

Department of For-Hire Vehicles
2026 Performance Oversight Pre-hearing Questions
PART A: COMMON QUESTIONS

1. Governance and Personnel

1. Please provide a complete and current organizational chart for the agency and each division and subdivision within the agency, including:
 - a. The names and titles of all senior personnel;
 - b. A description of the roles and responsibilities for each division and subdivision;
 - c. A narrative explanation of any changes to the organizational chart made in the last calendar year; and
 - d. An indication of whether any positions in the chart are vacant.

As of January 9, 2026, DFHV has a total of 83 FTEs, with 73 filled and 10 currently vacant.

- The Office of the Director has a total of 15 FTEs with 1 vacant position; this vacant position is currently posted.
- The Performance Management Division has a total of 11 FTEs with 2 of those positions currently vacant; selection completed for one of the vacant positions, and the anticipated filled date for the second vacancy is 2/23/2026.
- The Performance Management, School Connect has a total of 15 FTEs.
- The Operations Division has a total of 12 FTEs with 2 of those positions currently vacant; one of the vacant positions is currently in the interview process, and the anticipated filled date for the second vacancy is 2/23/2026.
- The Client Services Division has a total of 6 FTEs with 1 vacant position; the anticipated filled date for this vacancy is 2/23/2026.
- The Enforcement and Compliance Division has a total of 24 FTEs with 4 of those positions currently vacant; 3 of the vacant positions are posted, and a selection has been made for 1 of the vacancies.

No changes were made to the agency's organizational chart in calendar year 2025.

Please refer to the latest org chart to see names and titles, as of January 2026. Please see [Q01 Org Chart 1.2026.pptx](#)

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- ***Operations Division:***
 - Grants – provides grant opportunities, management, and oversight to further develop the for-hire industry, expand economic opportunity, encourage innovations, and improve transportation equity.
 - Facilities – provides for general oversight of agency facilities and vehicle maintenance and operation.

- ***Public Affairs:*** 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. The function also engages the public, directs communications with stakeholders through multiple channels, and promotes a positive brand association.

- ***Compliance and Enforcement Division:*** 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 existing license holders to ensure behavioral standards and adherence to District law and DFHV regulations.

- ***Client Services Division:*** Provides customer service to passengers, drivers, and companies. This program contains the following 2 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.

- ***Performance Management Division:***
 - Performance Management – develops and monitors agency performance plans. Provides administrative support and the required tools to achieve operational and programmatic results.

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- 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 violence. DCSC is a DC Safe Passage-supported program.
 - 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. The team proactively advises clients on service updates 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.
 - ***Office of the Director:***
 - 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.
 - Complaints – documents complaints, investigates the validity of information, conducts resolution conferences to determine effective remedies, and prepares Notices of Infractions for unresolved complaints.
 - Policy & Planning – responsible for analyzing industry updates, market data, and trends for the purpose of planning, assessment, and rulemaking. Develops data-driven policies and coordinates with the Office of Legal Affairs to draft rulemaking to update existing regulations.
 - Information Technology – supports the agency’s operational and programmatic goals by delivering and maintaining innovative technology solutions; manages and secures critical systems, ensures network reliability, and provides user support to staff and stakeholders.
2. Please provide a complete, up-to-date list of contract workers working directly for your agency, ordered by program and activity, and including the following information for each position:
- a. Title of position;
 - b. Indication that the position is filled or vacant;
 - c. Date employee began in the position;
 - d. Whether the position must be filled to comply with federal or local law;

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- e. If applicable, the federal or local law that requires the position be filled;
- f. The entity from which they are contracted; and
- g. The contracted annual cost.

Please see [Q2 List of Contract Workers.docx](#).

3. Please provide, for each month of FY25 through FY26 to date, the net number of personnel separated from and hired to the agency.

The Department of For-Hire Vehicles had a total of 9 separations and 7 new hires during FY25 and FY26. Please see [Q3.NewHires.Separations.xlsx](#)

4. Does the agency conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

Yes. The agency conducts annual performance evaluations for all employees. These are performed by each employee's direct supervisor. Supervisors ensure that employees meet job requirements through regular communication, and ongoing oversight. When needed, supervisors identify performance gaps and implement corrective actions or training.

5. Please provide the following for each collective bargaining agreement that is currently in effect for agency employees:
- a. The bargaining unit (name and local number);
 - b. The start and end date of each agreement;
 - c. The number of employees covered;
 - d. Whether the agency is currently bargaining;
 - e. If currently bargaining, anticipated completion date;
 - f. For each agreement, the union leader's name title and contact information;
and
 - g. A copy of the ratified collective bargaining agreement.

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The AFGE Local 1975, Collective Bargaining Agreement covers 17 employees in Department of For-Hire Vehicles, effective October 1, 2021 – September 30, 2025. The agency is not currently bargaining. The Union President of Local 1975 is Joseph F. Davis, who can be reached via email at joey.vpdmvafgelocal1975@gmail.com.

6. Please list all employees currently detailed to or from your agency. For each detailed employee, include:
- The reason for the detail;
 - The job duties if detailed to your agency;
 - The start date of detail;
 - The agency the employee is detailed to/from; and
 - The projected date of return.

The agency does not currently have any detailed employees.

7. Please provide a copy of your agency's Schedule A.
Please see [Q7 TC0 2026.xlsx](#)

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.

8. Please provide a list and description of all memorandums of understanding and memorandums of agreement in effect during FY 2025 and FY 2026, to date.

Please see [Q8 TC0 FY24 & FY25 Intra-district Transfers.xlsx](#)

2. Finance and Budget

9. Please provide a status report, including timeframe of completion, for all projects for which your agency currently has capital funds available.

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Since Fiscal Year 2024 to present, DFHV has only had two capital projects. One project is TC0-101271-Enforcement Fleet Vehicle Replacement, which is allocated for roughly \$45,000 per fiscal year from FY 2026 to FY 2030. Recent procurements of enforcement fleet include 2 vehicles in FY24 and 2 vehicles in FY25.

The second capital project is TC0-TAX01-DC Connect Vehicles, which is a project supporting DC School Connect vehicle fleet. In Fiscal Year 2024, the project was allocated \$1.6M. That budget has remained available, due to uncertainty regarding the long-term plans for the program, and the stable condition of the current fleet.

The original allocation was estimated to purchase 15 new vehicles to support replacement and expansion. School Connect vehicles have an expected useful life of 7 to 10 years or 80,000 to 100,000 miles. The current fleet is in a good state of repair.

- 10.** Please provide copies of all budget enhancement requests (The Form B or similar form) submitted in the formulation of the FY25 and FY26 proposed budgets.

This request asks for information that is protected from disclosure by the deliberative process and executive privileges.

- 11.** Please list all budget enhancements in FY26 and provide a status report on the implementation of each enhancement.

In FY26, the primary budget enhancement the agency received was to support the continued operation of the DC School Connect program. The program currently operates a fleet of 37 shuttles and vans, providing daily transportation to 30 schools and accommodating between 6 and 13 riders per vehicle. Since the start of School Year 2024-2025 through 2025-2026, DC School Connect has delivered 68,072 safe trips to and from school. Enhancements also funded key improvements, including principal-led student prioritization and an emergency seating process for urgent safety needs, ensuring equitable access and responsiveness for students facing truancy or safety challenges.

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- 12.** Please fill out the attached spreadsheet titled “Question 12 Grants Received,” and list all federal and/or private grants received by your agency in FY25 and FY26 to date, current balances, and indicate any that lapsed during or at the end of FY 2025.
- Please submit the completed document in both Excel and PDF formats.
 - Please include your Agency Code in the filename (e.g., question_12_AB0_2026.xls).

