Increased use of e-hailing by taxi drivers and the riding public

We are researching best practices in this area; our goal is to develop a universal e-hailing application system industry-wide with the idea of positively impacting our customers. In FY2022, each grantee in the Transport DC program received roughly \$6,000 to augment their Transport DC e-hail apps.

3. Improve wheelchair-accessible service in the for-hire industry

In FY2022, we introduced WAV driver incentives, "no show and deadheading" reimbursement structures, fuel surcharge and provided supplemental funding for purchasing 12 new WAV hybrid vehicles for the Transport DC program.

4. Support essential transportation east of the river:

- The DC SchoolConnect Program offered transportation services to about 180 students in Wards 7 and 8 in FY2022 (270 students in FY2023 YTD), opening new routes as additional resources become available.
- Our DC Neighborhood Connect Program continues to operate service east of the river. In FY2022, the program offered transportation services to about 11,000 residents.

5. Virtual Client Services – continue to add more online services for drivers

The agency has provided funding and resources to upgrade our online services. We now offer all our services online including application submission and online chat system. However, the industry has been slow/reluctant to utilize these features.

COMMITTEE ON PUBLIC WORKS & OPERATIONS
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR
DEPARTMENT OF FOR-HIRE VEHICLES
2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

28) 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.

Below are the top metrics that DFHV regularly uses:

- Percent of complaints processed on-time within 30 calendar days
- Percent of warnings to overall infractions issued by Vehicle Inspection Officers
- Percent of licenses processed on-time within 10 calendar days
- Percent of transactions completed online
- 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)

29) Please list any task forces and organizations of which the Department is a member.

DFHV is a member of the following task forces:

- Autonomous Vehicle Working Group (DMOI)
- EV Working Group (DOEE and PEPCO)
- The Mayor's Vision Zero Working Group
- TPB Access for All Advisory Committee
- Age Friendly DC
- DC Sustainable Transportation Coalition
- International Association of Transportation Regulators (IATR)

30) Please list any pending lawsuits that name the Department as a party. Please identify any lawsuits that could potentially expose the District to significant financial liability and/or result in a change to 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.

There is currently one pending lawsuit, Hart v. District of Columbia (Superior Ct. No. 2022CA004683). The case involves a fatal accident that occurred on September 13, 2021, between a DC Neighborhood Connect vehicle and a five-year-old girl riding her bicycle. The allegation is that the negligence of the driver resulted in the cyclist's death. The case is pending adjudication in Superior Court.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 31) Please list all settlements entered into by the Department, or by the District on behalf of the Department, in Fiscal Year 2022 or Fiscal Year 2023, 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.).**

DFHV did not enter any settlements in FY2022 or FY2023, to date.

- 32) 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 2022 and Fiscal Year 2023, to date, along with the Department's compliance or non-compliance with any recommendations.**

There was one complaint against a vehicle inspection officer in FY2022. The allegation was regarding the merits of a ticket issued to a driver. The complainant was referred to the Office of Administrative Hearings (OAH) to appeal the ticket and await adjudication.

- 33) Please provide the total number of administrative complaints or grievances filed against the Department in Fiscal Year 2022 and Fiscal Year 2023, 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. As it relates to a constituent challenging the Department's response to grievances, please indicate:**

Office of Employee Appeals: 1

Office of Human Rights: 0

There were no grievances for FY2022 or FY2023, to date.

- a) Whether a formalized process is in place to request a hearing by the Director;**
- b) If so, whether the Director's decision is appealable; and**
- c) If there is a formalized hearing process, whether that process is detailed on the Department's website.**

- 34) Please describe the Department's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. Please list and describe any allegations received by the Department in Fiscal Year 2022 and Fiscal Year 2023, to date, whether those allegations were resolved.**

DFHV follows the guidelines mandated by Mayor's Order 2017-313. DFHV designated a Sexual Harassment Officer to investigate allegations of sexual harassment, trained all employees on related

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

laws and policies, and provided response training for all managers and supervisors.

In FY2022, there were 0 complaint(s). In FY2023 YTD, the agency has 1 pending complaint.

- 35) Please provide the number of FOIA requests received during Fiscal Year 2022 and Fiscal Year 2023, to date. Please include the number of requests which were 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 Department records containing the requested information exist, please describe the nature of the request.**

FY2022

Number of requests granted, in whole: 2

Number of requests granted, in part, denied in part: 3

Number of requests referred, or forwarded to other public bodies: 0

Number of requests denied, in whole: 0

Other disposition (No responsive records available): 0

Number of requests pending: 5

Total Received: 8

Average number of days to process: 67.4

Estimated number of FTEs to process requests: 3

Estimated number of hours spent responding to requests: 320

Cost of compliance: \$17,464

FY2023 YTD

Number of requests granted, in whole: 0

Number of requests granted, in part, denied in part: 1

Number of requests referred, or forwarded to other public bodies: 0

Number of requests denied, in whole: 0

Other disposition: (No responsive records available)

Number of requests pending: 3

Total Received: 3

Average number of days to process: 11 days

Estimated number of FTEs to process requests: TBD

Estimated number of hours spent responding to requests: TBD

Cost of compliance: TBD

COMMITTEE ON PUBLIC WORKS & OPERATIONS
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR
DEPARTMENT OF FOR-HIRE VEHICLES
2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 36) Is the Department currently party to any active non-disclosure agreements? If so, please provide all allowable information on all such agreements, including the number of agreements and the department within DFHV associated with each agreement.**

DFHV is not currently a party to any active non-disclosure agreements (NDAs).

