

COMMITTEE ON PUBLIC WORKS & OPERATIONS  
COUNCILMEMBER BRIANNE K. NADEAU, CHAIR

DEPARTMENT OF FOR-HIRE VEHICLES  
2024 PERFORMANCE OVERSIGHT PRE-HEARING QUESTIONS

*Agency Organization*

1) **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.

Response:

[Please see Q1 Attachment FY24 OrgChart 1.2.2024](#)

There are a total of 101 FTEs and 17 of them are vacant.

- The Office of the Director has a total of (19) FTEs with (3) vacancies.
  - Agency Management – provides administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.
  - Hearings and Conflict Resolution – conducts hearings adjudications, appeals, and any form of conflict resolution including mediation;
  - Agency Financial Operations – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all agencies using performance-based budgeting.
  - Legal Affairs – provides for legal oversight of agency operations, including rulemaking and statutory revisions, litigation, mediation, and appellate functions, and other general legal advisement and operations as needed.
  - Policy & Research – provides industry data, knowledge, and awareness of trends for the purpose of planning, assessment, and rulemaking.
- The Performance Management Division has a total of (9) FTEs with (2) vacancies.
  - Account Management – monitors the compliance of taxi and limousine companies, private vehicles for-hire, and dispatch services for adherence to Title 31 Regulations and identifies issues and solutions. This activity proactively advises clients on service updates

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and grant opportunities, ensures client records are accurate and updated in the system, ensures clients are satisfied with services being received, and reviews annual operating authority applications;

- The Performance Management, School Connect has a total of (31) FTEs with (5) vacancies.
  - DC School Connect (DCSC) – provides school transportation services for students from DC’s Public and Public Charter Schools in Wards 7 and 8, who are at risk of gun violence. DCSC is a DC Safe Passage-supported program.
  
- The Operations Division has a total of (13) FTEs with (3) vacancies.
  - Grants – provides grant opportunities, management, and oversight to further develop the for-hire industry, expand economic opportunity, encourage innovations, and improve transportation equity.
  - Facility and Fleet Management – provides for general oversight of agency facilities and vehicle maintenance and operation.
  - Complaints – documents complaints, investigates the validity of information, conducts resolution conferences to determine effective remedies, and prepares notices of infractions for unresolved complaints;
  - Marketing and Outreach – provides updated facts pertaining to operations, rulemaking, and media through various communication platforms, including press releases, testimony and speech preparation, social media platforms, and website management; maintains awareness of the market; and coordinates the promotion of a positive public image for the agency and the for-hire industry. The function also engages the public, directs communications with stakeholders through multiple channels, and promotes a positive brand association.
  
- The Client Services Division has a total of (7) FTEs with (1) vacancy.
  - Client Services – provides customer services to passengers, drivers, and companies. This program contains the following two activities:
    - Driver Service – accepts applications for driver licensing and vehicle registration and issues new licenses and renewals; and
    - Company Services – accepts and reviews operating authority applications, fleet licensing, and registered agent transactions.
  
- The Enforcement and Compliance Division has a total of (22) FTEs with (3) vacancies.
  - Field Compliance and Enforcement – provides enforcement, compliance, and oversight of public vehicle-for-hire companies; performs field inspections and issues notices of infractions; and conducts training courses for license applicants and refresher courses for

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existing license holders to ensure behavioral standards and adherence to District law and DFHV regulations.

There were no changes made to the organizational structure of the agency in the past year.

**2) 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) Source of initial authority or mandate (e.g. statute, regulation, budget enhancement).

[Response: Please see Q2 Attachment Programs](#)

**3) 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.**

[NOTE: Please assemble your response to this question *last*, immediately prior to submitting all responses, to ensure the most up-to-date Schedule A is shown.]

- 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.

[Response: Please see Q3 Attachment ScheduleA](#)

**4) 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.**

Response: DFHV did not have detailed employee/s in FY23 and FY24 to date.

**5) Please list all MOU executed by the Department during Fiscal Year 2023 and Fiscal Year 2024, to date, as well as any MOU currently in force. For each, indicate the date entered and the termination date.**

Response:

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- CFSA (DC Child and Family Services Agency) for transportation services, Education First program, effective for the duration of FY2023 and FY2024.
- DBH (DC Department of Behavioral Health) for transportation services, MyRides program, effective for the duration of FY2023 and FY2024.
- DCHR (DC Department of Human Resources) for suitability screenings effective for the duration of FY2023 and FY2024.
- DDOT (District Department of Transportation) for:
  - private vehicle-for-hire data sharing effective for the duration of FY2023 and FY2024.
  - enhanced traffic safety outreach effective from November 30, 2023, through the remainder of FY2024.
- DGS (DC Department of General Services) for bus parking effective from August 22, 2021, through August 21, 2024.
- DMV (DC Department of Motor Vehicles) for:
  - Adjudication of Title 18 Notices of Infractions (NOIs) effective from April 13, 2023, for the remainder of FY2023 and FY2024.
  - Data sharing effective from July 29, 2023, for the remainder of FY 2023 and FY 2024.
  - Vehicle testing and inspections of certain taxicabs operating as Independent Vehicle Businesses effective from August 28, 2023, through the remainder of FY24.
- DPW (DC Department of Public Works) for drug and alcohol testing effective for the duration of FY2023 and FY2024 (is in progress).
- FEMS (DC Fire and Emergency Medical Services Department) for transportation services, NEMT program, effective for the duration of FY2023 and FY2024.
- MOVA (DC Mayor’s Office of Veteran’s Affairs) for transportation services, VetsRide program, effective for the duration of FY2023 and FY2024.
- MPD (Metropolitan Police Department of the District of Columbia) to cover background check fees effective for drivers for the duration of FY2023.
- OAH (DC Office of Administrative Hearings) for adjudication of Title 31 NOIs effective for the duration of FY2023.
- OCP (DC Office of Contracts and Procurement) for procurement personnel support effective from June 6, 2023, through the remainder of FY2023 and FY2024.

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- 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, 2023, through the remainder of FY2023 and FY2024.
  - OTR (DC Office of Tax and Revenue) to verify clean hands certificates for drivers effective from December 16, 2023, for the remainder of FY2024.
  - OUC (DC Office of Unified Communications) for radio communications support effective for the duration of FY2023 and FY2024.
  - USRC (Union Station Redevelopment Corporation) to install and operate electric charging stations at Union Station effective from December 13, 2021, through September 30, 2024.
- 6) **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 2023 and Fiscal Year 2024, to date.**

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

- DFHV staff communicates regularly with taxi regulators in neighboring jurisdictions to discuss existing and upcoming policies and regulations for public and private for-hire vehicles.
- DFHV also participates in a monthly Taxi Regulators call that New York City's Taxi and Limousine Commission (TLC) coordinates with taxi regulators nationwide.
- DFHV and DDOT meet on a quarterly basis to discuss curbside management and Autonomous Vehicle (AV) and Electric Vehicle (EV) related policies and initiatives.
- DFHV participates in the Deputy Mayor for Operations and Infrastructure's (DMOI) Transportation Electrification Working Group, tasked with meeting the requirements of the federal Omnibus Clean Air Act.
- DFHV enforcement continues periodically working with the Metropolitan Washington Airport Authority (MWAA) at Reagan National Airport (DCA) Police in various capacities. In the past,