Please see [Q12 Grants Received-TC0-FY25.xlsx](#)

- 13.** List all grants issued by your agency in FY25 and FY26, to date in the attachment labeled “Question 13 Grants Issued”.
- Please submit the completed document in both Excel and PDF formats.
 - Please include your Agency Code in the filename (e.g., Question_13_AB0_2026.xls).

Please see attachments [Q13 Grants Issued-TC0-FY25&FY26.xlsx](#), [Q13 Grants Issued-TC0-FY25.pdf](#), and [Q13 Grants Issued-TC0-FY26.pdf](#)

3. Operations

- 14.** Please provide the Committee with a list of all vehicles owned or leased by the agency; the purpose of the vehicle; the division the vehicle is assigned to, if applicable; and whether the vehicle is assigned to an individual employee.

Please see [Q14_FY25 Vehicle Inventory Report 1.9.26 Updated.xlsx](#)

- 15.** For each objective and activity in the agency’s FY25 Performance Plan, please list:
- The measure of greatest improvement for the agency, and the actions the agency took to improve that measure’s outcome, efficiency or quantity; and

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E-hail Taxi Trips - DFHV successfully expanded e-hailing access through a strategic grant partnership with Transco and the Curb taxi app. Over the course of four quarters, e-hail taxi trips more than doubled, rising from 22,390 in Q1 FY24 to 48,558 in Q1 FY25—a 117% increase. By Q2, trips surged to 144%. E-hailing accounted for 11% by Q3 and 16% by Q4 of all taxi trips citywide, from just 4% the previous year. Additionally, Curb’s partnership with Uber brought 30,000 monthly trips to DC taxis.

Non-District Limousine (NDL) Registration Process - To streamline the existing registration process and promote compliance, the agency distributed an NDL survey in March 2025 and hosted four NDL sessions with drivers and companies from June to September 2025 discussing survey results, portal navigation, enforcement, and the complaints process.

Based on the results of the survey and feedback from companies and drivers, the agency launched a redesigned online application with clear instructions and a new FAQ to improve user experience and reduce internal review timelines. The agency also implemented 18 IT solutions to streamline internal and external workflows, reduce errors, and speed up permit processing.

Improved availability of WAVs - In FY25, DFHV advanced accessible transportation through the successful launch of the WAV 2.0 pilot and the development of the upcoming WAV 3.0 initiative. In FY25 the agency issued new compliance guidance regarding WAV calculation, improved data tracking, and hosted a WAV driver meetup to engage with the existing drivers and taxi companies. In FY25 the agency also partnered with DOES and the DC Workforce Investment Council to recruit drivers, organized a career fair, and is working on launching a formal referral pipeline. DFHV hosted two (2) recruitment sessions and attended one recruitment session hosted by another DC Gov agency. WAV 2.0 initiative resulted in an additional 249 WAV trips being completed in Q3 and 309 in Q4, while reducing average wait times from 24 minutes to under 20 minutes.

- b. For all measures with missed targets (if any), explain the actions the agency is taking to improve that measure’s outcome, efficiency, or quantity.

Missed Target - Percent of infractions that result in warnings issued by Vehicle Inspection Officers: VIOs issued fewer warning tickets in FY25. One major reason for this is VIOs started issuing traffic safety related citations to carrier for-hire

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operators as opposed to warning tickets (e.g., ignoring traffic signs, double-parking, etc.). Target: 35%, Actual percentage in FY25: 25%

- 16.** List all new objectives, activities and projects in the agency’s FY 2026 Performance Plan and explain why they were added.

Measure Name	Rationale
Percent of complaints resolved on-time within 25 calendar days	Amended from previous year to reflect the actual timeline.
Percent of overtime spent on HSO funded activity	Supports HSO project tracking
Percent of sworn officers trained and current (refresher taken within the last two years) in Standard Field Sobriety Training (SFST)	Supports HSO project tracking
Percent of sworn officers trained in the District's Traffic Incident Management System	Supports HSO project tracking
Percent of infractions that result in warnings issued to public vehicles for-hire by Vehicle Inspections Officers	Amended to add clarification of “for-hire” vehicles
Number of for-hire operators engaged through outreach (newsletters, fliers, social media posts, advertisements, meetings)	Provides improved outreach tracking
Number of general public engaged through outreach campaigns (newsletters, fliers, social media posts, advertisements, meetings)	Provides improved outreach tracking
Number of active WAVs	Added to track WAV initiatives
Number of WAV rides requested	Added to track WAV initiatives
Percent of Buses arriving on-time to school (DC School Connect)	Improve tracking of DCSC operations
Percent of DCSC fleet vehicles with Intelligent Speed Assist devices	Supports HSO project tracking
WAV met demand	Added to track WAV initiatives
Percent of Independent Operating Authorities processed (An operating authority is a permit	Amended to reflect actual processing times

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granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)	
School Connect – Continue Operations & Expand User Engagement	Expand user engagement, improve data collection, and support a seamless and uninterrupted transition in the event the program leaves the agency
Improve Driver Experience	Supports the streamlining of licensing and registration processes
Improve Accessibility to Services	Improves customers’ ability to navigate application processes, find answers to common questions, and complete transactions more efficiently.
Electric Vehicle Mandate- 5 Year Plan	Supports the for-hire industry in meeting the District’s 2030 Electric Vehicle mandate.
Carriers For-Hire Rulemaking Drafted for Regulation	Supports DFHV’s ability to enforce the Carrier For-Hire Law.

17. Describe problems or challenges, including chronic maintenance issues and design flaws, in agency-owned or leased facilities.

- a. What capital or operating projects arose from these issues in FY25 and FY26 to date, including cost and actions taken?

DFHV has frequently reported deferred maintenance issues extending into FY26. The team has submitted 42 facility maintenance requests to the building and property owner. Of the 42 maintenance requests, 24 have been fully addressed. The remaining requests are pending due to a lack of professionals required to complete the tasks by property management. Key issues reported repeatedly include:

- Drastic temperature fluctuations within the building, especially during seasonal changes.
- Doors at the second-floor Enforcement entryway do not close, posing a safety hazard.

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- Persistent rodent control problems.
- Monthly recurring issues with airflow between offices.
- Frequent ceiling light burnout throughout the year.
- Potholes in the V Street parking lot.
- Non-functional lights at night in the 2041 MLK Ave parking lot.

18. Please list each new initiative implemented by the agency during FY25 and FY26 to date. For each new initiative, please provide:

- a. A description of the initiative;
- b. Actual start date;
- c. Actual or anticipated end date;
- d. The funding required to implement the initiative;
- e. Whether the initiative was mandated by legislative action;
- f. Problems or challenges faced in the program's implementation;
- g. The metrics the agency is collecting to measure the initiative's success; and
- h. An assessment of the initiative's success thus far.

Wheelchair Accessible Vehicle (WAV) 2.0 and 3.0 Pilots:

- a. A description of the initiative:

WAV 2.0 (FY25): The primary objectives of the WAV Pilot 2.0 were to recruit and retain WAV drivers, improve WAV fleet reliability through maintenance support, incentivize service between 6 PM–12 AM, and collect performance data to inform future decision making.

WAV 3.0 (FY26): Based on lessons learned from 2.0, DFHV included the following components into 3.0:

- To expand outreach, DFHV plans to recruit new WAV drivers through convening hiring fairs to connect companies with job seekers.
- In addition to companies, individual WAV drivers can apply for maintenance funds.
- Rather than disbursing late-night WAV incentives per hour, drivers will receive monetary incentives per WAV trip.
- Drivers will have the opportunity to receive non-monetary incentives like monthly raffle winnings for gift cards and entertainment tickets.