- 37) Does the Department require non-disclosure agreements for any employees or contractors?**

DFHV does not require employees or contractors to sign NDAs.

- 38) Please provide a copy of the Department's Fiscal Year 2022 performance plan. Please explain which performance plan objectives were completed in Fiscal Year 2022 and whether they were completed on time and within budget. If they were not, please provide an explanation.**

Please see [Appendix Q38 FY2022PAR](#)

- 39) Please provide a copy of the Department's Fiscal Year 2023 performance plan, as submitted to the Office of the City Administrator.**

Please see [Appendix Q39 FY2023 Performance Plan](#)

- 40) Please provide a list of all studies, research papers, reports, and analyses that the Department prepared, or contracted for, during Fiscal Year 2022 and Fiscal Year 2023, to date. Please state the status and purpose of each and attach a copy.**

DFHV was granted a Transportation Land Use Connections Study from MWCOG. The company used was "Foursquare ITP." The purpose was to review various trip data, demographic data, information from focus groups, survey, other technical analysis to produce recommendations for the DC Neighborhood Connect program. The study was completed in June 2022.

Please see [Appendix Q40 MicrotransitStudy](#) for a copy of the report.

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

A) *Reporting Requirement:* DFHV must submit quarterly 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: The agency sends reports to the D.C. Council in compliance with this requirement.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- B) *Reporting Requirement:* On November 1 of each year, the Mayor shall provide to the Committee on Transportation and the Environment, or a successor committee with oversight of DFHV, 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 at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>).

- C) *Reporting Requirement:* On a quarterly basis, beginning in FY 2002, DFHV 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 at <https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets>).

Reporting Requirement: Annual FOIA report pursuant to D.C. Official Code § 2-538.

Description: DFHV has submitted its annual FOIA report in compliance with this requirement.

- D) *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 briefly outline 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.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

42) Please identify any boards or commissions associated with the Department, and 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 2022 or Fiscal Year 2023, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month. Finally, please indicate whether the board or commission met virtually or in person.

Please see Appendix Q42_FHVAC Meeting Agendas

The meetings were held virtually:

- [March 29, 2022](#) - Meeting Video
- [June 28, 2022](#) - Meeting Video
- [September 27, 2022](#) - Meeting Video
- [December 13, 2022](#) - Meeting Video

First	Last	Appt Date	Term End	Ward	03/29/2022	6/28/2022	9/27/2022	12/13/2022
Roy	Spooner	11/18/2022	7/18/2025	MD resident	X			
Ryan	Sullivan	11/18/2022	1/30/2026	4				
Dotti	Love-Wade	7/7/2017	7/18/2023	1	X	X	X	X
Linwood	Jolly*	7/18/2016	7/18/2022	4			X	X
Anthony	Wash	7/18/2016	7/18/2021	6	X			X
Anthony	Thomas	11/18/2022	1/30/2026	4	X		X	X
Dawit	Dagnev	11/18/2022	1/30/2026	1				
David	Lipscomb	11/18/2022		Designee of DDOT Director	X		X	X
Dory	Peters			Interim Director		X	X	

*Chair

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 43) Please describe how the Department solicits feedback from customers.**
- 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 that has an “Ask the Director” link; social media sites such as Twitter and Facebook; community appearances; quarterly surveys and monthly electronic newsletters; and direct face-to-face interaction via the Client 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.

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:

- 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.

- 44) Please attach copies of the required annual small business enterprise (SBE) expenditure reports for the Department for Fiscal Year 2019, Fiscal Year 2023, and Fiscal Year 2023, 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 Department engaged in to achieve their fiscal year SBE expenditure goal; and a description of any changes the Department intends to make during the next fiscal year to achieve their SBE expenditure goal. Has the Department submitted the required information for Fiscal Year 2023? If so, please provide a copy as an attachment. If not, please explain.**

Please see [Appendix Q44 SBE](#).

Personnel

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 45) Please separately list each Department employee whose salary was \$100,000 or more in Fiscal Year 2021 and Fiscal Year 2023, to date. Please provide the name, position number, position title, program number, activity number, salary, and fringe for each. In addition, please state the amount of any overtime or bonus pay received by each employee on the list.**

Please see [Appendix Q45 SalaryOver100](#).

- 46) Please list, in descending order, the Department's top 25 overtime earners during Fiscal Year 2022 and Fiscal Year 2023, 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.**

Please see [Appendix Q46 TopEarners](#).

- 47) 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 Department 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 FY2022, DFHV completed 100% of its evaluations.