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DFHV has assisted with a missing person investigation and with the apprehension of a driver with a warrant out for their arrest. DFHV also plans to conduct joint enforcement operations in FY24 with DCA police and training their officers on meter inspections and other best practices around for-hire enforcement.v

- DFHV met with the Chicago Department of Consumer Affairs Business Protections and NYC Taxi and Limousine Commission as well as the City of Winnipeg to Discuss Wheelchair Accessible Vehicle (WAV) policies and initiatives.
- DFHV is one of the key stakeholders in the Interagency AV Working Group that met twice during the last fiscal year. Additionally, staff attended the International Association of Transportation Regulations (IATR) Conference in September 2023, which primarily focused on Automation and electrification in the for-hire industry. The national for-hire regulators met six (6) times during the last fiscal year, and representatives from Los Angeles and San Francisco discussed AV testing policies in their respective jurisdictions.
- DFHV met with DC DMV, the Department of Energy and Environment (DOEE) and peer cities such as Chicago, New York City, Seattle, San Fransico, and local jurisdictions including the City of Alexandria and Arlington County to discuss taxi vehicle age limit requirements. In addition, staff met with the For-Hire Vehicle Advisory Council to solicit feedback regarding the Vehicle Age Limit proposal.

***Budget, Contracting and Procurement***

**7) Please provide the Committee with:**

- a) A list of all vehicles owned, leased, or otherwise used by the Department, their programmatic use, each vehicle's Fleet Condition Score; please also include a description of all vehicle crashes involving the Department's vehicles in Fiscal Year 2023 and Fiscal Year 2024, to date;

[Response: Please see Q7a Attachment Vehicle List and Scores](#)

Vehicle crash data is unavailable at this time.

- b) A list of employee bonuses or special award pay, raises, and step increases granted in Fiscal Year 2023 and Fiscal Year 2024, to date; and,

Response:

FY23 Step Increases: 22 employees received a step increase.

FY24 Step Increases: six (6) employees received a step increase.

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[Please see Q7b Attachment StepIncreaseReport.](#)

- c) A list of total overtime and workers' compensation payments paid in Fiscal Year 2023 and Fiscal Year 2024, to date, including the number of employees who received overtime and workers' compensation payments, in what amounts, and for what reasons.

Response: The Department of For Hire Vehicles did not have any workers comp claims reported in FY23 and/or FY24.

The total number of overtime payments in FY23 was \$116,936.91.

The total number of overtime payments in FY24 is \$13,789.95 as of 1/3/24.

[Please see Q7c Attachment OvertimeReport.](#)

- 8) Please provide a chart showing the Department's approved budget, revised budget (after reprogramming, etc.) and actual spending, by division, for Fiscal Year 2023 and Fiscal Year 2024, to date. Include a description and explanation for any variance between fiscal year appropriations and actual expenditures.

[Response: Please see Q8 Attachment DFHVBudget.](#)

- 9) Please provide the amount of revenue generated by the passenger surcharge, per month, in Fiscal Year 2021, Fiscal Year 2022, Fiscal Year 2023, and Fiscal Year 2024, to date.

[Response: Please see Q9 Attachment PassengerSurcharge.](#)

- 10) Please provide the amount of revenue generated from any other Department activities, including licensing, in Fiscal Year 2021, Fiscal Year 2022, Fiscal Year 2023, and Fiscal Year 2024, to date.

[Response: Please see Q10 Attachment OtherRevenue.](#)

- 11) 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 payments are verified.

[Response: Please see Q11 Attachment 1%Surcharge.](#)

DFHV staff receives and verifies reports from our Transportation Network Companies (TNC) partners. DFHV shares with the Office of the Chief Financial Officer (OCFO), which monitors the

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timely receipt of gross receipts report submissions and ensures that deposits are made to the District each quarter.

- 12) Please provide an update on the implementation of the additional surcharge required by “For-Hire Vehicle Digital Dispatch Amendment Act of 2023”. If funds are being collected, please provide the amount of funds collected in Fiscal Year 2024, to date, broken down by quarter and company. Please explain how the accuracy of these payments are verified.**

Response: DFHV has developed a template specifically for Digital Dispatch Services to use in reporting the surcharge as per the For-Hire Vehicle Digital Dispatch Amendment Act of 2023. The new template requires companies to break out surcharge payments for each different category specified in the Act.

The District will begin to receive funds in early 2024.

DFHV assigns staff to monitor the timely receipt of gross receipts report submissions and ensures that deposits are made to the District each quarter.

- 13) For Fiscal Year 2023 and Fiscal Year 2024, to date, please identify any special purpose revenue funds maintained, used, or available for use by the Department. For each fund identified, please provide:**

- a) The revenue source name and code;
- b) The source of funding;
- c) A description of the program that generates the funds;
- d) The amount of funds generated by each source or program; and
- e) Expenditures of funds, including the purpose of each expenditure and any FTEs supported in full or in part by each fund.

[Response: Please see Q13 Attachment SPRRev](#)



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**14) Please list each contract, procurement, lease, and grant awarded, entered into, extended, and option years exercised, by the Department during Fiscal Year 2023 and Fiscal Year 2024, to date. For each contract, please provide the following information, where applicable:**

- a) The name of the contracting party;
- b) The nature of the contract, including the end product or service;
- c) The dollar amount of the contract, including amount budgeted and actually spent;
- d) The status of deliverables;
- e) The term of the contract;
- f) The Certified Business Enterprise status;
- g) Whether the contract was competitively bid;
- h) The name of the Department's contract monitor and the results of any monitoring activity; and
- i) The funding source.

Response: [Please see Q14 Attachment ContractsGrants](#)

**15) Please provide the typical timeframe from the beginning of the solicitation process to contract execution for:**

- a) Contracts and procurements under \$250,000  
Response: Typically about 20-60 calendar days.
- b) Contracts and procurements between \$250,000-\$999,999  
Response: Typically about 60 calendar days
- c) Contracts and procurements over \$1 million.  
Response: Typically about 120 calendar days.

**16) Please provide the number of contracts or other procurement processes currently pending with the Office of Contracting and Procurement, and whether they are ahead or behind anticipated execution schedule.**

Response: DFHV has 2 procurements that are pending with the Office of Contracting and Procurement (OCP) for review and contract execution. These are within the target execution schedule.

- a) How many times in Fiscal Year 2023 and Fiscal Year 2024, to date, has OCP returned a scope ca work or other documentation to DFHV for revisions?

Response: Approximately 80% of the time OCP returns a scope of work to DFHV. This is to ensure requirements are clear and concise to potential respondents. It is typical to have OCP review the scopes of work the Department has submitted and scopes are only returned to

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address any necessary revisions, suggestions and/or to address any clarifying questions or comments.

- 17) What changes to contracting and procurement policies, practices, or systems would help your agency deliver more reliable, cost-effective, and timely services?**

Response: The Department follows the guidelines and rules as set forth by OCP for all procurement processes. However, to further assist the Department's efficiency in providing timely services, some recommended changes of the District's practices would include a more uniform process and practice across the different contracting staff/procurement teams, transparency with process and timelines, and frequent/formal status updates for agency staff.