- b. Actual start date (WAV 2.0): March 1, 2025

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- c. Actual or anticipated end date (WAV 2.0): September 30, 2025.
- d. The funding required to implement the initiative:
 - WAV 2.0: Approximately \$90,000
 - WAV 3.0: TBD
- e. Whether the initiative was mandated by legislative action: The initiative was funded by Council for four years as a part of the FY24 BSA.
- f. Problems or challenges faced in the program's implementation:
 - 1. Companies were unable to recruit as many drivers as the agency anticipated as many new job seekers are not interested in becoming a taxi driver, and the process to become a taxi driver is more complex than signing up to drive on a private vehicle for-hire platform.
 - 2. Lack of sustainable sources of funding - A long-term solution to improve WAV service must be tied to a sustainable funding source. The current annual funding model—reliant on DFHV staff drafting Requests for Applications (RFAs) and managing the grant-making process—presents a significant barrier. By the time the agency navigates the administrative steps to encumber and distribute the funds to companies, it often takes 4–5 months, delaying implementation. This is evident in the fact each iteration of the pilot ran no more than seven (7) months.
 - 3. Data tracking: Two major companies operating rental fleets of WAVs were awarded the grant. However, one of the companies was only interested in recruiting drivers for off-peak hours. As such, comparing AM and PM data across the board was challenging.
- g. The metrics the agency is collecting to measure the initiative's success:
Number of trips, wait time, no-show and cancellations, number of WAVs maintained using pilot funds
- h. An assessment of the initiative's success thus far: Transco recruited four (4) new drivers during the pilot but faced challenges with driver motivation and trip

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volume. Only one (1) driver consistently met trip requirements, receiving the \$1,000 new driver bonus. Overall, Transco maintained a pool of 25–27 active WAV drivers. Two of Transco’s drivers recruited in WAV 1.0 continue to provide WAV service. The other two drivers continued to drive but returned to sedans. The two (2) WAV drivers Yellow recruited in 1.0 continued to provide WAV service 6PM-12AM during 2.0. Yellow did not recruit any new WAV drivers during 2.0.

WAV Request for Information (RFI)

- a. A description of the initiative: DFHV is in the process of finalizing an RFI to solicit feedback and obtain additional information from industry experts regarding the cost to operate a fully accessible taxi fleet and service to address accessibility needs across the District.
- b. Actual start date; Expected publication date: January 16, 2026
- c. Actual or anticipated end date: Fall 2026
- d. The funding required to implement the initiative: None
- e. Whether the initiative was mandated by legislative action: No
- f. Problems or challenges faced in the program’s implementation: None for the RFI. If the agency determines that such an action is feasible, the next step would be to identify funding to establish a standalone taxi company. This company would serve individuals who prefer not to use MetroAccess or TDC and instead rely on the taxi industry, which currently represents only 5% of the for-hire market and is primarily composed of owner-operators.
- g. The metrics the agency is collecting to measure the initiative’s success: N/A as this is an RFI
- h. An assessment of the initiative’s success thus far: The agency will provide an update to the Committee once the initiative is finalized

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Director in the Driver Seat

- a. A description of the initiative: As part of this initiative, Director Rogers obtained a Face ID to experience driver registration process firsthand. The Director drove during both daytime and evening hours and operated regular taxis, WAV taxis, and e-hail services to observe real-time demand, dispatch, and operational conditions.
- b. Actual start date: October 2025
- c. Actual or anticipated end date: Ongoing
- d. The funding required to implement the initiative: DFHV waived the FaceID and registration fees. However, the agency will still incur a minimal cost to the company for passenger surcharge and dispatch fees, which will be covered by existing funds.
- e. Whether the initiative was mandated by legislative action: No
- f. Problems or challenges faced in the program's implementation: The FaceID and One-Stop registration process is lengthy as compared to private vehicle for-hire registration process. In addition, the WAV training that the company offered was comprehensive but extremely lengthy.
- g. The metrics the agency is collecting to measure the initiative's success: the initiative does not include formal performance metrics and relies on firsthand observations to inform future policy and process improvements.
- h. An assessment of the initiative's success thus far: The primary goals of obtaining a license and driving taxis have been achieved. The agency plans to share footage on social media to raise public awareness about the for-hire industry and engage residents.

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Improvements to FaceID and One-Stop Process

- a. description of the initiative: DFHV is modernizing its licensing process to reduce administrative barriers and improve access for for-hire drivers. As part of this effort, DFHV will launch a streamlined Face ID licensing application process that allows new and returning drivers the option to apply entirely online, reducing the need for in-person visits and improving efficiency and convenience.
- b. Actual start date: November 2025
- c. Actual or anticipated end date: ongoing
- d. The funding required to implement the initiative: None
- e. Whether the initiative was mandated by legislative action: No
- f. Problems or challenges faced in the program's implementation: None
- g. The metrics the agency is collecting to measure the initiative's success:
 - Driver Feedback Survey
 - Client Services Team Member Feedback
 - Timeline for application submission from start to end
 - Timeline to receive FBI Background check results
- h. An assessment of the initiative's success thus far: The agency will provide an update once the FaceID part of the project is finalized. As a part of improvements to FaceID Process the agency significantly reduced FBI background check wait time through partnership with Fieldprint as an authorized channeler, after a temporary arrangement with MPD concluded. As a result, wait time to receive background check results for new drivers was reduced from 3 weeks to 3 days.

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Streamlining Non-District Limousine (NDL) Registration Process:

- a. description of the initiative: Evaluation of the existing NDL registration portal to assess usability, identify barriers, and implement process improvements based on driver feedback.
- b. Actual start date: March 2025
- c. Actual or anticipated end date: September 2025
- d. The funding required to implement the initiative: None
- e. Whether the initiative was mandated by legislative action: No
- f. Problems or challenges faced in the program's implementation: None
- g. The metrics the agency is collecting to measure the initiative's success:
 - Attendance and engagement in the monthly learning and conversation sessions
 - Feedback related to portal navigation, enforcement, and complaints
 - Ease of registration on the driver side and review timeline on the back end
- h. An assessment of the initiative's success thus far: DFHV launched a redesigned online application with clearer instructions and a new FAQ to improve usability for customers. In parallel, the agency implemented 18 IT solutions to streamline internal and external workflows, reduce errors, and accelerate permit processing.
To support compliance and engagement, DFHV hosted four information sessions between June and September 2025. These sessions focused on survey findings, portal navigation, enforcement, complaints, and the general counsel process.

19. [RESERVED]

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20. Customer feedback

- a. How does the agency solicit feedback from customers (i.e., District residents served)? Please describe.
- b. What has the agency learned from this feedback?
- c. How has the agency changed its practices because of such feedback?

Passengers: In FY25, the agency participated in community events such as Open Streets, the 35th Anniversary of the Americans with Disabilities Act hosted by the Office of Disability Rights, and other outreach activities to inform residents about passenger rights, accessible taxi options, and programs such as TransportDC (TDC). The agency also attended two meetings of the Multimodal Accessibility Advisory Council (MAAC) to hear directly from residents and MAAC members regarding for-hire service availability to residents with disability in the District

In addition, the community has a chance to provide feedback to the agency through public forums such as the For-Hire Vehicle Advisory Council (FHVAC) and the Accessibility Advisory Committee (AAC). In FY25, the agency also published a WAV Survey to solicit feedback from disabled passengers regarding the state of WAV service.

Drivers: In FY25, the agency also convened 6 driver meetup sessions where Director Rogers and staff met with drivers at taxi stands, Union Station and areas of high demand to solicit feedback regarding the state of the industry. The staff also convened and attended a total of three career fairs to connect potential job seekers with companies and hosted a WAV driver meetup at Georgetown Hospital to solicit feedback from existing WAV drivers.