- 48) 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 [Appendix Q48 CBA](#)

- 49) 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 continues to have an anonymous feedback form for employees who wish to submit suggestions, feedback or a complaint, both openly and anonymously. The agency's Supervisory Human Resource Specialist receives any responses submitted and addresses them accordingly. If needed, Supervisory Human Resource Specialist forwards them to the Chief of Staff.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 50) Please provide the total number of complaints or grievances from employees or former employees that the Department received or was made aware of in Fiscal Year 2022 and Fiscal Year 2023, to date, including, but not limited to, matters concerning program implementation and work environment.**

Office of Employee Appeals: 2

Office of Human Rights: 2

There were no grievances for FY2022 or FY2023, year to date.

- a) Please provide a list of any additional training or continuing education opportunities made available to Department employees. For each additional training or continuing education, provide the subject of the training, the names of the trainers, and the number of Department employees who participated. Please discuss whether the Department accepts requests from employees to engage in specific training opportunities.**

DFHV accepts training requests from all its employees and provides training opportunities to employees where it's necessary and possible. Some additional training that DFHV offered to all staffs are Language Access training, Ethics training, over 50 trainings for the Enforcement Division completed in FY2022 to current.

- b) Please discuss any training deficiencies the Department identified during Fiscal Year 2022 and Fiscal Year 2023, to date, and any plans the Department has to address those deficiencies.**

DFHV does not have any training deficiencies. The DFHV staff completed all mandatory trainings such as Cybersecurity training and Harassment Prevention.

- 51) Please describe the Department's remote work policies, when they were last updated, and how they differ from policies and practices prior to the COVID-19 pandemic.**

In February 2022, DFHV resumed normal operations, with two days of routine telework. Telework is offered on an equal basis for eligible employees. In addition to routine telework, an employee who is recovering from COVID-19, but is physically and mentally able to perform their duties may request situational telework.

Program Specific Questions

- 52) How does the Department classify different types of for-hire vehicle operators?**

DFHV classifies for-hire vehicle operators into three general categories:

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- Taxicab and limousine operators
- Independent operators and Non-District Limousine operators.
- Private for-hire operators.

53) Please describe the status of taxicab companies in comparison to Transportation Network Companies (TNCs), particularly regarding:

a) the extent of the Department's regulatory authority over each industry;

DFHV has broader regulatory authority over taxicab companies and can set all requirements for their operation in the District. DFHV's authority over TNCs is limited by Title 50 of the DC Code. Additional authority has been granted via a Mayor's Order that allows enforcement officers to issue notices of infractions against TNC's for Title 18 safety related violations.

b) the Department's ability to communicate directly with individual operators; and

DFHV has the contact information for all public vehicle for-hire operators and communicate directly and frequently with them. The agency does not have TNC operator contact information and cannot communicate directly with these drivers. We rely on our contacts at the respective companies to communicate formally with their operators. While in the field, however, DFHV officers communicate with individual TNC operators in the same way that they communicate with individual taxicab operators.

c) the Department's ability to request and receive data.

DFHV has wide authority to collect data from the taxi industry, however, the amount and type of data collected from TNC's is limited by statute and is provided on a quarterly basis, which we can publish publicly in an anonymized, aggregate format. Our website currently features a dashboard showing TNC trip counts, vehicle counts, driver counts, and passenger wait times. These figures are for all TNCs and are not broken down by company.

54) Please discuss the implementation of the Department's new authority to enforce traffic laws against carrier-for-hire vehicles, such as operators, couriers, or carriers that transport parcels, food, or beverages, as authorized by the Council's passage of the "Department of For Hire Vehicles Delivery Vehicle Traffic Enforcement Expansion Emergency [and Temporary] Amendment Act of 2022". Does the Department recommend permanent legislation be introduced and passed?

The legislation grants DFHV authority to issue notices of infractions to carrier-for-hire vehicles in the District for committing a Title 18 moving violation. It gives the agency authority to establish rules relating to the enforcement of traffic regulations against these vehicles. Thus far, we have been monitoring the activity of food and parcel delivery operators to ensure compliance with traffic safety laws and to evaluate potential challenges to the effective enforcement of this legislation. Based on preliminary observations made to date, 77 percent of tickets issued to date were issued with fines, while the remaining 23 percent were warnings. Due to the zero-tolerance approach to safety-related

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

violations, it is estimated that roughly 20-25% of interactions resulted in warnings due to unoccupied vehicles found obstructing traffic or blocking restricted lanes (e.g., bus or bike lanes) and our officers' inability to issue moving violations to unoccupied vehicles. It was also found that approximately 20% or 1 in 5 food/parcel delivery operators were lacking necessary legal documentation, such as a driver's license, vehicle registration, and auto insurance. Given these early findings, DFHV does recommend permanent legislation be introduced and passed.

DFHV also recommends expanding the current food and parcel delivery oversight authority beyond moving violations, to include parking citations for traffic safety-related violations committed by for-hire operators. This would allow DFHV to enforce most unsafe and unlawful for-hire activity such as when a for-hire operator is illegally parked in a bus lane or crosswalk while away from their vehicle picking up and dropping off items.

55) Please provide the following data as of September 30, 2019, September 30, 2020, September 30, 2021, and January 1, 2022:

a) The number of public vehicle-for-hire companies subject to the Department's compliance audits in Fiscal Year 2018, Fiscal Year 2019, Fiscal Year 2020, and Fiscal Year 2021 to date. Please describe the circumstances of such audits.