- 18) Please list, in chronological order, every reprogramming in Fiscal Year 2023 and Fiscal Year 2024, 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 or the Mayor.**

[Response: Please see Q18 Attachment Reprogramming](#)

- 19) Please list each grant or sub-grant received by the Department in Fiscal Year 2023 and Fiscal Year 2024, to date. List the date, amount, and purpose of the grant or sub-grant received. Additionally, please provide the following:**
- a) How many FTEs are dependent on grant funding, if any; and,
  - b) A description of the term of each grant, and, if it is set to expire, what plans there are in place to continue funding.

Response: DFHV did not receive any grants in FY2023 or FY2024 YTD.

- 20) Please describe any grant the Department is, or is considering, applying for in Fiscal Year 2024.**

Response: 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. We also encourage cross-agency collaborations on potential grant projects that become available for solicitation. For example, DFHV is currently working with the Office of the State Superintendent of Education (OSSE) in applying for the 2024 Clean School Bus Rebate Program being offered through the Federal Environmental Protection Agency (EPA).

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- 21) Please provide copies of DFHV's Fiscal Year 2025 capital, FTE, and programmatic budget enhancement requests, including the "Form B" and any similar documentation describing in detail the Department's budget needs or requests, consistent with D.C. Official Code § 47-248 318.05a.

Response: The Mayor's Executive Budget addresses the agency's budgetary requests and formulation.

***Personnel***

- 22) 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.

[Response: Please see Q22 Attachment CBA \(please note that despite the date of this agreement, this is still the active CBA in place for the agency.\)](#)

- 23) What steps have been taken in the last year to improve employee satisfaction and solicit input from staff?

Response: In the past year, several initiatives were implemented to enhance employee satisfaction and encourage staff input within DFHV. One key measure involved offering extensive training opportunities, enabling team members to expand their skill sets and grow professionally. Additionally, attending conferences provided avenues for learning and networking, fostering a more informed and connected workforce.

In addition, DFHV organized a series of team building events designed to bolster cohesion and collaboration among employees. These events facilitated the exchange of ideas and feedback among team members, promoting a culture of open communication and mutual support. These steps collectively aimed to elevate employee satisfaction and actively engage staff in contributing to the organization's success.

DFHV also continues to have a feedback form for employees who wish to submit suggestions, feedback, or a complaint, both openly and anonymously. The agency's Supervisory Human Resources Specialist receives any responses submitted and addresses them accordingly. The Supervisory Human Resources Specialist forwards them to the Chief of Staff, if necessary.

- 24) 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 2023 and Fiscal Year 2024, to date, including, but not limited to, matters concerning program implementation and work environment.

Response:

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Office of Employee Appeals: 1

Office of Human Rights: 0

There were no grievances for FY23 or FY24 YTD

**25) Please provide a list of any additional training or continuing education opportunities made available to Department employees.**

Response: DFHV welcomes and processes training requests when possible, ensuring accessible and essential training opportunities for employees. In FY23, DFHV extended diverse training programs to all staff, including Language Access, racial equity, MSS, leadership development, ethics, project management, DIFS, and industry-related conference sessions. These initiatives aimed to enrich skill sets and promote comprehensive growth across the organization. Additionally, our Enforcement team has received specialized trainings for in-field situations, including FEMS Narcan training, communication and de-escalation skills development, and updates around new food and parcel delivery enforcement authority.

***Agency Operations***

**26) 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 2024.**

Response:

1. Taxi renaissance initiative: DFHV aims to empower our drivers to provide excellent customer service to all passengers throughout the District. This priority will be carried out by delivering technology to DC drivers to increase safety, developing further strategies to retain and recruit taxi drivers and create better opportunities for the for-hire industry, passing taxi fare increases that helps to make driving wages more competitive in the District, and other initiatives that help to increase the safety of our drivers and the public.
2. Upgrading infrastructure: DFHV aims to improve the technological and physical infrastructure that serves both drivers and passengers in the District. This includes the implementation of a universal e-hailing app, taxi roof dome lights and other upgrades to deliver a better customer services experience.
3. Improvements in access: DFHV aims to improve the opportunities for all populations, especially disabled passengers, to utilize for-hire vehicles. This includes expanding on WAV availability

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using the \$500,000 in WAV funding, increasing sensitivity trainings for various populations, and focusing on language access initiatives.

4. Closing regulatory gaps: DFHV aims to enhance the statutory and regulatory documents that govern our industry, aligning it with present and future demands and industry dynamics where possible. We anticipate doing this through the 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 a reduction of exorbitant fines for minor violations. In addition, we will examine future regulatory changes to bolster the competitiveness of our for-hire industry with neighboring and national jurisdictions.
  5. Foster electrification initiatives: DFHV is committed to furthering the Mayor's initiatives towards the electrification of the entire for-hire fleet in the District. Despite being a multi-year initiative, the Department intends to jumpstart this year by exploring available Federal grants that are designated to promote electrification, identifying alternative vehicle types that would best serve our for-hire fleets, and to start to lay the groundwork with our for-hire grantees and partners, ultimately creating a timeline for the rollout of electric vehicles for all of the District.
- 27) Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.**

Response: There have been no recommendations or audit actions taken against DFHV in the past three (3) years.

- 28) 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. If regulations are the shared responsibility of multiple agencies, please note.**

Response:

- 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 DCMR, primarily regarding traffic safety.
- 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, 2023; it amended fare and

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reimbursement rates 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, 2023, which was the third, and final, emergency rulemaking adding a fuel surcharge to taxicab trips in the District in response to record high fuel costs beginning around March 2022.

**29) Please describe any pending or prospective rulemakings for which the Department is responsible, and their projected timeline, including the planned amendments to Title 31.**

Response: DFHV currently has two proposed rulemakings. The first, published October 13, 2023, proposes to amend taxicab fares. DFHV is reviewing written comments as well as comments from a public hearing held on November 2, 2023. DFHV anticipates the fare rulemaking will be made final in the spring of 2024. The second proposed rulemaking was published December 22, 2023, and seeks to increase age and mileage requirements for taxicabs. After DFHV reviews public comments, the rulemaking should be made final by the Summer of 2024.

**30) Please explain the operational impact of any legislation passed at the federal level during on DFHV and the for-hire vehicle industry Fiscal Year 2023 and Fiscal Year 2024, to date.**

Response: No federal legislation significantly impacted DFHV operations in FY2023 or FY2024, to date.

**31) How is DFHV and the District's for-hire vehicle industry impacted by regulation of the industry specific to the District's neighboring states, counties, or cities?**

Response: To ensure our policies align with those of peer cities and neighboring jurisdictions, DFHV consistently conducts market research when developing new policies. Recent fare structure increases in both the City of Alexandria and Arlington County were implemented to support drivers' financial stability amidst a contracting public for-hire market share. This action in addition to the increase in vehicle age requirements in Alexandria triggered a response from 480 DC drivers, petitioning for similar regulatory changes in the District. The agency performed existing condition analysis, market research, and passenger and driver impact analysis to update and right size fare structure and vehicle age requirement polices.

**32) Please identify any boards or commissions associated with or managed by DFHV, with a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member, including any vacancies.**

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a) Please attach agendas and minutes of each board or commission meeting in Fiscal Year 2023 or Fiscal Year 2024, to date.

Response: The For-Hire Vehicle Advisory Council (FHVAC) was created by the Transportation Reorganization Amendment Act of 2015 (effective June 22, 2016). The purpose of the FHVAC is to advise DFHV on all matters related to the regulation of the vehicle-for-hire industry.