4. Laws, Audits, and Reports

- 21.** Please identify any legislative modifications that would enable the agency to better meet its mission.

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Wheelchair Accessible Vehicles (WAV)

WAV Requirements & Data Reporting: The current law does not require providers of private vehicle for-hire services (also known as Transportation Network Companies commonly known as TNCs) to maintain a specific percentage of WAVs, while taxi companies—representing only 5% of the market—must dedicate 20% of their fleet to WAV service. Additionally, TNCs only provide WAV data to DFHV on an annual basis, whereas DFHV receives real-time WAV data from taxis.

Taxi companies that are independent, small business owners are held to a much higher standard than private vehicle for-hire operators that currently hold 95% of the market share. To address this issue the agency recommends requiring all private vehicle for-hire operators to offer WAV service for all wheelchair users, regardless of wheelchair type, and mandate that TNCs submit WAV data with the same level of detail and frequency as taxi companies. These measures will ensure equitable access for riders with disabilities and improve transparency and accountability in WAV service delivery.

WAV Performance Metrics: The existing requirement for companies to maintain a fleet with 20% WAVs does not guarantee timely service for riders with accessibility needs. This fleet-based metric fails to measure actual service quality. To close this gap, the agency proposes shifting to performance-based metrics, including a maximum wait time of 20 minutes and a 90% fulfillment rate for WAV requests. This approach prioritizes rider experience and ensures that accessibility goals translate into practical outcomes.

Private Vehicles For-Hire

Workforce & Consumer Protection: Current DC law lacks adequate protection for TNC drivers and consumers, leaving drivers vulnerable to wage exploitation and consumers exposed to opaque pricing practices. To close this gap, the agency proposes implementing workforce protections such as prohibiting algorithmic wage discrimination and/or setting a minimum hourly wage for TNC drivers. For consumers, surveillance-based pricing should be made illegal. These measures align with best practices in other jurisdictions, such as a minimum pay standard of

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\$1.28 per minute plus \$0.31 per mile in Minnesota. In [Seattle](#), the city requires annually adjusted minimum rates, ensuring fairness and transparency for both drivers and riders.

Surge Pricing Transparency: Currently, DFHV lacks visibility in how surge pricing is applied, creating concerns about fairness and accountability. To address this gap, we recommend requiring TNCs to submit quarterly surge pricing justification and detailed data on trip costs and associated VINs. This transparency will enable the agency to monitor pricing practices, detect patterns of inequity, and ensure compliance with consumer protection standards.

Electrification: The Clean Energy Omnibus Act requires the following:

By 2030: *At least 50%* of taxis must be low- or zero-emission vehicles.

By 2035: *At least 75%* must be low- or zero-emission.

By 2040: *At least 90%* must be low- or zero-emission.

By 2045: *100%* must be zero-emission

Currently, just 3% of taxis in DC are electric. Taxis account for only 5% of the overall for-hire market share, and approximately 75% of the DC taxi market consists of owner-operators, many of whom are struggling to make ends meet. Imposing strict electrification requirements could further harm an industry that is already shrinking significantly. By contrast, the Clean Energy Omnibus Act only requires private vehicle for-hire operators to submit a biennial report to DOEE outlining their electrification plans. This highlights a clear difference in electrification mandates between taxis and other for-hire operators.

To address this, the agency recommends applying existing public for-hire EV requirements to TNCs, adjusting taxi compliance deadlines, and establishing a dedicated EV Fund by redirecting revenue from CFH surcharges and the existing TNC congestion fees. Additional support could include grants for EV purchases, and assistance with home charger installations. These measures will accelerate the transition to a cleaner, more sustainable taxi fleet.

22. Please identify any regulatory impediments to your agency's operations.

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Many of the challenges stem from laws that impose different requirements on taxis versus TNCs. Examples include registration and data reporting requirements.

As regulatory challenges arise, the agency is either able to address the matter by issuing an Administrative Issuance (AI) or drafting a notice of proposed rulemaking to clarify or resolve the problem.

- 23.** Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY25 and FY26 to date.

There are no ongoing or completed investigations, audits, or reports related to our agency or any of its employees for FY25 or FY26 to date.

- 24.** Please identify and provide an update on what actions have been taken to address all recommendations made during the previous three years by:
- a. Office of the Inspector General;
 - b. D.C. Auditor;
 - c. Internal audit; and
 - d. Any other federal or local oversight entities.

The agency has not received any recommendations made during the previous three years by Office of the Inspector General, D.C. Auditor, Internal audit, or other federal or local oversight entities.

- 25.** Please list all pending lawsuits in which the agency, or its officers or employees acting in their official capacities, are named as defendants, and for each case provide the following:
- a. The case name;
 - b. Court where the suit was filed;
 - c. Case docket number;
 - d. Case status; and

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- e. A brief description of the case

DFHV has been actively litigating against Empower in several different forums in the District of Columbia including the Office of Administrative Hearings, DC Superior Court, DC Court of Appeals, and DC Federal District Court. After each decision is issued by the various courts, Empower appeals said decision and adds additional litigation (moving target). Separately, there is a pending OHR case (18-438-DC), alleging failure to promote the individual to a higher position.

- 26.** Please list the total amount of money the agency or the District, on behalf of the agency, expended to settle claims against it, or its officers or employees acting in their official capacities, in FY25 and FY26 to date.

In FY25 and thus far in FY26, DFHV has expended \$200K to settle claims against it.

- 27.** Please list each settlement the agency or the District, on behalf of the agency, entered into in FY25 and FY26 to date that involved claims against the agency, or its officers or employees in their official capacity, including any settlements covered by D.C. Code § 2-402(a)(3). For each settlement, provide:

- a. The amount of the settlement;
- b. If related to litigation, the case name and brief description; and
- c. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g., administrative complaint, etc.).

- Amount of Settlement: \$200K
- Case Number and Name: 24-CV-326
- Underlying Issue: wrongful termination

- 28.** Please list all administrative complaints or grievances that the agency received in FY25 and FY26 to date. For each complaint, list:

- a. The source of complaint;
- b. The process utilized to respond to the complaint or grievance;

PART A: COMMON QUESTIONS

- c. Any changes to agency policies or procedures that resulted from the complaint or grievance; and
- d. If resolved, describe the resolution.

All administrative complaints or grievances received in FY25 and FY26 except for a Union grievance regarding VIO overtime pay for Labor Day were interpersonal complaints between staff where hostile workplace allegations were claimed. All hostile workplace allegations were investigated and not substantiated. Separately, the VIO overtime pay for Labor Day is being corrected with timecode revisions and OPRS recalculations which will be completed over the next month.

- 29.** Is the agency currently party to any active non-disclosure agreements? If so, please provide all allowable information on all such agreements, including:
- a. The number of agreements;
 - b. The department(s) within the agency associated with each agreement; and
 - c. Whether any agreements are required for specific positions (please list each position by division and program and indicate whether the position is contracted)

DFHV does not require employees or contractors to sign non-disclosure agreements.

5. Data

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

Please see [Q30 Agency Maintained Databases.xlsx](#)

PART A: COMMON QUESTIONS

- 31.** Please provide a list of all studies, research papers, and analyses (“studies”) the agency or an agency’s employee requested, prepared, presented, or contracted for during FY25. For each study please list:
- a. The status;
 - b. The purpose; and
 - c. A link (if published) to the study, research paper or analysis.
- **Non-District Limousine (NDL) Analysis:** Ongoing analysis to examine registration trends, benchmark existing fees against other jurisdictions, and develop policy recommendations to mitigate negative externalities—such as congestion and impacts on the environment—caused by the increasing number of NDLs operating on public roads.
 - **MetroAccess vs TDC Cost & Future Strategies:** The agency is at the very preliminary stages of looking at existing data to identify per trip costs to run TDC versus overall per trip amount the District pays WMATA as a part of its jurisdictional subsidy to run MetroAccess.