- FY 2018 - **58 companies audited**
- FY 2019- **39 companies audited**
- FY 2020- **22 Companies audited**
- FY 2021- **32 Companies audited**
- FY 2022- **26 Companies audited**

Audits are conducted on a regular basis as staff meets with taxicab companies on a regular schedule and conducts inhouse data repository reviews. These reviews ensure that taxicab companies comply with Title 31 requirements.

b) Did any of these compliance audits result in decertification of the company or association for non-compliance? If so, how many?

No taxicab company has been decertified for non-compliance.

56) Please provide the amount of revenue generated by the passenger surcharge, per month, in Fiscal Year 2019, Fiscal Year 2020, Fiscal Year 2021, and Fiscal Year 2022, to date.

[Please see Appendix Q56-58 RevenueReports](#)

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- 57) Please provide the amount of revenue generated from any other Department activities, including licensing, in Fiscal Year 2018, Fiscal Year 2019, Fiscal Year 2022, and Fiscal Year 2023, to date.**

[Please see Appendix Q56-58 RevenueReports](#)

- 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 2022 and Fiscal Year 2023, to date, broken down by quarter and company. Please explain how the accuracy of these payment is verified.**

[Please see Appendix Q56-58 RevenueReports](#)

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 and please identify the six largest DTS providers in the District and include their market share percentage. Please describe the role DTS providers serve in assisting with the modernization of the taxicab industry.**

DFHV approved five DTS providers: Capitol Cab/Transco, Yellow Cab, PARS, UVC, and Grand Cab Company. Flywheel operates as an Option for Payment Technology (OPT) provider. Market share is considered a trade secret.

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 solution has provided DFHV with immediate data that aids in planning of enforcement deployments, investigating complaints, reuniting passengers with lost items, and tallying surcharge payments due to the District Government.

- 60) 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 additional vehicles the Department anticipates will be wheelchair accessible by the end of Fiscal Year 2023.**

DFHV continues to prioritize WAV vehicle availability across the taxi industry in its coordination with the various taxicab companies and associations. Through driver recruitment and vehicle expansion incentives within the Transport DC program, DFHV has expended more than \$800,000 on the following initiatives in FY2022:

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- Supplemental WAV fee for all Transport DC WAV drivers and have provided more than \$100,000 in funding for this incentive.
- DFHV relaunched the Fast Pass program in August 2022 and had more than 20 drivers qualified every month for the pass. In addition to receiving the Fast Pass, we have also rewarded each qualified driver with a \$200 Shell Gas gift card.
- DFHV invested more than \$700,000 with our taxi partners to purchase new WAV vehicles in FY22.
- DFHV also allowed vendors to bill DFHV for \$5 per trip for each empty leg of any trip on their way to picking up a passenger (known as a deadhead fee), as well as \$10 per trip for any passenger who did not show. DFHV spent around \$40,000 for these incentives for drivers.

DFHV also participates in the independent Accessibility Advisory Committee established by the DC Council to advise on accessibility issues in the for-hire vehicle industry; both taxi companies and transportation network companies (TNCs) participate along with disability advocates.

DFHV will continue all of these efforts in FY2023 and introduce a new initiative for WAV repairs for owner-operated WAVs as well.

There are currently 212 WAV vehicles in service across the taxi system, as of Feb 1, 2023.

An estimate of how many new WAV vehicles will enter service in FY2023 is not available at this time.

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.

Per an Administrative Issuance issued by DFHV (see [Appendix Q60 WAVAI](#)), all taxis belonging to companies should have a fleet made up of at least 12% WAV vehicles. DFHV will continue to work with taxi companies throughout FY2023 to achieve these goals as well as continue to monitor these companies for compliance through routine audits. In addition, the aforementioned WAV incentives will continue throughout FY2023. DFHV continues to explore further ways in achieving the goals of getting more WAV vehicles within taxi fleets.

61) How many “Failure to haul” citations did the Department issue in Fiscal Year 2022 and Fiscal Year 2023, to date? Please discuss what the Department has done to address failure to haul.

Year	P129: Taxicab Refuse to Haul Passengers	T686: Refusing to Haul Passengers in a Taxicab
FY2022	0	3
FY2023 YTD	0	1

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

Total:	4 NOIs (T686) (FY2023 up to 1/4/23)
--------	-------------------------------------

We have participated via in-field education campaigns that address any misunderstandings around a driver's ability and inability to refuse trips. Where there is a willful and unlawful refusal to haul a passenger, our VIOs are tasked with aggressively enforcing laws to curb this behavior. Based on the data, there has been some success in curbing refusal to haul violations.

62) Please provide the number of complaints that the Department received in Fiscal Year 2022 and Fiscal Year 2023, 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.

	Non-installation	Non-working	Refusal to accept credit cards
FY2022	0	13	30
FY2023, to date	0	2	7

63) Please provide the number of Notices of Infractions that Department inspectors issued to taxicab operators in Fiscal Year 2022 and Fiscal Year 2023, 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.