[Please see Q32a Attachment\\_FHVACAgendas for meeting agendas:](#)

[March 28, 2023](#)

[June 27, 2023](#)

[October 3, 2023](#)

[December 12, 2023](#)

(please click date to see video)

**COMMITTEE MEMBERSHIP**

First	Last	Appt Date	Term End	Ward	03/28/2023	6/27/2023	10/3/2023	12/12/2023
Roy	Spooner	11/18/2023	7/18/2025	MD resident	-	-	-	X
Ryan	Sullivan	11/18/2023	1/30/2026	4	-	-	-	-
Dotti	Love-Wade	7/7/2017	7/18/2024	1	X	X	-	X
Linwood	Jolly*	7/18/2016	7/18/2023	4	X	X	X	-
Anthony	Wash	7/18/2016	7/18/2021	6	X	-	-	
Anthony	Thomas	11/18/2023	1/30/2026	4	-	X	-	
Dawit	Dagneu	11/18/2023	1/30/2026	1	X	-	-	
David	Lipscomb	11/18/2023		Designee of DDOT Director	X	X	X	X
Melinda	Bolling			Acting Director	X	X	X	x

\*Chair

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**33) Please list any task forces, commissions, or organizations of which the Department is a member, along with the Department's representative(s) on each.**

Response:

Various Department staff attend the following workgroups / recurring meetings:

- Autonomous Vehicle Working Group (DMOI)
- EV Working Group (DMOI / OCA)
- The Mayor's Vision Zero Working Group
- TPB Access for All Advisory Committee
- Age-Friendly DC
- Public Sector Advisory Council (PAVE)
- DC Sustainable Transportation Coalition
- International Association of Transportation Regulators (IATR)

**34) 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.

Response:

- **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.



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

DFHV first started using Salesforce seven 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 or renew a Face ID, register or renew their taxicab, or even request operating authority as a Digital Dispatch Service, Digital Taxicab Solution provider, or Private Sedan Business.

We do not allow public access to this system.

- **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.

DFHV first started using Event Hub seven 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.

- **Bus Boss** - Routing and scheduling software with real-time route navigation with a display that allows for easy and safe transportation of students, collects student ridership information including time and location of students boarding and exiting the bus, and offers parents a secure app that provides minute-to-minute updates on their child's bus locations with estimated time of arrival.

DFHV first started using this system in mid 2023.

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The parent side of the app is the only part of the system that is available for public access. Otherwise we do not allow public access to this system.

**35) What is the size of the Department’s distribution list for communications – both to operators and to the broader public?**

Response: Topic lists in GovDelivery can vary based on fluctuations in the industry. As of 12/28/2023, our distribution lists are as follows:

- Taxi Drivers: 5,706 (These emails are pulled from our active driver lists)
- Limo Drivers: 2,830
- Newsletter subscribers and other public lists: 897

**36) How much of the total for-hire industry is the Department capable of communicating with at once, and what are the largest gaps in communications coverage?**

Response: DFHV has email addresses and phone numbers for DFHV-licensed drivers including taxi and limo drivers. DFHV does not have contact information for Private For-Hire drivers and do not know the number of drivers who fall into this category. DFHV also has contact information for companies and can communicate through those companies.

**37) Please provide a detailed description of any new technology acquired in Fiscal Year 2023 and Fiscal Year 2024, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.**

Response: The Department acquired the Bus Boss GPS Transportation software for DCSC, at a cost of \$62,209. Bus Boss is a routing and scheduling software with real-time route navigation with a display that allows for easy and safe transportation of students, collects student ridership information including time and location of students boarding and exiting the bus, and offers parents a secure app that provides minute-to-minute updates on their child's bus locations with estimated time of arrival. There have been minor issues in integrating the software with existing technology; however, these issues are continuously being addressed.

**38) What has the agency done to reduce energy use in Fiscal Year 2023 and Fiscal Year 2024, to date? Did the agency’s energy use increase or decrease in that time?**

Response: The agency does not monitor or regulate energy use for its operations; instead, electricity and related energy consumption is managed by the DC Department of General Services (DGS). In addition, DFHV receives gasoline from DPW to operate fleet vehicles for our enforcement

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and DC School Connect (DCSC) operations. With the expansion of fleet operations within DCSC, there has been a net increase in fuel consumption.

***Agency Accountability***

**39) 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.**

Response: There are currently two pending lawsuits. One 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.

The second case involves a rideshare company that has been operating in the District without registering with DFHV. DFHV's order to cease operations was upheld by OAH, and the company appealed that decision to the Superior Court, where the case is awaiting a decision.

**40) Please list all settlements entered into by the Department, or by the District on behalf of the Department, in Fiscal Year 2023 or Fiscal Year 2024, 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.).**

Response: DFHV did not enter any settlements in FY2023 or FY2024 YTD, to date.

**41) 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 2023 and Fiscal Year 2024, to date, along with the Department's compliance or non-compliance with any recommendations.**

Response: There was one complaint against a vehicle inspection officer in FY2023. The allegation was regarding the merits of a ticket issued to a driver. The complainant was referred to OAH to appeal the ticket and await adjudication.

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- 42) Please provide the total number of administrative complaints or grievances filed by external parties against the Department in Fiscal Year 2023 and Fiscal Year 2024, 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:**
- 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.

Response:

Office of Employee Appeals: 1

Office of Human Rights: 0

There were no grievances for FY2023 or FY2024 YTD

DFHV complaints process contains four stages:

- (1) Acknowledgment Stage: The complainant will receive an acknowledgment response from the Agency within seventy-two (72) hours. A case ID number will be provided to track the status of the complaint.
- (2) Investigation Stage: The complaint will be investigated to identify the operator or company involved.
- (3) Resolution Conference Stage: The Agency and the respondent meet to discuss the resolution of the complaint.
- (4) Closed Stage: The complainant will be notified when a decision on the complaint is reached.

a/b. No, a complaint against drivers or companies cannot be appealed to the Director. It can, however, be adjudicated at OAH.

c. This info is posted on our website, but OAH also has info on the hearing process on their website.

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- 43) Please provide the number of FOIA requests received during Fiscal Year 2023 and Fiscal Year 2024, 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.

Response:

Granted: 3

Partially Granted: 3

Denied: 4

Pending: 3

FTEs required to process requests: 1

Hours spent processing requests: Approximately 400 hours

Average Response Time: Not Available

- 44) 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.

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

Response: DFHV does not require employees or contractors to sign NDAs.

- 45) Please provide a copy of the Department's Fiscal Year 2023 performance plan. Please explain which performance plan objectives were completed in Fiscal Year 2023 and whether they were completed on time and within budget. If they were not, please provide an explanation.

Response: [Please see Q45 Attachment FY23 Performance Plan](#). All performance plan objectives were completed on time and within budget.

- 46) Please provide a copy of the Department's Fiscal Year 2024 performance plan, as submitted to the Office of the City Administrator.

[Response: Please see Q46 Attachment FY24 Performance Plan](#).

- 47) Please provide a list and attach a copy of all studies, research papers, reports, and analyses that the Department prepared, or contracted for, during Fiscal Year 2023 and Fiscal Year 2024, to date. Please include any internal analyses not officially published, to the extent they do not fall under deliberative privilege.

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Response:

- August 11, 2023: [Foursquare Integrated Transportation Planning WAV Operator Study](#)
- August 25, 2023: [Taxi-Fare Adjustment Research](#)

48) 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.).