32. [RESERVED]

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FOCUS AREA 1: Carriers-For-Hire & Enforcement

Unless otherwise indicated, the request period for all quantitative data in this section is Fiscal Year 2025 and Fiscal Year 2026, to date.

- 33.** Please describe the Department’s plan for implementation of B25-0416, the "Carrier-for-Hire Oversight and Enforcement Amendment Act of 2025", including rulemakings, changes to agency staffing, and data management updates.

DFHV is working on publishing a notice of proposed rulemaking in Q1 CY26. Once the Notice of Proposed Rulemaking is published, Carrier For-Hire providers and members of the public will have a 30-day period to review the proposed regulations and submit written comments. DFHV will carefully review and consider all public feedback before finalizing the rules. This review and finalization process is expected to take approximately four to six weeks.

Following the effective date of the new regulations, DFHV will allow a four-month grace period. Full compliance, including application requirements, enforcement actions, and data collection, will begin after the conclusion of this grace period.

The agency is hiring an account manager to review and monitor the data. DFHV is also working on finalizing the registration form for providers as well as setting up the infrastructure to collect and ingest the data.

- 34.** Has DFHV developed procedures for VIOs to be able to issue infractions to a carrier-for-hire that does not use a registered vehicle (i.e. an e-bike)?

DFHV has not yet developed procedures for Enforcement Officers to be able to issue infractions to carrier-for-hire operators that do not use a registered vehicle such as an e-bike. We are currently in the process of establishing the agreed-upon identifiers (e.g., trade dress requirements) and working to promulgate rules around the carrier-for-hire requirements. Once that process has been completed or has neared

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completion, the agency will make every effort to assess how managing non-registered vehicles should look, in a legal, regulatory, and practical sense.

- 35.** In a filterable and sortable spreadsheet, please provide information on infractions issued by VIOs in Fiscal Year 2025 and Fiscal Year 2026, to date, including:
- a. Type of infraction;
 - b. Date;
 - c. Location; and
 - d. Operator type (e.g. taxicab, private vehicle-for-hire, carrier-for-hire);
 - e. Other information the Department deems appropriate or insightful.

Please see [Q35 FY25 NOIs Issued.xlsx](#) and [Q35 FY26 to 1-4-26 NOIs Issued.xlsx](#)

- 36.** Please provide the number of Notice of Infractions heard by the Office of Administrative Hearings, and their status.

There were approximately 8,589 Notices of Infractions that were issued in FY25. Please see the attached report for more details on their status: [Q36 FY25 Detailed Ticket Issuance Report.xlsx](#)

There were approximately 1,155 NOIs heard by OAH. Their status and additional details are included here: [Q36 FY25 Detailed Disposition Report - OAH.xlsx](#)

- 37.** Please provide the total dollar value of infractions issued by the department, and the total amount collected.

FY25	Moving Tickets	Parking Tickets	Total Fine Amt	Penalty 1 + Penalty 2	Total Paid	Total Amt Due
		5434	3155	1,196,390	\$1,230	\$357,983
FY26	Moving Tickets	Parking Tickets	Total Fine Amt	Penalty 1 + Penalty 2	Total Paid	Total Amt Due
		1078	673	200,020	\$1,230	\$44,440

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- 38.** Please provide the number of vehicles impounded by DFHV during the request period, and the number of impounded vehicles reclaimed.
- FY25: 812 Impounded - 20 Unclaimed (According to Salesforce there is no release date for the vehicle)
 - FY26: 69 Impounded - 1 Unclaimed
- 39.** Please provide the number of consumer complaints received by the Department related to a digital dispatch company that provides private vehicle-for-hire service.
- FY25: 67 DDS consumer complaints
 - FY26: 12 DDS consumer complaints
- 40.** Please provide the current deployment plan for Vehicle Inspection Officers, including hours, number of officers per shift, and deployment areas.
- Team 1 has one Assistant Chief with four Enforcement Officers and they work Wednesday-Saturday, 0600hrs to 1630hrs.
 - Team 2 has one Assistant Chief with two Enforcement Officers and they work Wednesday-Saturday, 1600hrs to 0230hrs.
 - Team 3 has one Assistant Chief with four Enforcement Officers and they work Monday-Thursday, 0600hrs to 1630hrs.
 - Team 4 has one Assistant Chief with three Enforcement Officers and they work Sunday-Wednesday, 1600hrs to 0230hrs.

Deployment areas are city-wide with a focus on high-trafficked areas such as *Capital One Arena* during events, Union Station during the day, nightlife areas, and areas of dense congestion where for-hire vehicles pick up and drop off.

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- 41.** Have there been any changes in VIO deployment or focus within the last calendar year?

DFHV Enforcement Officer deployment has largely remained unchanged. There has been a consistent focus on areas along the High Injury Network and areas of dense congestion and retail traffic, all of which contribute to pedestrian-vehicular conflicts and public safety challenges related to vehicle-for-hire and carrier-for-hire activities.

- 42.** Please provide the total VIO overtime hours worked and VIO overtime spending, by month.

FY25 Total officer overtime hours include the following:

- Q1-203.5 hours - \$8,780.15
- Q2-300.5 hours - \$13,163.50
- Q3- 219 hours - \$8,828.10
- Q4-2,153 hours - \$110,266.58

- 43.** What are the primary causes of VIO overtime, and what strategies does DFHV plan to use in this fiscal year to reduce overtime pressures?

The primary cause for Enforcement Officers' overtime is to enforce Vision Zero safety related violations. DFHV strongly supports the Mayor's Vision Zero goal. There are currently no overtime pressures. Overtime is offered to officers only on voluntary basis and is funded through a grant DFHV receives annually from the Highway Safety Office.

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FOCUS AREA 2: DC School Connect

44. Please provide an update on the DC School Connect program for the 2024-2025 and 2025-2026 School Years, including the following:

a. A general update on the status of the program;

DC School Connect continued to operate as a Safe Passage initiative to provide for students at eligible public and public charter schools within Ward 7 and Ward 8 for students within and around identified Safe Passage zones. The program uses a mix of vehicles to provide shared rides to and from convenient neighborhood stops at scheduled times. The program primarily tracks ridership to evaluate how effectively it is meeting its goal of safely transporting students to school.

The current fleet of 37 shuttles and vans perform daily morning and afternoon runs at 30 schools in the service area for School Year 2025-2026. Vehicles in the fleet vary in capacity from 6 to 13 riders, depending on the demand at the individual schools.

Between the beginning of School Years 2024-2025 and 2025-2026, the program has provided students with 68,072 trips to and from school.

b. The most recent analysis of performance metrics related to improving outcomes in truancy, accessibility, and safety for students;

To improve outcomes related to truancy, accessibility, and safety, the agency implemented key recommendations from the DC School Connect Working Group Report. Specifically, we introduced Principal rankings for students who experience truancy or safety-related issues, ensuring that school leadership plays an active role in identifying and prioritizing support for these students. Additionally, we established a process for emergency seating requests throughout the school year, which are submitted by the Deputy Mayor for Education's office on behalf of families or schools, particularly within Wards 7 and 8. These measures strengthen our ability to respond quickly to urgent needs and maintain equitable access to transportation for students facing attendance and safety challenges.

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DFHV tracks AM and PM trips completed, the number of active students utilizing the service, fleet utilization, and on-time arrival to schools to ensure reliability. These metrics provide actionable insights into program performance, allowing us to identify trends, address service gaps, and maintain accountability for timely and safe student transportation.

c. A list of participating schools;

Program participation has shown measurable growth over the past two school years. In School Year 2024–2025, a total of 27 schools were actively engaged in the program. This number increased to 30 schools in School Year 2025–2026, reflecting a positive trend in adoption and outreach. The increase demonstrates both heightened awareness of the program and a stronger commitment to providing transportation support for students, particularly in areas across Wards 7 and 8 where accessibility and safety remain priorities.