FY2022	T236 — Tampering with a meter or seal	T237 — Operating Without a Meter	T238 — Operating With a Non-Functioning Meter
Oct '21	0	3	6
Nov '21	0	1	1
Dec '21	0	9	1
Jan '22	0	4	2
Feb '22	0	3	4
Mar '22	0	12	3
Apr '22	0	4	2
May '22	0	3	6
June '22	0	3	1
July '22	0	0	0
Aug '22	0	3	1
Sept '22	0	0	6

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

Total:		78 NOIs (T237/T238)
--------	--	---------------------

FY2022	T236 — Tampering with a meter or seal	T237 — Operating Without a Meter	T238 — Operating With a Non-Functioning Meter
Oct '21	0	2	0
Nov '21	0	0	0
Dec '21	0	1	0
Jan '22	0	0	0
Total:		3 NOIs (T237/T238)	

64) Please provide the number of Notice of Infractions heard by the Office of Administrative Hearings in Fiscal Year 2022 and Fiscal Year 2023, to date.

The OAH paused conducting hearings on DFHV-issued Notices of Infractions (NOIs) on November 8, 2021, due to technical issues. OAH will be reinstating the hearings for NOIs on February 9, 2023. However, between October 1, 2021 and November 8, 2021, there was one NOI case heard by OAH.

65) Please provide the number of consumer complaints receive by the Department in Fiscal Year 2022 and Fiscal Year 2023, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft.

In FY2022, DFHV received 63 complaints against private for-hire service providers. For FY2023, to date, DFHV has received 11 complaints against private for-hire vehicles.

66) What overlap in service exists, if any, between paratransit programs run by the Department and those operated by others, including MetroAccess?

Eligibility for the Transport DC program requires eligibility for WMATA's MetroAccess program. DFHV has no other dedicated paratransit programs.

67) Please describe the relationship between DFHV and the Office of Disability Rights with respect to the implementation of paratransit programs.

There is no formal relationship between the two agencies; however, DFHV does participate in events hosted by the Office of Disability Rights such as the Community Town Hall Meeting and Listening Session on December 7, 2022 and 2022 Mayor's 15th Annual Disability Awareness Expo on October 26, 2022. In addition, DFHV does consult with ODR for guidance in tailoring its disability awareness / training initiatives.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

68) Please discuss the status of the DC Neighborhood Connect program, including the following information:

a) A list of metrics the Department uses to evaluate the effectiveness of the program.

DFHV utilizes more than 30 metrics to evaluate effectiveness of DCNC. These metrics monitor service operations, rider experience, rider growth, ride ratings, and driver performance. They include (Service Operational) total ride Requests, ride request types, met demand, met demand rate, completed rides, active riders, driver hours, utilization, (Rider Experience) metrics — Rider acceptance rate, average ride duration, average ride distance, average ride rating, average pickup walking distance, average pickup ETA, aggregation; (Rider Growth) accounts created since launch, # trips per rider, (Ride Rating) average ratings, bookings with ratings, five star ratings, five star rate percentage; (Driver Reporting) Active drivers, total shift hours, average break hours per day, net hours, total bookings, completed ride rates, late to pick up rate, late to drop-off rate, average star rating

b) The status of newly-launched service areas and ridership by zone.

DCNC completed a successful expansion in March 2022 to include connections to NOMA Metro Station and Shops at Dakota Crossing in Fort Lincoln.

- Service changes included development of a 3 Zone system with transfer points.
 - Northern Zone 1 is bordered by Michigan Ave, Eastern Ave NE, and Georgia Ave NW
 - Southern Zone 2 is bordered by Florida Ave NE and Bladensburg Ave (S), Eastern Ave NE, and Georgia Ave (W).
 - East of the River Zone— -- services the majority of Ward 8 and is bordered by Penn Ave SE, Southern Ave SE, and Anacostia Fwy.
- Since expansion:
 - Ridership has seen a 32% increase (7324 Rides in April, 9624 Rides in December)
 - Average trip distance decreased (1.5 to 1.2 miles)
 - Driver utilization increased (2.6 to 3.4)
 - Deadheading distance decreased (2.4 miles to 1.8 miles)
 - Decrease in fuel and maintenance expenses
 - Customer rating increased from 4.7 to 4.8

Ridership by Zone for Q1 of FY23 are as follows -- Northern Zone 1 6,404 completed rides; Southern Zone 2 6,205 completed rides; Ward 8 Zone 16,232 completed rides

**N.B. the number of drivers has remained more or less the same pre and post program expansion*

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

c) What is the ridership goal and is the program on-track to meet that goal?

DFHV's goal is to successfully provide service to the growing ridership demand, while enhancing service operations so that driver utilization increases, customer satisfaction remains high, and customer experience improves. DFHV accomplished this in FY22 as new operational changes yielded a more efficient program that was capable to service more residents. By the end of the year each driver was able to complete 3.4 rides per hour, an increase from 2.6; Average trip distances decreased from 1.5 to 1.2 miles; deadheading time and distance also decreased to 1.8 miles per trip. These factors contributed to DCNC servicing 84,592 rides during the fiscal year. Furthermore, in Q4, DCNC surpassed its pre-pandemic ridership highs by 31%, as customer satisfaction increased to 4.8 out of 5. With more than 175,000 rides to date, usage continues to climb in FY23 with a typical Monday through Friday receiving 392 rides per day.

d) At what ridership level would additional resources be necessary?