Response:

**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.

**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: [dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets](https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets)).

**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 DFHV, 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 (NOIs) issued by Vehicle Inspections Officers is publicly available on DFHV's dashboard (see Report at [dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets](https://dfhv.dc.gov/page/dfhv-dashboard-and-statistical-data-sets)).

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

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

**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.

- 49) DFHV is currently required to submit quarterly revenue reports to Council. Is this information sufficient for the Council and public to glean trends in the industry? If not, how would the agency suggest modifying quarterly reporting to improve its oversight value?

Response: The quarterly revenue reports detail the revenue received from trip surcharges and fees. While this data can be analyzed as a proxy for the number of trips taken in the for-hire space, it may not always be an accurate indicator of the strength of the for-hire industry.

- 50) Please attach copies of the required annual small business enterprise (SBE) expenditure reports for the Department for Fiscal Year 2023 and Fiscal Year 2024, to date. Please also include the agency's Fiscal Year 2023 supplemental information of the activities the Department engaged in to achieve their 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, as required by D.C. Official Code § 2-218.53(b).

Response: [Please see Q50 Attachment DSLBD](#)

- 51) Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY 2023 and FY 2024, to date, and whether and how those allegations were resolved.

Response:

DFHV followed the guidelines mandated by Mayor's Order 2017-313 and now follows the guidelines mandated by Mayor's Order 2023-131. DFHV has a designated Sexual Harassment Officer to investigate allegations of sexual harassment, trained all employees on related laws and policies, and provided response training for all managers and supervisors.

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In FY2023, there was one (1) complaint. In FY2024 YTD, the agency has no pending complaint.

**52) Please provide the names of the primary and alternate sexual harassment offices as required by Mayor's Order 2023-131.**

Response:

Primary: Amanuel Gebregiyorgis

Alternate: Nimotalai Azeez

**53) Has DFHV received any requests from staff in an otherwise prohibited dating, romantic, or sexual relationship for a waiver of provisions of the Sexual Harassment Order? What was the resolution of each request? If a waiver has been granted, are there limitations on the scope of the waiver?**

Response: As of the information available January 2024, DFHV had not received any requests from staff for a waiver of provisions of the Sexual Harassment Order regarding otherwise prohibited dating, romantic, or sexual relationships. Consequently, there were no resolutions or granted waivers reported, and, therefore, no needed limitations on the scope of any potential waivers.

### ***State of the For-Hire Vehicle Industry***

**54) Provide an overview of the initiatives and efforts undertaken by the agency to support the for-hire industry in the short and long term.**

Response:

- Vehicle age limit increase: DFHV has submitted a proposed rulemaking aimed at extending the age limit for taxi vehicles from 10 years to 15 years.
- Removing barriers to entry: DFHV is streamlining the entry process into the taxi industry by eliminating specific requirements from its licensing procedure for new taxi drivers. Among the removed prerequisites are the need for a physical examination, a federal tax transcript, and a vehicle bill of sale. This initiative aims to make entry more accessible and less cumbersome for aspiring taxi drivers, potentially broadening opportunities within the industry.
- Taxi fare adjustment initiative: DFHV responded to the taxi industry's petition by conducting extensive internal analysis and subsequently proposing adjustments to enhance the taxi fare structure. The proposed changes include:
  - a. Raising the standard distance rate from \$2.16 per mile to \$2.56 per mile.



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- b. Doubling the taxicab passenger surcharge from \$0.25 to \$0.50 per trip.
  - c. Elevating the minimum fare or flag drop rate from \$3.25 to \$4.00.
- Customer service enhancements: DFHV is poised to introduce QR codes assigned to every Client Services staff member. This aims to prompt taxi drivers to engage in quick customer satisfaction surveys. This feedback loop fosters continual improvements in service quality, ensuring a responsive and evolving service experience. As part of this initiative, staff members' performance goals will include tracking the number of drivers surveyed and the quantity of positive feedback received, incentivizing a proactive approach toward service enhancement.
  - E-hail grant: DFHV issued a grant to make more drivers available by e-hailing in the Curb app, which is used in D.C. and several other cities. In FY 2023, 75 more drivers became available on the app and Curb and DFHV are currently working with Digital Taxicab Solution (DTS) providers to add hundreds more drivers in FY 2024. Much of the work in January and February is technical integration between the app and digital taxi meters.
  - Taxi roof light grant: In FY 2023, DFHV issued a grant to upgrade 135 taxi roof lights to newer lights that are more legible, can display public service announcements, and can display the initials of the passenger who scheduled a pick-up. DFHV has funding available to upgrade 900 more lights this fiscal year. Interested companies may apply by January 19, 2024.
  - Bilingual outreach staff: In partnership with the Mayor's Office on African Affairs, DFHV plans to hire a Bilingual Outreach Staff who will be tasked to conduct outreach activities for both English and Amharic or French speakers. This role will play a crucial part in facilitating communication with taxi drivers, fostering a deeper understanding of their current concerns, and collecting recommendations vital for bolstering and sustaining the industry.

**55) What data does DFHV track to understand the economic wellbeing of for-hire vehicle operators?**

Response: DFHV collects all fare data for taxi trips in DC and the agency can calculate taxi drivers' earnings from this data. This information was particularly useful in 2020 to learn how the emerging Covid-19 pandemic was reducing drivers' incomes. The agency does not collect fare data from TNC trips, so we have less insight into the earnings of TNC drivers.

DFHV consistently prioritizes the well-being of the public for-hire industry by actively soliciting and attentively responding to feedback on various matters. In fiscal year 2023, DFHV initiated impactful changes aimed at enhancing the industry. These changes include lowering entry barriers for new drivers, introducing payment plans for prospective applicants, raising taxi fares, and extending vehicle age limits. Each of these measures reflects DFHV's unwavering commitment to the welfare of those involved in the public for-hire sector.

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**56) What was the last approved taxicab fare increase, and is there any plan for increases in the near future?**

Response: The last fare increase for drivers was approved in 2012. The agency published a notice of proposed rulemaking in October 2023 and received approximately 50 comments from the drivers and ANCs. The overwhelming majority of the comments were supportive, and the agency is proceeding with finalizing the rulemaking in the upcoming months. The proposed fee structure is as the following:

- Increase the minimum fare or flag drop rate from \$3.25 to \$4.00
- Increase the taxicab passenger surcharge from \$0.25 to \$0.50 per trip
- Increase the general distance rate from \$2.16 per mile to \$2.56 per mile

**57) What data does the Department have available to assess the change in for-hire activity geographically across the District? What are the shifts in ridership patterns that have occurred within the last year, if any?**

Response: 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.

TNC providers report trip coordinates to DFHV for each trip for both trip origin and destination that indicates where trips start and end.

Wards 2, 3, 5, 6, 7, and 8 had increases from 2022 to 2023 in the number of taxi trips that started or ended in those wards. Ward 6, which accounted for over 25% of 2023 taxi trips, had a nearly 20% increase in trips in 2023 compared to the previous year. The most substantial yearly decrease was in Ward 1 with a 7% decrease in trips in 2023 compared to the previous year.