2024-2025	2025-2026
1. Achievement Prep PCS - Wahler Place	1. Achievement Prep PCS - Wahler Place
2. Ballou High School	2. Burrville Elementary School
3. Bard High School Early College DC	3. Center City PCS - Congress Heights
4. Burrville Elementary School	4. Cesar Chavez PCS for Public Policy
5. Center City PCS - Congress Heights	5. DC Prep PCS - Anacostia Middle
6. DC Prep PCS - Anacostia ES	6. DC Prep PCS - Benning Elementary
7. DC Prep PCS - Anacostia MS	7. DC Prep PCS - Benning Middle
8. DC Scholars PCS	8. DC Prep PCS – Anacostia Elementary
9. Digital Pioneers Academy PCS	9. Digital Pioneers Academy PCS
10. Elsie Whitlow Stokes Community Freedom PCS - East End	10. Elsie Whitlow Stokes Community Freedom PCS - East End
11. Excel Academy	11. Friendship PCS - Southeast Elementary Academy
12. Friendship PCS - Blow-Pierce Elementary School	12. Friendship PCS - Southeast Middle Academy
13. Friendship PCS-Southeast Elementary School	13. Hart Middle School

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14. Friendship PCS-Southeast Elementary	14. Ida B. Wells Elementary Schools (Shuttle)
15. Friendship PCS - Blow-Pierce Middle School	15. Ingenuity Prep PCS
16. Ida B. Wells Middle School (Shuttle)	16. Kelly Miller Middle School
17. Ingenuity Prep PCS	17. Ketcham Elementary School
18. Kelly Miller Middle School	18. King Elementary School
19. King Elementary School	19. KIPP DC - Honor Academy PCS
20. KIPP DC - AIM Academy PCS	20. KIPP DC - Inspire Academy PCS
21. KIPP DC - Discover Academy PCS	21. KIPP DC - KEY Academy PCS
22. KIPP DC - Heights Academy PCS	22. KIPP DC - Legacy College Preparatory PCS
23. KIPP DC - Honor Academy PCS	23. KIPP DC - Pride Academy PCS
24. KIPP DC - Inspire Academy PCS	24. Lee Montessori PCS - East End
25. Randle Highlands Elementary Schools	25. Nalle Elementary School
26. Statesmen College Preparatory Academy for Boys PCS	26. Randle Highlands Elementary School
27. Turner Elementary School	27. Rocketship PCS - Legacy Prep
	28. Sousa Middle School
	29. Statesmen College Preparatory Academy for Boys PCS
	30. Turner Elementary School

d. Total enrollment capacity;

The program’s total vehicle capacity is 300 seats, distributed across a fleet of vehicles with varying passenger configurations. These vehicles include multiple types of seating arrangements, ranging from small-capacity vehicles with 6 seats to larger vehicles accommodating up to 13 passengers. This mixed configuration allows flexibility to meet different route demands, optimize utilization, and ensure that students are transported efficiently while maintaining safety and comfort standards.

e. Number of students enrolled, by school;

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School Year 24-25	
School	# of students enrolled
Achievement Prep PCS	49
Anacostia High School	4
Ballou High School	22
Bard Elementary School	13
Beers Elementary School	3
Boone Elementary School	3
Burrville Elementary School	2
Center City PCS - Capitol Hill	9
Center City PCS - Congress Heights	23
Cesar Chavez PCS	7
DC Prep PCS - Anacostia Elementary School	26
DC Prep PCS - Anacostia MS	60
DC Scholars PCS	29
Digital Pioneers Academy PCS	22
Eagle Academy PCS - Congress Heights	2
Eastern High School	3
Eliot-Hine Middle School	4
EW Stokes PCS - East End	47
Excel Academy	21
Friendship PCS - Blow Pierce Elementary School	6
Friendship PCS - Blow Pierce Middle School	8
Friendship PCS - Collegiate Academy	4
Friendship PCS - Southeast Elementary School	13
Friendship PCS - Southeast MS	11
Friendship PCS - Technology Prep HS	3
Garfield Elementary School	1
Global Citizens PCS	4
Hart Middle School	3
HD Woodson High School	7
Houston Elementary School	3
I Dream PCS	1

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Idea PCS	4
Ingenuity Prep	11
Johnson Middle School	9
Kelly Miller Middle School	9
Ketcham Elementary School	8
Kimball Elementary School	6
King Elementary School	12
KIPP DC - AIM Academy PCS	19
KIPP DC - Arts and Technology Academy PCS	1
KIPP DC - Discover Academy PCS	8
KIPP DC - Heights Academy PCS	23
KIPP DC - Honor Academy PCS	16
KIPP DC - Inspire Academy PCS	19
KIPP DC - KEY Academy PCS	3
KIPP DC - LEAP Academy PCS	3
KIPP DC - Legacy College Prep PCS	14
KIPP DC - Pride Academy PCS	4
KIPP DC - Promise Academy PCS	10
KIPP DC - Quest Academy PCS	1
KIPP DC - Valor Academy PCS	4
Kramer Middle School	4
Learn DC	5
Leckie EC	1
Malcolm X Elementary School	4
Moten Elementary School	6
Nalle Elementary School	3
Patterson Elementary School	3
Plummer Elementary School	3
Randle Highlands	17
Rocketship PCS - Legacy Prep	2
Rocketship PCS - Rise Academy	2
Ron Brown College Prep HS	6
Savoy Elementary School	8

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Simon Elementary School	8
Smothers Elementary School	4
Sousa Middle School	4
Stanton Elementary School	9
Statesmen Academy	61
Thurgood Marshall Academy PCHS	7
Turner Elementary School	13
Van Ness Elementary School	3
Whitlock Elementary School	1
School Year 25-26 YTD	
Schools	# of students enrolled
Achievement Prep PCS - Wahler Place	27
Anacostia High School	3
Ballou High School	9
Bard High School Early College DC (Bard DC)	8
Burrville Elementary School	13
Cedar Tree Academy PCS	1
Center City PCS - Capitol Hill	7
Center City PCS - Congress Heights	24
Cesar Chavez PCS for Public Policy	4
DC Prep PCS - Anacostia Elementary	9
DC Prep PCS - Anacostia Middle	34
DC Prep PCS - Benning Elementary	4
DC Prep PCS - Benning Middle	3
DC Scholars PCS	15
Digital Pioneers Academy PCS	17
Drew Elementary School	2
Eastern High School	9
Eliot-Hine Middle School	2
Elsie Whitlow Stokes Community Freedom PCS - East End	36
Excel Academy	9
Friendship PCS - Blow-Pierce Elementary	2
Friendship PCS - Blow-Pierce Middle	7

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Friendship PCS - Collegiate Academy Online	1
Friendship PCS - Collegiate Academy	6
Friendship PCS - Southeast Elementary Academy	58
Friendship PCS - Southeast Middle Academy	18
Friendship PCS - Technology Preparatory High School Academy	10
Garfield Elementary School	2
Global Citizens PCS	3
H.D. Woodson High School	1
Hart Middle School	19
Hendley Elementary School	1
Houston Elementary School	1
I Dream PCS	1
Ida B. Wells Elementary Schools	4
IDEA PCS	1
Ingenuity Prep PCS	29
Johnson Middle School	9
Kelly Miller Middle School	3
Ketcham Elementary School	7
Kimball Elementary School	2
King Elementary School	14
KIPP DC - AIM Academy PCS	18
KIPP DC - Discover Academy PCS	8
KIPP DC - Heights Academy PCS	21
KIPP DC - Honor Academy PCS	15
KIPP DC - Inspire Academy PCS	9
KIPP DC - KEY Academy PCS	4
KIPP DC - Legacy College Preparatory PCS	8
KIPP DC - Pride Academy PCS	4
KIPP DC - Promise Academy PCS	1
KIPP DC - Quest Academy PCS	3
KIPP DC - Valor Academy PCS	1
Kramer Middle School	2
Lawrence Beers Elementary School	6