The current most needed resource of the program are drivers. DFHV is working with industry partners to recruit more drivers to fully optimize services.

The program's expansion allowed us to maximize operational service and address some of the service needs. However, it also increased DCNC's need for drivers.

There are currently 17 DCNC Vehicles, with eight additional pending. We will need 15 more drivers to optimize the current fleet.

e) The process by which new zones are selected (assuming the necessary resources)

DFHV worked in consortium with Metropolitan Washington Council of Governments (MWCOG) Transportation Land Use Connections (TLC) Program and DDOT on a seven-month study that resulted in recommendations for zone expansion. Historical DCNC trip data was analyzed along with demographic data and micro transit suitability measures to determine the new zone structure. The final product leveraged three years of DCNC trip patterns to create more compact and efficient zones that extended to additional low-income populations with transit needs, while adding additional connections to shopping, social services, job opportunities, and other forms of transit. We would conduct a similar analysis to explore any future zones.

69) Please provide an update on the DC SchoolConnect program, including the following:

a) A list of participating schools;

Please see [Appendix Q69_DCSCData](#).

**b) The number of shuttles/cars in use for each school and each vehicle's capacity;
and**

Please see [Appendix Q69_DCSCData](#).

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

c) A list of metrics the Department uses to evaluate the effectiveness of the program, including any desired attendance or Safe Passage outcomes.

The program primarily tracks ridership to evaluate how effectively it is meeting its goal of safely transporting students to school. Between its launch on August 30, 2021, and September 30, 2022, the program has provided students with 36,403 one-way trips to school. Attendance is taken on the vehicles daily so that the program can also determine how beneficial this program is in helping students in DC attend school regularly. COVID-19 affected the roll-out of the program in several ways, including student transportation disruption due to quarantine, staff absences due to exposure, driver shortages, difficulty sourcing higher capacity vehicles due to supply chain delays, and ongoing uncertainty which has led to hesitancy in some families to join a new program.

70) What overlap exists, if any, between DC SchoolConnect and publicly-operated school transportation options by others?

The District is not required to transport general education students, and therefore does not have any such programs. However, the Office of the State Superintendent of Education, Division of Student Transportation (OSSE DOT) is a regional transportation system within the State Education Agency (SEA) that transports three groups of eligible students with disabilities (special education students), homeless students, and students attending Federal special needs programs in the District of Columbia. Alternatively, DCSC is an alternative transportation program in partnership with the Safe Passage initiative to transport students in Safe Passage zones in Wards 7 and 8. DCSC routing is designed to pick-up students at scheduled micro-stops where a group of students onboard and offboard the vehicle, whereas OSSE DOT transport directly to the individual student's residence via timed schedule.

71) The Fiscal Year 2022 budget for the Department included federal ARPA funding to support gun violence prevention. Describe how the Department is using those funds, including a description of the program and an update on the implementation.

Promise Rides was successfully implemented in Q1 of FY2022. The program provides residents at a higher risk of experiencing gun violence with free transportation to places of employment, education, social services, and healthcare. DFHV has successfully worked with the Mayor's Office of Gun Violence Prevention to connect with other partners (DC government agencies and community organizations) to identify constituents that are at higher risk to experience gun violence. Using ARPA funding, DFHV provides training and access to reserve / book Promise Rides trips for their constituents.

Funding is used to cover trip costs, which is \$25 for completed trips and \$15 for passengers that do not show for their ride.

Through January 2023, Promise Rides has provided 13,285 rides to our District residents. In FY2023 (through January) 6,844 rides have been completed, surpassing FY2022's total trips by 12%. With ridership growing monthly, we expect 30,000 trips for FY2023.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

72) Please provide an update on the for-hire industry's recovery from the COVID-19 public health emergency, and discuss any efforts by the Department to support the for-hire industry and drivers through post-pandemic recovery, including any grants or other financial assistance.

DFHV's priority during the FY2022 post-pandemic period was to support the for-hire industry and protect both passengers and drivers and did the following:

- Licensure Fee Waiver (renewals for For-Hire Licenses, One-Stop Vehicle Registrations) expired in FY2022.
- DFHV provided 7,436 individual pieces of Personal Protective Equipment (PPE) for both DFHV front line staff and the taxicab industry to help prevent the spread of the virus. 4,284 pieces of PPE went to the taxi industry.
- DFHV conducted 200 phone calls to operators to remind them to renew their FaceIDs and connected with 77 drivers whose vehicles will age out in FY2023.
- Met with industry stakeholders and implemented the [Industry Recovery Blueprint](#), which lays out the actions that DFHV can take in the next few years to help industry recovery.
- Introduced WAV driver incentives, "no show and deadheading" reimbursement structures, fuel surcharge and the purchasing of 12 new WAV hybrid vehicles for the Transport DC program.
- Created the Commercial Driver License (CDL) Grant Program for DCSC. This program provided funding for any driver to obtain their CDL license. In addition to DFHV fully funding the cost of obtaining the license, DFHV also provided an incentive of \$1,000 to all drivers who fully completed the coursework and obtained their CDL license. In FY2022 we received 47 applications, trained 18 applicants, of which nine have successfully obtained their license and are currently operating vehicles for DCSC.
- Offered waivers to extend vehicle age and mileage limits on vehicles to allow continued operation in 2022 and 2023.