In terms of 2023 monthly changes in taxi trips, Wards 2 and 6 had the most dramatic month-to-month increases in trips that started or ended in those wards. Ward 6 had three month-to-month increases in taxi trips that exceeded 20%, including a nearly 50% increase in trips from February to March of this year. Ward 2 also had a substantial monthly increase in trips in March of over 40% compared to the previous month. No ward had a month-to-month decrease in trips that exceeded 20%.

**58) Please provide a list of the digital taxicab solution (DTS) providers that serve the District and include each provider's market share percentage.**

Response:

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- Capitol Cab/Transco
- DC VIP Cab
- UVC
- Yellow Cab

DFHV is unable to include each provider's market share percentage as the information is considered proprietary.

***Carriers-for-Hire***

59) Please provide the number of infractions, broken down by type, DFHV has issued to food and parcel delivery (or "carrier-for-hire") drivers under the authority granted by the "Department of For Hire Vehicles Delivery Vehicle Traffic Enforcement Expansion Emergency [and Temporary] Amendment Act of 2023".

[Response: Please see Q59 Attachment FPD NOIs](#)

a) What are the most common hot spots where VIOs have issued the most citations to carrier-for-hire drivers?

In FY23, the hot spots were 14th St, Massachusetts Avenue NE (Union Station), and M Street SE.

In FY24 so far, the hot spots are 14th St, Massachusetts Avenue NE (Union Station), and Maine Avenue SE.

b) Has the authority to enforce against carrier-for-hire drivers altered VIO deployment considerations in any way?

Response: Yes, with the temporary authority to enforce against carriers-for-hire operators, our team takes into consideration the location of restaurant hubs and other businesses where there may be an increased level of activity around food and parcel delivery services.

60) What are the current "trade dress" requirements for for-hire vehicles of any type? Are there any such requirements for carrier-for-hire services?

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Response: Currently, the trade dress requirement applies to “private vehicles-for-hire” or “TNCs” (i.e., rideshare) and their corresponding operators. There are no such requirements for carrier-for-hire services. Please note that some carrier-for-hire services use trade dresses due to their overlapping connection to rideshare services.

**61) Regarding Administrative Issuance AI-2020-02: Taxicab Delivery During COVID-19, Approved April 4, 2020:**

- a) Are any of these rules still in effect, or did they expire along with the Public Health Emergency?
- b) Has DFHV completed any program analysis for the taxicab delivery operations permitted by this Administrative Issuance?

Response: The rules have expired along with the expiration of the District’s Public Health Emergency.

No programmatic analyses were conducted for this Administrative issuance.

**62) Does the Department support a permanent definition of carrier-for-hire services in D.C. Official Code § 50-301.03, and appurtenant regulatory authority?**

Response: DFHV's stance on supporting a permanent definition of carrier-for-hire services in D.C. Official Code § 50-301.03, alongside associated regulatory authority, depends on multiple factors. To effectively regulate these parcel delivery services, DFHV would need real-time delivery services trip data from TNCs. However, even if this data were to become accessible, the substantial increase in technology costs for storing and managing millions of trip records poses a significant challenge.

Managing trip data goes beyond storage; it involves converting raw data into actionable insights for the enforcement division. This process requires planning and implementing data processing pipelines, analytics tools, and reporting mechanisms to derive meaningful information for regulatory purposes.

Furthermore, permanently enforcing carrier-for-hire services under DFHV's authority would demand additional resources. This includes but is not limited to: an increased number of Vehicle Inspection Officers; associated costs like enforcement vehicles, parking space, office space, uniforms, and related administrative costs; and ticket adjudication costs. These multifaceted factors necessitate thorough consideration before DFHV can firmly support maintaining "carrier-for-hire" under its defined authority in the code.

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This complexity underscores the need for comprehensive planning and consideration before proceeding with any permanent decisions regarding the regulation of "carrier-for-hire" services under DFHV's authority.

***Wheelchair-Accessible Vehicles***

63) Please describe the Department's enforceable standard for the per-operator percentage of taxicabs that need to be wheelchair-accessible in the District, as well as the current operator compliance and WAV percentages.

Response: The WAV percentages for taxicab fleets is established by DC Official Code § 50–301.25. The current statutory requirement is for 20% of a taxicab fleet to be WAV. The statutory remedy if the WAV level is not met is for DFHV to withhold license renewal. Previously, DFHV has relaxed the WAV amount to 12%, or the required level in 2016, to allow taxicab companies to continue operating and come into compliance.

Status of WAV Compliance by Company	WAV %
USA Cab Company	1%
Grand Cab Company	2%
Meritt Cab Company	4%
Silver Cab Company	6%
Metropolitan Cab	7%
DC Connect Cab Company	9%
VIP Cab Company	10%
Yellow Cab Company	11%
Georgetown Cab Company	11%
Democracy Cab Company	13%
Dial Cab Company	17%
Capitol Cab Company	47%

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**64) Please indicate the Department’s available budget for WAV incentives in Fiscal Year 2024, including initial budget and any reprogrammings or planned reprogrammings into or out of the WAV fund.**

- a) How has DFHV utilized WAV incentives in Fiscal Year 2024, to date, and what are the planned expenditures for the remainder of the Fiscal Year?
- b) What incentives have proven to be the most effective? Which have been less effective?

Response: DFHV has not yet utilized the allocated \$500,000 WAV Incentive. The agency is currently exploring various initiatives aimed at enhancing wheelchair accessibility within the District using this funding. DFHV is currently in the internal policy review phase, in coordination with external partners such as other jurisdictions that have had successes in WAV initiatives. Following these activities, DFHV will then introduce several ideas for further discussion with the disability community, including members of the Accessibility Advisory Committee (AAC) before implementing any new policies/initiatives.

The agency does not expect to reprogram any funding for WAV incentives at this time.

**65) How does DFHV solicit feedback from the Accessibility Advisory Council to inform agency operations, expenditures, and outreach?**

Response: DFHV meets with the AAC on a bi-monthly basis. The agency gives great weight to the recommendations of this body as it relates to making for-hire services accessible to all disabled passengers. According to § 50–301.25 the Committee shall prepare and make publicly available a report on the accessibility of the vehicle-for-hire industry in the District and how it can be further improved. The last report from the AAC was submitted to the agency in 2016.

***Microtransit Programs***

**66) Regarding the Neighborhood Connect program, please provide the following:**

- a) The number of registered users;

Response: 14,442 registered users (June 2019 to December 2023)

- b) Rides taken in FY23 and FY24, to date, broken down by month and zone;

Fiscal Year 2023

Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
9675	9589	9724	9108	8602	10257	9730	10597	9755	5061	4687	4702

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Fiscal Year 2023 by Zone

<b>East of River zone</b>	<b>Northern Zone A</b>	<b>Southern Zone B</b>
61,545	17,193	19,264

Fiscal Year 2024 YTD\*

<b>Oct-23</b>	<b>Nov-23</b>	<b>Dec-23</b>
5420	5131	5137

\*FY24 Zone data is not available as of the date of the submittal.

- c) The median number of rides taken per user, per year;

Response: Median number of 6 rides per user (FY23)  
 Median number of 3 rides per user (FY24 YTD)

- d) The total number of vehicles and drivers;

Response: There are 18 vehicles and 22 drivers (as of 12/29/23).

- e) The total capacity (seats) of the system;

Response: Capacity for each vehicle ranges from 6 passengers to 10 (excluding driver/front passenger seat).