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LEARN DC PCS	1
Leckie Education Campus	2
Lee Montessori PCS - East End 2	2
Malcolm X Elementary School @ Green	4
Maya Angelou PCS High School	2
Moten Elementary School	3
Nalle Elementary School	1
Plummer Elementary School	2
Randle Highlands Elementary School	8
Rocketship PCS - Legacy Prep	1
Rocketship PCS - Rise Academy	5
Ron Brown College Preparatory High School	2
Savoy Elementary School	4
SEED Public Charter School of Washington DC	1
Simon Elementary School	6
Smothers Elementary School	3
Sousa Middle School	4
Stanton Elementary School	2
Statesmen College Preparatory Academy for Boys PCS	45
Thurgood Marshall Academy PCS	4
Turner Elementary School	20
Van Ness Elementary School	1

f. Number of students, by school, participating on a monthly basis;

The agency is unable to provide the number of students, by school, participating on a monthly basis because our current data collection process does not capture participation at that level of detail. The system is not configured to track monthly participation by an individual school, and implementing this capability would require further coordination with OSSE, DME, and significant changes to both software configuration and reporting processes.

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g. Total pick-up or drop-off cancellations made by a legal guardian, by month;

In October 2025, we recorded a total of 10 guardian-initiated cancellations for pick-up or drop-off services. These cancellations occurred close to the start of the school year and were primarily due to students being enrolled in schools outside of Wards 7 and 8, making them ineligible for the program. Additionally, one family relocated to another state, resulting in a permanent discontinuation of service. These cancellations reflect changes in student eligibility rather than service performance and are tracked separately from operational cancellations to maintain accurate program metrics.

h. The per-student-ride fiscal impact of the program.

For School Year 24–25, DCSC spent budget was \$5.24M, the program offered 55,497 rides to students at an average \$94.49 per ride, serving 381 unique students. For School Year 25–26, the budget is \$5.99M with a budgeted cost per student of \$16,083, reflecting a plan to serve approximately 373 students. Actual ride counts and students served will be available once the school year’s data are finalized.

	School Year 24-25	School Year 25-26 YTD
Total Spend Budget	\$5,243,780	\$5,991,690
Cost per Student (Budgeted)	\$17,083	\$16,083 (YTD)
Cost per Ride	\$94.49	Not yet available
Number of Rides	55,497	Not yet available
Number of Students Served	381	Not yet available

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FOCUS AREA 3: Accessibility

45. Please describe the Department’s efforts to increase access to wheelchair-accessible vehicles in the District during Fiscal Year 2025 and Fiscal Year 2026, to date. Please list each program, incentive, or initiative separately, and provide:

a. A brief description:

In FY25, the agency launched the WAV 2.0 Pilot to build on the lessons of Pilot 1.0. The primary objectives of the WAV Pilot 2.0 were to recruit and retain WAV drivers, improve WAV fleet reliability through maintenance support, incentivize service between 6 PM–12 AM, and collect performance data to inform future decision making. The pilot introduced several incentives to encourage drivers to convert to WAVs, as well as to engage new drivers to drive WAV vehicles. Companies were responsible for recruiting new drivers. The following incentives were implemented throughout FY25:

- WAV driver completed trip incentive (\$10 per trip)
- WAV Maintenance support for rental vehicles
- NEW WAV Driver Incentive (an incentive for recruiting, training, and hacking up new drivers)
- Administrative Fee support
- Cancellation and no-show fee support
- Hourly Wage of \$25 per hour for evening and late night trips.

The agency awarded funding to two companies (Transco and Yellow Cab) to recruit and retain WAV drivers, maintain WAV fleets, and improve service delivery for wheelchair users. The pilot ran from March 1, 2025, until September 30, 2025.

b. The total budget and actual spending:

WAV 2.0 Pilot FY25 (\$500k WAV Pilot Budget) - FY25 Actual spending \$88,835 on operations/ \$60k Admin (\$148,835)

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WAV 3.0 Pilot FY26 (\$500k WAV Pilot Budget)

- \$100k Independent/Taxi Companies /Associations for Repair; To date \$15k awarded – application will remain open until Aug. 2026
- \$377k WAV Incentive Program; \$188,500 awarded to date (application will remain open until Aug. 2026 or until funds are depleted)

c. Data on participation or improvements to service, as applicable; and

Transco recruited four (4) new drivers during the pilot but faced challenges with driver motivation and trip volume. Only one (1) driver consistently met trip requirements, receiving the \$1,000 new driver bonus. Overall, Transco maintained a pool of 25–27 active WAV drivers. Two of the drivers recruited in WAV 1.0 continue to provide WAV service. The other two drivers continued to drive but returned to sedans.

The two (2) WAV drivers Yellow Cab recruited in 1.0 continued to provide WAV service 6 PM-12 AM during 2.0. Yellow Cab was not able to recruit any new WAV drivers during 2.0.

d. A brief narrative of successes, failures, and lessons learned.

- Despite incentives, driver recruitment and retention were difficult. Companies stated it was difficult to find drivers motivated to switch from sedans to WAVs or recruit new drivers. Based on Data one of the companies granted historically has been receiving between 80% to 85% of non-TDC WAV requests yet the company did not apply for daytime incentives that could have supported recruitment efforts.
- A long-term solution to improve WAV service must be tied to a sustainable funding source. The current annual funding model—reliant on DFHV staff drafting Requests for Applications (RFAs) and managing the grant-making process—presents a significant barrier. By the time the agency navigates the administrative steps to encumber and distribute the funds to companies, it

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often takes 4–5 months, delaying implementation. This is evident in the fact that each iteration of the pilot ran no more than seven (7) months. Additionally, the likelihood that drivers may continue to provide WAV service may increase if drivers are confident that incentives will be paid consistently and without gaps; suggesting that stability in funding directly supports driver retention.

- e. What WAV/accessibility initiatives does DFHV plan to implement in the coming year?

The WAV 3.0 Pilot began on October 1, 2025. This pilot is focused on expanding outreach to new drivers through hiring fairs, training, driver incentives for all WAV drivers, and vehicle maintenance. In addition, more monthly incentives will be provided to drivers for driver of the month and raffles for drivers who complete the minimum trips per month (15). Companies will have the opportunity to receive funding to purchase a WAV to replace one of their oldest vehicles

Based on the lessons learned from 2.0, DFHV included the following components into 3.0:

- Since companies could not recruit as many drivers as the agency preferred during the WAV 2.0 pilot, the agency is planning on expanding outreach and recruit new WAV drivers through hiring fairs hosted by DFHV.
- During the WAV Driver Meetup, companies and independent drivers indicated that their vehicles are older and in need of repair. In addition to companies, individual WAV drivers can apply for maintenance funds in FY26.
- Rather than disbursing late-night WAV incentives per hour, drivers will receive monetary incentives per WAV trip.
- To encourage more participation, new recruit and existing drivers will have the opportunity to receive non-monetary incentives like monthly raffle winnings for gift cards and entertainment tickets.
- Companies can receive funding to purchase a WAV to replace one of their oldest vehicles

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46. How many WAV rides were provided by private vehicle-for-hire companies in FY 2025 and FY2026, to date?