73) What data does the Department have available to assess the change in for-hire activity geographically across the District? Has there been a pronounced change in activity in one area vs. another over the past 3-4 years?

Taxi providers report trip coordinates to DFHV for each trip, in addition to address information for both trip origin and destination that indicates where trips start and end.

There has been a substantial increase in the proportion of taxi trips that started or ended in Wards 4, 5, 7, and 8 during 2019 compared to 2022. Ward 4 saw a nearly 50% increase in its share of trips

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

compared to other wards and Ward 5 saw an increase of over 80% in 2022 compared to 2019. East of the Anacostia River, Ward 7 saw a nearly 200% increase in its share of trips compared to other wards and in Ward 8 the increase between 2019 and 2022 was nearly 250%. While the increases in trip shares by ward are substantial, those four wards only accounted for 17% of trips across all wards in 2022, compared to 8% of all trips in 2019. Ward 2 accounted for the most taxi trips in 2019 with 54% of all trips and that share decreased to 46% in 2022.

74) Discuss the Department’s progress reviewing and simplifying Title 31 Regulations. Please include examples of regulations the Department feels are burdensome or should otherwise be simplified, specifically those impacting DTS and DDS.

Throughout the past fiscal year, DFHV has been working on a full rewrite of Title 31. This extensive revision eliminates legacy rules, clarifies many provisions, and has been reorganized for improved readability. We have completed an internal review of the draft and will soon submit it as proposed rulemaking. Examples of improvement we intend to accomplish through the re-write are:

- Elimination of outdated systems such as the DC Taxiapp and modern taximeter systems requirements.
- Clarification and expansion of requirements for digital taxi solutions, including the ability to allow fixed, upfront pricing options for passengers.
- Reduction in fines for minor violations.
- Adjustment to the maximum vehicles age and mileage for taxicabs permitting drivers to use their vehicles longer according to vehicle type.

75) Please provide a progress update on recommendations from the 2021 DFHV “Industry Recovery Blueprint”.

DFHV is currently focusing on implementing short and mid-term strategies and working on developing policies as it relates to long-term strategies. These include:

Short-term Strategies

- DFHV provided fee relief and grant opportunities for drivers and companies.
- DFHV introduced multiple opportunities for drivers to diversify their sources of income, including through other DFHV programs and initiatives.
- DFHV is actively developing a grant opportunity to promote more ways to connect drivers and passengers through a universal e-hailing application.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- DFHV started providing many incentives to increase the number of WAV vehicles and ensure accessibility for our customers. We have also reached out to our peer cities to learn more about their experience in this area.

Mid-Term Recommendations:

- DFHV is currently working on a full rewrite of the Title 31 regulations, which includes extensive revisions, eliminates outdated rules, and clarifies many provisions.

Long-term Recommendation:

- Our staff is currently working on drafting electrification strategies to meet the requirements set forth by the various DC laws requiring the agency to adopt clean energy standards, such as Clean Energy Omnibus Amendment Act of 2018 (CEDC Act).

Racial Equity

76) In the context of the Department and its mission, describe three areas, programs, or initiatives where the Department has the greatest opportunity to address racial inequity.

Community Outreach

- As part of DFHV's industry recovery efforts, DFHV would like to include public dialogue (such as virtual ward town halls or community conversations) to mend relationships between taxi drivers and Black residents of the District of Columbia. We recognize that there have been years of anger and distrust between the taxi community and the District's Black residents that will need to be addressed and repaired before these two communities will readily or enthusiastically support each other. Moreover, we recognize restoring the trust between these two groups is a key step toward addressing race-related transportation equity in DC and aiding in a robust recovery of the DC taxi industry.

Data and Analysis

- Collecting, monitoring, and data analysis about racial inequity, and developing associated performance measures for the agency and for-hire industry (taxi and transportation network companies (TNCs)).
- Collecting demographic information from public complaints to understand if common complaints (such as refusal to haul, improper fare, assault/behavior, etc.) disproportionately affect Black people or communities of color.

COMMITTEE ON PUBLIC WORKS & OPERATIONS

COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES

2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

- Reviewing our regulatory and licensing practices to look for unintended consequences of racial inequity and working to correct them.

Internal and External Education

- Incorporate a comprehensive internal program to ensure our staff is equipped to discuss racial equity, identify racial inequity in our work, and understand how to address racial inequity, including ORE's hosted training, Advancing Racial Equity: The Role of Government
- Incorporate racial equity into our current driver training and look for new opportunities to train the industry on racial equity.

77) If there are any new Department programs or initiatives in FY 2023, please describe how program specifics, data collection, and performance metrics are being crafted with a emphasis on racial equity.

In FY2023, DFHV is focusing our efforts on building an internally Racial Equity Action Team (REAT), to deepen staff knowledge of racial equity issues and practices. In collaboration with the Mayor's Office of Racial Equity (ORE), DFHV is one of 10 agencies participating in the year-long racial equity cohort. DFHV REAT meets monthly to assess policies, procedures, and practices through a racial equity lens, provide internal leadership and develop and guide the implementation of agency-level racial equity actions plans (REAPs).