- f) Any other metrics the Department uses to evaluate the effectiveness of the program; and,

Response: In addition to passenger, driver, and trip details that are collected from every trip, metrics like met demand, wait time, completed trips, driver usability, and trip request status help DFHV monitor performance and are available to program staff.

- g) The per-passenger-ride fiscal impact of the program.

Response: The cost per passenger is \$13 per trip (Based on May 2023, when DFHV had the highest ridership in FY23). After the reinstatement of the \$3 fare, program ridership fell by about 50%, therefore resulting in an increase in cost per passenger to approximately \$34 per trip by the end of Fiscal Year 2023.

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**67) What is the current fare structure of Neighborhood Connect? Was there any discernable change to ridership that resulted from instituting a fare?**

Response: As of July 2023, DCNC charges \$3 per trip, plus \$1 per additional accompanying passenger added (up to 2 additional passengers). Since instituting fares, service has seen an increase in performance metrics like met demand %, service rating, and completed trips %, and a decrease in wait time and trips per month but has seen fewer passengers.

**68) Please provide an update on the DC School Connect program, including the following:**

a) A list of participating schools;

Response: As of 12/1/2023

- |  |   |
|--|---|
| KIPP DC – Douglass Campus<br>KIPP DC – Wheeler Campus<br>Friendship Blow Pierce ES<br>Friendship Blow Pierce MS<br>Statesmen Academy<br>Cesar Chavez PCMS<br>Cesar Chavez PCHS<br>Thurgood Marshall Academy<br>Anacostia HS<br>Ballou HS<br>Center City PCS – Congress Heights<br>DC Prep – Anacostia Elementary | DC Prep – Anacostia Middle<br>Digital Pioneers Academy<br>Elsie Whitlow Stokes Elementary School<br>Excel Academy<br>Ketcham ES<br>Kramer MS<br>King ES<br>Ron Brown Prep<br>Savoy ES<br>I Dream PCS<br>Achievement Prep PCS<br>Randle Highlands ES |
|--|---|

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

Response:

<u>School</u>	<u># of Vehicles</u>	<u>Vehicle Capacities</u>	<u>Current Students</u>
KIPP DC Wheeler/Douglass Campuses	3	13, 13, 14	39
Elsie Whitlow Stokes	2	13 each	22
Friendship Blow Pierce ES PCS	1	14	14
Anacostia ES/MS (DC Prep)	2	13 each	52
Excel Academy	1	13	13



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Thurgood Marshall Academy	1	14	4
Cesar Chavez PCS	1	14	8
Achievement Prep	1	13	13
Statesmen College Prep	3	13 each	36
Ballou High School	1	14	7
Center City PCS	2	13 each	26
Savoy ES	1	13	11
Ketcham ES	1	14	8
Kramer MS	1	14	5
Martin Luther King Jr., ES	1	13	7
Ron Brown Prep	1	14	8
Anacostia HS	1	14	2
Digital Pioneers Academy	1	13	11
I Dream PCS	1	14	6
Randle Highlands ES	1	13	11

c) The total number of FTEs employed as drivers in Fiscal Year 2024;

Response: No FTEs as drivers for FY24.

d) The number of students enrolled;

Response: 864 students are enrolled.

e) The number of pick-up or drop-off cancellations made by a legal guardian;

Response: 13 total cancellations made by a legal guardian.

f) The minimum, maximum, and median number of students using the service per day;

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Response:

Minimum – 128 (only 10 vehicles were on the road, DCPS holiday)

Maximum – 375

Median – 328

- g) A list of metrics the Department uses to evaluate the effectiveness of the program, including reductions in truancy or other Safe Passage program goals;

Response:

- Percent of on-time arrival to schools
- Percent of consistent ridership (student attendance on the vehicle)
- Percent of on-time departure from schools

- h) The status of acquisition of vehicles and storage space; and,

Response: The Department has issued a new requisition in Q1 of FY24 for the purchase of up to 16 new shuttles for the program. This is the last purchase for new vehicles planned for the remainder of the FY.

The program is having difficulties in securing a new location for the storage of vehicles and continues to work with our partners at DGS to identify a suitable location.

- i) The per-student-ride fiscal impact of the program.

Response: In FY23, due to the purchase of vehicles and other unexpected costs due to resource shortages, the per-student-ride cost was \$112.98 per trip.

- 69) Does the Department currently track all of the data that would be required to be reported by the “Leveraging Engagement in Transit Services for Greater Outcomes (LETS GO) Amendment Act of 2023”, as introduced on October 25, 2023?

Response: The Department is evaluating the proposed legislation to determine the impact of the provisions on the operations of the agency, the scope of currently available data sources, as well as the compatibility of proposed data with Federal privacy and protection laws, such as Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA).

***Racial Equity***

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70) The District defines racial equity as “the elimination of racial disparities such that race no longer predicts opportunities, outcomes, or the distribution of resources for residents of the District, particularly for persons of color and Black residents.” In the context of DFHV’s mission and the District’s racial equity definition, what are programs or initiatives where you see the most opportunity to make progress toward racial equity?

Response:

To make progress toward eliminating racial disparities in FY23, DFHV worked with the Mayor's Office of Racial Equity to develop our agency-specific Racial Equity Action Plan. As a regulatory agency, DFHV has worked on identifying and rectifying racial discrimination, including acting on incidents of taxis and rideshare drivers refusing to haul based on race or geography. Our programs also aim to rectify past transportation inequities by focusing our programs in predominantly Black and under resourced communities. These programs include DC School Connect and DC Neighborhood Connect, among others. Similar to the Districtwide Racial Equity Action Plan, we see future opportunities for progress in the following areas:

**Licensing and Driver Support:** DFHV strives to ensure that licensing and regulatory policies do not disproportionately impact Black and Brown drivers, many of whom were not born in the United States. Developing initiatives that support drivers' ability to enter and thrive in the for-hire vehicle industry is crucial. DFHV re-evaluated its licensing policies, resulting in fewer requirements for new taxi drivers. DFHV is also in the process of allowing installment payments. These changes aim to help reduce financial barriers and overcome documentation hurdles that certain racial groups might face.

**Data-Driven Decision Making:** DFHV will continue using available data analytics to identify and address disparities in transportation services. Analyzing travel patterns, data-sharing with other transportation agencies, and identifying service gaps and access points can guide targeted interventions to mitigate racial inequality in transportation.

**Meaningful Community Engagement:** DFHV is studying ways to improve its platforms for ongoing dialogue with drivers and communities of color to understand their transportation needs, concerns, and preferences. The agency is working on engaging these communities to solicit feedback to ensure that policies and services are responsive to the evolving needs of these communities.

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**71) How are communities of color engaged or consulted when your agency considers changes to programs or services? Provide one specific example from the past year.**

**Response:** In the past year, The Department facilitated focus groups and interviews for our Driver Recruitment initiative. We shared the invitation with Ward Council representatives with a higher percentage of Black and Brown constituents and District agencies serving unemployed residents or those seeking skill training. The District's average Black unemployment rate was 9.6% in 2022, while the White unemployment rate was 1.4%. We included an optional racial identity question on the registration form to ensure we had equitable representation in our feedback.

Staff also attended several regional job fairs where most of the attendees identified as persons of color to seek feedback on recruitment initiatives before finalizing program design. These collaborative efforts helped DFHV gain meaningful input and establish relationships with groups that may not have interacted with our agency.