WAV Service Type	non-WAV Trips	Q1	Q2	Q3	Q4	Total WAV Trips
TNC WAV FY24** Market Share: 95% of the for-hire market	49 mil.					15,360
Taxi (non-TDC) WAV FY25	2.7 mil.	3,659	2,707	2,468	3,277	12,111
TDC WAV FY25		3,101	2,577	2,648	2,549	10,875

Notes:

- *One of the TNCs does not provide wheelchair-accessible rides. Instead, the company refers individuals to existing taxi companies that offer WAV service.*
- TNCs will submit FY25 data in March 2026. The data shown in the table reflects the most recent WAV data received from the one company that provides these trips.

47. Transport DC - Provide the following information for FY 2025 and FY 2026, to date:

- a. Total participants (disaggregated by ward, if possible);
- b. Total rides, by month; and

Month	FY25 Trips	FY25 Unique Ridership	FY26 Trips	FY26 Unique Ridership
October	8,720	2,019	8,759	2,719
November	7,884	1,931	8,154	2,597
December	7,856	1,936		2,600
January	6,732	1,783		
February	6,992	1,730		
March	7,788	1,853		
April	7,779	1,811		
May	7,758	1,902		
June	7,297	1,811		
July	8,058	1,882		
August	8,111	2,528		
September	8,454	2,660		
Totals	93,429	23,846	16,913	7,916

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- c. Cost per ride.
\$22 per trip (including TDC WAV incentives FY25 \$23.98/FY26 \$23.52 YTD)

GENERAL AGENCY QUESTIONS

- 48.** Please provide an update on the status of any planned or pending agency rulemakings, not including rulemakings related to implementation of carrier-for-hire regulation already mentioned in Focus Area 1.

DFHV is working with relevant sister agencies to expeditiously implement the new CFH regulations and a major overhaul of Title 31. The agency conservatively projects that both rulemakings will be in place no later than third quarter of this fiscal year.

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

- Accessibility Advisory Council
- For-Hire Vehicle Advisory Council
- Racial Equity Cohort I (Internal DC Gov)
- Washington Metropolitan Area Transit Commission
- DFHV also attends the Multimodal Accessibility Advisory Council meetings as requested by Chair and members.

- 50.** What is the status of the Department's efforts to unify taxicab digital dispatch? What percentage of the industry has adopted the platform, and which companies or associations are not currently participating?

In 2025 we concluded our e-hail grant with Digital Taxicab Solution (DTS) provider Transco and its technology partner, Curb, which successfully integrated with UVC's

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digital meter. As a result, e-hailing soared to 19% of all taxi trips in the first quarter of FY 2026, compared to 8% in the same quarter in the previous fiscal year. We fully expect this growth to continue.

DTS providers Yellow Cab, which has a separate digital dispatch, and VIP declined to participate in the program. As of the last quarter, 59% of taxi drivers are taking digital dispatch trips.

51. 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.

No, the agency is currently not party to any active NDAs.

ADDITIONAL QUESTIONS: Programs

52. For FY23, FY24 and FY25 to date, how many individuals received transportation services through the following programs:

DFHV does not collect individual or eligibility requirements per program, therefore usually a trip count equates to an individual customer.

	FY23	FY24	FY25
NEMT	713	899	362
Vets Ride	11,445	10,119	11,919
My Rides	5,579	5,804	615
TDC	104,853	100,907	93,429

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Number of Eligible Riders:

- Vets Ride – 1,100 eligible riders in FY26 (as of 1/8/2026)-- FY23 through FY25 totals estimated to fluctuate between 800 and 1,000.
- My Rides – Estimated 397 unique riders in FY25 -- 1,502 unique riders in FY24.
- Transport DC – Average eligible riders:
 - FY24 -12,128
 - FY25 – 13,258

53. For FY23, FY24 and FY25 to date, how many rides were completed, cancelled, and unfulfilled through the following programs:

- a. Non-Emergency Medical Transportation
- b. Vets Ride
- c. My Rides
- d. TDC

	2023			2024			2025		
	Compl.	Unfulfilled	Cancelled	Compl.	Unfulfilled	Canceled	Compl.	Unfulfilled	Cancelled
NEMT	713	N/A	N/A	899	450	250	362	255	116
Vets Ride	11,445	N/A	N/A	10,119	871	483	11,919	0	1397
My Rides	5,579	N/A	N/A	5,804	0	540	615	0	109
TDC	104,853	4,711	10,409	100,907	4,574	8,686	93,429	6,690	9,454

- N/A: During the time of administering the grant, DFHV was not directed to measure the data point through its MOU, or, DFHV did not have the data point as a part of the agreement for the vendor.
- Unfulfilled = driver’s no-show/cancellation.
- Cancelled = customer’s no-show/cancellation.

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54. For FY23, FY24 and FY25 to date, how many ride cancellations were initiated by drivers or transportation providers and how many were initiated by passengers?

Please see grid above.

- Unfulfilled = driver’s no-show/cancellation.
- Cancelled = customer’s no-show/cancellation.

55. For FY23, FY24 and FY25 to date, how many transportation providers are currently authorized or contracted by DFHV to provide rides for the Non-Emergency Medical Transportation program and the My Rides program?

DFHV does not contract with the For-Hire Industry, no matter if it is a taxicab company or a TNC company. The grant programs are competitive in nature and applications are scrutinized by an internal grant panel, administrative review, and at times an independent panel (depending on the circumstances). Therefore, a number of taxicab and TNC companies can apply for DFHV grants when funds are available.

	FY23	FY24	FY25
NEMT	Transco, Inc.	Transco, Inc.	Transco, Inc.
My Rides	Yellow Cab Co. of DC, Inc.	Yellow Cab Co. of DC, Inc.	Transco, Inc.

56. For FY23, FY24 and FY25 to date, how many drivers and vehicles are available through DFHV-authorized providers to support each of the Department’s paratransit and microtransit programs?

- DC Neighborhood Connect had 23 vehicles and 25 drivers available for service in FY24. DC Neighborhood Connect ceased operations in June of 2024.
- Transport DC: 366 vehicles in FY24, and 389 vehicles in FY25 on average.

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57. For FY23, FY24 and FY25 to date, what was the average response time from ride request to vehicle arrival for the Department’s transportation programs?

	FY23 (min.)	FY24 (min.)	FY25 (min.)
NEMT	N/A	11	13
Vets Ride	9	12	14
My Rides	N/A	14	10
TDC	10	15	14

Note: Transport DC’s wait times may vary depending on the need of the vehicle, time of day, weather, and even Washington, DC’s events. However, the standard wait times average about 15 minutes.

58. For FY23, FY24 and FY25 to date, how many complaints or incidents related to rides were reported to DFHV for each of the Department’s transportation programs?

Complaints Reported by Vendor per Program	FY23	FY24	FY25
NEMT	N/A	37	5
Vets Ride	2	9	6
My Rides	0	0	0
TDC	5	5	13

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59. What data points does the Department collect for each of the transportation programs?

DFHV uses a standard universal trip log that is collected each month; however, each sister agency may require DFHV to collect specific data based on their funder/program expectations that will be identified within the MOU. The standard data collected are:

- Trip No.
- Trip Company
- Trip Status
- Customer ID
- Rider Name
- Rider Status
- Vehicle #
- Plate
- Driver ID
- Vehicle Requirements
- Requested Pickup
- Accept Dispatch
- Arrival at Door
- Hired
- Trip End
- Pickup address
- Destination address
- Long. Start
- Lat. Start
- Long. Dest.
- Lat. Dest.
- Deadhead Time
- Deadhead Distance
- Passenger Wait
- Driver Wait
- Trip Duration
- Trip Distance
- Meter Rate
- Driver Incentive
- Total Amount
- Trip Rating