Through completion of this cohort, it is DFHV's FY2024 initiative to apply the District's racial equity vision to our work in the For-Hire Industry.

78) Consider the demographic data that the Department collects, tracks and evaluates as part of its operations. Does the Department collect information on race and geographic area? If not, why not? Have there been any changes or improvements in how the Department collects this data?

DFHV has strategic initiatives that deal with geographic areas and help communities of color, such as DC Neighborhood Connect in Wards 1, 4, 5, and 8, DC SchoolConnect in Wards 7 and 8, Promise Rides for victims of gun violence, and MyRides for those with opioid use disorders. We collect information on geographic area in EventHub, a tool that records trip data, which we analyze to help to inform our decisions regarding programs and strategic initiatives.

As part of our work on racial equity, we will find ways to collect race and socio-economic data. Potential examples include improvement in response or availability of for-hire rides in Black communities, and how to increase outreach on opportunities for local Black residents of Wards 7 and 8 to partner with DFHV to become for-hire vehicle drivers.

Vision Zero and Enforcement

79) Below are recommendations specific to DFHV in the Mayor's 2022 Vision Zero Update. Under each, please describe the Department's plan for implementation and a status update.

a) "Explore driver incentives for voluntary participation in vehicle cameras, data recording devices, and passenger facing speedometer pilot programs"

DFHV has not finalized a plan as of yet due to resource limitations.

b) "Identify drivers who may need more training, and bolster Vision Zero training by coordinating with stakeholders"

DFHV has committed itself to further support and promote the District's Vision Zero Initiative. During the FY'22 performance period, DFHV revised the curriculum of its current VZ educational program. This ongoing project will include mandatory VZ training for new for hire operators and a refresher training for renewal license holders. The agency will also provide additional training for those operators that have been observed conducting unsafe driving practices. The agency will continue to implement program modifications in alignment with the expansion of all District-wide Vision Zero efforts.

DFHV Complaints Department created a Vision Zero complaint report to track drivers who commit safety violations and identify repeat offenders. DFHV uses this report to determine if additional Vision Zero training should be recommended for the driver or an enforcement action.

80) What other specific policies has Department has advanced to meet the District's Vision Zero goals?

DFHV is a member of the Mayor's Vision Zero Working Group, which meets regularly to ensure interagency cooperation on this important safety issue. Our VIOs typically educate taxi drivers on safe driving when conducting fireside chats. We targeted safety issues such as illegal U-turn's, obstructing traffic, and blocking bike lanes. And, with the success from last year's blitzes, DFHV has decided to continue conducting periodic Vision Zero enforcement blitzes that will also start to incorporate oversight of food and parcel delivery operators and their driving practices. The blitzes have provided the agency with data that offers insights into ongoing as it relates to the for-hire industry and unsafe driving practices. Furthermore, DFHV added a Vision Zero component to the test that taxi and limo drivers are required to pass prior to the issuance of their renewal licenses. We are currently looking to refresh the training and to collect more data from other agencies about repeat safety offenses by for-hire drivers and vehicles. DFHV has also begun seeking ways to approach Vision Zero from different angles. For example, DFHV is working on implementing initiatives around safe driving that use incentives and penalties. One idea involves a driver safety award program that would reward for-hire operators that practice safe driving behavior. Additionally,

COMMITTEE ON PUBLIC WORKS & OPERATIONS
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR
DEPARTMENT OF FOR-HIRE VEHICLES
2023 PERFORMANCE OVERSIGHT - PRE-HEARING QUESTIONS

DFHV is developing pocket cards to hand out to members of the public, which educate individuals on the agency, what it does, and its complaint process including how to file a complaint.

81) Please provide the names and titles of the individual(s) who represent the Department in the task force meetings.

The following DFHV staff represent the agency in the Vision Zero task force: Travis Nembhard, Administrator of Compliance and Enforcement, Faye Dastgheib, Senior Policy Advisor, and Eric Fidler, Chief Information Officer.

82) How does the Department coordinate with other traffic and parking enforcement agencies in the District?

DFHV attends monthly Interagency Parking Enforcement Meetings to discuss general operational and enforcement related matters with our agency counterparts at DPOW, MPD, DDOT, DMV and OUC. In addition to this, our staff frequently discuss enforcement matters on specific topics with MPD and DPW. We currently do not have any capacity to tow vehicles.

a) Are VIOs considered law enforcement officers, as that term is defined in the D.C. Code?

No. It is DFHV's understanding that the D.C. Code does not expressly consider VIOs to be law enforcement officers. Please refer to Section 23-501 of the D.C. Code.

b) What moving violations are VIOs capable of enforcing, and which have been prioritized in the last year?

DFHV only issues safety-related Title 18 moving violations. In FY2022, we prioritized Obstruction of Traffic and Improper Use of Restricted Lane (e.g., bus or bike lanes) for private sedans, but this also included warnings issued to food and parcel delivery operators.

c) What is the Department's capacity to tow vehicles?

DFHV does not have the capacity to tow any vehicles on its own. Instead, the agency relies on private towing companies, Department of Public Works, and the Metropolitan Police Department for assistance with towing disabled vehicles or vehicles found to be in violation of District traffic laws.