***Enforcement and Vision Zero Initiatives***

**72) Does DFHV have a plan of action for counteracting efforts from unlicensed entities, such as Empower, from continuing to provide unregulated services in the District?**

Response: DFHV is consistently looking for ways to counteract any unlawful activity. Legal action has been taken against Empower. DFHV also intends to seek out ways of collaborating with sister jurisdictions and District agencies to increase our effectiveness at addressing unlicensed activities in and around the District. Additionally, we have begun to increase public awareness through outreach and interactions with the press.

**73) Please provide the number of public vehicle-for-hire companies subject to the Department's compliance audits in Fiscal Year 2023 and Fiscal Year 2024 to date. Please describe the circumstances and outcomes of such audits.**

Response:

FY 2023: 34

FY 2024 YTD (as of 1/3/24): 22 (Note: Companies are still in the process of renewing 2024 operating authority)

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Staff complete in-person or virtual site visits at least twice a year to ensure fleet requirements, a physical office location, valid credentials, and technology systems. In order to receive operating authority, companies must rectify any issues that are identified during compliance activities.

**74) Please provide the number of Notices of Infraction that Department inspectors issued to operators in Fiscal Year 2023 and Fiscal Year 2024, to date, broken down by type of infraction and month.**

Response: Please see [Q74\(a\) Attachment FY23NOI](#) and [Q74\(b\) Attachment FY24NOI](#).

**75) How many “failure to haul” citations did the Department issue in Fiscal Year 2023 and Fiscal Year 2024, to date? Please discuss the Department’s strategy to address failures to haul.**

Response:

Year	P129: Taxicab Refuse to Haul Passengers*	T686: Refusing to Haul Passengers in a Taxicab
FY2023	0	4 NOIs, 1 Written Warning
FY2024 YTD	0	1 Written Warning
Total:	4 NOIs & 2 Written Warnings (T686) (FY2024 up to 12/11/23)	

\*Please note that P129 violations are for parking violations. VIOs do not typically issue parking violations, and therefore there are no NOIs noted for FY23 or FY24 YTD

**76) Please provide the number of Notice of Infractions heard by the Office of Administrative Hearings in Fiscal Year 2023 and Fiscal Year 2024, to date, and their status.**

Response: The Office of Administrative Hearings (OAH) paused conducting hearings on DFHV-issued Notices of Infractions (NOIs) on November 8, 2021, due to technical issues. OAH reinstated the hearings for NOIs in May 2023. In FY23, OAH held approximately 473 hearings and for FY24 to date there have been approximately 272 hearings held by OAH.

Status information is not available at this time.

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**77) Please provide the number of consumer complaints received by the Department in Fiscal Year 2023 and Fiscal Year 2024, to date, related to a digital dispatch company that provides private vehicle-for-hire service, such as Uber or Lyft.**

Response: DFHV received 37 complaints against a digital dispatch company in fiscal year 2023 and 18 in the current fiscal year 2024, to date.

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

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

Response: In partnership with other District agencies, DFHV distributed over 700 cameras to the for-hire industry via two distribution events in November 2023. These cameras were purchased with donated funds to the District.

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

Response: The agency is developing an annual safe driver award program called "Driver Honor Roll" to reward safe drivers who have not received a moving violation in the past two years. An award ceremony will take place to recognize these drivers. In addition to the Driver Honor Roll, DFHV has implemented Vision Zero-related trainings for drivers, which all drivers are required to take. We are consistently looking for additional ways in which we can both identify and address traffic safety issues as it relates to for-hire drivers.

**79) How many dashcams were distributed as part of the Door Dash giveaway in November? Does DFHV intend to offer further incentives or cameras in this Fiscal Year?**

Response: DFHV distributed over 700 cameras from the two distribution events in November. DFHV intends to distribute additional dash cameras to public for-hire vehicles this fiscal year.

**80) What other programs, policies, and initiatives at DFHV advance the District's Vision Zero goals?**

Response: DFHV has participated in Vision Zero related initiatives such as the Mayor's Multiagency Nightlife Task Force, the DC Highway Safety Office Safe Community Coalition monthly meeting, the National Highway Traffic Safety Administration's (NHTSA) Pedestrian and Bicycle Assessment, and the annual George Washington University Safety Fair. Additionally, DFHV's Enforcement Division periodically conducts week-long Vision Zero enforcement exercises which are meant to place a

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focus on traffic safety enforcement during those particular weeks. We have expanded our officers' involvement in traffic safety related enforcement through grant programs through the DC Highway Safety Office using NHTSA funding. Our officers also conduct supplemental enforcement and education activities around traffic safety involving the for-hire industry. Through the HSO funding, DFHV conducted seven enforcement exercises, completed 514 inspections, and issued 6,408 notices of infractions (which includes 2,321 warnings) around traffic safety violations. In FY24, DFHV intends to conduct substantially similar operations around additional enforcement regarding Vision Zero.

**81) Please provide the current deployment plan for Vehicle Inspection Officers, including hours, number of officers per shift, and deployment areas.**

Response:

Shift 1: Mon-Thurs (6:00am-4:30pm) [4 Officers]  
Shift 2: Mon-Thurs (4:00pm-2:30am) [4 Officers]  
Shift 3: Wed-Sat (6:00am-4:30pm) [3 Officers]  
Shift 4: Wed-Sat (4:00pm-2:30am) [4 Officers]

The enforcement team's deployment plan includes "Roll Call," issuance of equipment, and delegated areas of focus for the day. Deployment locations are always changing, but regular areas of enforcement (i.e., deployment areas) include Waterfront SW, Dupont Circle, Union Station, Georgetown, National Mall, U Street, and H Street.

a) Have there been any changes in VIO deployment or focus within the last calendar year?

Response: There have not been any meaningful changes to VIO deployment locations or focus areas. The last calendar year (i.e., 2023) was inclusive of changes implemented to account for the new food and parcel authority.

**82) What is the ratio of VIOs to registered for-hire and carrier-for-hire operators? How has this ratio changed over time, particularly compared to before the COVID-19 pandemic?**

Response: The ratio of VIOs to registered for-hire operators (which includes private and public for-hire operators) is approximately 1 VIO to every 2,946 for-hire operators. It should be noted that due to incomplete data around the number of for-hire operators, this is an estimated amount. We do not currently have the number of carrier-for-hire operators as this is not data required to be reported to DFHV. Additionally, we do not have trip data for the final quarter of fiscal year 2023 but should have that data at some point in January 2024.

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**83) Please provide the total overtime hours VIOs worked in Fiscal Year 2023 and Fiscal Year 2024, to date, broken down by month.**

a) What are the primary drivers of VIO overtime?

Response:

In FY23 VIOs worked a total of 2,045.5 hours of overtime.

In FY24 VIOs worked a total of 264 hours in overtime as of DATE.

[Please see Q83 Attachment VIO.Overtime.FY23.](#)

VIO overtime is primarily driven by work towards Vision Zero enforcement through federal grant funding.

**84) Does DFHV provide data to other District agencies (such as MPD and DPW) that is collected by the license plate readers VIO vehicles are equipped with?**

Response: DFHV does not share data from the license plate readers with other District agencies.

**85) Are there dedicated channels for VIOs able to communicate to MPD and other law enforcement officers over the course of a shift?**

Response: Yes, there are dedicated channels for VIOs able to communicate with MPD and other District law enforcement officers through the Office of Unified Communications.